Emergency concept “PVS down”

Hausarztpraxis am Musterweg · library “practice operations”

Failure simulation (practice round 2): if the PVS is down, today all core processes stop (“Everything.”, ch. 20). With this concept appointments and incoming findings continue on paper; record clean-up and medication maintenance wait.

- The MFA at reception takes the blank forms from the emergency cupboard at reception and gives each sheet an emergency number N-YYYYMMDD-NN.
- Record appointments and incoming findings WITH patient reference (name and date of birth or patient number) – otherwise re-entry is impossible.
- Filled-in forms NEVER go into the suite (no scan, no photo, no card) – they stay locked in the emergency cupboard.
- After the restart re-enter everything in the PVS, fill in “re-entered in PVS on / code” per line, then destroy the sheets securely.
- Restart order (from the failure simulation): appointments (1 hour) before medication (4 hours) and lab results (1 working day); record clean-up can wait. The times are example values (added).
- Review: yearly (column “Next review”) and after every real outage.

Patient data stay in the practice management system (PVS). Only case numbers, codes (ÄRZ-1 … ÄRZ-3, MFA-1 … MFA-5) and roles appear here – no names, diagnoses or findings.
Example from the MC4Y Suite practice book (Peter Hoenig), chapter 20 “Case study – process models for a medical practice”; all people and companies are fictitious.