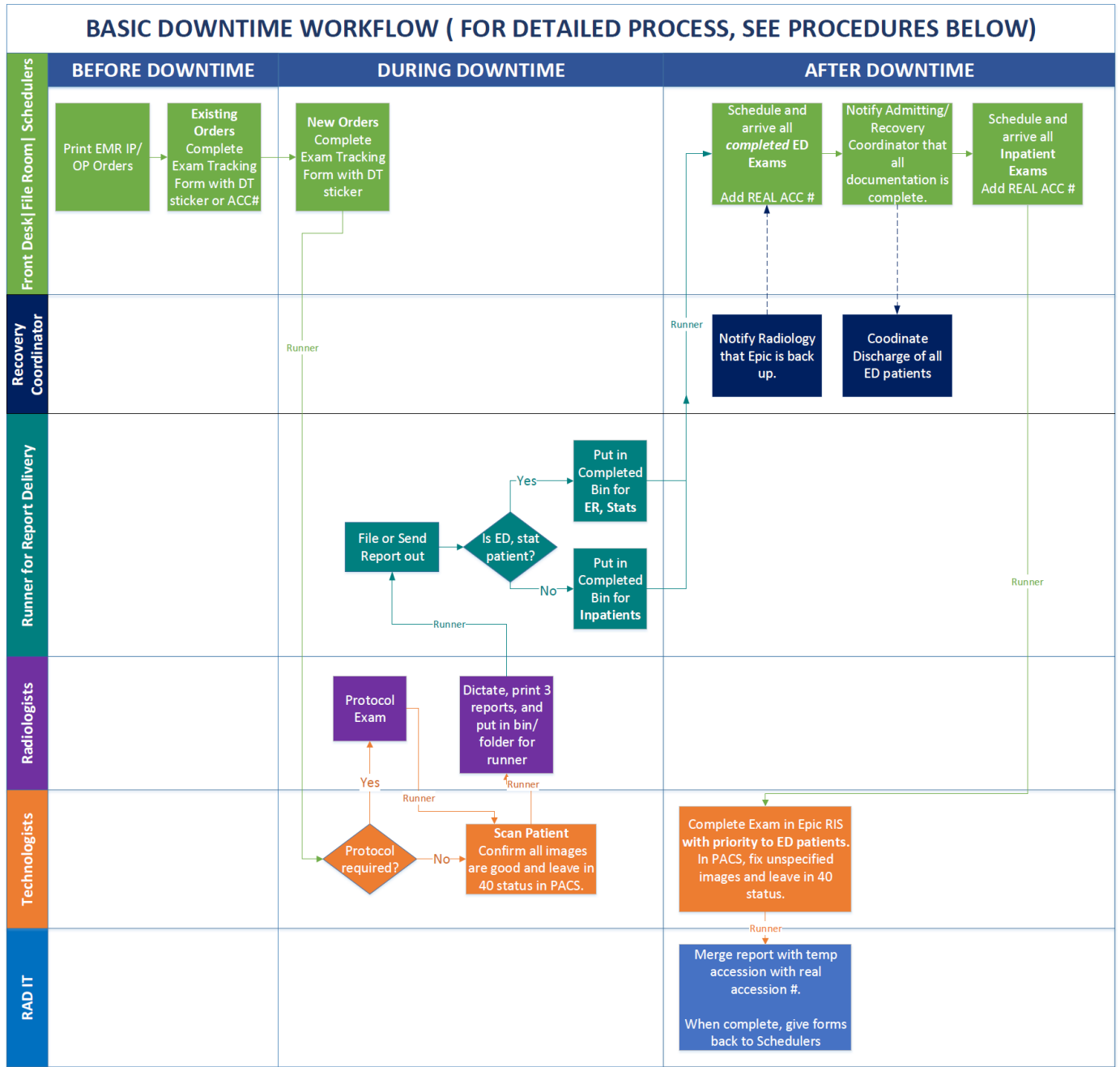


# RADIANT PLANNED DOWNTIME PROCEDURES



## REQUIREMENTS

Prior to planned downtime, leadership at each site will designate “runners” responsible for moving the downtime forms from one group to another.

Designate the following runners:

- Runners will need to be assigned to transport DT forms from/to each team (Sched/Tech/Rads). See all areas

in above flowchart where “Runner” is designated on the flowchart arrows. The default group responsible is indicated by the color of the text, however the responsibility of runner may be adjusted based on specific site needs.

- A runner responsible for the outbound delivery or filing of the dictated report. See Runner for Report Delivery section for more information.

Epic Read Only - To access this icon, please refresh Citrix on system tray. Click on the + sign and select **Epic\_Read Only**.



Epic\_Read Only

The **Epic Read Only** icon will be available during downtime. The information will be up to date as of the downtime.

## FILE ROOM | FRONT DESK | SCHEDULERS


### PRIOR DOWNTIME

1. One hour prior to downtime, get printed Technologist Worklist from technologist.
2. Prepare downtime forms for exams that will not be completed prior to system downtime.

### DURING – EXAMS

1. New exam requests Inpatient (Faxed), ED (Physical): Use downtime form.
2. On Downtime Form:
  - a. Place TempAcc# sticker.
  - b. Write patient/exam information. Include reason for exam.
3. On Faxed order:
  - a. Place 2<sup>nd</sup> TempAcc# sticker on order.
4. Staple Downtime Form and Faxed order together.
5. Runner to give stapled documents to Technologist.

### AFTER DOWNTIME

1. **After Recovery Coordinator notifies Radiology that Epic is back up**, collect the Downtime forms from both the **Radiologist ER/Stat** and **IP** completed bins.
2. Schedule and arrive only Completed ED patients:
  - a. Log into Epic.
  - b. Click Anc Orders and type/search for patient under Patient Lookup.
  - c. Click New Order.
  - d. Fill in the following information:
  - e. Referring Prov. (From Faxed Order)
  - f. Procedure.
  - g. Reason for exam.
  - h. Enter Order Note “Completed during Downtime” for Techs to see (in Tech worklist)
  - i. Any fields that have .
  - j. For CT and MR exams: For Record Decision Support information, type No.
  - k. Decision Support Exception, select Technical issue; EHR or qCDSM (MC).

- l. Contrast Allergies, select Unknown.
  - m. History for Kidneys, select Unknown.
  - n. Click Accept and answer all prompts.
  - o. Schedule patient.
  - p. Click Add-on.
  - q. Select Modality.
  - r. Confirm Check In box is checked.
  - s. Click Accept.
3. Notify Recovery Coordinator that all ED patient documentation is complete.
  4. Schedule and arrive all Inpatient Exams and hand all forms to Runner/Technologist.

## TECHNOLOGISTS

### PRIOR DOWNTIME

1. One hour prior to downtime, check if exams have been protocolled. If not protocolled, have Radiologist protocol exam.
2. One hour prior to downtime, print two copies of the Technologist Worklist (for each modality).
3. Provide one copy of Technologist Worklist to schedulers to prepare the downtime forms.

### DURING – EXAMS

1. Scheduler/Runner will hand Technologist the Downtime Form.
2. If exam was scheduled prior to downtime, log into Epic Read Only to verify exam has been protocolled.
3. If protocol required, give Downtime Form to Radiologist to protocol.
  1. Once protocolled, manually enter patient demographics which includes the “U” MRN and Temp Acc# on modality.
4. Perform Exam and push images into PACS. **If Stat, let Radiologist know exam is Stat.**
5. Write Begin/End Time of exam, Medications, and Technologist name on the Downtime Form. Ensure images are correct.
6. Place the Downtime Form in the Radiologist “IN BIN”. X-Ray: Make copy of Downtime Form for reconciliation.

### AFTER DOWNTIME

1. Scheduler/Runner will hand Technologist the Downtime Form.
2. Log into **Epic**.
3. From the Technologist Worklist, select exam to begin and click **Begin Exam**.
4. In **Begin time** field, type in the actual time the exam was begun.
5. In **End time** field, type in the actual time that the exam was ended.
6. In **Technologist** field, type in name of technologist that performed exam.
7. Add Medication and administer medication.
  - In Date/Time fields, type in actual time contrast was administered.
  - In Comment field, type in the name of user that administered the contrast/medication, e.g., ‘Administered by *Tech Name*’.

× **iohexol (Omnipaque) 350 MG/ML contrast injection 150 mL** : Dose 150 mL : Intravenous : Once as needed : procedure

Ordered Admin Amount: 150 mL  
 Dispense Location: UWMC Floor Stock  
 Order Dose: 150 mL  
 Route: Intravenous  
 Frequency: Once as needed  
 Order ID: 470240132  
 Order Start Time: Today 07/16/21 at 1506  
 Administrations Remaining: 0 (+1 in progress)  
 PRN Reasons: procedure  
 Phase of Care: Active Now  
 References: Micromedex  
 Linked Line: Peripheral IV 06/23/21 16 G Anterior, Distal, Left Forearm (This Admin)

Action: Contrast Given  
 Date: 7/16/2021  
 Time: 1506  
 Comment: Enter Comment

Route: intravenous  
 Site:

Dose: 150 mL  
 Order Concentration: 1 mL/mL

8. Add Study Notes, etc.

**Important:** Techs will need to enter a Study Note for each downtime exam, “Completed during Downtime” so Radiologists can see in Study Summary.

Ztest, Joy

Chart Review MAR Technologist Navigator

Technologist Navigator - End Exam: 8/11/2021

Go Back Mark as Epted Assign

END EXAM: Staff Info

Begin Time	End Time	Repeat Count	Repeat Reason
08/11/2021 01:34 PM	08/11/2021 01:34 PM	Performing Physician	Reading Priority Routine
Technologist: RADIOLOGY, TECHNOLOGIST		Supporting Staff	
Confirm Resource: HMEDXRPRRT1		Total Exposures	

Notes

Study Notes

XR Chest 1 Vw

Completed during Downtime

Entered By: Renee M Grass-Rotness, Technologist  
 Last Modified: 8/11/21 1:35 PM

9. End exam.

Technologist Navigator - End Exam: 7/16/2021

Go Back Mark as Epted Assign

END EXAM: BestPractice Staff Info

Begin time	End time	Technologist	Supporting staff
03:04 PM	03:05 PM	RADIOLOGY, TECHNOLOGIST	
Begin date: 7/16/2021	End date: 7/16/2021	Performing physician:	Reading priority: Routine
		Confirm resource: UMCT1	

10. Use Quality Assurance in Visage to **fix Patient/Merges**.

11. Runner to give the Downtime Form to Rad IT. (All exams must in **End Exam** Status in Epic.)

## RADIOLOGISTS

### PRIOR DOWNTIME

- Finalize all studies prior to downtime.

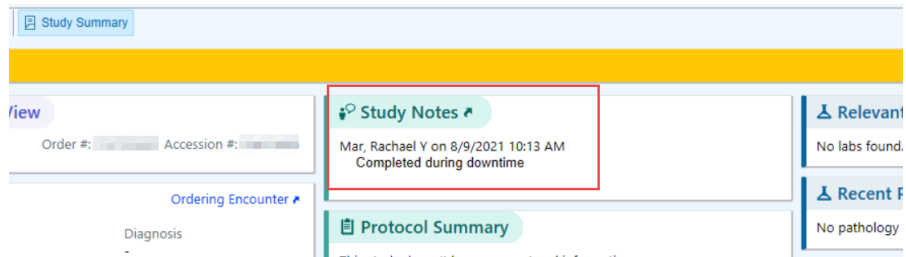
### DURING – EXAMS

- Radiologists will read exams that are placed in the **Radiologist In-Bin**.
- Look patient up in PACS to view images.
- In PS360, type in the **TempAcc#** that is on the Downtime Form in the **Quick Search window**. This will create a temporary order. Click **OK** to continue.
- Use downtime macros that start with **\_downtime**.
- At the top of the report, put in the Patient Name, MRN and the temporary accession number.

6. Final sign if *possible* and if not, Prelim result in PS360.
7. Print 3 copies of report/result.
8. Write **READ** on Downtime Form.
9. Put in designated bin/folder for runner to put in File Organizer and the **Radiologist ER/Stat and IP Out-Bins**.

#### AFTER DOWNTIME

1. Finalize any preliminary results.
2. Use Radiant integrated workflow. **Do not dictate for exams completed during downtime.** See Study Summary for Study Notes that indicate “Completed during Downtime” until RAD IT contacts you to resume normal workflow.



#### RUNNER FOR REPORT DELIVERY

##### DURING DOWNTIME


1. Collect blue downtime forms with copies of dictated reports from radiologists.
  - a. Send out 1st copy of report to ordering provider (based on site practice, e.g., hand deliver, fax, phone).
  - b. File 2<sup>nd</sup> copy in a designated folder, e.g. HMC ED File, as a backup for the ordering provider.
  - c. Staple 3rd copy of report to blue downtime form.
2. Complete Runner section of blue downtime Form
  - a. Write name in Runner section.
  - b. Indicate how results were delivered.

<b>RUNNER (s)</b>	Front Desk/Scheduler/Technologist Name(s)
<b>Preliminary Downtime Report Delivered through:</b>	
(Circle one)	fax                      phone                      Hand deliver

3. Separate IP from ED exams and place in **IP Bin** or **Radiologist ER/Stat Bin**, respectively.

WORKFLOW DIAGRAM HANDOUT

 **Downtime**

*Epic RIS is down* ↓  
*Radiology PACS & PS360 are up* ↑  
*Epic is read only* 

New IP/ED Orders Form



**Scheduler**  
Exam Tracking Form with DT sticker

Radiology - RIS Downtime Exam Tracking form			
SCHEDrler	ALICE DOE	TESTPT	
MRN U6999999	Name: ZZBUBBA	Test	
STAT YES/NO	Pt. Type	InPt / OutPt	ER
DT Number HM250	RIS ACC Number 5138467	Patient Location	ED RM1
		Exam Code	CABDWW


**Radiologist Protocol (optional)**

RADIologist	Contributing/Responsible Provider Name	Dr. LANE
Protocol Code		BCTA01
Protocol Short Description		
Protocol Comments		

**Technologist Scan Patient**

TECHnologist(s)	Performing/Responsible Provider Name	JOHN D.
Medications / Contrast with Strength/Dosage		NO Contrast
Begin Time	Complete Time	Resource
8:30 PM	8:42 PM	HMCT3
Technologist / Transport Comments		
Patient refused Contrast		


**Confirm** images are all good in PACS – images will not Have an associated order in PACS.




**Radiologist Dictate, Print & send Report outbound**

Reading RADIologist (s)	Contributing/Responsible Provider Name	Dr. KENT		
Preliminary Downtime Report Delivered by				
Via (Circle one)	fax	printer	phone	Hand deliver

**Completed pile**



**Dictated**  
ER, stats



**4 Later**  
in patients

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**Scheduler**  
To grab when RIS comes back up

# EPIC is UP time

## Prioritize ED patients

**Scheduler/Tech**  
Anc Order schedule  
Add On

Radiology - RIS Downtime Exam Tracking form					
SCHEDULER	ALICE DOE				
MRN	U6999999	Name Last	ZZUBBA	First	TESTPT
STAT	YES	NO	Pt. Type	InPt / OutPt	ER
DT Number	HM250	RIS ACC Number	5138467	Patient Location	ED RM1
		Exam Code	CABDWW		

ADD Real ACC

**Technologist**  
In Epic RIS  
Begin Exam  
End Exam

Exams Must be in  
"END Exam"  
Status in Epic

(Prioritize ED patients)

In Quality Assurance,  
Merge the  
Order to the  
Study images  
in PACS.



### RADIT

Marry PS360 report  
to completed exam  
with the RIS ACC



Run PS360 report

- Find temp reports
  - UM000
  - NH000
  - HM000