Title: EPIC Downtime Procedures Guide
Last Reviewed: 4/17/2025

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EPIC Downtime Overview

This guide provides workflows for different levels of EPIC downtime.

- Epic Production (PRD) – Normal EPIC
- Shadow Read Only (SRO) – Epic in read-only mode. You can read any data documented up until the downtime but cannot enter new information.
- BCA Web – View schedules and basic patient information
- BCA PC – View schedules

Outage Level	Accessing EPIC Data	Charting
1. Normal	EPIC System is online	Use normal process for charting
2. EPIC PRD offline, OCHIN portal is still accessible	Use Shadow Read Only (SRO) to view all EPIC data. https://portal.ochin.info	Use downtime process for charting
3. EPIC PRD offline, Shadow Read Only (SRO) unavailable	Use BCA Web https://downtime.ochin.info/	Use downtime process for charting
4. EPID PRD Offline, BCA Web offline	Use BCA PC (designated front desk computer at SS, OC, SA, and GS)	Use downtime process for charting
5. Extended OCHIN EPIC PRD outage	Access the disaster recovery portal at https://dr.ochin.info. Slingshot (Dental) and local hyperdrive can access EPIC normally.	You can use EPIC normally while on the disaster recovery servers

Using Shadow Read Only (SRO)

- Read-only version of Epic – Data will be up to date until the time Epic went down.
- All users can access through the OCHIN portal.
- End users will document on paper.

1. Access the OCHIN portal the way you normally do - https://portal.ochin.info/ or the remote portal at https://remote.ochin.info/
2. Use the Shadow Read Only (SRO) icon instead of the Production icon
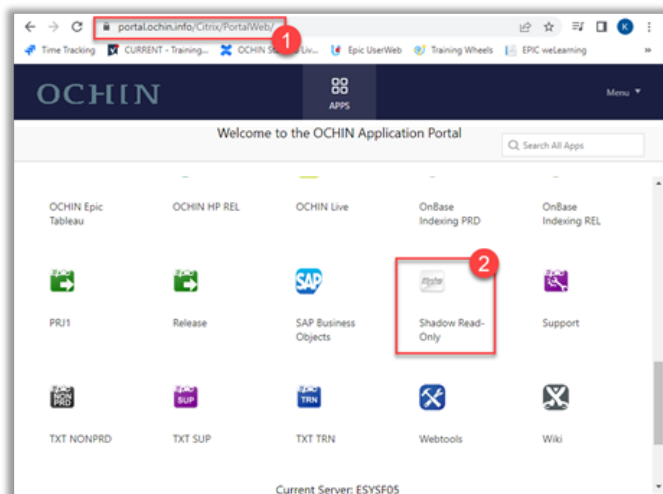
3. Log in with your EPIC ID and Password
4. It will look and work just like normal EPIC, but it will say shadow read only and not let you chart or change anything:


Using BCA

BCA is a backup of the daily schedule and basic patient information created every 12 hours.
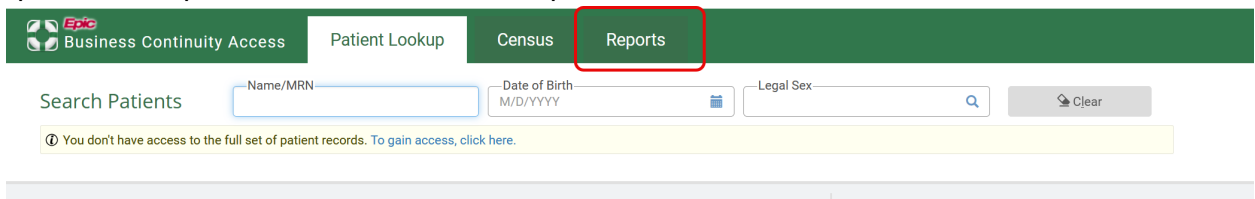There are two different ways to use BCA depending on the severity of the outage.

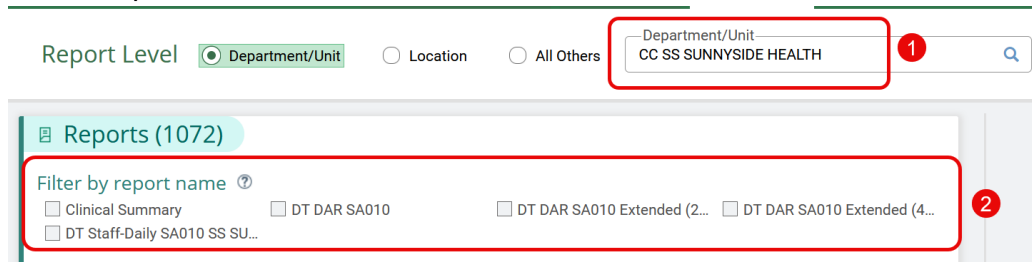| EPIC PRD is down, but BCA Portal Works	Use BCA Web at https://downtime.ochin.info	Daily schedules and basic patient information
EPIC PRD is down, BCA Web is unavailable.	Use BCA PC (labeled computer at front desk)	Daily schedules Only.

A. Using BCA Web

1. Go to https://downtime.ochin.info
2. Log in with your EPIC ID and password
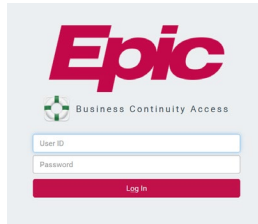
3. The patient lookup will not work. Go to the Reports tab.

4. The reports menu has multiple options:
   1. Change the department
   2. Load a report

   Available Reports:

DT DAR	DAR for today and tomorrow
DT DAR Extended (2wk)	DAR 3 days from now through 2 weeks out
DT DAR Extended (4wk)	DAR starting 2 weeks out through 28 days out
Clinical Summary	Shows each patient scheduled today through 28 days out. Includes: Problems list, Allergies, Outpatient, Medications, Last encounter note, Last PCP note, Demographics, Medical History, Health Maintenance

5. To view and print a report

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1. Click the check box next to the report you want to run
2. Click the result you want
3. Click on the arrow things
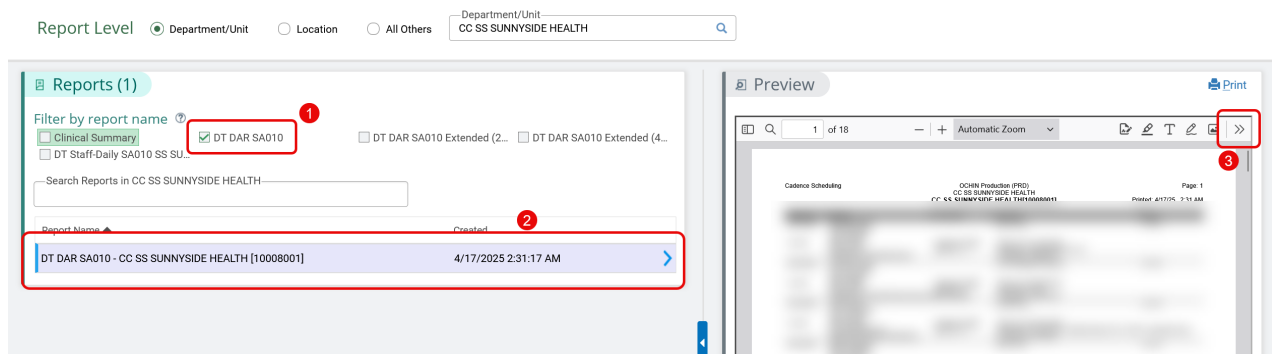
4. Select print
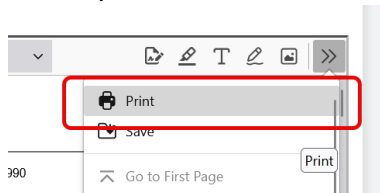
B. Using BCA PC

1. Locate the downtime computer at Oregon City, Sunnyside, Sandy, or Gladstone. This will be at the front desk and labeled "EPIC Downtime - BCA Computer"
2. Click on the BCA Printing desktop icon

3. Log in with your normal EPIC credentials
4. You can fileter the reports by tag if needed
5. Click the checkbox next the report you want to view
6. Click view to load the report
7. Click print to print the loaded report
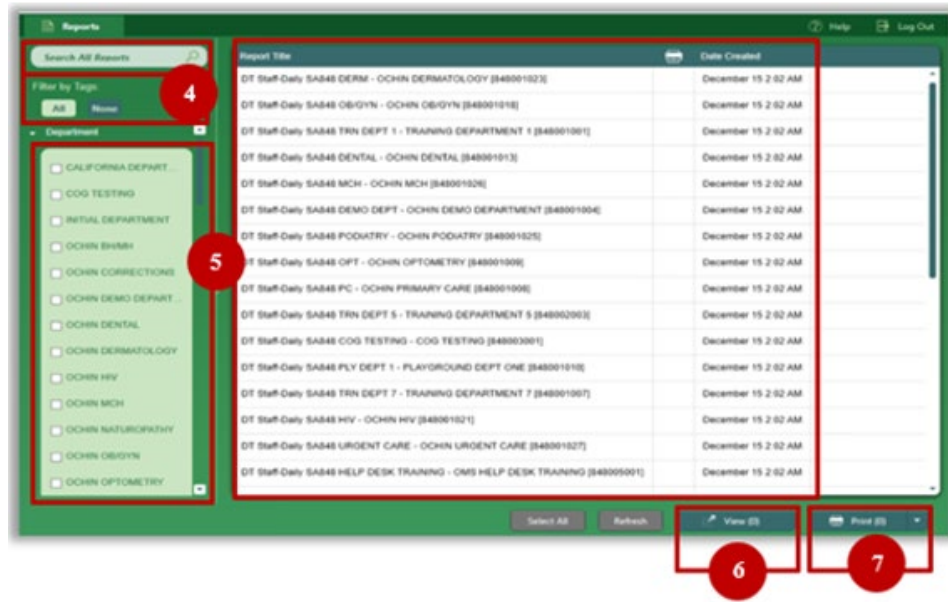
Using the Disaster Recovery Service

The OCHIN Disaster Recovery Service is designed to be used during extended EPIC outages.

1. If you are using slingshot (dental) or local hyperdrive you can use the desktop icon you normally use. For everyone else, or if you have any issues, go to step 2.
2. Go to https://dr.ochin.info
3. Log in with your EPIC ID and Password. You must use the new ID and Password you made:

4. This portal works exaclty like the normal OCHIN portal. You must use your new username and password to log into EPIC.

Downtime Processes for Charting

Health Centers Policy: https://powerdms.com/docs/1729637/revisions/2239754	
Behavioral Health	1. Providers: S:\Health Centers\Application_System_Support\Downtime Forms\HC_Cerner Downtime Forms Summary Guide_with Links 11032023.pdf
Dental	1. Dental EPIC Downtime Procedure for MiPACS: https://procedures.lww.com/lnp/view.do?pId=8922946&disciplineId=11819
Primary Care	1. Providers: Progress Note: https://powerdms.com/docs/1736448/revisions/2273247?OB= a. Password is Clack20@ 2. CMA Scheduled Visit: https://powerdms.com/docs/1894564/revisions/2433170
Front Office/Call Center	1. Registration: https://powerdms.com/docs/1840075/revisions/2370228 2. Telephone Encounter/Appt Request: https://powerdms.com/docs/1894565/revisions/2433171

Supportive Information

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