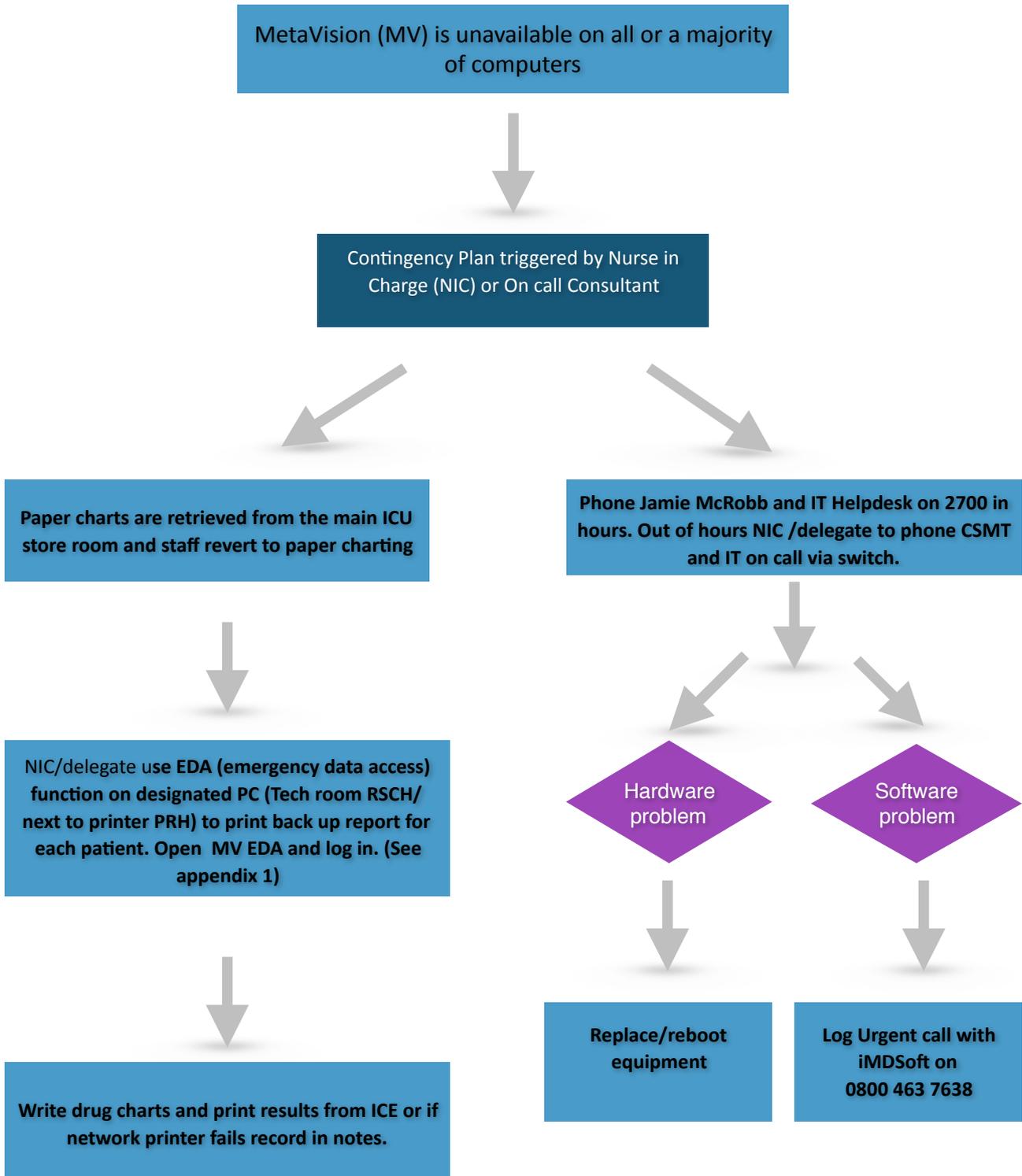


MetaVision Major Failure Contingency Plan





1. INTRODUCTION

The Trust procured MetaVision in 2002. The system provides electronic charting, noting and results for patients on the Critical Care Unit. There is the potential for immense disruption to the treatment of patients if the system is not available. The key functions of MV include:

- Collecting and recording of patient observations
- Recording of patient notes - nursing, medical and physio
- Prescribing drugs and fluids
- Integration with Wardwatcher for payment and quality purposes
- Generation of handover sheets
- Risk assessment and care planning
- Family communications and contact details

2. ACCESSING METAVISION BACK-UPS

In the event that you need to access MetaVision data when the network is down, you can do so via the EDA boxes. These are PCs located on each unit that access a back-up, rather than the main central MetaVision data.

Anything saved on the EDA will **not** update to MetaVision once the network is back on. It is for reference only.

Your local EDA details are as follows:

Site	Location	Device
RSCH	Technician's office. North corridor LM AB7, next door to kitchen	RXHD06580
PRH	Far end of the unit. Outside what used to be the red zone	RXHD06814

3. PROCESS

	Recommendation (Action)	Justification (Rationale)
1	Observations can be recorded on paper charts	

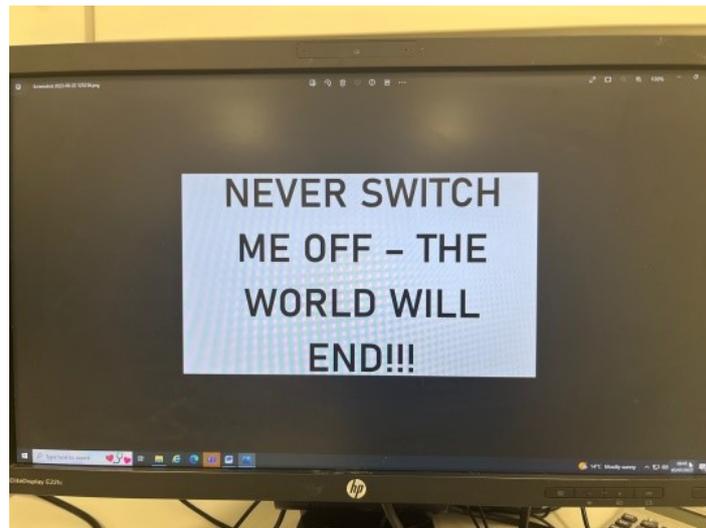
	Recommendation (Action)	Justification (Rationale)
2	Drug charts can be written following reference to Backup Reports for each patient	Backup Reports contain the previous 12 hours of patient data including drugs
3	Blood results can be recorded manually on the paper observation charts	
4	The need for financial and ICNARC data is less immediate and this can be obtained following data restoration from the back up server	
5	Paper care plans need to be completed	In the main store room
6	Documentation and handover sheets need to be produced manually	
7	After the system has been successfully tested and returned to the users, Data Take On must then commence.	Paper copies collated during this downtime should be stored within the patients' casenotes.
8	There are several planned processes which may interrupt the MetaVision system, which are essential to perform to ensure smooth operations. These include: Generator Testing UPS Testing Anti Virus Protection Upgrade of the MetaVision Upgrade of other Trust Systems e.g. pathology	Where possible this work by its nature will be scheduled for "out of hours".
9	The Contingency plan should be checked annually	
10	In the event of Major Metavision failure there should be an AAR within 24 hours	Ensure robust review system
11	This BCP SOP will be tested 6 monthly	Record to be kept in log on Teams

3. RESOURCES

[iMDSoft website](#)

Appendix 1 EDA Access Guide Step-by-Step

1. Log on to the PC. Either on the PC in the Tech room in LMB or by the PC by the printer at PRH.



- The PC should be automatically logged in to a generic account, if not try login as normal.
- If you cannot login, restart the PC – this should activate the generic login details.
- Open MetaVision as normal – it should already now be looking at the local copy of the data. On the desktop screen there is a symbol, with the title EDA.

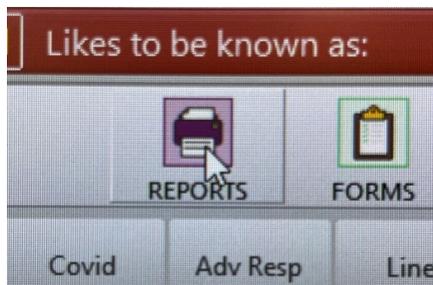


2. Log in to the EDA

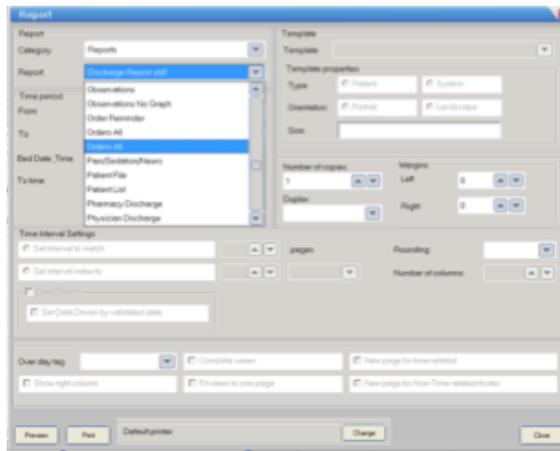
- Double click to startup and sign in as normal.
- MetaVision will startup and present the Patient list.

3. First print the drugs.

- Go to Reports and select Orders



- Print Orders All Report



- You have to turn on the printer next to the EDA to print out each list of medications.

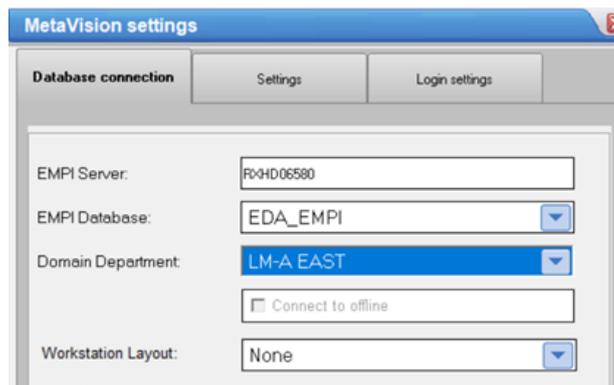


- Then go back to Patient List and continue until each patient has a drug chart.

Troubleshooting

If you get an error message you can check the configuration to ensure that you are looking at the local back-up of your data:

- Open MetaVision but BEFORE the login screen opens press **F1**
- In the screen below, ensure that the EMPI Server name matches the Device (asset number) of your EDA from the table above
- Select any available EMPI Database and Domain Department



For more information please call Jamie McRobb on 07387 095439 or Fiona Baldwin on 07786 267184