



Taylor Healthcare: Downtime Portfolio

SMARTworks Clinical Enterprise (SWCE)

Support all of your downtime scenarios while standardizing downtime documentation and maintaining governance over content and versioning.

Downtime, whether planned or unplanned, has proven to be a headache for many healthcare organizations – negatively impacting operational efficiency and patient safety.

EHR unavailability, which will occur in every EHR-enabled healthcare environment, represents a significant potential patient safety hazard that directly affects patient care. Documented potential hazards include an increased risk of medication errors, unavailability of images and canceled procedures. The potential impact of EHR unavailability increases as such systems are deployed across multiple, geographically dispersed facilities within a healthcare system.

– HealthIT.gov

Downtime Contingency by Taylor Healthcare complements your existing EHR by facilitating printing of forms and labels with patient demographics and barcodes during scheduled and unscheduled downtime periods.

With Downtime Contingency, registrars can search patient data records and print admission packets while the ADT system is down. Once the ADT system is operational, the patient data collected during the downtime is automatically uploaded.

The Benefits of Downtime Contingency

- Business continuity
- Enhanced patient safety
- Fewer errors associated with manual processes
- Increased operational efficiency
- Regulatory compliance

Learn More

Please contact your Taylor Healthcare representative for more information.



Our Downtime application, used to produce patient admission kits during ADT (registration) system and/or network downtimes, offers a downtime solution tailored specifically for our EPIC customers.

Forms on Demand BCA Downtime, used during registration system, network downtime or anytime an Epic BCA system is used. This module provides support during a natural disaster. Loaded onto an existing BCA computer that is tied to a generator, it enables registrars to access an HTML downtime page that functions just as production Forms on Demand. Application syncs with production system on a scheduled basis ensuring that downtime forms are updated. Provides users with ability to print production forms ready for patient demographics label to be applied.

Downtime Contingency Plan for CPOE-ADT-WAN-Power Outage

CPOE is Down and Network is Available	ADT is Down and Network is Available	ADT is Down and Network is Down	Complete Outage (No Power)
Clinicians and physicians are able to utilize Forms on Demand to produce downtime order sets that mirror CPOE	<p>SMARTworks Clinical Enterprise (SWCE) accessed through a web browser displays an image of face sheet</p> <p>Past patient: Information is auto populated</p> <p>New patient: Users type patient information into an input screen</p>	Users type patient information into a PDF; replica of face sheet	Process is shifted to par levels of forms stored at nursing stations controlled through Forms on Demand (FOD), to be replenished based on unit needs
Forms on Demand controls the content and the versions of physician orders and other clinical documents	Users print required registration-based documents defined by business rules as needed	All printing must be completed on a local printer	Printed production documentation is also available via off-site digital storage from Taylor Healthcare
Patient information can be accessed to populate orders	Items are submitted, stored and transferred once ADT is up	Users can print barcoded labels, barcoded wristbands and required documents	