TITLE: CLINICALCONNECT HIE DOWNTIME POLICY	
STATUS: FINAL	EFFECTIVE DATE: December 31, 2017
VERSION: 6	PAGE: 1 OF 3

I. PURPOSE

ClinicalConnect HIE is committed to ensuring reliable access to supported applications. The goal of this policy is to explain those circumstances during which downtime may occur, anticipated durations of downtime events, and procedures for notifying affected users.

II. SCOPE

This policy applies to ClinicalConnect HIE staff and its Participants

III. DEFINITIONS

"The Sequoia Project", formerly known as "Healtheway", is a non-profit, public-private partnership that operationally supports the eHealth Exchange.

"eHealth Exchange", formerly known as the Nationwide Health Information Network and often abbreviated as the NHIN or NwHIN, shall mean a group of organizations with a common mission and purpose to improve patient care, streamline disability benefit claims, and improve public health reporting through secure, trusted, and interoperable health information exchange.

"Participant" is an organization (including physician practices) that has signed a Data Exchange Agreement with the ClinicalConnect HIE.

"External Partner" is an organization that ClinicalConnect HIE communicates with via the eHealth Exchange or Pennsylvania Health Information Exchange (P3N).

IV. POLICY

A. ClinicalConnect HIE will periodically encounter situations where its Participants or External Partners must be made aware of potential disruptions in service or other interruptions regarding communication or transmission of data.

B. Depending on the type of event, ClinicalConnect HIE may send one of four email templates to its Members and/or External Partners; including the following:

1. Informational

a. To alert end users that they may experience issues due to direct or indirect system/network maintenance

b. Email alert to be sent with at least a seven-day lead time

2. Planned Downtime

a. To alert end users that a planned downtime is scheduled to occur which will cause service disruption

b. Email alert to be sent with at least a seven-day lead time

3. Unplanned Downtime

a. To alert end users that an unplanned downtime is currently occurring

4. Emergency Downtime

a. To alert end users that an emergency downtime is currently occurring, or will be occurring imminently

C. Email communication to contain the following information:

1. Date and time that the system will be impacted

2. Timeframe for when the system will be unavailable

3. Reason for the system downtime

4. Impact to end users

5. Affected systems/applications

6. ClinicalConnect HIE support contact information

7. For unplanned or emergency downtimes, or planned downtimes that go over the original timeframe, communication will be sent to notify end users of the progress of the interruption, and when the downtime has completed

V. Revision History

DATE	AUTHOR	COMMENTS
11/28/2017	Michael Gigliotti	Creation of the policy
06/07/2019	Michael Gigliotti	Update of the policy (merging of Downtime Policy)
03/02/2020	Michael Gigliotti	Reviewed Policy (FY20) – No Modifications
02/12/2021	Michael Gigliotti	Reviewed Process (FY21) – Updated notification timeframe for planned / informational updates from 3 days to 7 days, per feedback from the P3N.
01/07/2022	Keith Dukes	Updated Formatting and Title
1/21/2022	Michael Gigliotti	Reviewed Process (FY22) – No Updates