## **EHR Outage Flow**

- Clinician(s) should immediately notify Dr. Deb Moore.
- If the EHR outage persists, past 5 minutes, implement usage of paper forms for completion of SOAP notes as outlined below.
- Dr. D. Moore will contact the clinician to obtain additional information, and will take appropriate action.
- Dr. D. Moore will update clinical personnel and staff as the situation develops.

# **During Outage Front Desk** Distributes copies of schedules & paper SOAP notes to all pods/zones (printed prior evening). Interns & Clinicians Interns use paper and record notes. Floor Clinicians review the S. O. A. and initial service slip. After treatment is completed, Floor ഗ Clinicians read/sign P section of note and service slip. Codes will need to be included. Intern turns in note with service slip to the Cashier. Cashier Cashier collects service slips/SOAP notes.

## **Post-Outage**

### **Office Manager**



- Scans EHR outage paperwork.
- 2. Copies Service Slips & SOAP notes.
- 3. Places copies in clinician mailboxes.

#### Clinician





- Checks EHR to see if note has been created. If YES, in PAIO post charges and diagnoses (that match service slip).
- 2. If NO, Create back dated (back dated to date of outage note in PAIO.
  - In "Subjective", click "Daily Visit Introductory Sentence and add: "EHR non-functional at time of visit on (insert date); paper note for DOS has been scanned into patient's EHR. Intern of record name is: (add intern name).
  - 2. Post charges and diagnoses (that match service slip) in PAIO.
- Adds secondary provider (intern) that is listed on the Copy of Service Slip.
- Give your Copy of Service Slip to Office Manager (Meghan Gaines) for manual credits to be entered for credit tracking purposes.