

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: System Management and
Support during Downtime

POLICY NO: S-603
PAGE: 1 of 5
DATE: July 1, 2018

AUTHORITY: Health and Safety Code, Division 2.5, Section 1797.204; and California Code of Regulations, Title 22, Section 100171(f).

I. PURPOSE

To establish a policy for management and support of the County of San Diego, Emergency Data System and County of San Diego, Local Emergency Medical Services Information System (CoSD LEMSIS).

II. BACKGROUND

A. Definitions

Base Hospital Worksheet:

A paper form that is intended to provide an organized method to temporarily capture relevant medical control information during downtime periods.

Emergency Medical Services
(EMS) Worksheet:

A paper form that is intended to provide an organized method to temporarily capture relevant patient care information during downtime periods.

LEMSIS EMS Service
Administrator:

An individual person or persons who maintain primary responsibility for the day-to-day management and administration of CoSD LEMSIS at the EMS provider agency level.

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: System Management and
Support during Downtime

POLICY NO: S-603
PAGE: 2 of 5
DATE: July 1, 2018

LEMSIS Hospital Administrator
(Base Hospital and Satellite
Hospital):

An individual person or persons who maintain primary responsibility for the day-to-day management and administration of CoSD LEMSIS at the hospital level.

Data Dictionary:

A document that describes that content, format, and structure of a dataset. CoSD LEMSIS Data Dictionary can be found at www.sandiegocountyems.com.

Downtime:

A period of time whereby CoSD LEMSIS vendor or some of its components are offline or nonfunctional to the extent that near real time electronic documentation and/or data transmission is temporarily unavailable. Examples include, but are not limited to: device/tablet malfunction, device/tablet unavailability, loss of access to documentation server due to failure, or planned maintenance. In the case of the Base Hospital, examples would include loss of power or inability to connect to the internet.

Prolonged Downtime:

A period of downtime that is expected to last more than 60 minutes, or in which the cause of the downtime is not known and a resolution is not expected soon.

Short Term Downtime:

A period of downtime that is expected to last no more than 60 minutes, or in which that cause of the downtime is known and is expected to resolve quickly.

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: System Management and
Support during Downtime

POLICY NO: S-603
PAGE: 3 of 5
DATE: July 1, 2018

III. POLICY

This policy establishes a process for EMS providers and Base Hospitals for documentation of patient care records during periods of short term and prolonged downtime.

IV. SYSTEM MANAGEMENT

A. EMS Providers

1. Each EMS agency shall identify one LEMSIS EMS Service Administrator and up to two alternates to manage the daily operations and upkeep of their own service's system.
 - a. EMS provider user account administration
 - b. EMS provider user settings management

B. Base Hospitals

1. Each Base Hospital shall identify one LEMSIS Base Hospital Administrator and up to two alternates to manage the daily operations and upkeep of their own Base Hospital system.
 - a. Base Hospital user account administration
 - b. Base Hospital user settings management

C. Satellite Hospitals

1. Each Satellite Hospital shall identify one LEMSIS Satellite Hospital Administrator and up to two alternates to manage the daily operations and upkeep of their own Base Hospital system.
 - a. Satellite Hospital user account administration
 - b. Satellite Hospital user settings management

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: System Management and
Support during Downtime

POLICY NO: S-603
PAGE: 4 of 5
DATE: July 1, 2018

V. DOWNTIME GUIDELINES

A. EMS Providers

1. Short Term Downtime

- a. In the event of a device or local software malfunction, EMS providers will first attempt to troubleshoot the issue if it will not in any way compromise patient care.
- b. If the device or local Prehospital Care Record (PCR) software is functional but there is an issue with posting/syncing, transfers, and/or Computer Aided Dispatch (CAD) downloads, EMS providers will continue documentation using the PCR until these services are restored. Once restored, the PCR should be posted as soon as possible.
- c. If the problem is not corrected, EMS provider personnel will notify the EMS Provider Administrator to switch to the use of the EMS Worksheet for patient care documentation.
- d. The worksheet will be retained by the EMS provider and entered/transcribed to CoSD LEMSYS as soon as possible.
- e. Once the electronic record is complete, the worksheet is to be destroyed pursuant to the state and federal document destruction guidelines and/or provider agency policies and procedures.
- f. Provide verbal report to Base Hospital per CoSD EMS Policy S-415 "Base Hospital Contact/Patient Transportation and Report – Emergency Patients".

2. Prolonged Downtime

- a. During prolonged system or device downtime, the provider may document relevant patient care information on the EMS Worksheet.
- b. EMS provider will enter/transcribe to CoSD LEMSYS as soon as system is working.
- c. The worksheet will be retained by the EMS provider and patient information entered to CoSD LEMSYS as soon as possible.
- d. Once the electronic record is complete, the worksheet should be destroyed pursuant to the state and federal document destruction guidelines and/or provider agency policies and procedures.

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
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Support during Downtime

POLICY NO: S-603
PAGE: 5 of 5
DATE: July 1, 2018

- e. Notify EMS Coordinator within the first hour of prolonged downtime.

B. Base Hospitals

1. Short Term Downtime

- a. In the event of a device or local software malfunction, Base Hospitals will first attempt to troubleshoot the issue if it will not in any way compromise medical control.
- b. If the device and local electronic Base Hospital record software is functional but there is an issue receiving transfers and/or posting/syncing, Base Hospital personnel will continue documentation using the electronic Base Hospital record until these services have been restored.
- c. If the problem is not corrected, Base Hospital personnel shall notify the Base Hospital Administrator to switch to the use of the Base Hospital Worksheet for medical control documentation.
- d. The worksheet may be retained by the Base Hospital until the information can be entered to CoSD LEMSIS as soon as possible.
- e. Once the electronic record is complete, the worksheet may be destroyed pursuant to acceptable document destruction guidelines and/or Base Hospital policy and procedures.

2. Prolonged Downtime

- a. During prolonged system or device downtime, the Base Hospital may document relevant patient care information on the Base Hospital Worksheet.
- b. The worksheet will be retained until the Base Hospital can transcribe the information to CoSD LEMSIS.
- c. Once the electronic record is complete, the worksheet may be destroyed pursuant to acceptable document destruction guidelines and/or Base Hospital policy and procedures.