# Epic Downtime Sunday, March 24

A planned downtime to install the Epic 2018 upgrade will cause **Epic to be unavailable on Sunday, March 24, from 12:15 – 2:15 am**. Please review the following information to prepare.

**Prepare for downtime:**
- Use **downtime procedures** and **tools**.
- Each clinical area should have a supply of the most commonly used paper forms to be used during the downtime. Reference your downtime binder for additional details.
- Print the patient and unit reports needed for patient care from Web Business Continuity Access (BCA) or Local BCA computer.
- Save documentation and log out of Epic before 12:05 am on Sunday, March 24. Any user still logged in at 12:15 am will be automatically logged off.

**During downtime:**
- Follow the downtime procedures for your area.
- Use Epic Hyperspace Downtime access for view-only lookup of patient records during the downtime. Access Epic Hyperspace Downtime using the icon available via Citrix or One Desktop.



- Write and tube or fax lab orders and send specimens to the lab with a downtime requisition. Critical lab values will be called back to the applicable patient care areas. Patient care staff can call the lab to obtain test results.
- Write and tube or fax orders to applicable departments such as Pharmacy, Radiology and Cardiology.
- Pyxis will be on override. Omnicell will follow normal operations. Contact Pharmacy for any assistance.

**After downtime:**
- Registrations or orders that occurred during the downtime should be entered into the system.
- Nursing, allied health and physician documentation should also be entered into Epic.
- Please refer to downtime procedures for details about system recovery documentation requirements by role.

If you have issues during or after the downtime, call the Help Desk at **312.926.4357 (HELP) or 630.933.4357 (HELP)**.