



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Management of Information		
Document:	Multidisciplinary Policy and Procedure		
Title:	Downtime System Plan		
Applies To:	All MCH Staff		
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1. PURPOSE:

- 1.1 To define the process for management of all patient information during periods of scheduled and unscheduled downtime of Maternity and Children Hospital Hafar Al Batin's information system (CAREWARE).

2. DEFINITONS:

- 2.1 Downtime is defined as a scheduled (planned) or unscheduled (unplanned) functioning information system is not possible for a period of time.
- 2.2 Preventive maintenance: is required to ensure that the collection of services works properly.
- 2.3 Update maintenance: It is the case of modifying or adding a service in the system or changing it completely.

3. POLICY:

- 3.1 To ensure the continuation of patient care and staff work during the absence of electronic or automated clinical system and during the event of system failure or electronic medical services, follow-up work and provide the necessary health services
- 3.2 To maintain the clinical information management process when the electronic system is not available, there will be defined procedures and guidelines to be followed.
- 3.3 The E-health management department and their information technology staff shall communicate to all affected departments, other clinical users and hospital leaders as required.

4. PROCEDURE:

4.1 Downtime Process:

4.1.1 Downtime Scheduled:

- 4.1.1.1 Thirty minutes before scheduled downtime print inpatient units census from CAREWARE and print Inpatient pharmacy Order for all patients inside units.
- 4.1.1.2 For all new admissions will use admission paper form (manual) and pharmacy paper form (manual).
- 4.1.1.3 For all Outpatient department patients will use table list (Patient Name – Age – ID number – Mobile number – clinic name – doctor name for follow up).
- 4.1.1.4 For Emergency Department patients will use emergency paper form (manual)

4.1.2 Downtime Unscheduled:

- 4.1.2.1 Create manual list of all patients in our unit.
- 4.1.2.2 For all new admissions will use admission paper form (manual) and pharmacy paper form (manual).
- 4.1.2.3 For all Outpatient department patients will use table list (Patient Name – Age – ID number – Mobile number – clinic name – doctor name for follow up).

4.1.2.4 For Emergency Department patients will use emergency paper form (manual).

4.2 Recovery Process:

4.2.1 All new admission will send admission paper forms for electronic health management for entry inside (CAREWARE).

4.2.2 All inpatient pharmacy order will be entered inside CAREWARE system by doctors.

4.2.3 All patients registered inside list by receptionists employers (Outpatient Department) will book inside Hospital Information System CAREWARE and patients will receive SMS Message for appointment date and time.

4.2.4 All patients visit Emergency Department will be registered inside list and send for Electronic Health Management Department for entry inside Hospital Information System (CAREWARE).

4.3 Schedule For Downtime system plan process:

4.3.1 Downtime Scheduled will be every two month.

4.3.2 Downtime Unscheduled will be every three month.

5. MATERIAL AND EQUIPMENT:

N/A

6. RESPONSIBILITIES:

6.1 MOI Staff

6.2 Physician

6.3 Nursing staff

6.4 All concerned hospital departments

7. APPENDICES:

N/A

8. REFERENCES:

8.1 Kingdom of Saudi Arabia, General Directorate of Health Affairs (Hafar Al Batin), King Khaled General Hospital, Policy and procedure

8.2 Kingdom of Saudi Arabia, Ministry of Health, Bisha General Hospital

9. APPROVALS:

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