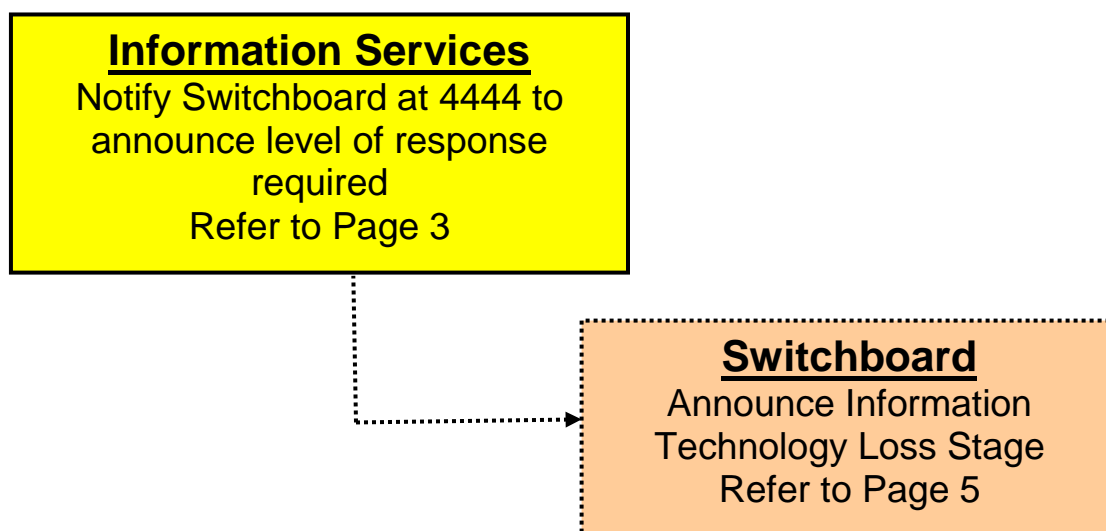


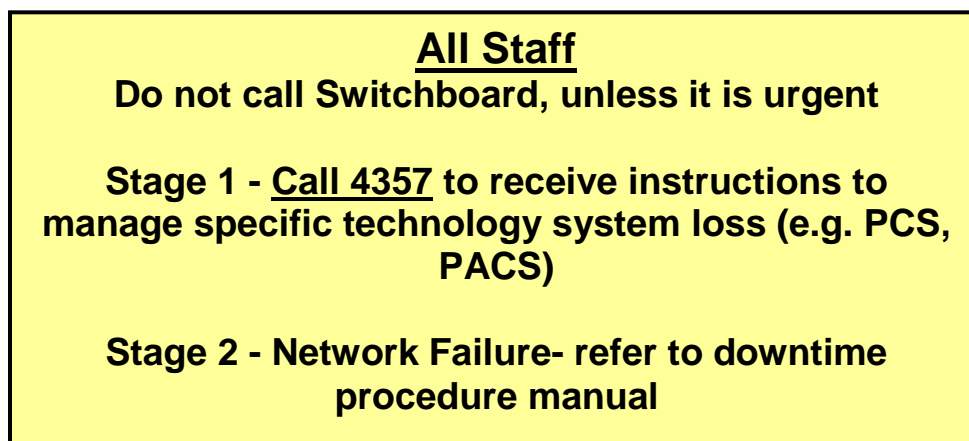
i. **Outline**

LOSS OF INFORMATION TECHNOLOGY

In the Event of a Loss of Information Technology Communications



Upon Hearing a Loss of Information Technology Communications Announcement



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1.0 General Overview

1.1 Plan to Be Used In Case of a Loss of Information Technology

When there is a loss of the hospital's internal or external Information Technology communications system the loss may be a partial or total information technology loss. Partial loss of information may affect only those programs such as PCS, PACS, OPIS 2005, Varian, eCHO PACS, LIS, etc as well as a total loss of all systems due to a core network downtime

1.2 Definitions

Stage 1 – Loss of Partial Information Technology Services –

The below list are the main clinical systems in the hospital:

- Loss of PCS (Patient Care System)
- Loss of PACS (Imaging System)
- Loss of Oncology (OPIS 2005)
- Loss of Varian (Cancer Treatment)
- Loss of xCelera
- Loss of Lab (Lab Information System - LIS)
- Loss of Cardiology
- Loss of Operating Room (PICIS / ORSOS)
- Loss of Emergency Room (EDIS)
- Loss of Pharmacy (BDM / PYXIS)

KGH has over 200 technical systems / applications that run the hospitals clinical and business services.

Stage 2 – Loss of ALL Information Technology Services Network

This would include a loss of all systems or a major system, like e-mail. The decision to activate Stage 2 will rest with Chief Information Officer / Delegate.

1.3 Authority to Declare Loss of Information Technology

The authority to declare that there is a loss of information technology is the responsibility of Chief Information Officer¹. The Chief Information Officer/Delegate is responsible for notifying Switchboard of the level of response required during an extended loss of communications (Stage 2 – Loss of Information Technology) and instructions to refer to the downtime procedure manual.

1.4 Conservation Measures

During times of communications failure, calls to the HELP desk at **4357** should be limited to emergencies only.

1.5 Resuming Normal Information Technology functions

In the event of a large-scale information technology loss, precautionary steps may need to occur before transitioning back to 100% normal communications. In these cases the

¹ Delegate refers to the next level of appointed authority. After hours, it would be the Duty Administrator On-call

Information Services department will communicate the required steps and the approximate time to recover each step. Additional information about the recovery of each critical system can be found in the KGH Information Knowledge Base located at <http://mykggh> for each application as well as hard copy on Watkins 5 and 6 in the event the system is not available.

1.6 Notification

All areas will be notified whenever the hospital must assume emergency information technology communications. In case of non-emergency, or testing, this will be done in advance by e-mail, and by phone to identified critical areas. In emergency cases, notification will be made through the overhead public address system.

Prior to and upon completion of non-emergency shut downs, or testing, Information Services will notify the identified critical areas to verify that it is safe to switch to emergency communications or to return to normal communications

1.7 Incident Command Centre

In the event of a hospital information technology loss, the Incident Commander is the Director, Information Services / Delegate. Incident Command will be set-up in the Information Services area on Watkins 6. The Incident Commander is the direct contact for the hospital Emergency Operations Center.

2.0 Response & Recovery - Information Services

2.1 If a loss of information technology occurs

Response

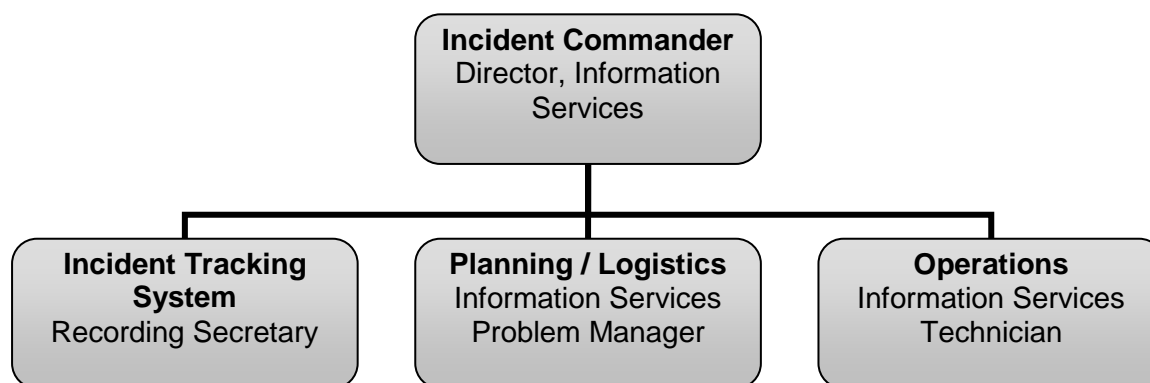
Stage 1

Information Services Problem Manager

- ☐ Authorize Helpdesk to initiate email distribution of the notice of the unscheduled service interruption
- ☐ Determine expected length of information technology communications loss
- ☐ Prepare for response should the Information Technology loss be upgraded to Stage 2
- ☐ Provide regular reports to the Director of Information Services

Stage 2

Incident Management System



Director, Information Services / Delegate

- ☐ Assume role of **Incident Commander**
- ☐ Establish the Incident Command Centre (Watkins 6)
- ☐ Be prepared to transfer command to a higher authority (i.e., CEO)
- ☐ Appoint the following positions, only if the regular assigned persons are not available
 - ☐ **Planning / Logistics** _____
 - ☐ **Operations** _____
 - ☐ **Incident Tracking System / Recording Secretary** _____
- ☐ Receive status report/discuss initial action plan with required positions
- ☐ Prepare to provide a situational report to the President & CEO / Delegate

- ☐ Notify Risk Management of the incident
- ☐ If the incident is expected to cost more than \$5000 for clean-up and repair:
 - ☐ Ensure a SAFE Report is submitted online
 - ☐ Ensure required information for insurance purposes is gathered
 - ☐ Consider cyber-crime costs and notify the Insurance provider as above

Information Services Problem Manager

- ☐ Assume the role of **Planning / Logistics Officer**
- ☐ Authorize Switchboard to announce overhead “Stage 2 Loss of All Network Information Technology – Refer to Downtime Procedures ”
- ☐ Regularly assess risk and make recommendations on length of information technology communications loss and any special needs
- ☐ Allocate and deploy staff as necessary to manage loss of information technology communications and to assist with the resumption of normal communications
- ☐ Provide regular reports to the Incident Command Centre
- ☐ Notify the Strategy Management + Communications office (contact Switchboard for number 24/7)

Recovery

2.2 Return to normal operations

Information Services Problem Manager

Stage 1

- ☐ Authorize Helpdesk to email out notification of the restoration

Stage 2

- ☐ Authorize Helpdesk to email out notification of the restoration
- ☐ Authorize Switchboard to announce a “Stage 2 Network Information Technology All Clear”
- ☐ Prepare for a debriefing with Information Services staff

Director of Information Services

Stage 2

- ☐ Ensure a complete debriefing report is prepared with root cause analysis for incident and recommendations
- ☐ Prepare for a debriefing with Emergency Operations Centre, if activated

3.0 Response & Recovery – Switchboard

Response

3.1 Upon receiving notification of an Information Technology Loss

Information Services Problem Manager will call Switchboard to inform of an internal information technology communications loss stating which stage and which system is not functioning

Stage 1

No overhead announcement required

Stage 2

- ☐ If you were not informed of the loss of information technology by Information Services contact Helpdesk (**4357**) to notify them immediately
- ☐ When authorized by Information Services, announce overhead three times **“Stage 2 information technology loss. Please refer to downtime procedure manual.”**
- ☐ Notify:
 - ☐ (After hours) Administrative Coordinator

Recovery

3.2 Upon notification that crisis has concluded

- ☐ Receive notification from Information Services that the all clear can be announced
 - ☐ Announce over the public address system three times, **“Information Technology Loss, All Clear”**
- ☐ If requested, participate in a debriefing session
- ☐ Refer any media inquiries to the Strategy Management and Communications office

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4.0 Response & Recovery – All Staff

Response

4.1 Upon Receiving Notification of a Loss of Information Technology

Do Not Call Switchboard Unless It Is Urgent

Stage 1 – Loss of Information Technology

- ☐ For information regarding loss of information technology, please refer to the following pages within this plan for downtime procedures based on each system (e.g. PCS, PACS etc.)

Stage 2 – Loss of Information Technology

- ☐ Refer to the Downtime Procedures Manuals
- ☐ Await further instruction from Information Services department

Recovery

4.2 Upon notification that the crisis has concluded

- ☐ Resume normal duties
- ☐ Refer any media inquiries to the Strategy Management and Communications office

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5.0 Response & Recovery – Protection Services

Response

5.1 Upon Receiving Notification of a Loss of Information Technology

Do Not Call Switchboard Unless It Is Urgent

Stage 1 – Loss of Information Technology

No response required.

Stage 2 – Loss of Information Technology

Security Operations Centre Operator

- ☐ Assess the impact of the loss of information technology on the Operations Centre and inform the Shift Supervisor of any risk issues.

Security Shift Supervisor

- ☐ Ensure extra rounds occur on all doors that have electronic access
- ☐ Ensure the continuation of Security functions in the remainder of the facility
- ☐ Call in extra staff if directed
- ☐ At night increase patrol to exterior doors with electronic access
- ☐ At night increase patrol to high risk areas that are monitored by camera
- ☐ If you are contacted with information pertinent to any risk issues notify the Protection Services On-call Manager immediately
- ☐ Notify Mobile Patrol Supervisor of any connection issues with external sites such as Providence Care Hospital, Hotel Dieu Hospital, etc.

Security Officers

- ☐ Await instruction from Security Supervisor / Delegate
- ☐ If you are contacted with information pertinent to any risk issues notify the Security Manager immediately

Recovery

5.2 Upon Notification That the Crisis Has Concluded

Security Shift Supervisor

- ☐ Ensure the Protection Services On-call Manager is aware the crisis has concluded
- ☐ Participate in a team debriefing
- ☐ Resume normal duties

Security Operations Centre Operator

- ☐ Participate in a team debriefing
- ☐ Resume normal duties

Security Officers

- ☐ Participate in a team debriefing
- ☐ Resume normal duties

6.0 Response & Recovery – Patient Care Software Downtime Procedures - PCS

Response

6.1 Patient Care System (PCS)

Proper system maintenance and reporting any disruption promptly to the Help Desk will help prevent unplanned failures of the Patient Care System.

Daily processes, such as printing the next day's schedules before the end of each day, provide emergency backup in times when the Patient Care System is not available.

6.2 Patient Care System (PCS) Downtime Procedure

Should the Patient Care System fail during regular operating hours, the following procedure will be implemented.

If the Patient Care System goes down you must notify the Help Desk at KGH ext. 4357. They will try to determine if the problem is localized or widespread. This usually takes approximately 15 minutes. If it is any longer than 15 minutes the On-call person will start the Downtime Procedure process and notify the Director.

Each site will do their own recovery, however if PCS is running at only one site:

- a) If the Patient Care System goes down at KGH all appropriate staff will move to Patient Records in JM00 at HDH to access the system and help with activation and recovery if required
- b) If the Patient Care System goes down at HDH all appropriate staff will move to Patient Records in Kidd 1 at KGH to access the system and help with activation and recovery if required.

In Armstrong, the manager, or designate will call all Armstrong clinic areas to advise staff to move into your Downtime procedure. A call will also be placed by the expert users to CCSEO to inform them that the PCS is down.

Once notified to go into 'Downtime Procedure':

To obtain a CR # during the downtime, call Admitting at KGH 1221 at all times. Be sure to write the CR # on the Downtime Registration Form and complete all available demographics.

The CR#, Legal Given Name and the DOB, **must** be hand written in the top right hand corner of the Downtime Registration form. If the patient has any demographic changes please indicate them on the space provided. The Visit Record portion of the Downtime Generic Registration Form **must** be completed with the appropriate information. The Treatment Record must have the patient's information labeled **or** hand written on it and placed in the patient's medical record.

Cancer Centre: As the patients arrive in their designated areas the receptionists will complete a Patient Care System, Downtime Generic Registration form on every patient.

Registration Staff in Armstrong Only:

Staff from Central Scheduling, Information Desk and Administration Office will be distributed to each level to help clinics during downtime. Two staff members will remain at the Information Desk to direct all patients to the appropriated clinic levels.

As the patients arrive in their designated areas the receptionists will complete a Patient Care System, Downtime Generic Registration form on every patient **unless the patient brings one from another area.**

For the Patients who stop at the FAPC Level 1 Kiosk, complete a Downtime Registration Form, indicating which clinic the patient is going to. Once the form is complete, hand it to the patient and ask them to present this form to the receptionist in the clinic they are attending. **The clinic receptionist will complete the visit record portion, located at the bottom of the form:**

Admission Time:
Date:
Location:
Visit Type:
Attending Physician:

Then place the form with the completed information on it, in the pick-up pile for Medical Records

6.3 Patient Care System (PCS) Diagnostic Centre Downtime Procedure

Diagnostic Centre will have a Patient Care System, Downtime Generic Registration Form of their own. This form will have an additional line that must be completed. This line will indicate whether the patient is arriving at the diagnostic centre **before or after a clinic appointment.**

When a patient arrives at the Diagnostic Centre a Downtime Generic Registration Form will be completed, making sure to indicate whether the patient is arriving from clinic or going to clinic.

If the patient arrives from clinic, the receptionist will complete a second Downtime Registration Form even if one was completed at the clinic. Be sure to indicate what clinic the patient is arriving from.

If the patient is going to a clinic after being in the Diagnostic Centre, complete a Downtime Registration Form, indicating which clinic the patient is going to. Once the form is complete, hand it to the patient and ask them to present this form to the receptionist in the clinic they are attending. The clinic receptionist will **complete the**

visit record portion, located at the bottom of the form:

Admission Time:
Date:
Location:
Visit Type:
Attending Physician:

Then place the form with the completed information on it, in the pick-up pile for Medical Records

If the patient does/did not have a clinic appointment, complete a Downtime Registration Form.

Recovery

6.4 Upon Notification That the Crisis Has Concluded

Cancer Centre: Staff do their own recovery in Cancer Centre as directed by the manager or designate.

KGH: Admitting, Emergency, Armstrong 1, 4 & 5, OPPU, SDAC will have a designated area to place the completed Downtime Registration forms. Patient Records will supply a runner for the above-mentioned areas during a downtime, to continually pick up the forms for Downtime Procedure – Patient Care System.

For all clinic areas the last pick up will be 1630 by Medical Records.

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7.0 Response & Recovery – Patient Care Software Downtime Procedures - PACS

Response

7.1 PACS

There will be times when either the network, PACS Core System, PACS Broker, the Clinical desktop and/or the modality will be unavailable for a specified or unspecified time period. During this time, images may not be accepted by PACS, may be unavailable on PACS workstations and/or may be unavailable to view on the clinical desktop. When this occurs, an alternate method of providing clinicians with the required images for patient care will be employed

7.2 PACS Scheduled Downtime

- ☐ Prior to downtime PACS Administrator will provide at least 24 hours' notice to the Diagnostic Imaging Departments and Help Desks at all facilities
- ☐ In the case of HIS/RIS unavailability a list of all booked appointments will be printed by the senior receptionist or delegate
- ☐ Prior to shutdown, radiologists have the ability to report all stat procedures currently in PACS according to their internal process for stat dictation
- ☐ During downtime technologists will hold all images at the modality, as per the modality protocol, including the requisitions and any papers to be scanned with the downtime documentation forms
- ☐ Films will be printed if studies are urgently required. E.g. "OR" or patient transfer
- ☐ After downtime, the PACS administrator is responsible for notifying Imaging, Help Desk and Users that the system is up
- ☐ If HIS/RIS was down, downtime recovery must be completed by Medical Records and designates in Imaging Departments prior to sending images
- ☐ Once Recovery complete all images held at the modality, including paper requiring scanning, will be sent to PACS
- ☐ All exams must be Quality Checked and each exam marked verified
- ☐ PACS Administrator or designate will confirm that all exams are in correct status

7.3 PACS Unscheduled Downtime – PACS, HIS/RIS or Network Unavailable

- ☐ During downtime, technologist will hold all images at modality, as per the modality protocol, including requisitions and any paper to be scanned with downtime forms
- ☐ Films will be printed if studies are urgently required. E.g. "OR" or patient transfer
- ☐ If HIS/RIS unavailable technologist will type patient name and other information into modality and perform the exam

- ☐ Prolonged downtime of more than 24 hours will require the cancellation of all elective procedures in the Diagnostic Imaging Departments
- ☐ When PACS is back on line, PACS Administrator will monitor to ensure orders are being sent to PACS
- ☐ PACS administrator will notify technologists to begin sending exams to PACS.
- ☐ After downtime, PACS Administrator is responsible for notifying Imaging, Help Desk and Users that the system is up
- ☐ If HIS/RIS was down, downtime recovery must be completed by Medical Records and designates in Imaging Departments prior to sending images
- ☐ Once Recovery complete all images held at the modality, including paper requiring scanning, will be sent to PACS
- ☐ All exams must be Quality Checked and each exam marked verified.
- ☐ PACS Administrator or designate will confirm that all exams are in correct status

7.4 PACS Unscheduled Downtime – HIS/RIS or Broker unavailable

- ☐ Follow existing HIS/RIS downtime procedures
- ☐ Technologist will type patient name and other information into modality, perform the exam and send images to PACS
- ☐ Exams on PACS will be listed as unspecified
- ☐ Radiologists have the ability to dictate all stat procedures currently in PACS, according to their internal process for stat dictation
- ☐ When HIS/RIS is back on-line, PACS Administrator will monitor and ensure orders are being sent to PACS
- ☐ PACS Administrator will inform Technologists to begin merging exams.
- ☐ All images will be merged with appropriate HIS/RIS order on PACS
- ☐ All exams must be Quality Checked and each exam marked verified
- ☐ PACS Administrator or designate will confirm that all exams are in correct status

7.5 PACS Unscheduled Downtime – PACS Archive unavailable

- ☐ Radiologist may notice previous exams are not available. Radiologist may skip reporting an exam if previous exams required. Radiologist may report an exam using current exam only. Radiologist may get previous exams from Film Library, if available
- ☐ Web users may notice previous exams are not available

7.6 PACS Unscheduled Downtime – Web Server Unavailable

- ☐ Technologists will print films for OR and ER as required
- ☐ Film Library will burn CD's for OR and ER as required

7.7 PACS Unscheduled Downtime – Dictaphone unavailable

- ☐ Dictation saved on local hard drive for 14 days, or according to the storage capacity of the PC
- ☐ System auto reboots after downtime. If not, Transcription Manager or HELP Desk turns voice agent service on at the PC
- ☐ Redundant voice server exists, reports could be sent to Hotel Dieu Hospital

7.8 PACS Unscheduled Downtime – Network unavailable

- ☐ Technologist will hold all images at modality as per their modality protocol
- ☐ Technologist will record which exams have not been sent to PACS, as well as exams that have printed to film
- ☐ Technologist may have ability to print films for OR and ER departments from modality
- ☐ Images that require a stat verbal report may need to be reviewed at the modality workstation, as per the modality protocol
- ☐ When PACS is back on-line, PACS Administrator will monitor and ensure orders are being sent to PACS
- ☐ PACS Administrator will notify technologists to begin sending exams to PACS.
- ☐ All images held at the modality, including paper requiring scanning, will be sent to PACS by the technologist. Technologist must Q.C. each exam and mark in verified.
- ☐ Technologist can select the order of exams sent PACS
- ☐ PACS Administrator will notify Help Desk that PACS system is available.
- ☐ Help Desk will notify all users at HDH and KGH via e-mail
- ☐ The technologist, with the help of the PACS Administrator, must check that any unspecified exams are matched correctly
- ☐ The PACS Administrator will confirm that all exams are in correct status

Recovery**7.9 Upon Notification That the Crisis Has Concluded**

- ☐ Refer to downtime procedures
- ☐ Resume normal duties

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8.0 Response & Recovery – Patient Care Software Downtime Procedures - OPIS 2005

Response

8.1 OPIS 2005 failure procedure

- ☐ **New chemotherapy orders:**
 - ☐ Physicians will complete Chemotherapy Order Form (Stores #77338).
 - ☐ Yellow copy placed on patient chart
 - ☐ White and pink copy to pharmacy services
 - ☐ Physician/nurse will complete Systemic Therapy Booking Form and send to Chemo Reception/Schedulers.
 - ☐ Pharmacy will fill order and keep a copy so that the chemotherapy order and date can be entered by pharmacy when function is restored.
 - ☐ Nurses will document in patient's chart and a list of patients treated will be kept.
 - ☐ Patient's name, regimen, start and end times will be kept and the chemo treatment will be entered by Chemo Resource Nurse once function restored.
 - ☐ Orders in Progress:
 - ☐ When application failure occurs, the Charge Nurse will compile a list of orders entered by the treatment clinics that day. This will be reconciled with orders located in pharmacy.
 - ☐ When orders are lost, refer to new chemotherapy orders procedure.
 - ☐ If application is down more than 1 day a pick list from Medical Records would be used to determine the treatment patients for that day.
- ☐ **Pharmacy:**
 - ☐ Pharmacist will review all orders and check against previous orders in the paper chart and current lab work
 - ☐ Manual labels for chemotherapy drugs will be prepared. Calculations and transcription to be checked by a second pharmacist

Recovery

8.2 Upon Notification That the Crisis Has Concluded

- ☐ When OPIS2005 is available a Pharmacist will transcribe manual orders and order entry will be checked by a second Pharmacist. All new chemotherapy orders will be entered into OPIS 2005 by Pharmacy once the application is restored
- ☐ Refer to downtime procedures
- ☐ Resume normal duties

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9.0 Response & Recovery – Patient Care Software Downtime Procedures - LIS

Response

9.1 Urgent or STAT Laboratory Test Results during Information System downtime:

If	Then
PCS is down	All areas that have STAT lab reports print will continue to receive the printed report. or Call ext. 7806 and request the results
LIS is down	The laboratory will call all STAT results to the ordering location. or Call Ext. 7806 and request the results
Network is down	The laboratory will call all STAT results to the ordering location. or Call Ext. 7806 and request the results

- ☐ Lab staff will require the name of the caller for documentation purposes.

Recovery

- ☐ Refer to downtime procedure manual
- ☐ Resume normal duties

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10.0 Response & Recovery – President & CEO/Delegate

Response

10.1 Upon receiving notification of information technology loss

Stage 1

- ☐ Prepare for response should the communications loss be upgraded to Phase 2

Stage 2

- ☐ Liaise with the Incident Commander from Information Services to obtain a status report
- ☐ In consultation with Incident Commander determine the need to activate an Emergency Operations Centre (EOC) with senior leadership team members
- ☐ Activate the Emergency Operations Centre, if required
 - ☐ Contact Protection Services (via Security Operations Centre – **4142**) to have Protection Service on-call Manager notified and assist with EOC activation
- ☐ Contact Communications department to draft a press release for local media, if necessary
- ☐ Assess the extent of the emergency within the area and consider activating further response as necessary

Recovery

10.2 Upon notification that the crisis has concluded

- ☐ Implement a course of action to manage a major disruption of hospital routine, if necessary
- ☐ Arrange for a debrief session between Incident Command and the Emergency Operations Centre, if activated

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11.0 Appendix A – Loss of Information Technology Assessment Form

This form is to be completed by each department to advise Incident Command the impact of a **Stage 2 - Loss of Information Technology** to their department. This will allow incident command to assess the severity of the incident and respond appropriately.

Security will make every effort to collect these forms from every department. If there is an urgent need to deliver this report to Incident Command, it will be the responsibility of the reporting department to ensure the timely delivery of the form.

Date: _____ Department: _____

Inspected by: _____ Signature: _____
(Print)

Contact #: _____

Forwarded to Incident Command for Review ☐

Date: _____
Time: _____

Assessment Details:

Received by Incident Command ☐

Date: _____
Time: _____

Received by: _____ Signature: _____
(Print)

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