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.

<table>
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<th>Issue</th>
<th>Steps to follow</th>
<th>Redundancy / staffing strategy</th>
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| Mobile Heartbeat App Down / Scheduled Upgrade                         | 1. Use desk/wall phones for calling.  
2. Use pagers where applicable.  
3. Use BHConnect as the directory for locating department numbers.  
4. Access Epic/Rover on shared devices if still connected to the network.  
   a. Otherwise use WOW’s or desktop computers. | There is a secondary server environment at GRDC.  
Consider the option to staff up on operators during a scheduled downtime.  
Ensure you have a unit staffing strategy for telemetry alerts and monitoring patients (Mandatory). |
| Use of Overhead Paging During Downtime                                | 1. Use STAT line for Medical Alerts (Example: Code Blue / RRT / Stroke / Anesthesia).  
   a. Clinical staff to call STAT line and provide floor/room number for overhead page. |                                                                                                                                                       |
| CTMU / Nurse Call Integration                                          | 1. Nurse Call / Physiological alerts would need to be monitored at the primary station (master console). |                                                                                                                                                       |
| Telecom – Mobile Heartbeat incoming/outgoing calling not available     | 1. Use desk/wall phones for calling.  
   a. Farmington Hills only, use downtime phones or personal cell phones.  
2. Use pagers where applicable.  
3. Use BHConnect as the directory for locating department numbers.  
4. The remainder of Mobile Heartbeat apps would work, including text, broadcast, quick broadcast. | There are two Call Managers that are running with redundancy. One should fail over without impact unless there is a total system failure. |
| Network/Wifi – loss of connectivity                                   | If network connection is lost, the Mobile Heartbeat shared devices would not work at all.  
1. Use desk/wall phones for calling.  
2. Use pagers where applicable.  
3. Use your personal cell phones via your cellular carrier. | Each hospital has two controllers for redundancy (Royal Oak has Four). |
| ADT Interface down                                                    | 1. Use Epic/oneChart patient list via WOW’s or desktop computers.                                         |                                                                                                                                                       |
| Airstrip down                                                         | 1. Use bedside monitors.                                                                                   |                                                                                                                                                       |
| Rover down                                                            | 1. Use oneChart WOW or paper/normal downtime procedures.                                                   |                                                                                                                                                       |