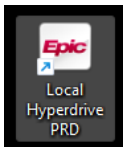
Epic BCA Downtime Tip Sheet

An Epic downtime occurs when users are unable to access Epic Production or patient information. Downtime events can be either planned (system maintenance) or unplanned (unexpected failure). Unplanned downtime may be caused by a variety of issues, including application outages, power failures, and network connectivity problems.
Because downtime events can occur at different levels of system infrastructure, Garnet Health utilizes a four-level Business Continuity Access (BCA) downtime plan to provide caregivers with alternate methods of accessing patient information and clinical reports based on the severity of the outage.

How BCA Works

Epic Level 1 Downtime: Citrix Outage (Production Access)

- Access Epic Production when Citrix is unavailable.
- Continue normal Epic workflows, documentation, order entry, and patient care activities.
- Available through either:
  - **Local Hyperdrive PRD** (preferred)
  - **Hyperdrive Web Access**

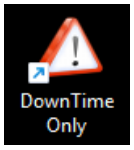


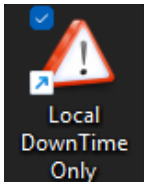


- **How to Access:** Local Hyperdrive PRD icon or Hyperdrive Web Access icon.
- **Where to Access:** Any workstation with Local Hyperdrive PRD installed or From the Patient Lookup tab, search for and select the patient using the Search Patients option. Once selected, patient-specific reports will be displayed.

Epic Level 2 Downtime: Production Outage (Read-Only Access)

- Access a read-only snapshot of Epic patient information.
- New documentation, orders, and updates cannot be entered.
- Downtime paper forms should be utilized as directed.
- **How to Access**: DownTime Only or Local DownTime Only icon.
- **Where to Access:** Any workstation





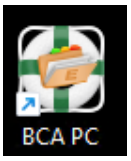
Epic Level 3 Downtime: Production and Read-Only Unavailable (BCA Web)

- Access patient and department-specific downtime reports through a web-based application.
- Reports may be viewed and printed to support patient care.
- New clinical information cannot be entered.
- **How to Access:** BCA Web icon or BCA Web URL.
- **Where to Access:** Any workstation with browser access.



Epic Level 4 Downtime: Extended or Widespread Outage (BCA PC)

- Access patient and department-specific downtime reports using a designated BCA workstation.
- Reports can be viewed and printed to support patient care during extended outages.
- Critical Reports should be printed first.
- **How to Access:** BCA PC.
- **Where to Access:** Designated BCA PC located within each department.





A **BCA End User Binder** is located with each designated BCA PC and contains downtime procedures, access instructions, critical report guidance, and downtime forms**.** ***Because downtime workflows vary by department and location, staff should review and maintain the binder as needed.*** The binder also includes downtime recovery guidance and documentation procedures to follow when Epic becomes available after a downtime event.

For additional information, refer to your department's BCA End User Binder.

Downtime Procedures

Downtime Communication

Downtime notifications, status updates, and recovery communications will be provided through approved organizational communication channels. Continue following downtime procedures until official communication has been received indicating normal Epic workflows may resume. Department-specific downtime workflows, documentation requirements, and recovery procedures are outlined in the **Work Instructions for Computer (Epic) Downtime Plan policy** and the **BCA End User Binder**.

Recovery Activities

Staff entering admissions, transfers, and discharges will be let in first. Users should continue utilizing approved downtime procedures until official communication has been received indicating that normal Epic workflows may resume.

Downtime Recovery Summary

The following is provided as a summary of required documentation and recovery activities following an Epic downtime event. Any paper documentation completed during the downtime should be retained according to departmental procedures and should not be discarded. Additional downtime recovery guidance, documentation requirements, and workflow-specific instructions are available in the BCA End User Binder.

Documentation	Short downtime (Less than 4 hours)	Long downtime (More than 4 hours)	Notes
Clinical Documentation	Enter all documentation into Epic during recovery	Documentation remains on paper and will be scanned into the medical record by HIM.	Follow department-specific recovery procedures.
Medication Administrations	Enter all medications administered during downtime into Epic.	Paper MAR documentation will remain part of the downtime record and be scanned by HIM.	Follow applicable medication reconciliation procedures.
Orders Written During Downtime	Enter all orders documented on downtime order forms into Epic.	Downtime order forms will be scanned into the medical record by HIM.	Ensure any ongoing orders are communicated to the care team.
Downtime Paper Forms	Place all completed forms in the Paper Lite Chart and scan into the patient record.	Forward all downtime documentation according to organizational procedures for HIM scanning.	Retain forms until instructed otherwise.