

WEISMAN CHILDREN'S REHABILITATION HOSPITAL (WCRH)

ADMINISTRATIVE MANUAL

SUBJECT: Data/Internet/Phone Outage

NO: AM 3.27

EFFECTIVE DATE: March 2, 2009

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TJC: IM.01.01.03

PURPOSE: To establish a process to follow for data/internet/phone outage to ensure continuity of reliable communication.

POLICY: In the event of a primary communications systems failure, WCRH has established a process to follow in the event of data, internet and/or phone outage. For any scheduled interruption of service, staff shall be notified in advance by the Internal IT Department.

PROCEDURE:

In the event of Data/Internet Outage

- WCRH has a multi-WAN topology. In the event our Primary Data connection is lost, our firewall will immediately failover to our secondary, or tertiary connection. A small (if any) interruption in data connectivity will be noticed but essentially data will not be lost assuming our connections are not experiencing difficulties.
- In the event of an unplanned outage at the main data center during regular business hours, the Information Technology Department will promptly notify all satellite locations. Communications will include the nature of the outage, affected systems or services, and an estimated time for service restoration, if available. Satellite locations should expect temporary interruptions to connectivity or system access during this period. Updates will be provided as additional information becomes available until full service is restored.

In the event of Phone Service Outage

1. Determined if the phone service will be interrupted for an extended period of time which is determined by following the telephone outage process on the following pages.
2. Contact the Internal IT Department @ 856-267-0044 to assist in troubleshooting and Rollover protocols.
3. Staff will work with the IT Department to forward our main phone number 856-489-4520 to 856-988-4123 which is the KRI phone at the nurses' desk. This will allow for incoming calls to be answered by a staff member. The staff member will take messages and triage them out to the necessary parties.
4. In the event of the KRI phone failure, any nursing cellular phone may be utilized.
5. The telephone night service will be turned on and off as normally scheduled, so when the phones do come back up the system is able to handle the phone calls in the normal manner.

Administrator