EPIC DOWNTIME
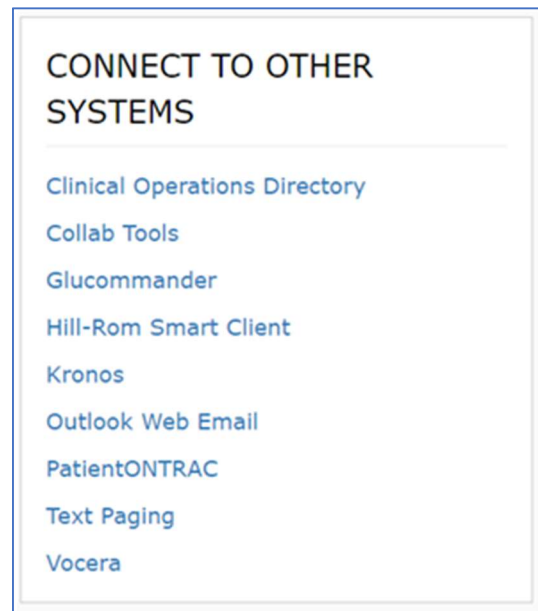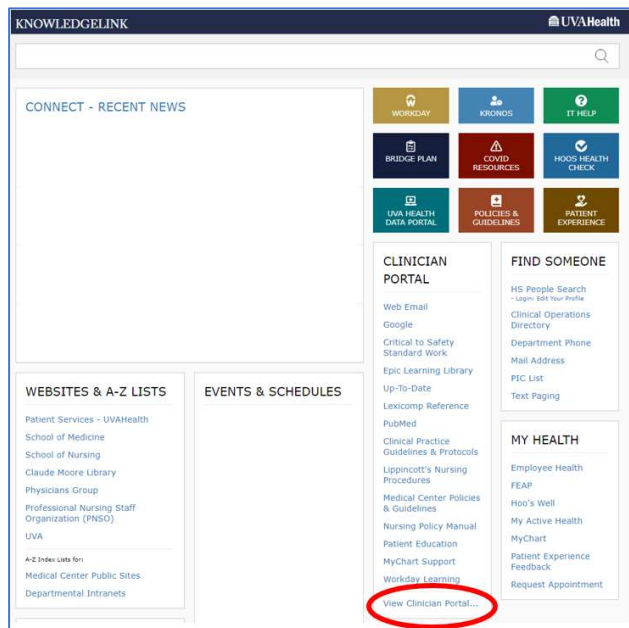
If EPIC has a downtime you can access the Glucommander site two ways:

1. **Desktop ICON** (G)

2. KnowledgLink → Clinician Portal → View Clinician Portal → Connect to Other Systems → Glucommander

Recommended Procedure

- Obtain blood glucose 10 minutes prior to downtime
- Adjust insulin infusion per Glucommander recommendations
- Document current multiplier
- If EPIC downtime is greater than 1 hour access Glucommander site per above for next titration
- When EPIC is back up, access Glucommander via the SmartClick link on the Flowsheet or MAR and all Glucommander entries during downtime will be visible

Glucommander Electronic Glycemic Management System

UVAHealth

IV Downtime Process

Nurse

Start

→ Is downtime related to Glucommander or EMR?

— EMR → Go to Glucommander downtime link on the intranet => Clinical Portal => Forms & Documentation => Downtime Forms → Use Glucommander and continue to follow prompts via downtime link → Is EMR downtime over?
- NO → (back to Use Glucommander)
- YES → Access Glucommander via Smartclick link in EMR and continue to follow prompts → End

— Glucommander → Is Glucommander downtime scheduled?

- NO; internet outage → Use current multiplier if known, if current multiplier is unknown, calculate multiplier per the 'Downtime Form' instructions → Check BG every hour → Calculate new infusion rate following 'Downtime Form' instructions → Adjust insulin rate on infusion pump and document per hospital policy → Is Glucommander downtime over?
  - NO → (back to Check BG every hour)
  - YES → Once systems resume, edit multiplier in Glucommander to the last multiplier used on 'Downtime Form' → Obtain BG → Enter BG in Glucommander continue to follow prompts → End

- YES; Version Upgrades → Obtain BG at least 10 minutes prior to downtime and adjust insulin rate per Glucommander. Document current multiplier in the event of prolonged downtime → Was downtime less than 1 hr?
  - NO → Transition to paper 'Downtime Form' → (up to Use current multiplier...)
  - YES → Resume Glucommander and continue to follow prompts → End

More information on editing multiplier:
- Select "Edit" in the Demographic section → Advance to order set screen, select the dropdown next to multiplier and select 'Custom' → Enter last multiplier from 'Downtime Form'

Glucommander Electronic Glycemic Management System