



BUSINESS CONTINUITY PLAN



A business continuity plan (BCP) is an important guide that is designed to ensure the continued operation of your practice in the event of a disaster (e.g. business interruption, community emergency, etc.). Within the BCP are detailed recovery procedures, which should be created for you to restore the key business functions within your practice. It is recommended that EMR recovery and continuity procedures be developed in conjunction with your vendor and hardware/network provider. The BCP should provide staff with detailed information on how the business will operate when key resources (e.g. systems, network, etc.) are not available.

For example, printing the day sheet the evening before will help you to know which patients will be coming in should access to the EMR system be unavailable when you arrive in the morning. Network availability and system access are examples of items that should be included during the documentation of the plan. Back-up procedures and testing of the plan ensure that the procedures you have developed will work properly in the event of a disaster. The BCP should be tested at least annually. The following is an example of some procedures that staff would follow in the event of a power failure and/or service interruption:

Power Failure	Responsibility
<p>Write down the last patient accessed and last information entered into the EMR system.</p>	
<p>From the workstation that is protected by an Uninterruptible Power Supply (UPS):</p> <ol style="list-style-type: none"> 1. Print the schedule for the next 5 days for all physicians 2. Print the CPP for patients to be seen for the remainder of the day 	
<p>Once the above is complete:</p> <ol style="list-style-type: none"> 1. Power down all servers 2. Ensure all workstations have been switched off to protect against intermittent power fluctuations 	
<p>During the power failure:</p> <ol style="list-style-type: none"> 1. Requests for scheduling within the next 5 days can be facilitated by using the printed schedules 2. Requests for scheduling beyond 5 days will require the patient to call back 3. Requests for prescription renewals will be tracked on paper by physicians authorizing a renewal 4. Patient encounters will be documented manually on paper by each physician 	
<p>Once power has been restored:</p> <ol style="list-style-type: none"> 1. Turn on servers and workstations 2. Ensure all servers have restarted successfully by logging in 3. Ensure data last entered has been retained in the EMR 4. Post all scheduling requests that have been tracked on paper 5. Enter all prescription renewals that were authorized 6. Enter all patient encounters 	

EMR Unavailable	Responsibility
<p>While the EMR is unavailable:</p> <ol style="list-style-type: none"> 1. Follow the 'Lab Interfaces Unavailable' process (found below) 2. Requests for scheduling will be deferred until the EMR is available 3. Patient encounters will be documented manually on paper by each physician 4. Requests for prescription renewals will be tracked on paper by each physician authorizing the renewal 	<p style="text-align: center;">All</p>
EMR Available	Responsibility
<p>Once the EMR has been restored:</p> <ol style="list-style-type: none"> 1. Enter all patient encounters with the annotation that this encounter was completed while there was no access to the EMR 2. Enter all prescription renewals that were authorized 	<p style="text-align: center;">All</p>
Lab Interfaces Unavailable	Responsibility
<p>Call affected lab and inform them the interface is down. Have them fax all abnormal results to the office.</p>	
<p>For each abnormal result received, make an entry in the chart indicating an abnormal was received and the resulting action taken</p>	
<p>Once lab interfaces have been restored, and all back results received:</p> <ol style="list-style-type: none"> 1. Review all abnormal results received 2. Compare the electronic copy to the paper copy to ensure they are identical 3. Indicate on the electronic copy that they have already been reviewed 4. Destroy the paper copy that was originally received 5. Review all other normal results and manage as usual 	
Printing Services Unavailable	Responsibility
<p>If possible, select another printer that is active.</p>	
<p>If not possible:</p> <ol style="list-style-type: none"> 1. For prescriptions – write them out by hand and flag as 'printed' in EMR if needed 2. For receipts – write out a receipt by hand and give it to the patient 3. For all other documents – each user must maintain a list of which documents need to be printed 	
<p>Once recovery has been completed, staff member will:</p> <ol style="list-style-type: none"> 1. Collect all lists from each user 2. Print the associated documents 3. Return the printed documents, along with the originating list showing which documents were printed 	
Individual Workstation Unavailable	Responsibility
<p>If possible, use another workstation.</p>	
<p>If not possible, then manually record on paper all data needed.</p>	
<p>Once the workstation is available, record all encounters.</p>	