

Princeton HealthCare System
Princeton, New Jersey

Title: CPN Documentation During Downtime		Aspect of Services:	
Submitted by:	Approval:		Number:
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I. **Purpose:**

To maintain the flow and integrity of patient records on L&D and/or 5 Maternity in the event of a planned or unplanned “downtime” of Centricity Perinatal. Downtime may be required during system upgrades. Downtime also may occur as a direct result of power failure, server down or emergency/disaster.

II. **Policy:**

The Help Desk will be notified immediately @ 609-497-4357 (HELP) by the Charge nurse if an unplanned power failure has occurred, the server is down and/or documentation on all workstations is completely down. UMCP help desk staff will direct the call accordingly.

- A. Director of Information Services will be contacted by the Help Desk for immediate technical assistance if needed. Ms. Miriam Lecureux, RNC CPN System Manager, Department of OB/GYN will be contacted for clinical assistance @ 609-430-7873.
- B. GE Tech Support Hotline will be notified by the UMCP system staff if the server is “offline” at 1-800-433-2009 along with MIS to identify if problem is in house or can be corrected remotely.
- C. All CPN users will implement paper charting during “downtime” to maintain patient’s record.
- D. The paper documentation will become a part of the permanent record.
- E. When CPN is brought back “online”, an annotation will be made in the computerized chart by the users to indicate that paper documentation was obtained. The annotation will indicate the time paper documentation started and ended. Please see below.

III. **Procedure:**

All CPN users will be notified in advance of any planned “downtime” of the CPN System. The workstation CPN applications will be safely shut down by the CPN System Managers and /or designated staff. All CPN users will implement use of paper documentation during the “downtime”. The current paper flowsheets and forms for their units are to be used and filed in the patient’s chart. When the power is restored, the server will be brought back online by the IT/MIS Department along with GE support if needed

IV. **Documentation:**

All users will create an annotation stating:

CPN downtime started @ _____am/pm. CPN System online @ _____am/pm. Paper documentation completed during downtime.

The CPN System Manager will keep documentation of any planned/unplanned “downtime” in a log book. The documentation will state the following:

1. Date and time the “downtime” started and ended.
2. Reason for the system “downtime”?
3. What action (if any) was taken?

IV. **References:**

Centricity Perinatal Configuration Manual
CPN Downtime Log Book