



**iMed**Health

**TAYLOR**  
HEALTHCARE

# iMedDowntime

Because it's a matter of when, not if

# Sustain Operations in Times of Crisis

Vital networks can be rendered inoperable for any number of reasons. These types of downtime periods pose significant operational and financial risks to healthcare organizations like yours.

Taylor Healthcare offers a technology solution that mitigates the risks inherent in system interruptions. It empowers you to maintain normal operations without sacrificing efficiency or the quality of patient care – regardless of the status of your network or power supply.

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# 01

## Introducing iMedDowntime From Taylor Healthcare

iMedDowntime, available only from Taylor Healthcare, is designed to complement your existing EHR during downtime periods, both scheduled and unscheduled.



### **Ease of Admissions**

Registrars can search patient data records and print admissions packets while the ADT system is down.



### **Positive Patient ID**

Nurses can print labels, forms and wristbands on demand, including vital patient demographics and barcodes during EHR outages.



### **Quality of Care**

Physicians can access condition-specific protocols and continue to provide the same patient care as if the network was still live.



Introducing iMedDowntime From Taylor Healthcare

# Safeguard the Entire Continuum of Care

iMedDowntime quietly resides within individual computer workstations and “waits” in the background until needed. Then, at a moment’s notice, your care team can utilize iMedDowntime to access, create and print all of the critical documents needed to sustain operations.

## Enhance Patient Safety

Eliminate the risk that invariably comes with handwritten wristbands, labels and orders.

## Maintain Standardization Systemwide

Reduce obsolescence by making pre-printed forms and documents unnecessary.

## Increase Operational Efficiency

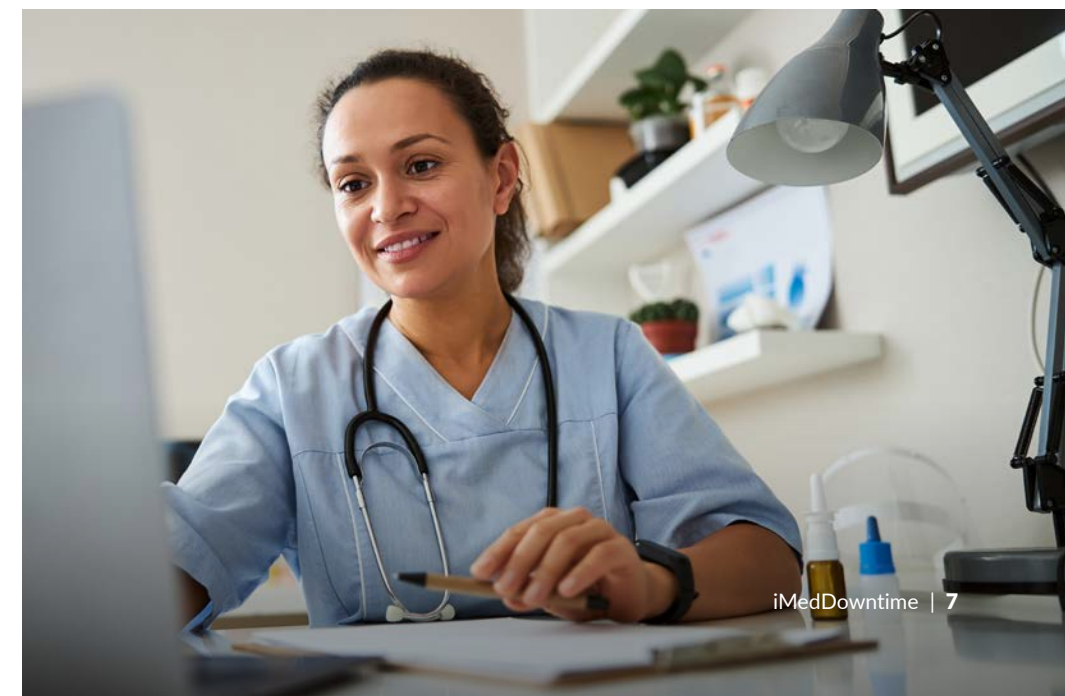
Treat patients without the need for overtime and manual workarounds.

## Elevate Patient Satisfaction

Deliver patient care in a timely, organized manner.

## Sidestep Cybersecurity Threats

Continue to function efficiently and effectively while resolution is sought.





*Introducing iMedDowntime From Taylor Healthcare*

# Case in Point

## Two Months = Four Years

A prominent healthcare company recently fell victim to a ransomware attack. Rather than pay the ransom, they hired Taylor Healthcare to continuously print forms, labels and other documents for two months as a permanent solution was devised.

Their printing costs alone would have paid for four years of iMedDowntime protection. This does not account for their reduced staff efficiency, heightened liability risk or patient disruption.







# 02

## iMedDowntime in Action

No two downtime scenarios – or the operational challenges that result – are exactly alike. Keep reading to see how iMedDowntime eliminates risk and helps sustain normal operations in times of crisis.

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# The Scenario: Ransomware Attack

Cybercriminals infect a hospital's computer network and deny access to basic operational functions until the ransom is paid.

## The Impact

Pharmacists are unable to print prescription labels and nurses are faced with having to produce handwritten wristbands and consent forms.

## The Solution

Users throughout the hospital log in to iMedDowntime and immediately work around the cyberattack. Barcoded prescription labels, barcoded wristbands and vital documents pre-filled with patient data are soon streaming from printers throughout the facility.



### Did You Know?

**560 U.S. hospitals were attacked in 2020**

According to Emisoft's State of Ransomware report, 560 healthcare organizations in the U.S. reported ransomware attacks in 2020 and 33% of healthcare organizations worldwide reported cyberattacks that same year.





# The Scenario: Natural Disaster

Flooding due to a major hurricane overtakes the computer center of a prominent regional hospital.

## The Impact

The hospital's computerized provider order entry (CPOE) system is knocked out — just as scores of injured people are transported to the facility.

## The Solution

Clinicians and physicians use iMedDowntime to produce downtime order sets that perfectly mirror the CPOE. Content and versions are controlled to maintain standardization until the network can be restored.



### Did You Know?

**Up to 70% of preventable deaths are due to miscommunication**

According to The Joint Commission, communication errors are the cause of 60% to 70% of preventable hospital deaths and are the leading cause of patient harm.





# The Scenario: Server Malfunction

In the midst of a planned software upgrade, a large healthcare system's most critical servers fail and are offline for an indefinite period.

## The Impact

All of the hospital's admission, discharge and transfer (ADT) processes are suddenly interrupted, making patient care coordination a manual operation.

## The Solution

Hospital staff members call on iMedDowntime to access ADT documents via web browser. Demographic data for past patients is auto-populated, data for new patients is easily keystroked and documents are printed on demand according to pre-defined business rules.



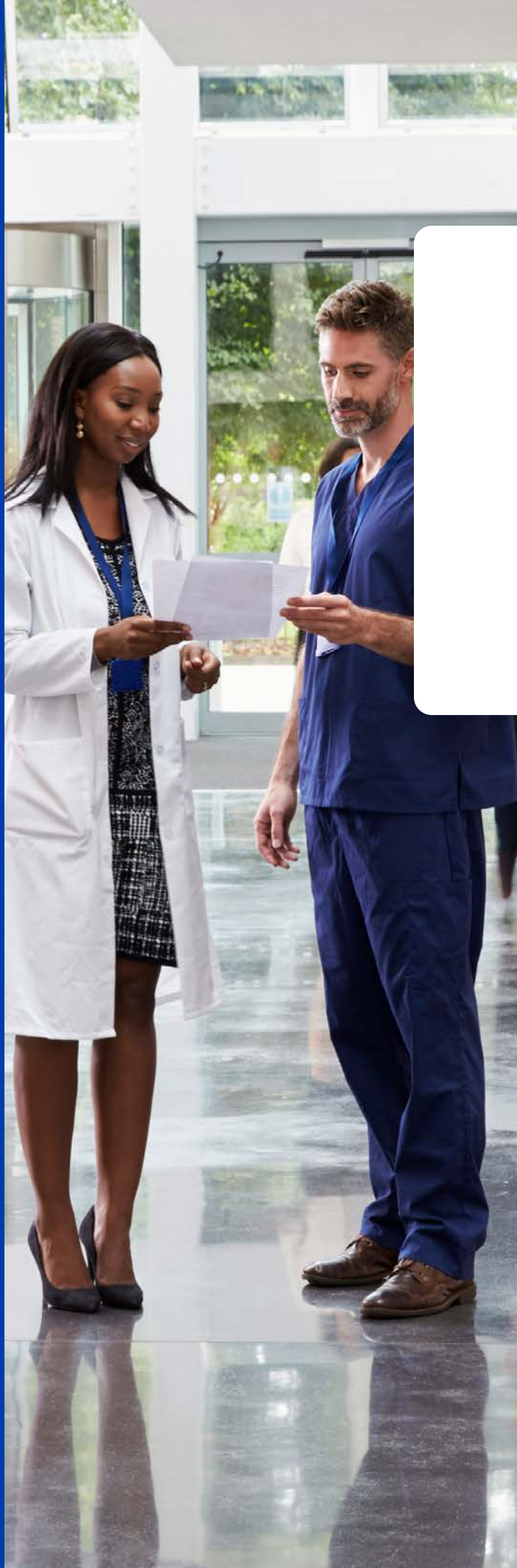
### Did You Know?

**Downtime costs \$8,662 per minute**

According to research by EHR Intelligence, For The Record Magazine and Healthcare IT News, lost revenue due to downtime costs a hospital an average of \$8,662 per minute with larger hospitals at risk of losing up to \$1 million per hour.







# Learn More

See for yourself how iMedDowntime from Taylor Healthcare enhances patient safety, increases operational efficiency and mitigates the risk of cyberattack.

**Contact your Taylor Healthcare representative to learn more.**

**iMedHealth**

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HEALTHCARE

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