



# When Disaster Strikes: Business Continuity During Your EHR Downtime

When your health system's network goes down—whether due to a cyberattack, severe weather, or other disasters—it's vital to ensure the disruption doesn't bring hospitals to a standstill or put patient safety at risk.

DrFirst's **Healthiverse Enterprise Suite**<sup>SM</sup> augments your disaster recovery playbook with expert professional services and secure, cloud-based solutions. Because elements of the suite can be used as stand-alone solutions in addition to integrating with an EHR, you can rely on them during times of crisis.

## Deliver Better Outcomes

Our suite of platform solutions complements your existing EHR technologies to keep patients and providers in sync and deliver better clinical outcomes. Each solution stands on its own, and when used in combination, they provide even more power to improve medication adherence and reduce risks of readmissions and unnecessary costs.

- Reduce adverse drug events
- Improve clinical productivity
- Boost clinician and patient satisfaction
- Reduce readmissions
- Shrink patient leakage

## Being Prepared Is the Best Defense

To respond to today's increasingly serious threats or maintain continuity during planned downtime, health systems need to update emergency preparedness plans and upgrade obsolete technology. The Healthiverse Enterprise Suite reduces risk in an uncertain environment with dependable professional services and systems that support business continuity.

## Easing the Crisis with Cloud-Based Solutions

The Healthiverse Enterprise Suite is comprised of solutions that can be tightly integrated with your EHR or used as standalone applications when your network is offline due to planned or unplanned events.

**Issue:** Network offline due to cyber attack

**Product:** Backline

**Solution:** This **health system** used Backline to establish electronic processes outside of the EHR. This allowed the health system to automatically transmit forms and orders to process admissions, bed management, and discharges without resorting to paper records.



**Issue:** Power loss due to solar eclipse

**Product:** Backline

**Solution:** A **hospital** utilized Backline secure broadcast messaging during the outage to keep hospital administrators kept staff informed.



**Issue:** Ransomware attack

**Products:** iPrescribe and MedHx Companion

**Solution:** This **IDN** planned to move to paper prescribing in the event of a network outage. However, during a ransomware attack, it found that pharmacies weren't accepting paper prescriptions. Instead, the IDN turned to the iPrescribe mobile app so its providers could e-prescribe, including for controlled substances. Clinicians also relied on MedHx Companion for standalone, cloud-based access to patient medication histories at admission and transitions of care.



**Issue:** Ransomware attack

**Products:** iPrescribe, Backline, and MedHx Companion

**Solution:** A **community health system** maintained patient safety by using MedHx Companion to verify patient medication records and prevent ADEs. Using iPrescribe to write and renew prescriptions, providers continued to receive allergy and interaction notifications. And with Backline, staff could continue to collaborate on patient care using secure messaging.



## Supporting Our Customers in Crisis

Based on 20 years as a healthcare technology pioneer, DrFirst offers emergency support when our customers need it most. Our Customer Support team is available 24/7/365 via phone or email, and we can provide onsite support to troubleshoot and assist with changeover management.

- We provision user accounts in medication history and secure messaging platforms for immediate use with patient intake and orders
- We give your administrative and technical teams the necessary information to register your providers for mobile e-prescribing through access to registries and databases
- We give your credentialing team access to our InfinD application to set up providers for e-prescribing for controlled substances (EPCS)

## Medication History

When patient medication records can't be accessed via the electronic health record (EHR) system, clinicians can depend on MedHx<sup>SM</sup> Companion, a web-based application that requires only internet connectivity or a mobile hotspot.

- Prevent adverse drug events (ADEs) with access to comprehensive medication history from local and national sources for your unique patient population
- Receive automatic intelligence on non-adherence, multiple provider or pharmacy episodes, and overlapping prescriptions
- Download printed reports, including a medication reconciliation worksheet, to smooth paper-based processes from admission to discharge while your network is down

## Electronic Prescribing

Cloud-based e-prescribing applications Rcopia<sup>®</sup> and iPrescribe<sup>®</sup> let clinicians view patients' medication history, write prescriptions electronically, and check for drug interactions, allergies, and contraindications—without access to the EHR.

- Enable EPCS with in-workflow access to state prescription drug monitoring program (PDMP) databases
- Make patient benefits visible to prescribers in real time
- Send automatic notifications, such as prescription pickup reminders and educational information, to improve patient adherence

## Care Collaboration and Communication

Care collaboration is always crucial, but never more so than during a network outage. Health systems experiencing downtime are relying on Backline<sup>®</sup> as a standalone, cloud-based solution to keep people connected when systems are offline.

- Send secure messages, share lab results and discharge summaries, and conduct telehealth sessions via video chat
- Keep protected health information secure and ensure HIPAA compliance with an encrypted care collaboration platform rather than personal SMS texting
- Enable patient and care team communication, send and view non-medication orders, and support transitions of care

To get started or request more information, visit [drfir.st/hes](https://drfir.st/hes)



“When we had an unexpected downtime event, DrFirst jumped in right away to help us **maintain patient care and business continuity during the crisis**. We were able to get our physicians set up with their iPrescribe mobile app to **continue writing scripts, including controlled substances, with access to six months of medication history and the state PDMP**. We expanded our use of Backline for **secure communications and care collaboration, which was critical for smooth operations and patient care**. And we set up MedHx Companion in the Emergency Department to **check patients' medication history, which drives medication reconciliation and helps us avoid preventable ADEs and readmissions**. All of this made us feel like DrFirst is as committed to our patients as we are, and we appreciate all they did to minimize disruption for our staff and patients.”

—Chris Roark, CIO, Stillwater Medical Center

Corporate Headquarters  
9420 Key West Avenue, Suite 230  
Rockville, MD 20850

Satellite Offices  
Mesa, AZ  
Germantown, MD

866.263.6511  
sales@drfirst.com  
www.drfirst.com

 **DrFirst**  
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