

<h1>P3N Policy #11</h1> <h2>Downtime Notification Policy</h2> <h3>PA eHealth Partnership Program</h3>	
Subject: P3N Downtime Notification Policy	Version: v.4b
Status: Effective January 1, 2024	Creator: Kim Chaundy
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Related Documents:	-Pennsylvania eHealth Partnership Program Uniform Participant Agreement v.4c

1. **PURPOSE.** This policy establishes communication requirements when access to the HIO data is not available through the Pennsylvania Patient and Provider Network (P3N) due to planned or unplanned downtime.
2. **SCOPE.** This document applies to all Certified Participants connected to the P3N.
 - 2.1. This policy is intended to be consistent with and does not replace or supersede any Federal regulations or laws (such as Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH)) or State privacy and security laws and regulations.
3. **OBJECTIVES.** The objective of this policy is to:
 - 3.1. Establish baseline notification requirements for system downtime.
 - 3.2. Minimize the impact of downtime on patient care.
 - 3.3. Minimize the economic impact of downtime on P3N participants.
4. **POLICY**
 - 4.1. **Downtime**

A period of more than 30 minutes during which system services are unavailable to the P3N HIO community in order to implement upgrades, repairs and other changes.
 - 4.2. **Planned Downtime**
 - 4.2.1. Planned downtime is scheduled and shall be performed during a set time period on a set day each week.
 - 4.2.2. CPs shall provide PA eHealth with the day, time, and duration to be used for scheduled, planned downtime.
 - 4.2.3. CPs shall send maintenance notifications to PA eHealth and all CPs 2 weeks prior to the planned, system downtime.

- 4.2.4. Maintenance notifications shall include date, time and expected duration of planned downtime.
- 4.2.5. CPs shall notify PA eHealth and the P3N HIO community when the system is operational upon completion of planned downtime activities.

4.3. Unplanned Downtime

- 4.3.1. Unplanned downtime is defined as downtime for which a maintenance notification was not provided with 2 weeks advance notice.
- 4.3.2. CPs shall send maintenance notifications to PA eHealth and all CPs prior to the unplanned, system downtime.
- 4.3.3. Maintenance notifications shall include date, time and expected duration of unplanned downtime.
- 4.3.4. CPs shall notify PA eHealth and the P3N HIO community when the system is operational upon completion of unplanned downtime activities.

4.4. Excessive Downtime

- 4.4.1. Excessive downtime is when a system is unavailable for more than 24 hours.
- 4.4.2. CPs shall provide daily status reports to the P3N HIO community.
- 4.4.3. Daily meetings may be required with the affected CP by PA eHealth.
- 4.4.4. PA eHealth requests a Root Cause Analysis (RCA) from the affected CP for review.
- 4.4.5. PA eHealth to determine if a Cause and Effect or impact analysis is necessary.
- 4.4.6. CPs shall notify PA eHealth and the P3N HIO community when the system's operations have been restored.
- 4.4.7. CPs shall notify their membership when the system's operations have been restored.