This policy is to clarify the steps to be taken by Radiology staff in the event of downtime for PACS.

**Carestream Proactive monitoring and real time resolution** - With proactive monitoring, error conditions can be identified before downtime occurs before you even know a potential problem exists. In most situations, problems can be resolved over the Internet in real time. Automatic downloads of software updates and upgrades can be done on demand.

**Backup Plans**
As well as this Taunton and Yeovil District Hospital have combined forces to provide a backup solution to each other’s RIS and PACS solutions to further minimise downtime.

**For unplanned downtime**

Firstly establish exactly what is happening.
- If there is a PACS issue then staff should establish whether this is related to a specific room/modality or widespread across all sites

Once the problem is established you should log a call with PACS Manager or PACS Administrator if they are available. If this is not possible log the call directly with the I.T. helpdesk on ext. 7728 and ask them to log a call with Carestream. Always ask any reference numbers as they will be required throughout the incident. When logging a call yourself you will need to use the details below:

**Carestream Helpdesk**
Telephone – 0870 6000246
Quote device ID: K45778807

The severity level should be assigned by the PACS Manager or Administrator logging the call – please refer to PACS Severity Guidelines for information. (All of these documents have been distributed to PACS administrators and are also available in the PACS Managers office). If the I.T. helpdesk log the call for you give as much information for them to understand the criticality of the situation. I.e. not able to send images to PACS and/or all Trust staff affected would be a Severity 1 call.

Severity 1 – Resolution 4 within hours
Severity 2 – Resolution 18 within hours
Severity 3 – Resolution 72 hours
Severity 4 – Next schedule maintenance release

Please inform relevant Diagnostic Imaging management staff of the problem and discuss whether a Trust wide message needs to be drafted and sent to users. If it is decided that a Trust wide message is required then this should be sent as a separate communication and highlighted as PACS downtime and should not be part of any other briefing. This email should be sent by the communications department and not I.T. support.

The Clinical Site Team should be informed (please bleep 2075). Information should be given as to the nature of the problem, likely impact and the contingency arrangements implemented.

The X-Ray Department and the Clinical Site Team should work together to ensure that the names of on-call consultants (as per the list below) should be notified if there is any chance that the PACS downtime will continue into the out of hours period.
The Department should endeavour to ensure that all clinical teams working in the hospital at that time are aware of the system failure and of the working arrangements until the system is restored. Notifications of consultants for unplanned PACS downtime out of hours should be at the discretion of the Clinical Site Team or the clinical teams working at that time. If only a brief downtime is expected then no notification of consultants may be needed. However if prolonged downtime is anticipated, particularly at weekends when ward rounds may be affected, the relevant consultants as above should be informed. The Clinical Site Team should try and ensure that the middle grade cover for the on-call teams are notified that PACS is down.

For planned PACS downtime - communication to key individuals

Notification of planned PACS downtime should be sent out by Trust wide e-mail by the Communications Department and in addition to this message, direct communication should be made by the X-ray Department with key individuals. It is vital that the following key individuals are confirmed to be aware of the forthcoming PACS downtime so that the clinical teams in appropriate areas can be informed.

Those individuals are:

- Clinical Site Team (bleep 2075)
- Consultant Physician on-call for the hospital
- Consultant Cardiologist on-call
- Consultant on-call for the GI bleed rota
- Consultant Surgeon on-call
- Consultant on-call for A&E
- Consultant Obstetrician/Gynaecologist on-call
- Consultant Paediatrician on-call
- Consultant Anaesthetist/Intensivist on-call
- Consultant Radiologist on-call

These individual’s identities should be obtained from switchboard by the X-Ray Department (email switchboard@tst.nhs.uk). In the briefing that goes out it should be requested that each of those confirms by e-mail that they have received that notification.

Escalation of lack of progress on severity 1 or severity 2 issues

At 4 Hours
If there is no imminent or expected resolution of the underlying problems after 4 hours the Department Management team will contact one of the Executive Team for assistance in resolving the issue.

Incident forms should be filled out for any missing images or patient information directly resulting from PACS downtime. Incident forms can be found in radiographer viewing areas, with the Clinical Manager or with the Department Risk Co-ordinator.

Cheryl Baker
RIS/PACS Manager
21st October 2015
Review 21st October 2017 unless significant change

Elizabeth Ladd
Clinical Manager
21st October 2015