

# SWIM – Access to Care

## Downtime Procedures – Registration, Care Venue, PSS modules

### Quick Reference Guide

Information and steps for downtime procedures.



Only urgent patients should be received by fax. All other OR Booking packages should be received in SWIM when downtime is over.

#### Registration

<b>1. Notification</b>	<ul style="list-style-type: none"><li>Slating or PAC will provide notification that an incoming case will be affected by downtime and a paper <b>Booking Form</b> will be received</li></ul>
<b>2. Register</b>	<ul style="list-style-type: none"><li>Use the paper booking form for the Pre-Registration process</li><li>Provide the <b>Visit Number</b> and <b>MRN</b> to the Slating and PAC departments</li></ul>
<b>3. Update SWIM</b>	<ul style="list-style-type: none"><li>When SWIM downtime is over, if the patient's surgical date has not passed, the case will appear on the <b>Registration List</b></li><li>Update the case with the previously created <b>Visit Number</b> and <b>MRN</b></li><li>Click <b>Clear</b></li></ul>

#### Care Venue & PSS

<b>1. Notification</b>	<ul style="list-style-type: none"><li>The <b>Provider Office</b> will provide notification that an incoming case will be affected by downtime and a paper <b>Booking Form</b> and <b>OR Booking Package</b> will be sent</li></ul>
<b>2. Communicate with other departments</b>	<ul style="list-style-type: none"><li>Once the paper <b>Booking Form</b> is received, ensure all surgical departments are aware of the case (Slating, PAC &amp; Registration)</li></ul>
<b>3. Action Case</b>	<ul style="list-style-type: none"><li>Use the paper <b>Booking Form</b> and <b>OR Booking Package</b> (instead of SWIM) to complete required tasks</li></ul>
<b>4. Update SWIM</b>	<ul style="list-style-type: none"><li>When SWIM downtime is over, if the patient's surgical date has not passed, the case will display on the <b>Calendar</b></li><li>Update the case details to reflect actions/tasks completed</li></ul>
<b>5. Complete Cases</b>	<ul style="list-style-type: none"><li>If SWIM was unavailable causing cases to not be completed, <b>complete</b> all cases once the application is available</li></ul>