What Are the Different Departments that Benefit from a Downtime Solution?

EHR Downtime Solutions: Use Cases Across Different Departments

🖥 IT Departments

- **Integrates with EHR Software**
  Cerner, Epic, MEDITECH & others
- **Recovery Process**
  Streamlined for efficiency
- **Easier Troubleshooting of the Root Problem**
  IT is able to focus on the downtime issue knowing operations are running smoothly
- **Data Integrity**
  Confidential data is collected and stored accurately
- **User Satisfaction**
  Increased trust in platform improves employees' focus
- **Disaster Recovery Solution**
  Proven to help recover quickly from a downtime event
- **eForms Component**
  Ensures the ability to continue to update patient information electronically with accessibility

🧑 Emergency Department

- **Uninterrupted Electronic Registration**
  Keep patient intake smooth during outages
- **Vital Records Access**
  Maintain decision-making with up-to-date data like census reports, MAR, TAR, etc.
- **Electronic Documentation**
  Continue medical note-taking, no matter the system status
- **Patient Flow**
  Optimize bed allocation and triage
- **Real-time Communications**
  Keep departments in sync
- **Data Sync**
  Auto-export to EHR post-downtime via Outbound HL7
- **Compliance**
  Meet legal and medical standards even during downtime
- **Crisis Prep**
  Be ready for network failures or cyber-attacks
- **Barcode Support**
  Use barcoded forms for data integrity

🖥 C-Suite

- **Ensure Operational Continuity**
  Regardless of planned or unplanned downtime
- **Reliable & Cost Saving**
  Gain a proven solution that significantly cuts back on paper-based systems and procedures
- **Maintain a Solid Reputation**
  Boost organization recognition through process improvement
- **Compliance**
  Ensure organization adheres to compliance regulations
- **Risk Mitigation**
  Protect organization by minimizing risk

⚙ Patient Access & Registration

- **Data Accuracy**
  Ensure correct data upon registration
- **Eliminate Manual Data Entry**
  Achieve operational efficiency
- **Improve the Patient Experience**
  Care for patients well, regardless of system or network outage

◎ Revenue Cycle

- **Process Patient Financial Data**
  During downtime continue to process pre-registration, registration, charge capture, claim submission, remittance processing & insurance follow-up
- **Charge and Claim Management**
  Carry out charge capture, claim submission, and remittance processing even during downtime
- **Reduced Denial Rates**
  Electronic solutions streamline verification and authorization processes, lowering the chance of claim denials

👥 More Departments

- **Pharmacy**
  For managing medication orders and inventory, especially critical during downtime
- **Lab**
  For managing test orders, samples, and results during downtime
- **Medical Records**
  To maintain the integrity and accessibility of historical patient information
- **Surgical Services**
  For pre-op preparation, scheduling, and post-op care management during outages
- **Nursing Units**
  For medication administration records (MAR), treatment administration records (TAR), and other patient care activities