

IT Downtime Drill Simulation

Location:		Date:	
Objective: To simulate a sudden IT system failure, affecting multiple critical systems (EMR, scheduling, billing, etc.), and test the clinic staff's response and ability to maintain continuity of operations.			
Scenario: All IT systems go down, including access to patient records, scheduling, and billing.			

PLANNED IT DOWNTIME DRILL STEPS:

1. Initial Alert:

- o The Quality Officer will contact the Third-Party IT provider – “ABC” of the issue. He will also inform the IT downtime to all departments thru mobile communication.
- o The reception team informs patients about the system outage and reassures them that services will continue manually.

2. Activate Manual Process:

- o **Reception:**
 - Switch to manual check-ins using printed or pre-written appointment schedules.
 - For new patients, gather details using paper registration forms.
- o **Clinical Staff (Dentists, Nurses):**
 - The nurses will collect the manual forms to be used.
 1. Dental Chart
 2. Clinical Note
 3. Referral Letter
 4. Prescription Template
 5. Manual Sick Leave
 - Rely on previously printed insurance approvals or handwritten patient notes for treatments.
 - Record all procedures, patient vitals, and any necessary medical data manually on manual forms.
 - For patient safety, cross-check critical information (e.g., allergies) through direct patient questioning.

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3. IT Troubleshooting and Status Updates

- o IT Team: Simulate troubleshooting the issue (e.g., network failure, software malfunction) and provide regular updates to the Quality Officer and clinic staff.
- o The Quality Officer frequently updates clinic staff on the system's status.

4. Restoration of IT System

- o The Quality Officer will notify all the staff.
- o Request each department to input all manually recorded data to the EMR.

5. Shredding of Paper Records

- o After all the manually gathered data is recorded into the system, the paper records are safely shredded

6. Incident Closure

- o The Quality Officer marks the incident closed once the IT system is fully functional.

Prepared By: