

## ALIS Guide – Downtime and Disaster Planning

### *Safety First!*

No one wants to think about a disaster occurring, but at ALIS we believe it is better to plan and be safe rather than sorry! In that spirit, we provide these guidelines and recommended best practices with the hope that you and your staff can sleep soundly knowing that you are covered and supported in the event of unforeseen circumstances.

“Disasters” can encompass many situations and levels of severity. **The first and most important step you can take is to have a PLAN**, communicate that plan to your staff, and identify champions responsible for each portion of that plan.

Because ALIS is a cloud-based solution, a disaster plan should cover what will happen at your community if the internet is down or unavailable. **There may also be situations in which your WIFI is down but you still have access to 4G or 3G.** This document is intended to help you architect the right disaster recovery plan for your community.

### PLANNING AND PREPARATION

1. **MODULES** Identify which ALIS modules are being used at your community
2. **CHAMPIONS** Identify a “Champion” for each module and for each Product Type at your community (one for Memory Care, one for AL, etc.)
3. **INFORMATION** Identify what information you need to have in case of two types of emergencies
  - a. Internet outage or ALIS downtime
  - b. Evacuation of Residents or extensive internet downtime
4. **BACK UP** Identify back-up process and procedures to take place at a regular interval to collect that information
5. **CALENDAR** Create recurring calendar items to remind the Champions to perform their back-up duties
6. **REVIEW** Create a quarterly recurring calendar item to review back up process and confirm that everyone is timely taking proper steps
7. **TECHNOLOGY** Remember that ALIS is very light and can be used on normal cell phones even without Wi-Fi to do your med pass in the event of an emergency. Keeping an internet “puck”/portable Wi-Fi device or two on hand is also recommended if you anticipate an emergency or have spotty Wi-Fi.

## DOWNTIME RESPONSE & ACTION ITEMS:

For any issue you are having the first step is to follow this electronic root cause analysis:

**Is it the internet or ALIS?** If the internet is down, take these steps:

1. Don't freak out
2. Assess your internet connection

How do I do that? If you are in the lucky few, call your IT company. If you do not have an IT company, you can check your internet connection by going to the bottom right of your screen you should be able to view your internet connectivity to confirm you are connection (looks like the Wi-Fi net):



● **RESULT 1: INTERNET DOWN:** If you are not connected to the internet or see anything red you should reach out to your in-house technical contact, third party technical vendor, or your most electronic savvy nurse. If all of those fails, you can call us and we can help you troubleshoot, but this is a problem that is unrelated to ALIS itself. Another way to test if your internet is down to pull up ALIS on your phone. If you can access ALIS on your phone, the community's internet or Wi-Fi is down.

● **RESULT 2: INTERNET IS OK:** If your internet appears to be working and ALIS is not, call ALIS right away at 888.404.ALIS (2547) or email support at [support@medtelligent.com](mailto:support@medtelligent.com). Most likely we have been notified by our notification service of any outage, but we always want to hear about your situation ASAP.

**Action Item: Enact your back-up plan. Access your back up documents for meds and care plans.**

ALIS downtime is generally related to updates, hot patches, or new releases and almost always is for less than 30 minutes. You will receive notices to plan for this downtime, and unless it is an emergency these updates happen in the middle of the night.

In a short-term downtime situation, you can chart any PRN or routine medications on paper and then put them into the system when ALIS is up and running. For the care charting you can use printed care plans.

**RECOMMENDED BACK-UP PLAN:** In the event of downtime, it is most important to plan for Medication Administration and Care Tracking.

Medications – once a month or more you can use the Print Bulk MARs or Physician's Orders functionality and "Print to a PDF" on an administrator's computer. We recommend just saving over the same file each time to save disk space. These will then be available offline in the event of an emergency.

- Care plans – once a month you can do a bulk back-up of care plans through the "Work Lists" tab (walk through below).
- Observations and Incidents – You can chart observations on paper until your internet connection is restored and then those can be uploaded or inputted into ALIS. Keep a blank copy of your incident form in an Emergency Documents folder on an Administrator's computer.

## QUICK REFERENCE SHEET

MODULE	INFORMATION	Where to get it
CORE	Health profile, contacts, insurance	<b>Reports</b> <ol style="list-style-type: none"> <li>1. Resident Roster Report (you can sort this by ambulatory status)</li> <li>2. Insurance Report</li> <li>3. Assistive Adaptive Device Report</li> <li>4. Contacts Report (optional)</li> </ol>
Observations	24 hour log, Nurse notes	Observation Center <ol style="list-style-type: none"> <li>1. Click the filter and select the past 7 to 14 days</li> <li>2. Export those to Excel</li> <li>3. Filter either by date or resident, reformat as needed and print</li> </ol>
Incidents	Incidents	Reports page - Incident Report
Prospects	Prospect information	Reports page - Prospect Details Report
Medications	Routine medications, PRN Medications, MARs	Manage Orders Page - Print Community MARs Medication List Report (optional) - export to Excel and format for printing
Care	Care plans and work lists	Care plans (under work lists tab) Worklists - Care Tracking Page or work list tab
Evaluations	Assessments and Service Plans	Reports page - Resident Assessment Completion Report
Billing	Recurring Charges and Incidentals	Reports page - Rent Roll, Aging Details, and Incidental Report, etc.
Staffing	Staff information and documents	Reports page - Staff Roster
Compliance	Resident, Staff and Community documentation	Reports page – For either residents or staff - Compliance Details Report (Select one document and you can bulk print)

## Detailed Step by Step:

## Resident Roster Report

Dashboard Prospects Residents Medications Care Billing Staff Communities Reports

### Resident Roster

Communities: Portrait Homes Leave Status: Both Resident Stage: Current Residents Refresh

Classifications: None selected

Sort By: Resident Name Ascending Descending

Print Report Export to Excel

 <b>Brown, Bob</b> On Premise Portrait Homes Product AL • Room 103 B Date of Birth 03/04/1937 • Age 80 Admission Date: 08/31/2016 Resident Record #: N/A Classification: AL Resident Room Phone #: N/A CPR	<b>Emergency Contact</b> Lucy Brown Relative 123 Cantina Blvd Mos Easley, Illinois, 60000- (555) 555-5555  <b>Diet</b> No salt	<b>Primary Medical Contact</b> Peggy Sue Registered Nurse The Nurse's Practice 123 Cantina Blvd Town, IL, 60606 (555) 555-5555	<b>Pharmacy</b> Feel Better Pharmacy 123 Main St., 1 Chicago, IL, 66666 (555) 666-6666 (555) 444-4444
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\* This report can be printed or exported to Excel and be sorted by AMBULATION in the event of an evacuation.

# Observations

## Observation Center

Portrait Homes Portrait Homes

Hide Filters

Observation Type: All  
Resident Stage: All  
Resident:   
Product Type: All  
Classification: All

Recorded By:   
Room: All  
Severity: All  
Date Range: 01/02/2019 - 01/24/2019

[+ Record New Observation](#) [Print](#) [Export to Excel](#)

Occurred	Resident	Room	Observation
01/24/2019 12:30 PM CST	 <b>Filch, Argus</b> Product: AL Classification: AL Resident	103 B	<b>Nurse's Notes</b> by Support, ALIS Argus was angry and upset this morning about last night's football game. I asked him to calm down.
01/09/2019 03:39 PM CST	 <b>Jones, Cameron</b> Product: AL Classification: AL Resident		<b>Daily Log Note</b> by Support, ALIS Cameron was in good spirits today, he won a hand of poker!

\* Use the filters to display relevant observations for the past month or more, and use the Print button for the optimal view.

# Prospects

## Prospect Details

Community: Lake Vista AL      Referral Organization: Any

Referral Source: Any    Product Type: Any    Stage: All stages    Source: All sources    Prospect: All prospects

Start Date: 01/01/2015    End Date: 05/06/2017     Include Prospects to Focus On

[Refresh](#)

[Generate Mailing Labels](#)    [Export to Excel](#)

Prospect	Prospect Stage	Prospect Source	Inquiry Date	Street	Unit	City	State	Zip Code	Phone number	Email address
	Warm	Partner website	01/12/2016							
Marlene Dean	Warm	Friend/ Family/ Employee Referral	03/01/2016							

To pull your prospects data, go to the Reports and print the Prospects Details Report along with the Tasks report.

# Medications

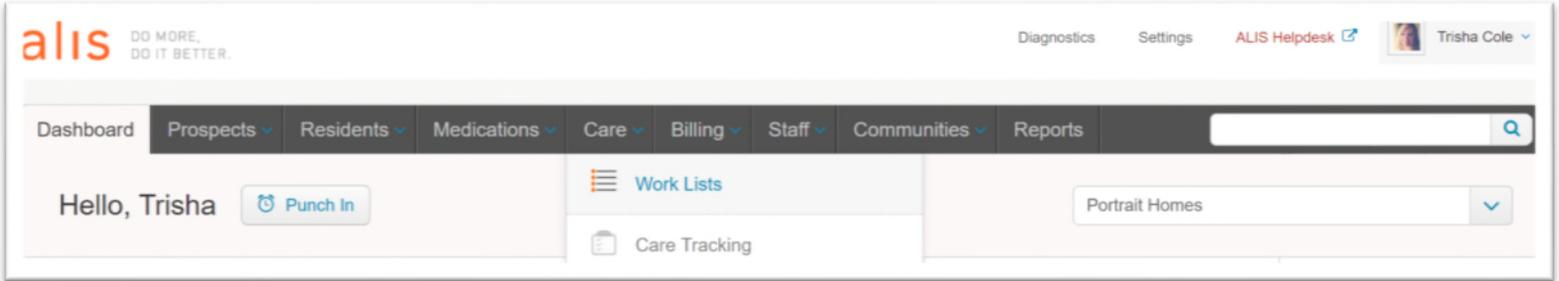
From this manage orders page you can BULK PRINT your community MARs and physician’s orders. We recommend printing “Community MAR Sheets” as they will have all medications administered to date filled out. You can also pull the Medication List Report to have a full list of all routine and PRN medications for your community. Make sure to EXPORT TO EXCEL and format as needed!

Resident	Community	Medication	Prescriber	Type	Frequency	Time/Dosage	Status	Details
Flora Carrow	Portrait Homes	0.6 FRAGMIN (Injectable) 25000 unt/ml Prefilled Syringe		Medication	Daily	• 2 INJ	Active	Is Controlled: No Is Self Administered: No Is Refillable: No

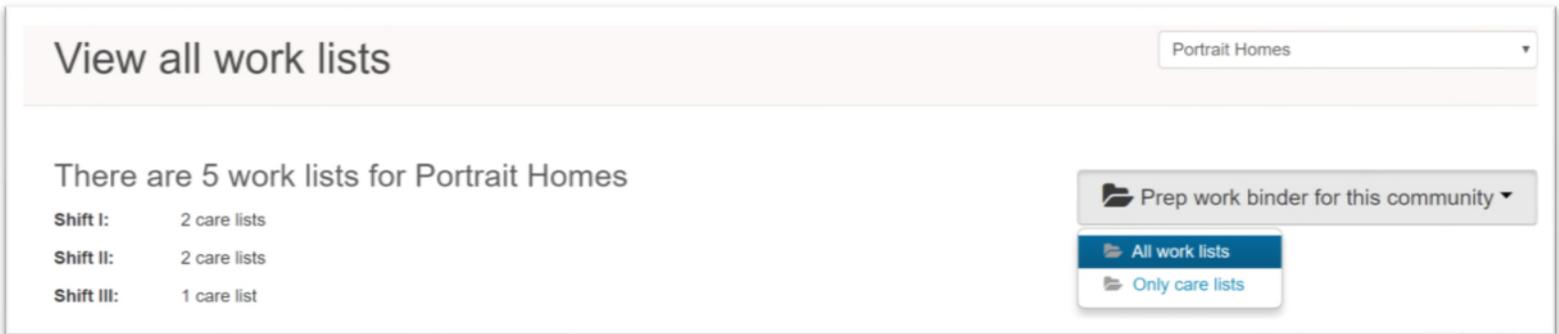
## Care Plans and Work Lists

**Care Plans** – to bulk print your community Care Plans, follow these steps:

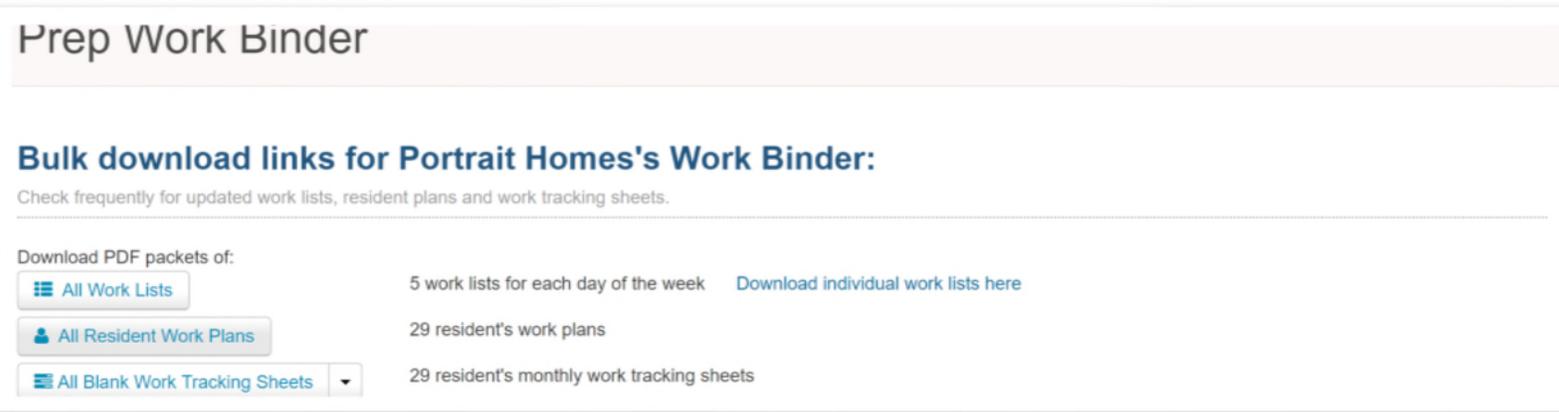
**Step 1:** Go to the Care Tab and select “Work Lists”



**Step 2:** Click on the “Prep work binder for this community” dropdown and you can select “All Work Lists”



**Step 3:** Select the “All Resident Work Plans” to access your Care Plans – NOTE that this will take a few minutes to load but will pull up all your care plans!



**Work Lists:** You can get work lists from two places – the Care Tracking Page or the Care Work Lists Tab (picture below).

The tracking sheets on the care page will give you a list of all the care items with room for notes.

The screenshot shows the 'Care Tracking' page for 'Lake Vista AL'. It features a notification for '2 new alerts' and a 'Show:' dropdown set to 'All work lists'. A green banner indicates the 'CURRENT SHIFT : 3 PM TO 11 PM'. Below this, 'Shift II: 4 work lists' are displayed. The first item is 'Shift II Care List' with '13 items assigned to Joan Masters'. A 'CARE' button and a progress indicator for '13 items (4 hrs 5 min)' are visible. A 'Download Shift II tracking sheets' dropdown menu is open, showing options: 'All tracking sheets', 'Only care tracking sheets', 'Only pt tracking sheets', and 'Only wellness tracking sheets'.

Alternatively, you can print from the work list screen by going to the Care Tab and selecting Work Lists.

The screenshot shows the ALIS 'All Reports' page. The navigation bar includes 'Dashboard', 'Prospects', 'Residents', 'Medications', 'Care', 'Billing', 'Staff', 'Communities', and 'Reports'. The 'Work Lists' menu item is highlighted, and the 'Care Tracking' option is visible below it. The top right corner shows 'Diagnostics', 'Settings', 'ALIS Helpdesk', and a user profile for 'Trisha Cole'.

Once you are in the work list page you will use the Prep Work Binder dropdown and then select the “All Blank Work Tracking Sheets” and your caregivers will be able to initial boxes more like a MAR.

The screenshot shows the 'Prep Work Binder' page with the heading 'Bulk download links for Landscape Village's Work Binder:'. Below this, it says 'Check frequently for updated work lists, resident plans and work tracking sheets.' Under 'Download PDF packets of:', there are three options: 'All Work Lists' (3 work lists for each day of the week), 'All Resident Work Plans' (17 resident's work plans), and 'All Blank Work Tracking Sheets' (17 resident's monthly work tracking sheets). A link to 'Download individual work lists here' is also present.

***MOST IMPORTANT THING TO REMEMBER***

Your ALIS Team is here for you!!!! Whatever, whenever, please contact us to help. We have experience helping communities navigate disasters so please do not hesitate to use us as a resource.

**Phone:** 888.404.ALIS (2547) **Email:** [support@medtelligent.com](mailto:support@medtelligent.com)