LOSS OF ACCESS TO AVATAR – BACKUP PLAN

Do you have Electricity?

- NO
  - Follow clinic procedure for loss of electricity

- YES
  - Are your computers working?
    - NO
      - Choose options C and D
    - YES
      - Do you have access to the internet?
        - NO
          - Choose a solution: A and B and F, or A and C and F, or A and F.
        - YES
          - Do you use a token to access DPH server/AVATAR, and not within firewall with direct access to server?
            - NO (DIRECT SERVER ACCESS)
              - Is AVATAR working?
                - NO
                  - Use AVATAR
                - YES
                  - Use AVATAR
            - YES (USE TOKEN)
              - Do you have VPN?
                - NO
                  - Choose a solution: A and C and E, or A and E
                - YES
                  - Use VPN

Options Key:

A) Chart on Computer; Copy and paste into AVATAR when available.
B) Contact IT to get HotSpot and laptops.
C) Set up system with another CBHS clinic that has access (eg. BHAC); call by telephone for specific clinical information and chart on computer. After 3 hours, clinic will need to send staff to access AVATAR and communicate by phone.
D) Document on paper charting.
E) Access Infoscriber via internet.
F) Use paper prescriptions, call in prescriptions, or fax prescription to pharmacy. Chart into Infoscriber when available. For additional assistance, contact CBHS Pharmacy at (415) 255-3659.