

WHAT'S UP?

FMC PHYSICIAN NEWSLETTER

January 2010

FMC/NAH response to extended downtime

Early this month, hardware at Perot Headquarters in Plano, Texas suffered a failure that precipitated an NAH, systemwide 60-hour downtime for Cerner applications.

The failure had significant consequences, from its impact on delivery of lab test results to the void of information available on patients already in the hospital or who were new patients seeking treatment.

We recognize the need to minimize the risks of downtime and that we need to be back online with any future downtimes as promptly as possible.

Jack Dempsey, interim NAH CEO, has the charge from NAH to lead development of downtime solutions that are more efficient and effective, and to investigate what went wrong so we can keep it from happening again, and enhance our position in the event of a downtime.

All options will be evaluated as we develop solutions. It is FMC's and NAH's accountability to fix this problem.

I will keep you posted.

Switch to MDConsult allows access from off-campus

FMC is now able to provide a Point Of Care product to all FMC physicians. In the past, we have only been able to offer this product in-house via *UpToDate*. With a switch Jan. 1 to *MDConsult*, you're able to access the service from the hospital, from home or office, and

through a handheld wireless device.

MDConsult is accessible from all computers within FMC without a login or password. Simply go to www.mdconsult.com and begin searching. Remote access to *MDConsult* is available at your home or office by contacting the medical librarian, Suzanne Tackitt, at 214-3579 or st16784@nahealth.com to receive a login and password. Suzanne also can help with handheld access.

Encourage patients to leave own meds at home for safety

Please remind your patients that when they are admitted to the hospital, they should not bring their own medications from home.

Hospital policy discourages patients from bringing in their own medications. The only exceptions are if the medication is an investigational drug; is temporarily unavailable through the hospital Pharmacy; is an oral contraceptive; is iron or prenatal vitamins; or in situations where the pharmacist has determined that no reasonable alternative exists.

This is an effort to protect patient safety. Thanks for your assistance.



Flagstaff Medical Center
Northern Arizona Healthcare

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