

## AT A GLANCE - 7. Network Unavailable

ROLE	TRUST WIDE		WARD SPECIFIC
	LAST REVIEW: April 2021	NEXT REVIEW: April 2024	
<b>MEDICINES RECONCILIATION</b>	<ul style="list-style-type: none"> <li>• Use paper hardcopy for recording medicines reconciliation – <a href="#">appendix one</a>.                             <ul style="list-style-type: none"> <li>○ Wards MUST ensure printed copies of this form are available for use should the network be unavailable.</li> </ul> </li> <li>• Use Summary Care Record for other prescribing information and known drug allergies. Smartcard access required.                             <ul style="list-style-type: none"> <li>○ <a href="https://portal.national.ncrs.nhs.uk/portal">https://portal.national.ncrs.nhs.uk/portal</a></li> </ul> </li> </ul>		
<b>PRESCRIBING</b>	<p><b>Existing patients</b></p> <p>At times where SystmOne cannot be accessed, a copy of the patient’s medication chart can be printed and used as an interim record for as long as the system cannot be accessed.</p> <p>A dedicated computer for backing up the medication charts will be available in the event of a system outage.</p> <ul style="list-style-type: none"> <li>• The medication charts can be found on the backup computer at: <b>C:\apps\tppl\LocalBackup\</b></li> <li>• Saved versions of each patient’s medication charts can be printed off from this specific computer. Please consult the SystmOne User Guide for information regarding how this can be done.</li> <li>• This computer MUST NOT be switched off under ANY circumstances, and SystmOne MUST remain running in order for the charts to be backed up appropriately.</li> <li>• The printed version will have a water mark “Seek approval before administering against this chart”; however, it is the most up to date record of the medication chart available.</li> <li>• Prescribers should manually add to the physical drug card as required.</li> </ul> <p><b>New Patients</b></p> <ul style="list-style-type: none"> <li>• Use a new blank drug card to prescribe on and to record administered medicines.</li> </ul> <p><b>Location of the client listeners</b></p> <ul style="list-style-type: none"> <li>• Mulberry Ward – IP 192.168.137.10</li> <li>• Windermere Ward – IP 192.168.25.94</li> <li>• Magnolia Ward – IP 192.168.12.71</li> <li>• Amethyst Lodge (Pharmacy Services) – IP 192.168.9.28</li> <li>• Swallownest – IP 192.168.106.225</li> <li>• Woodlands – IP 192.168.105.26</li> </ul>		<p>The computer used for the drug chart backup on [WARD] is</p> <ul style="list-style-type: none"> <li>• at [LOCATION]</li> <li>• Asset number (yellow label)</li> </ul> <p>The printer is available at</p> <ul style="list-style-type: none"> <li>• xxxxxxxx</li> <li>• The drug charts can be found on the backup computer at: C:\apps\tppl\LocalBackup</li> </ul>

<p><b>MEDICINES ADMINISTRATION</b></p>	<p><b>Administration of medicines when SystemOne is inaccessible</b></p> <ul style="list-style-type: none"> <li>• Clinicians will use this printed copy of the medication chart as the administration record until the system can be accessed again.</li> <li>• This will produce a drug card with both regular and PRN sections along with those doses already administered on the day it's printed.</li> <li>• This printout has "Do not administer against this chart" written across it as it is intended to stop <b>long-term</b> use of the charts, as they may well become out of synch with the clinical systems. Consequently, their use should be for the shortest possible time required to allow safe administration for the patient.</li> </ul>	
<p><b>RETURN TO SERVICE</b></p>	<p>Once the system becomes accessible again, the information recorded on the printed drug chart <b>MUST</b> be copied across to the active clinical system.</p> <ul style="list-style-type: none"> <li>• Any prescriptions made onto a paper printout <b>MUST</b> be entered onto the electronic medication chart by a prescriber, including once-only doses given during the outage</li> <li>• Administering staff <b>MUST</b> ensure all doses administered against either these prescriptions or other prescriptions on the medication chart are entered onto the electronic administration record correctly.</li> </ul> <p>The accuracy of the electronic medication chart <b>MUST</b> be checked before the printed drug chart can be scanned onto the patient's record.</p>	

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Staff members should sign below to indicate that they have read and understand the process required to order medications for this team.

STAFF MEMBER'S NAME	STAFF MEMBER'S SIGNATURE	DATE