Saskatchewan Health Authority	**Title:** Unplanned Service Disruption of Contact Centre Agent **Role performing Activity:** Charge Nurse or Designate	
WORK STANDARD	**Location:** 2755 Avonhurst Drive, Regina.	**Department/Unit:** HealthLine 811
	Document Owner: Clinical Manager	**Date Prepared:** July 27, 2023
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	Related Policies/Documentation 12_ RAN - Activating the HealthLine 811 Emergency Outage Bulletin	

Work Standard Summary:

Steps to follow for an unplanned service disruption of Contact Centre Agent (CCA).

Unplanned outage is defined as an outage in the CCA system that you have not received notification about prior.

Essential Tasks:	
1.	Document the date and time of the service disruption and brief description.
2.	Log off CCA and log back on. If no changes restart computer
3.	If any of the above steps fail, establish range of outage by connecting with other HealthLine 811 clinicians (Triage RN, MHC, Saskbooking, Virtual Physicians, VIPER Physicians, OAA)- if able and SFCC.
6.	Contact eHealth at 1-888-316-7446. Select number 1, then 2 (alternatively 5).
7.	Notify other HealthLine clinicians and providers of outage: - Triage RN; - MHC; - Saskbooking; - OAA; - Virtual Physicians; - VIPER Physicians; - Rural ED Stabilization Sites *Rural ED stabilization sites need to be informed as soon as reasonably possible in order to activate disruption processes.
8.	Notify clinical manager (inside business hours) or call Manager on call (outside business hours- 306-766-4873).
9.	Activate the Emergency 811 Outage Bulletin (12_ RAN - Activating the HealthLine 811 Emergency Outage Bulletin)
11.	During the outage the Charge Nurse will assign duties to the Clinicians.

12.	Once issue is resolved: ● Log into the computer and applications ● Deactivate the Emergency 811 Outage Bulletin ● Notify other HealthLine clinicians and providers of resumption of service: ○ Triage RN; ○ MHC; ○ Saskbooking; ○ OAA; ○ Virtual Physicians; ○ VIPER Physicians; ○ Rural ED Stabilization Sites *Rural ED stabilization sites need to be informed as soon as reasonably possible in order to resume services. ● Resume taking calls
13.	Send an email to manager on call that outage has been resolved or that the maintenance has been completed.