

NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)  
POLICY AND PROCEDURE

SUBJECT: INTERRUPTION TO INFORMATION MANAGEMENT PROCESS PLAN

NUMBER: NN-IM-MR-27

ORIGINAL DATE: 9/2/09

Page 1 of 5

REVIEW/REVISE DATE: 6/17/10, 7/18/13

APPROVAL: Cody L. Phinney, Agency Director

I. PURPOSE:

NNAMHS will ensure there is a written plan in the event of a scheduled or unscheduled interruption to the information management process including Avatar/Electronic Medical Record(EMR) and WORx.

II. POLICY:

NNAMHS will have a procedure to follow in the event of an information interruption to AVATAR/EMR AND WORx.

III. PROCEDURES

Agency-Wide

- A. The Agency Director or designee will consult with the Information Technology Manager to determine the need for implementing the manual process.

- B. The Agency Director or designee will communicate to all staff via email or telephone as quickly as possible the procedure for entering information into the consumer's medical record.

### Inpatient

- A. The following procedure should be followed in the case of equipment or system failure when the pharmacy is open. It should be noted that Pyxis medstations can still work independently when the outage is localized in the pharmacy. In such cases, overrides can be employed for consumers already in the system.
1. The nursing staff will bring a copy of the physician order to the pharmacy, or the pharmacy technician will pick up copies of the physician orders during their rounds.
  2. The pharmacist shall review the physician order to ensure 1<sup>st</sup> dose review.
  3. If medication is needed, a 48-hour supply of medication is placed in a zip lock bag; a handwritten label will be generated with the consumer's information, medication given, the quantity, the lot number and the expiration date of the bottle, along with the initials of the pharmacist and the technician that filled the medication.
  4. The pharmacy staff shall initial the physician order with the date, time and quantity dispensed of all medications filled.
  5. The same procedure shall be followed for new orders, which will be delivered to the consumer's medication drawer.
  6. The pharmacy staff will monitor the afterhours cart for depleted items and replenish those items as needed.
  7. All physician orders will be placed in a folder until the communication failure has been resolved, where they will be retrieved for proper entry.

8. The pharmacy staff will keep on hand unit dose medications to ensure that the units are adequately stocked during the system downtime.
  9. Upon resolution of the failure, the Pharmacy Department will return to business as usual entering the scanned orders, ensuring that all orders physically brought to the pharmacy have been entered chronologically in the order written.
- B. In cases where the pharmacy is closed and the medstations are working both the afterhours cart and the medstation should be employed.
1. All admissions will be logged in using POU/IP/PAS log sheets.
  2. Staff must contact H.I.S. to verify consumer's medical record number. If a consumer does not have an existing medical record number, a temporary number is issued from the number log in the Rotation Book. After hours, nursing staff is responsible for verifying the consumer's medical record number using the Master Card File in H.I.S.
  3. All admissions will be entered into AVATAR using the admission bundle, once the system has stabilized using the actual admission date and time. The computer generated PAT ID (patient identification number) will then replace the number given from the Rotation Book.
- C. Consumer Movement within Inpatient Units
1. All unit, room, and bed transfers will be logged on the unit.
  2. Once the system has been stabilized and the admission has been entered, all unit, room, and bed transfers must be entered in date/time order using actual date and time of transfer.
- D. Discharges:
1. All discharges will be logged using POU/IP/PAS log sheets.
  2. All discharges will be entered into AVATAR/EMR using the discharge bundle once the system has stabilized using the actual discharge date and time.

#### E. EMR Entry:

1. All entries (i.e. progress notes, treatment plans, assessments) will be completed using paper forms and placed or forwarded to H.I.S. as determined by the Agency Director or designee.
2. Progress notes can be entered into Micro Soft (MS) Word and then cut and pasted into Avatar/EMR when the system is operational. If the outage affects all computer function, progress notes should be handwritten and then entered into Avatar/EMR when the system is operational. Progress notes must be deleted from MS Word once they have been entered into the EMR. Assessments and treatment plans will be completed in paper form and forwarded to H.I.S.

#### Outpatient Services

- A. Each outpatient department will have a paper back-up for progress notes, evaluations, and assessments if AVATAR/EMR is down.
- B. Appointments will be entered into Avatar/EMR when the system is operational. For unplanned interruptions, AA's will mark on the daily schedule the clients who were unable to reschedule and contact the consumer with a new appointment when the system is operational.

#### Pharmacy

- A. Pharmacy services shall be provided to all consumers that present a valid prescription or refill during the outage
  1. The pharmacy staff shall notify the clinic manager, nurse supervisors and financial representatives that the pharmacy is unable to process any prescriptions.

2. The consumer shall be given a 3 day supply or quantity deemed necessary by pharmacist (example: to cover holiday) of medication (dangerous drugs and/or controlled substances) with a handwritten label that will include:
  - i. All elements of NRS 639.2801-Requirements for labeling containers for prescription drugs
  - ii. The initials of the staff dispensing the medication RPh (Registered Pharmacist) and technician, if applicable
3. A note shall be placed on the original prescription indicating the following: the NDC number and the quantity of the medication given, the date of filling and the filling pharmacist's initials.
4. The prescription will be placed in a special folder to be entered into the system once the failure has been resolved. The prescription will be entered into the computer as written but filled for the balance (written amount minus amount previously given.)
5. If the consumer is in need of a refill, they will be asked to bring in their most current bottle and an emergency 3 day supply of medication shall be given. If the bottle is not available, pharmacy will attempt to get the prescription number and look up the original prescription to obtain the necessary information. If necessary, the pharmacy will get the consumer's chart to obtain current prescription information.
6. If the consumer's prescription has expired or no refills are remaining, the consumer shall be directed to the physician to obtain a valid prescription or refill, so that a 3 day supply may be given.