

Samaritan Health & Wellness Center
Policies and Procedures

Subject: Disaster Recovery	Policy #: 4.9.10
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Approved by:	Effective Date: 07/15/2016

PURPOSE

This document provides the Disaster Recovery plan for Good Samaritan Health and Wellness Center. This policy and associated procedure have been developed to minimize the impact of business disruptions and their impact on information systems environment of the organization.

SCOPE

This plan covers all Good Samaritan Health and Wellness Center Information System assets. Execution of this plan is conducted by the IT team.

POLICY

- The IT team will perform data backups as outlined in Policy 4.9.7, Data Backup and Recovery.
- Physical access to restricted areas will be limited as defined in Policy 4.9.5, Physical Access.
- The IT Team will perform quarterly reviews of documentation and physical operations. Each review will be followed by a summary report of findings.
- The IT team will participate in organizational disaster recovery and emergency preparation planning meetings as requested by the CEO.
- The IT team will conduct a risk analysis to determine the number and likelihood of potential issues that could negatively impact operations. The analysis will be provided to the CEO, and by her to appropriate other people.
- The IT team will work with other teams to conduct an impact analysis for the risks identified.

PROCEDURE

The following provides the procedure for recovery of services including current preventive measures. Activation of the disaster recovery plan will be conducted by the I.T. department under direction of the Chief Executive Officer.

There are several references to the “white binder”. These refer to the looseleaf binder kept in the IT room, with the label: “IT Emergency Procedures and Documentation”. This document is kept there, behind the tab “Emergency”. All information in the white binder is also on the Good Samaritan server, and therefore available as backup.

Types of disasters

- 1.1 Failure of data communication line
- 1.2 Failure of voice communications
- 1.3 Failure or slow response time in eClinicalWorks.
- 1.4 Failure of ComputerRX.
- 1.5 Failure of server
- 1.6 Fire in limited area of building
- 1.7 Total destruction by fire, tornado, flood, or other act of God.

1.1 Failure of data communication line

Our data communications service is provided by Ellijay Telephone Company, in Ellijay, Georgia. If the line fails, follow the procedure in the white binder.

1.2 Failure of voice communications

Our voice communication service is provided by Milner. If the service stops working (or even if one telephone quits working), follow the procedure in the white binder.

1.3 Failure or slow response time in eClinicalWorks: follow the procedure in the white binder.

1.4 Failure of Pharmacy System

The supplier of the Pharmacy system is Computer RX. Call them at 800-647-5288.

1.5 Failure of Good Samaritan Health and Wellness primary server

If the server stops working, follow the procedure in the white binder.

1.6 Fire in limited area of building

The first step is to evacuate the building and dial 911. Then fire extinguishers should be obtained and used to attack the fire, to the extent possible. In general, there are extinguishers near each exit door of each building.

When the fire has been extinguished and the premises approved for access by the fire department, evaluate the situation. Place orders for any damaged or destroyed equipment, using contact information in the white binder. Locate temporary quarters for all affected personnel, and install the equipment in the temporary location. Many power strips and Ethernet switches will probably be required to obtain power and network connections in the temporary location.

1.7 Total loss of building, due to fire, tornado, or other act of God

In priority order:

1. Obtain building, by purchase or rental.
2. Obtain and install furniture.
3. Install electrical power.
4. Obtain telephone service, and install telephone instruments.
5. Obtain internet access and create Ethernet connections.

Use the information in the white binder to install and place replacement equipment in service.