

Standard Operating Procedure (SOP)

Hospital Electronic Prescribing and Medicines Administration

SOP Number:	6
SOP Title:	Business Continuity process for front-line ward staff

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1. Purpose

This purpose of this document is to describe the process to be adopted and implemented by **Front-Line Ward Staff** to support the management of **DOWNTIME** of the HEPMA system

2. Introduction

Wellsky is the name of the software supplier of the **HEPMA** application. **HEPMA** stands for: **Hospital Electronic Prescribing and Medicines Administration**. This is a new computer system that will replace the paper drug chart (kardex) for inpatient areas across NHSGGC. Doctors and other prescribers will use HEPMA to prescribe medicines for inpatients. Nurses will use HEPMA to carry out drugs rounds and record the administration of medicines to patients.

3. Scope

The scope covers the following:

- How to report that HEPMA system is 'down' in your ward
- Where the nearest back-up server is located to allow you to print the MACS and MAPS for all inpatients on your ward
- How to access the back-up server and print the MACS and MAPS for each patient in your ward

4. Definitions

- **NHSGGC:** NHS Greater Glasgow and Clyde Health Board
- **HEPMA:** Hospital Electronic Prescribing and Medicines Administrations
- **WELLSKY:** Software used to provide HEPMA (3rd Party software supplier)
- **BC:** Business Continuity
- **MAC:** Medicines Administration Chart
- **MAP:** Medicines Administration Profile
- **Downtime:** This is a period of time during which the HEPMA system is not available

5. Responsibilities

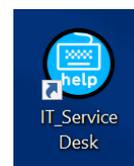
- Clinicians
- Nursing Staff
- Pharmacy Staff
- Ward Clerks

6. Specific Procedures

Downtime affects access to all inpatient prescribing and Medicines Administration records on the HEPMA system within:

- A single ward
- A group of wards
- Every ward across NHSGGC

This means that electronic patient medication records will be **unavailable** during periods of Downtime. If ward staff have problems accessing the HEPMA system, and have not been notified of existing issues, they should contact the HEPMA team **immediately** by logging a call with the **IT Service Desk** either via your desktop **HELP** icon or by dialling: **#650**



The HEPMA team will investigate the issue and either call back and or send out a global NHSGGC general notification/communication to make users aware of the situation, this will include with the following:

- System Downtime – date, time and duration (anticipated periods of downtime).
- Reason for downtime.
- You will also be advised if the Business Continuity (BC) process should be invoked – i.e. if MACs and MAPs need to be printed.
- For urgent enquiries during downtime please contact the HEPMA on-call team via the switchboard.
- During system downtime do not attempt to access the system until after the specified period has elapsed and or you have been notified that the system is back online.
- For instructions on how to prescribe and record administration of medicines on paper, please refer to **SOP Number 2** in your **orange** HEPMA folder.

If BC is to be implemented, ward staff must print out a MAC and a MAP for each patient in the ward(s) for use during the downtime period. **Failure to print a MAC and MAP for each patient during system downtime could compromise patient care.**

If the HEPMA system is unavailable throughout the site, ward staff **MUST** use the HEPMA **BACKUP system server** in order to print MACS and MAPS. The nearest HEPMA **BACKUP** system server for your ward is located at:

DETAIL TO BE ADDED HERE

- Please refer to **Appendix D** which describes the process for accessing and printing the MACS and MAPS for you ward inpatient population from the **Backup system server**.

A copy of Appendix D can be printed and retained near the Backup System Server or in your orange HEPMA folder.

Special Note

Clinical staff on wards are responsible for their own actions in complying with guidance issued by the HEPMA team with respect to the prescribing and administration of medicines during system downtime.

■ **PLEASE NOTE** The **BACKUP System Server MUST NOT** be used for any other purpose.

Once the system is up and running, users will gain access to the system. **PLEASE NOTE** that any prescribing changes made on paper during Downtime must be correctly transcribed to the HEPMA system.

All paper documents must be scanned on discharge

In exceptional circumstances, where the system has been down for an extended period of time, the decision may be taken to ask the clinical pharmacy teams for help in ensuring that any prescribing changes made on paper during downtime are correctly transcribed to the HEPMA system once this is up and running.

7. Forms to be used

- MAC for ongoing use of current medicines – see sample [Appendix A](#)
- MAP for reference to previous medicines – see sample [Appendix B](#)

8. Change History

SOP Number	Effective Date	Significant Changes	Previous SOP No.