

## Mobile Heartbeat Downtime Procedures

Below please find potential scenarios in which you may lose some or all functionality of the Mobile Heartbeat application. Please follow the recommended steps to maintain communication needs during a downtime.

Identified Issue	Suggested Remediation
Mobile Heartbeat App Down / Scheduled Upgrade	<ol style="list-style-type: none"> <li>1. Use Desk Phones for calling</li> <li>2. Use BHConnect as the directory for locating department numbers</li> <li>3. Users can access Epic/Rover on devices if still connected. Otherwise WOW's / Desk computers</li> <li>4. Transfer Center / CTMU / Telesitters would reach the unit via their desk phones. Unit would need to maintain desk coverage. Operators have updated directory available to them via Spok</li> </ol>
Telecom – Incoming/Outgoing calling not available	<ol style="list-style-type: none"> <li>1. There are 2 Call Managers that are running with redundancy. One should fail over without end user impact unless it's a total failure of the system</li> <li>2. Use Desk phones for calling</li> <li>3. Use BHConnect as the directory for locating department numbers</li> <li>4. Remainder of MH apps would work, including text, broadcast, quick broadcast</li> </ol>
Network – connection to BH-voice is lost	<ol style="list-style-type: none"> <li>1. Each hospital has 2 controllers for redundancy (Royal Oak has 4)</li> <li>2. If network connection is lost, the MH shared devices would not work at all</li> <li>3. Use Desk phones for calling.</li> <li>4. Use MH app on the WOW / Desk computers if they still have a network connection</li> </ol>
	<p>Use of Overhead Paging During Downtime:</p> <ol style="list-style-type: none"> <li>1. Users can dial 0 for overhead paging (all 8 sites)</li> <li>2. Use STAT line for Codes</li> <li>3. Operators can call Physicians if they have their personal number and can transfer them to a desk phone but will not share out the number</li> <li>4. Consider option to staff up on operators during a scheduled MH downtime</li> <li>5. Quick Broadcast groups (ie: Royal Oak OB / Dearborn BRT) – Operators can replicate this by using verbiage from the MH quick broadcasts and would just need the location/room number from the caller</li> </ol>
	<p>CTMU / Telesitters / Nurse Call Alarms and Alerts</p> <ol style="list-style-type: none"> <li>1. CTMU will call the unit desks. Units would need to ensure they have someone at the desk to answer the phone. House Supervisor at sites need to ensure proper staffing to handle these calls at the unit desk</li> <li>2. Telesitters will call the unit desk. Units would need to monitor their own patients</li> <li>3. Nurse Call – Alerts would need to be monitored at the primary station (master console)</li> <li>4. Physiological Alerts – Alerts would need to be monitored at the main central station</li> </ol>