**Scheduled KPHC Healthconnect Downtime**

**Saturday 8/10/19 morning 12am to 6am**

**FOR:** KPHC Healthconnect install new code.

**WHAT HAPPENS?**

1. **Saturday 8/10 1am to 6am: KPHC is DOWN during this time**
	1. **You cannot order in KPHC**
		1. **Stop all order entry at 11:30 pm**
		2. Instead use the **paper order sheets** – located at the nursing stations
		3. Orders will be entered when the downtime is over
	2. **You cannot write notes or document in KPHC**
		1. Dictate or write your notes on paper progress notes
		2. or wait till after the downtime ends at 6am to document in KPHC
	3. **How do I view historical information on the patient?**
		1. Use the KPHC Downtime application – it’s read only
		2. Use your NUID and usual password to access
		3. It displays all info up to the point the KPHC system goes down (ie., up to 1am)
		4. To access this application – see screen shot below:
		5. 
	4. **How do I view current (1am to 6am) patient information during the downtime?**
		1. Patient data collected by the nurse during this time will be on paper and placed into the “MIN-REC” charts at the nurse’s station
		2. STAT lab results print on the floor printers – call nursing for these results
		3. Routine lab results will be available when the downtime is over
		4. If you need lab results prior to 6am, please call the lab @ 242-2588 (x2588)
	5. **When can I resume order entry in KP Healthconnect?**
		1. Nursing supervisor will make announcement over PA

**Physician Support**

0600-1800 Saturday & Wednesday

Call KPHC Help Desk **808-432-3012 (x4701)**

After hours:

1st Call - **SME (see schedule)**

2nd Call - Service Desk **x4100 or (808)432-4100**

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| SME  | Contact Number | Day ShiftSaturdayAug 10th | Night ShiftSaturdayAug 10th-11th | Day ShiftSundayAug 11th | Night ShiftSundayAug 11th-12th |
| Novy Haban | x4700 | 0600-1200 |  |  |  |
| Kasumi Johnson | x4702 | 0600-1830 |  |  |  |
| Pauline Pease | x4703 | 0700-1930 |  |  |  |
| Rozz DeCastro | x4704 | 0600-1000 |  |  |  |
| Amy Wallace | x4705 | 0600-1000 |  |  |  |
| Karen Buduan | x4706 | 0700-1930 |  | 0700-1930 |  |
| Divina Yoro | x4709 | 1100- | 2300 |  |  |
| Chrissy Huntley | x4710 |  |  | 0700-1930 |  |
| May Lacio | x4712 |  |  | 1000- | 2030 |
| Laura Masslon | x4700 |  |  |  | 1900-0730 |
| Shawna Dunlap | x4702 |  | 1900-0730 |  |  |
| Khendy Bacay | x4703 |  | 1900-0730 |  | 1900-0730 |
| Richard Barcus | x4704 |  | 1900-0730 |  |  |
| Alexa Ballesteros | x4705 |  | 1900-0730 |  | 1900-0730 |

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| SME  | Contact Number | Day ShiftMondayAug 12th | Night ShiftMondayAug 12th-13th | Day ShiftTuesdayAug 13th | Night ShiftTuesdayAug 13th-14th |
| Nikki Baysa | x4700 | 1000-1400 |  |  |  |
| Amy Wallace | x4705 | 0700-1930 |  |  |  |
| Chrissy Huntley | x4710 | 0700-1930 |  |  |  |
| May Lacio | x4712 | 1000- | 2030 |  |  |
| Amanda Chrisman | x4703 |  |  | 0730-1200 |  |
| Guy Haywood | x4704 |  |  | 0700-1930 |  |
| Michael Kokubun | x4700 |  | 0700-1930 |  | 0700-1930 |
| Shawna Dunlap | x4702 |  | 0700-1930 |  |  |
| Lana Hai | x4711 |  | 1630- | 0500 |  |