College of Veterinary Medicine
Policies and Procedures

Subject: System Down Back-Up Plan

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SYSTEM DOWN BACK-UP PLAN

When the hospital computer program is down, the following steps should be taken:

1. The Admissions Staff will have ALL clients fill out a Client/Patient Information form regardless of active status.
2. The Admissions Staff will have ALL clients fill out and sign an Authorization form.
3. The client's name, phone number, address and patients name will be entered on the system down log sheet.
4. The Client/Patient Information form and the Authorization form will be copied and one set given to the student on a clipboard along with an estimate sheet and pertinent history sheets.
5. Deposit forms will be filled out by the appropriate clinician. Client Accounts will add the dollar amount collected, give a copy to the client and retain the original.
6. If bills are not available, Client Accounts will accept a credit card number to be used when the bill is ready. Client Accounts will notify the client of the amount to be charged when ready to process the transaction.
7. Once the system is operational again, all of the paper records will be transferred to the Electronic Medical Records (EMR), and the normal procedures will be followed.

Approved: _____   9-25-14
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