

# Beaumont

## Unified Communications Downtime Procedures

What would you do if you were to lose some or all functionality of the Mobile Heartbeat and Ascom (Nurse Call / Telemetry Middleware) application? Please follow the recommended steps to maintain communication needs during an unexpected or planned downtime.

Issue	Steps to follow	Redundancy / staffing strategy
<p><i>Mobile Heartbeat App Down / Scheduled Upgrade</i></p>	<ol style="list-style-type: none"> <li>1. Use desk/wall phones for calling.</li> <li>2. Use pagers where applicable.</li> <li>3. Use BHConnect as the directory for locating department numbers.</li> <li>4. Access Epic/Rover on shared devices if still connected to the network.               <ol style="list-style-type: none"> <li>a. Otherwise use WOW's or desktop computers.</li> </ol> </li> </ol> <p><b>Use of Overhead Paging During Downtime</b></p> <ol style="list-style-type: none"> <li>1. Use STAT line for Medical Alerts (Example: Code Blue / RRT / Stroke / Anesthesia).               <ol style="list-style-type: none"> <li>a. Clinical staff to call STAT line and provide floor/room number for overhead page.</li> </ol> </li> </ol> <p><b>CTMU / Nurse Call Integration</b></p> <ol style="list-style-type: none"> <li>1. Nurse Call / Physiological alerts would need to be monitored at the primary station (master console).</li> </ol>	<p>There is a secondary server environment at GRDC.</p> <p>Consider the option to staff up on operators during a scheduled downtime.</p> <p>Ensure you have a unit staffing strategy for telemetry alerts and monitoring patients (Mandatory).</p>
<p><i>Telecom – Mobile Heartbeat incoming/outgoing calling not available</i></p>	<ol style="list-style-type: none"> <li>1. Use desk/wall phones for calling.               <ol style="list-style-type: none"> <li>a. <i>Farmington Hills only, use downtime phones or personal cell phones.</i></li> </ol> </li> <li>2. Use pagers where applicable.</li> <li>3. Use BHConnect as the directory for locating department numbers.</li> <li>4. The remainder of Mobile Heartbeat apps would work, including text, broadcast, quick broadcast.</li> </ol>	<p>There are two Call Managers that are running with redundancy. One should fail over without impact unless there is a total system failure.</p>
<p><i>Network/Wifi – loss of connectivity</i></p>	<p><b>If network connection is lost, the Mobile Heartbeat shared devices would not work at all.</b></p> <ol style="list-style-type: none"> <li>1. Use desk/wall phones for calling.</li> <li>2. Use pagers where applicable.</li> <li>3. Use your personal cell phones via your cellular carrier.</li> </ol>	<p>Each hospital has two controllers for redundancy (Royal Oak has Four).</p>
<p><i>ADT Interface down</i></p>	<ol style="list-style-type: none"> <li>1. Use Epic/<i>oneChart</i> patient list via WOW's or desktop computers.</li> </ol>	
<p><i>Airstrip down</i></p>	<ol style="list-style-type: none"> <li>1. Use bedside monitors.</li> </ol>	
<p><i>Rover down</i></p>	<ol style="list-style-type: none"> <li>1. Use <i>oneChart</i> WOW or paper/normal downtime procedures.</li> </ol>	