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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |
| Document Owner: Kitzman, Charles (Chief Information Officer) | Date Created: 06/12/2012 |
|  |  |
| Approver(s): DiPerry, John (Board Member) | Date Approved: |
|  | 06/25/2012 |

**Printed copies are for reference only. Please refer to the electronic copy for the latest version.**

**Policy:**

This Information Systems Disaster Recovery Plan (DRP) has been developed by Shasta Community Health Center information systems (IS) leaders to provide guidance for responding to IS disasters and other security incidents. Disasters and security incidents may threaten the organization’s ability to carry out its mission as well as other operational functions

**Overview**

This Information Systems Disaster Recovery Plan (DRP) has been developed by Shasta Community Health Center to provide guidance for responding to ITS disasters and other security incidents. Disasters and security incidents may threaten the organization’s ability to carry out its mission as well as other operational functions.

Advance planning and preparation will allow the organization to:

* Continue serving its patients and community;
* Ensure the availability of patient protected health information as well as business information;
* Minimize loss and facilitate recovery of core information systems and other business assets;
* Preserve the organization’s public image and reputation within the community;
* Prevent the disaster or incident from threatening the organization’s long-term stability and viability;
* Heighten organizational awareness, allow for advance preparation, and workforce education and training; and

Comply with applicable state and federal regulations and accrediting agency standards. The DRP is a collection of references, guidelines, policies, procedures, forms, and suggestions designed for responding to security incidents and disasters.

Components of this plan include:

* Disaster Recovery and Restoration - See Data Recovery Plan and Development Check List.
* Emergency Mode Operation
* Applications and Criticality Analysis
* Data Back-Up (see also supporting ITS Policies and Procedures)
* Security Incident Response (see also supporting ITS Policies and Procedures)
* Testing and Revision

Additionally, there are several documents referred to and/or appended to this plan to provide additional guidance for the management of information security, disasters and other security incidents.

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Key supporting ITS policies include:

* Security Incident Response/Reporting
* Data Backup for Information Systems

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**Title: Disaster Recovery Plan**

**Objectives of the Disaster Recovery Plan**

1. To provide SCHC as an organization with a viable and maintained ITS Disaster Recovery Plan (DRP) which, when executed, will support a timely and effective resumption and recovery of all interrupted clinical and business operations.
2. To minimize possible adverse clinical outcomes, as well as financial and business impacts, to SCHC organizations as a result of an interruption of normal business operations.
3. To reduce operational effects of an information systems disaster on SCHC organization’s time-sensitive business operations and functions by providing a set of pre-defined and flexible guidelines and procedures to be used in directing resumption and recovery processes.
4. To meet the needs of SCHC patients, workforce members, and other stakeholders and communities reliant on the organization’s ability to provide services during and following a disaster situation.
5. To protect the public image and credibility of Shasta Community Health Center.

**Applicability**

The DRP has been developed to support the organization’s Emergency Preparedness/Disaster Plan, providing further specificity to address ITS needs. The DRP applies to all hardware, software, workstations, applications, systems and networks (LAN, WAN, Internet, Intranet), and other components of the organization’s information systems. The DRP is limited to the recovery of IT services only. The DRP does not address disaster prevention or long-term restoration of information systems. The DRP does not address the recovery of business processes that may be lost in the various departmental or business unit operations. Downtime/recovery processes are the responsibility of each department unless specifically covered in the DRP. Refer to department plans for appropriate downtime/recovery procedures (See SCHC Downtime Plan).

**Key Definitions**

SCHC Continuity Planning: The process that facilitates arrangements and procedures that enable SCHC to respond to an event in such a manner that critical SCHC functions continue with planned levels of interruption or essential change can be found in the Security Compliance Plan: Contingency Plan. [Found on shared: ITS/Contingency Plan.]

Disaster (Information System): An event that significantly renders the continuation of normal information system functions impossible; an event which would render the information system unusable or inaccessible for a prolonged period of time (may be departmental or organization-wide).

Disaster Recovery Coordinator (DRC): Individual assigned the authority and responsibility for the implementation and coordination of the IT disaster recovery operations.

Disaster Recovery Plan (DRP): The document that defines the resources, actions, tasks, and data required to manage the business recovery process in the event of a business interruption. The plan is designed to assist in restoring the business process within the stated disaster

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**Title: Disaster Recovery Plan**

recovery goals.

Recovery Time Objective (RTO): Amount of down time before outage threatens survival of the organization/mission critical processes.

Security Incident: A violation or imminent threat of violation of information security policies, acceptable use policies, or standard security practices, or an adverse event whereby some aspect of computer security could be threatened. An ITS Disaster would be considered a security incident.

**Information Systems Disaster and Security Incident Response**

Shasta Community Health Center recognizes an information systems disaster as a security incident and shall utilize established security incident response processes in addressing disaster response and recovery. The organization’s Security Incident Response/Reporting (Reference Security Incident Response/Reporting: Security Compliance Plan) and Data Backup (Reference Information Technology Policies and Procedures for Backup of Data) policies provide a framework for this IT Disaster Recovery Plan. Additionally, other organizational information security policies and procedures support IT disaster recovery processes and may be utilized in conjunction with this plan.

A key security incident resource currently being used by SCHC is developing consistency with the *National Institute of Standards and Technology (NIST) Special Publication 800-61,* *Computer Security Incident Handling Guide.* This document provides guidance that SCHC canbenefit from to mitigate loss and aid the organization in appropriate response to information security incidents and reflects best practices in information security.

The document is available at the following link and may be considered as supporting documentation to this plan: http://csrc.nist.gov/publications/nistpubs/800-61/sp800-61.pdf

Another useful NIST document is *Special Publication 800-34, Contingency Planning for* *Information Technology Systems* available at the following link:http://www.csrc.nist.gov/publications/nistpubs/800-34/sp800-34.pdf

**Authority**

The Disaster Recovery Coordinator (DRC), in conjunction with the SCHC’s administrative leadership, shall have the responsibility and authority to take whatever steps necessary to identify, respond, contain, and eradicate the impact of an ITS disaster.

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**Title: Disaster Recovery Plan**

**Administrative Oversight**

The organization’s senior administrative leadership will provide oversight in the development and management of the ITS Disaster Recovery Plan. A senior administrative leader shall also be assigned to provide support and assistance during IS disaster recovery processes. This individual shall also research the organization’s disaster insurance coverage and determine available financial resources.

**Organization & Notification**

**Activation and Administration of the Disaster Recovery Plan**

Upon notification of a suspected or confirmed information security incident/disaster, the ITS leadership (e.g., management/technical analyst) shall verify, assess, and record the scope of the incident/disaster and determine the appropriate response:

* Application, system, and/or network out of operation.
* Impact localized, departmental, organizational, and/or enterprise-wide.
* Impact on mission critical operations and services.

If the ITS leadership feels that the incident meets the criteria of a “disaster,” the ITS leader shall:

1. Activate of the Disaster Recovery Team (Security Incident Response Team-SIRT). Terry Pottroff, Michael Dunken, Charles Kitzman and Alexis Parsons.
2. Identify an Individual to Act as the DRC (ITS leader/technical analyst preferred). In the absence of an ITS leader, the organization’s administrative leadership shall act as the DRC and facilitate the implementation of this plan and assign the tasks involved in IS disaster plan recovery. Once an ITS Disaster has been declared and the ITS Disaster Plan activated, the DRC shall communicate such to senior administrative leaders and implement the ITS recovery steps outlined in this plan. The DRC shall determine the need to notify external resources (See Communication & Organization) including business partners and vendors to assist with ITS disaster recovery activities. These protocols are outlined in this Plan.

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**Disaster Recovery Coordinator (DRC)**

|  |  |
| --- | --- |
|  | **Disaster Recovery Coordinator (DRC)** |
|  |  | **Position Description/Job Action Sheet** |
| **Position Assigned To:** |  | ITS Leader or Designee |
| **Position Reports To:** |  | CEO or Designee |
| **Authority Level:** |  | Highest |
| **Mission/Responsibility:** |  | To implement, organize and direct information systems disaster |
|  |  | recovery |
|  |  | operations. |
|  | **Disaster Recovery Coordinator (DRC)** |
|  |  | **Position Description/Job Action Sheet** |
| **Criticality Level** |  | **Job Actions** |
| **Immediate** |  |  Review DRC Job Action Sheet and IS Disaster Recovery |
| **(0-6 Hours)** |  |  | Plan |
|  |  |  Identify Disaster Recovery Command Center/Assembly Site |
|  |  |  Notify Disaster Recovery Team Members |
|  |  |  Assemble Team at Command Center |
|  |  |  Assemble Resources (See Checklist) |
|  |  |  Provide Team Briefing/Document Information Provided at |
|  |  |  | Briefing |
|  |  |  Review Tasks to Be Performed and Assign Personnel |
|  |  |  Notify Other Key Leaders/Workforce Members as Necessary |
|  |  |  Notify Vendors/Stakeholders/Law Enforcement Agencies or |
|  |  |  | other Emergency Government Agencies as Necessary |
|  |  |  Determine Need for Additional Support Teams and Assign |
|  |  |  | Team Leader/Members |
|  |  |  Provide Teams with Status Report Forms |
|  |  |  Request Team Facilitators to Track Resource Utilization on |
|  |  |  | Status Report Form |
|  |  |  Communicate Key ITS Disaster Recovery |
|  |  |  | Information/Contacts/Locations Internally |
|  |  |  Contact External Vendors and Other Business Stakeholders |
|  |  |  Determine Need for Media Communication |
|  |  |  Designate Media Contact; Instruct All Others Not to Make |
|  |  |  | Statements to Media |
|  |  |  Prepare Media Statement proactively if felt necessary |
| **Intermediate** |  |  Assess continued staffing needs/staff relief |
| **(6-12 Hours)** |  |
|  |  |  |
| **Ongoing** |  |  | Damage assessment |
|  |  |  | Assess recovery priorities |
|  |  |  Communicate ITS Disaster Recovery Status with |
|  |  |  | Administration |
|  |  |  Assess resource needs for Chief Operations Officer |
|  |  |  Approve expenses related to recovery processes |

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|  |  |  |  |
| **Extended** |  | Assess continued staffing needs/staff relief |  |
| **(>12 Hours)** |  |
|  |  |  |
| **Follow-Up** |  | Facilitate “post mortem” evaluation of IS disaster and |
| **(Following Disaster)** |  | recovery processes |  |
|  |  Revise IS Disaster Recovery Plan and Processes as Necessary |
|  |  Train and educate staff on ITS DRP revisions |
| - |  |  |  |

**ITS Disaster Recovery Team Emergency Contact Information**

Members of the ITS Disaster Recovery Team shall be contacted immediately once the ITS DRP has been activated. The following information should be provided at the time of contact:

* A brief description of the problem
* Location of the ITS Disaster Recovery Command Center
* Phone number of the ITS Disaster Recovery Command Center **246-5772**
* Identification of immediate support required (Services, Equipment, Etc.)
* Information Regarding How the Facility Can be Entered (Need for Badge/Identification)
* Contact information is available as noted below.

|  |  |
| --- | --- |
| **Name of Individual** | **Contact information (phone number or pager number)** |
| Dean Germano | Office: 246-5704 | Cell: 524-6549 | Home: 222-4220 |
|  |  |  |  |
| Michael Dunken | Office: 246-5713 | Cell: 510-7712 | Pager: 229-2497 |
|  | Home: 242-6015 |  |  |
|  |  |  |  |
| Alexis Parsons | Office: 246-5735 | Cell: 217-9256 | Home: 549-7125 |
|  |  |  |  |
| Robin Glasco | Office: 246-5739 | Cell: 945-9877 | Home: 243-0391 |
|  |  |  |  |
| Charles Kitzman | Office: 246-5955 | Cell: 510-7859 | Home: 241-4481 |
|  |  |  |  |
| Dr. Patricia Sand | Office: 246-5742 | Cell: 209-3662 |  |
|  |  |  |  |

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**Title: Disaster Recovery Plan**

**Damage Assessment**

Damage assessment shall be carried out to determine disaster recovery requirements. A preliminary damage assessment shall address:

* Cause of the emergency or disruption.
* Potential for additional disruptions or damage.
* Areas affected by the disruption.
* Status of physical infrastructure (where computer equipment is located).
* Inventory and functional status of computer equipment.
* Type of damage (e.g., water, fire, electrical surge, etc.).
* Items to be replaced (e.g., hardware, software, other).
* Estimated time to restore to normal operations.

**Assessing Resource Needs for Critical Disaster Recovery Operations**

Once the DRP is activated, the DRC will determine what resources are required to support critical functions. This analysis should take into consideration the following resources and potential questions:

Human Resources: Are the critical skills and knowledge possessed by the appropriate people listed on the call roster? Can Recovery Operations staff be deployed easily get to an alternative site?

Processing Capability: Are the servers, workstations, or other hardware harmed? What happens if some of the equipment is inoperable, but not all?

Automated Applications and Data: Has data integrity been affected? To what extent? Has an application been sabotaged? Can an application run on a different processing platform?

Computer-Based Services: Can the computers communicate? To where? Can people communicate? Are information services down? Find out as soon as possible how long services will be down.

Infrastructure: Do people have a place to work? Do they have the equipment to do their jobs? Can they occupy the department/building? Documents/Paper: Can the needed records be found via another method? (See Downtime Plan re: Master Patient Index log with appointment and patient information.)

**ITS Disaster Recovery Command Center**

The Commend Center will function as the centralized location for ITS disaster recovery processes. The DRC will make the determination as to the location of the Command Center. The location will be determined by the disaster type and available resources. The Command Center location must be able to accommodate the necessary critical resources and equipment required

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**Title: Disaster Recovery Plan**

for disaster recovery (see Recovery Resources Supply Checklist):

* Hardware, Software, Other Equipment
* Electrical Support
* Telecommunications Support
* Desks, Chairs, Tables, Lights



**Primary Location**

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Location** | Main Site, Redding | **Meeting Site:** | IT Department |
| **Address:** | 1035 Placer Street | **Fax Number:** | 245-0889 |
| **Phone Number:** | 246-5772 | **Phone Number:** | 510-7859 |
| **Contact Person:** | Charles Kitzman |  |  |
| **Alternate Contact:** | Terry Pottroff |  |  |

**Security Considerations:**

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**Title: Disaster Recovery Plan**

**Recovery Resources Supply Checklist**

**Recovery Resources Supply Checklist**

****

|  |  |
| --- | --- |
| **Workspace** | **Documentation** |
|  Desk, Chairs, Tables, Lights |  Hardware Inventory Lists and Serial |
|  | Electrical Support | Numbers |
|  | Telecommunications Support |  Software Inventory Lists and License |
|  |  | Numbers |
|  |  |  Network Schematic Diagrams |
|  |  |  Equipment Room Floor Grid Diagrams |
|  |  |  Contract and Maintenance Agreements |

|  |  |  |
| --- | --- | --- |
| **Hardware** | **Forms** |  |
|  | PC’s/Laptops |  | Maintenance Forms |
|  | Printers |  | Message Pads |

* Scanners

|  |  |
| --- | --- |
| **Software** | **Other Supplies** |
| **Back-Up Copies of Data Files** |  Office Supplies (pens, paper, folders, |
|  |  |  | paper clips, scissors, staplers, tape, etc.) |
|  |  Office Equipment (shredder, copiers, etc.) |
| **Communications** |
|  | Telephones |  | Camera/Video Recorder |
|  Cellular Phones With Chargers |  | Film/Blank Recording Media |
|  Fax and Backup Fax |  | Duct Tape |
|  | Dedicated Telephone Line(s) |  | Backup Media |
|  Radios (Walkie-Talkie) As Required |  Flashlights and Spare Batteries |
|  | Organizational Contact |  | Telephone Log |
|  | Information/Directories |  | Area Maps |

* Telephone Directories
* Telephone Log

**Other**

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**Title: Disaster Recovery Plan**

**Recovery Team – Roles & Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Title** | **Position** | **Responsibilities** |
| Disaster | Director of ITS | See Disaster Recovery Coordinator Position |
| Recovery |  ITS Leader | Description/Job Action Sheet |
| Coordinator |  Security |  |
|  | Officer |  |
|  |  CIO |  |
| Operations |  ITS Leader or | Implement ITS disaster recovery processes; facilitate |
| Recovery | Technical | recovery of ITS operations as directed by DRC. |
| Coordinator | Support |  |
|  | Person |  |
| Network |  Local or | Implement ITS disaster recovery processes; facilitate |
| Recovery | Enterprise | recovery of organization/enterprise network as directed by |
| Coordinator | Network | DRC. |
|  | Administrator |  |
| Clinical |  ITS Clinical | Implement ITS disaster recovery processes as necessary |
| Applications | Applications | in the absence of ITS applications and systems. See |
| Coordinator | Coordinator | Downtime Plan. |
|  |  Nursing |  |
|  | Leader |  |
| Business |  Database |  |
| Applications | Administrator | Implement ITS disaster recovery processes as necessary |
| Coordinator |  Business | in the absence of ITS applications and systems. |
|  | Leader |  |
| Communications |  CEO | Support DRC/activities. |
| Coordinator |  CIO | Investigate insurance coverage and resources. |
|  |  As designated | Facilitate securing critical resources. |
|  |  COO | Investigate legal issues. |
| Administrative |  | Provide necessary administrative and clerical support to |
| Assistant |  | DRC and support teams. |

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**Title: Disaster Recovery Plan**

**Communication Strategies**

**ITS Disaster Recovery Team Status Report**

The DRC will determine the need to complete status reports. The Disaster Recovery Team and all other disaster recovery support team leaders will be responsible for completing the “ITS Disaster Recovery Status Report Form” when requested by the Coordinator. The Coordinator will compile information from the status report(s) to use in communicating to senior administrative leadership, corporate resources, and other external contacts and stakeholders (a blank template of this form is available as an attachment to this plan).

**Administration**

The administrative leader assigned to the disaster recovery process shall act as a liaison between the DRC/Team and administration. The leader will be responsible for communicating disaster recovery activities on an as needed basis.

**Organizational/System Level**

The DRC will determine the need for notification of SCHC leadership and/or Information Systems staff members. The CIO shall be notified of any disaster/security incident that:

1. Results in adverse patient care outcomes or significantly impacts operational functions;
2. Requires additional ITS resources and support beyond the scope of SCHC ITS staff;
3. Impacts more than one SCHC organization or satellites;
4. Requires involvement with local, state or federal law enforcement agencies; and
5. Results in adverse publicity and require media relations skills. The DRC may also request assistance from other SCHC partner organizations for ITS support.
6. The Coordinator may contact the organizations directly or request assistance from SCHC business partner ITS Departments in coordinating supporting services and resources from the other organizations.

**Recovery Priorities**

Criticality levels are assigned to applications systems based upon the relative importance of the applications and systems to the organization’s mission and operations. During the disaster recovery process, resources will be allocated based on established criticality levels, unless otherwise determined by the DRC and/or administrative leadership. The organization must in advance review all applications, systems, networks, and critical interfaces and assign them to one of the following priority levels:

**Critical/Priority 1**

Applications and systems designated “Critical” are mission-critical, impact patient care or other key operations, and require immediate data recovery resources to ensure prompt restoration, recovery, and operability. Failure of these applications and systems to function for even a short period of time could have a severe impact on the organization’s ability to carry out its mission and operations.

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**Title: Disaster Recovery Plan**

Recovery Time Objective (RTO): 0-8 Hours.

**Essential/Priority 2**

Applications and systems designated as “Essential” and may impact patient care, information services, finance, labor and attendance, and physical security. Failure of these applications and systems is allowable for a short period of time. RTO: 9-24 Hours.

**Necessary/Priority 3**

Applications and systems designated “Necessary” and may tolerate a short period of loss of availability. RTO: 25-72 Hours.

**Desirable/Priority 4 (Low)**

Applications and systems designated “Desirable” are a lower priority and may tolerate a significant loss of availability. Recovery will be initiated when normal IS operations are reestablished.

RTO: > 72 Hours. Pending resolution of higher priorities; allocation of resources may be questioned.

**INFORMATION SYSTEM CRITICALITY ASSESSMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Local Applications/** | **Critical** | **Essential** | **Necessary** |
| **System/Network** | **Priority 1** | **Priority 2** | **Priority 3** |
| **Interface** | **RTO: 0-8 Hours** | **RTO: 9-24 Hours** | **RTO: 25-72 Hours** |
| External |  | Outlook E-Mail |  |
| Communications - | Cisco Telecom IP Phone |  |  |
| Internal |  |  |  |
| Decision Support/ |  | SSRS |  |
| Reporting |  |  |  |
| Systems |  |  |  |
| Financial | MIP |  |  |
| Health Information | NextGen |  |  |
| Human Resources |  | EZ Labor | Halogen |
|  | Order Entry |  |  |
|  | Transcription/Dictation |  |  |
|  | Dragon |  |  |
| Patient Care | NextGen |  |  |
| Revenue | MIP |  |  |
|  |  |  |  |

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|  |  |  |  |
|  | **Critical** | **Essential** | **Necessary** |
| **Enterprise** | **Priority 1** | **Priority 2** | **Priority 3** |
| **Application Systems** | **RTO: 0-8 Hours** | **RTO: 9-24 Hours** | **RTO: 25-72 Hours** |
| ADP | Payroll |  |  |
| Adobe Acrobat |  |  | Editor |
| Professional |  |  |  |
| Adobe Fireworks |  |  | Editor |
| CRS Win |  | Patient Education |  |
| Crystal Reports 11 | Reporting |  |  |
| Dame Ware Mini | Gives Access to |  |  |
| Remote | Computers for ITS |  |  |
|  | PO Generator for |  |  |
| Dimension21 | Ordering |  |  |
| DropChute | Transcription transfer |  |  |
| Epocrates | Drug lookup |  |  |
| EZ Labor | Payroll |  |  |
| Fair Warning | HIPAA Security |  |  |
| FAS 10.1 | Finance |  |  |
| I2ITracks | Administration |  |  |
| Integrisign | Signature Pads |  |  |
| KPACS | XRays |  |  |
| MIP | Finance |  |  |
| Cisco Phone System | Telephone System |  |  |
| NextGen 5.6.5.63 EPM, | Electronic Health Record |  |  |
| EHR, ICS |  |  |  |
| NextGen | Electronic Prescribing |  |  |
| Communications | and Patient Portal Traffic |  |  |
| Services5.6.5.71– ERX |  |  |  |
| and RXHUB |  |  |  |
| NextGen Faxing | Fax Prescriptions |  |  |
| Integrations Services |  |  |  |
| (Fax Man) |  |  |  |
| Next Gen HPro Lookup |  |  | Old Patient Lookup |
| Office Suite 2007 |  | Office Operations |  |
| Policy Tech | Need for Policies |  |  |
| Radiology DB | XRays |  |  |
| Red Gate SQL |  |  | Scripting Support |
| Prompting |  |  |  |
| Rosetta 5.6.5121639 – | Lab Request |  |  |
| Labs Quest |  |  |  |
| Rosetta 5.6.5121639 – | Image Ordering |  |  |
| Imaging MDI |  |  |  |
| Rosetta 5.6.5121639 – | Women’s Health Pap |  |  |



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|  |  |  |  |
| PSMG (Cortex) | Ordering |  |  |
| Rosetta 5.6.5121639 – | CPS Operation |  |  |
| Dental |  |  |  |
|  |  | EIS Population |  |
| RW Care Ware |  | Management |  |
| SQL Server 2008 R2 | DataBase |  |  |
| Track-IT! |  | ITS for Tracking |  |
| Up to Date Search | Clinical Reference |  |  |
| Schedule Anywhere | Clinic Scheduling |  |  |
| Windows XP | Operating Systems |  |  |
| Professional SP3 |  |  |  |
| Windows 7 |  |  |  |



**Recovery Processes and Procedures**

1. Upon assessment of damage and activation of disaster recovery processes, the ITS leadership/SIRT will determine the appropriate data recovery strategy.
2. The data recovery processes shall reflect the organization’s information system priorities. Data recovery activities shall take place in a pre-planned sequential fashion so that system components can be restored in a logical manner and should take into consideration:
	1. Personnel: The ITS leadership and workforce members, as well as the SIRT members, involved in data recovery processes will be the most valuable resource. These individuals may be asked to work at great personal sacrifice and resources shall be provided to meet their personal and professional needs.
	2. Communication: Notification of internal and external business partners associated with the organization’s information systems.
	3. Salvage of Existing ITS Equipment and Systems: Initial data recovery efforts shall be targeted at protecting and preserving the current media, equipment, applications and systems. A priority shall be to identify and obtain storage media. The IS equipment shall be further protected from the elements or removed to a safe location, away from the disaster site if necessary.
	4. Designate Recovery Site: It will be necessary to determine if the data recovery efforts can be carried out at the original primary site or moved to another location The choice of using an internal or a remote site will be dependent on the damage and estimated recovery of the computing and networking capabilities.
	5. Backup/New Equipment: The recovery process will rely heavily on the ability of the organization’s vendors to quickly provide replacements for the resources which cannot be salvaged. Emergency procurement processes will be implemented to allow the ITS leadership to quickly replace equipment, supplies, software and any others items required for data recovery.
	6. Reassembly Process: Salvaged and new data recovery equipment and components shall be reassembled at the recovery site to begin data recovery processes.

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**Title: Disaster Recovery Plan**

* 1. Restoration of Data from Backups: Data recovery will rely on the availability of the backup data from the storage site. Initial data recovery efforts will focus on restoring the operating systems by pre-determined priority (See Amendment A).
	2. Restoration of Applications Data: ITS leadership will work with the individual departments/application owners to restore each running application. As a period of time may have elapsed between the time that the backups were made and the time of the disaster requiring data recovery, the application owners must address mechanisms to capture and restore the lost interim data.
	3. Move Back to Restored Permanent/Primary Site: If the data recovery process has taken place at an alternative site, the equipment and systems that have been assembled at the alternative site will need to be returned to the original site when available.
1. Upon termination of recovery activities and once normal ITS operations are back in place, than reconstitution efforts should begin. If the original site is unrecoverable (e.g., burned in fire), then the reconstitution activities may be applied to preparing a new site to support information system requirements. Reconstitution activities should address:
	1. Ensuring adequate infrastructure support, such as electric power, water, telecommunications, security, environmental control, office equipment, and supplies.
	2. Installing system hardware and software.
	3. Establishing connectivity and interfaces with network components and external systems.
	4. Testing system operations to ensure full functionality.
	5. Backing up operational data on the contingency system and uploading to restored system.
	6. Shutting down the contingency system.
	7. Terminating contingency operations.
	8. Removing and/or locating all sensitive materials at the contingency site.
	9. Arranging for recovery staff to return to the original/new facility.

**Data Backup Procedures**

Data backup processes shall be established through existing policy and procedures. The ITS Department is responsible for overseeing organizational data backup and recovery processes for those applications, systems, and networks under its control. Users of unique departmental and/or individual applications, systems, and networks will be responsible for data backup and recovery unless arrangements have been made in advance with the ITS Department (See Data Backup for Information Technology Systems Policy).

**Electronic Health Record (EHR)**

The availability of patient electronic health records (EHR) is mission critical to ensure for safe and effective communication of patient information between healthcare providers. Established procedures shall ensure that EHR is routinely backed up and the information recoverable. In the event of downtime disruption and inability to access the EHR, the organization shall:

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**Title: Disaster Recovery Plan**

Communications:

1. Identify operations or services that will be impacted and make necessary notification of the unavailability of the EHR.

Access to Historical Patient Health Information:

1. Implement existing backup systems to access historical patient health information (e.g., flash drives available with a full listing of MPI directory, which includes Patient name, demographics, medication list, chronic problem list, last date seen, primary care provider, (please contact ITS for complete list of fields).
2. Identify and make available resources for retrieval, delivery, return, etc. (See SCHC Downtime Plan: Shared drive: Downtime Plan.)

Creation of New Patient Health Information:

1. Make available to healthcare providers temporary paper documentation tools including, but not limited to:
	1. MPI thumb drive (if able to access by laptop).
	2. Key patient care documentation forms:
		1. See Downtime Plan for procedure and patient care forms. (Shared drive: Downtime Plan.)

**Workforce Member Education and Training**

Members of the organization’s workforce shall be provided periodic education and training in emergency preparedness and disaster recovery upon hire and as needed to reflect any significant changes to the organization’s emergency preparedness/disaster recovery practices, including information system disaster events and security incidents. Workforce members with specific responsibilities for ITS disaster recovery shall receive the necessary education and training required to ensure that they can carry out their assigned duties in the event of an ITS disaster event.

**Review and Testing of Disaster Recovery Plan**

The DRP should be reviewed on an annual basis or as often as necessary to ensure that the information contained in the plan is up-to-date and reflects current workforce information (titles, names, and contact information), applications/systems, vendors, and other external contacts information. Additionally, after each disaster incident, whether a planned drill or actual disaster, the plan should be reviewed and revised to address practical application issues.

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**Title: Disaster Recovery Plan**

**Resources Used to Develop the IS Disaster Recovery Plan Template**

“Creating an Actionable Disaster Recovery Plan,” *Stone Bridge Group, HIMSS*, April 2003 “Electronic Restoration: Critical Considerations,” Retrieved from: Disaster-Resource.com “An Introduction to Computer Security: *The NIST Handbook*, Special Publication 800-12 “Disaster Recovery Plan,” St. Joseph’s Hospital, 1991

“Business Resumption Plan,” *Disaster Recovery Journal* Website “Disaster Recovery White Paper,” *WEDI*, April 2005

“CMS Information Systems Security/Risk Assessment” Documents, 2004

“Contingency Planning Guide for Information Technology Systems,” *NIST, 800-34*, June 2002

**Applicable Standards/Regulations:**

45 CFR §164.308(a)(7) – HIPAA Security Rule Contingency Plan

**(A) Data Recovery Plan Template and Development Checklist**

Use this template as a guide when performing a data disaster recovery plan assessment.

|  |  |  |
| --- | --- | --- |
|  | **Assessment Item** | **Recommended Action** |
|  | **Existing data center disaster recovery** |  |
|  | **plans** |  |
|  | Review plans if available |  |
|  | Analyze against standards, e.g., NIST |  |
|  | SP 800-34, BS 25777, ISO 24762 |  |
|  | Validate based on results of assessment |  |
|  |  |  |
|  | **Review previous incidents** |  |
|  | What occurred? |  |
|  | What was the impact to the |  |
|  | organization? |  |
|  | How did the organization respond? |  |
|  | What were the results of the response? |  |
|  |  |  |
|  | **Threats** |  |
|  | **Building construction** |  |
|  | Type of construction |  |
|  | Date of construction |  |
|  | Structural integrity |  |
|  | Floor loading per square foot |  |
|  |  |  |
|  | **Building location** |  |
|  | Proximity to major highways, streets |  |

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| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Assessment Item** |  | **Recommended Action** |
|  | Proximity to rail lines |  |  |
|  | Proximity to aircraft flight paths |  |  |
|  | Location with regard to bodies of water, |  |  |
|  | e.g., rivers, lakes, oceans |  |  |
|  | Traffic control devices |  |  |
|  | Proximity to other buildings |  |  |
|  | Proximity to earthquake zone |  |  |
|  | Weather patterns |  |  |
|  | CCTV cameras around the site |  |  |
|  |  |  |  |
|  | **Parking facilities** |  |  |
|  | Parking layout |  |  |
|  | Number of entrances |  |  |
|  | Security available to inspect vehicles |  |  |
|  | CCTV cameras in place at entrances, |  |  |
|  | exits and on each floor |  |  |
|  | Number of exits |  |  |
|  | Sufficient capacity for vehicles |  |  |
|  | Construction of ramps, parking space |  |  |
|  |  |  |  |
|  | **Building access** |  |  |
|  | Number of building entrances |  |  |
|  | Security provisions at entrances |  |  |
|  | Access methods, e.g., cards, guards |  |  |
|  | Shatterproof glass on street-level |  |  |
|  | windows |  |  |
|  | Bollards in street to prevent vehicles |  |  |
|  | from crashing into building |  |  |
|  | CCTV cameras |  |  |
|  | Monitoring of exterior cameras |  |  |
|  | Length of video recording for CCTVs |  |  |
|  |  |  |  |
|  | **Building exits** |  |  |
|  | Number and location |  |  |
|  | Method of leaving building |  |  |
|  | Access to exists from stairwells |  |  |
|  | CCTV cameras at exits |  |  |
|  | Exits clearly marked and exit routes |  |  |
|  | identified on each floor and hallway |  |  |
|  |  |  |  |
|  | **Stairways** |  |  |



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|  |  |
| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Assessment Item** |  | **Recommended Action** |
|  | Number and location of stairways |  |  |
|  | Method of entry into stairwells |  |  |
|  | Method of re-entry into floors |  |  |
|  | CCTV cameras in stairwells |  |  |
|  | Emergency lighting in stairwells |  |  |
|  | Signage in stairwells |  |  |
|  | PA speakers in stairwells |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **HVAC facilities** |  |  |
|  | Location of HVAC equipment |  |  |
|  | Power supplies for HVAC |  |  |
|  | Backup HVAC systems |  |  |
|  | Monitoring of HVAC systems |  |  |
|  | Monitoring of air quality |  |  |
|  | Environmental controls on floors |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **Utilities disruptions** |  |  |
|  | Access into building for utilities: How |  |  |
|  | many, where located |  |  |
|  | Secure room for utilities entry into |  |  |
|  | building |  |  |
|  | Fire protection equipment |  |  |
|  | Shut-off switches |  |  |
|  | Signage at appropriate locations |  |  |
|  |  |  |  |
|  | **Electric utilities** |  |  |
|  | Location of entry facilities |  |  |
|  | Location of breakers |  |  |
|  | Cable routing and protection |  |  |
|  | Power distribution to floors |  |  |
|  | Firestop material at floor/wall/ceiling |  |  |
|  | penetrations |  |  |
|  | Lightning protection |  |  |
|  | Grounding and bonding |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **Water and sewer** |  |  |
|  | Entry points into building |  |  |
|  | Location of mains |  |  |



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| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Assessment Item** |  | **Recommended Action** |
|  | Placement of water towers |  |  |
|  | Routing of water lines, sewer lines |  |  |
|  | Leakage notification |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **Gas** |  |  |
|  | Entry points into building |  |  |
|  | Location of mains |  |  |
|  | Routing of gas lines |  |  |
|  | Gas leak notification |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **Telecommunications** |  |  |
|  | Entry points into building |  |  |
|  | Location of mains |  |  |
|  | Routing of fiber, copper cables |  |  |
|  | Grounding and bonding |  |  |
|  | Fire protection equipment |  |  |
|  |  |  |  |
|  | **Windows** |  |  |
|  | Windows fixed or can be opened |  |  |
|  | Glazing to minimize ultraviolet |  |  |
|  | radiation |  |  |
|  | Special covering to minimize wind or |  |  |
|  | blast damage |  |  |
|  |  |  |  |
|  | **Doors** |  |  |
|  | Exterior doors solid and locked |  |  |
|  | Glass doors with shatterproof glass |  |  |
|  | Interior doors fire-rated |  |  |
|  |  |  |  |
|  | **Interior walls** |  |  |
|  | Floor-to-ceiling walls fire-rated |  |  |
|  | Movable partitions fire-rated |  |  |
|  | Dropped ceilings use fire-rated tiles |  |  |
|  |  |  |  |
|  | **Fire** |  |  |
|  | Notification of fires to fire department |  |  |
|  | or central reporting station |  |  |
|  | Building-wide fire detection system |  |  |
|  | Floor-by-floor monitors |  |  |



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| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Assessment Item** |  | **Recommended Action** |
|  | Smoke detection equipment |  |  |
|  | Ionization detection equipment |  |  |
|  | Fire extinguishment system, e.g., dry |  |  |
|  | pipe or water sprinklers |  |  |
|  | Placement of fire extinguishers |  |  |
|  | Signage indicating fire extinguishers |  |  |
|  | Regular fire drills |  |  |
|  | Building evacuation signage on each |  |  |
|  | floor and in offices |  |  |
|  | Fire safety plan |  |  |
|  | Evacuation plan |  |  |
|  |  |  |  |
|  | **Loss of power** |  |  |
|  | Emergency power generator(s) |  |  |
|  | Emergency power outlets identified |  |  |
|  | Secure location for emergency generator |  |  |
|  | Protected fuel tank with gauge |  |  |
|  | Primary and alternate fuel suppliers |  |  |
|  | Monthly power system tests |  |  |
|  | Quarterly full-load system tests |  |  |
|  |  |  |  |
|  | **Loss of lighting** |  |  |
|  | Emergency lighting in all floors |  |  |
|  | Emergency lighting in stairwells |  |  |
|  | Emergency lighting by exits |  |  |
|  | Regular tests of emergency lighting |  |  |
|  |  |  |  |
|  | **Loss of elevators** |  |  |
|  | Elevator safety inspections |  |  |
|  | Power supply to elevators |  |  |
|  | Emergency access to elevators |  |  |
|  | All elevators return to ground floor in an |  |  |
|  | emergency |  |  |
|  | Emergency egress from elevators if |  |  |
|  | stuck between floors |  |  |
|  | Emergency phone in all elevators; test |  |  |
|  | regularly to ensure it works |  |  |
|  |  |  |  |



Use this checklist as a guide when structuring data center disaster plans:

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|  |  |
| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Plan Element** |  | **Recommended Action** |
|  | **Table of Contents** |  |  |
|  |  |  |  |
|  | **Emergency response procedures** |  |  |
|  | Event occurs |  |  |
|  | Initial report of event |  |  |
|  | Contact first response staff |  |  |
|  | Initial assessment |  |  |
|  | Damage assessment |  |  |
|  | Contact and assemble disaster teams |  |  |
|  | Launch call trees and/or other |  |  |
|  | notification procedures |  |  |
|  | Activate emergency phone number(s) |  |  |
|  |  |  |  |
|  | **Launch emergency procedures** |  |  |
|  | Data protection |  |  |
|  | Data quality assurance |  |  |
|  | Data security |  |  |
|  | Data backup |  |  |
|  | Power management |  |  |
|  | HVAC management |  |  |
|  | Utility management |  |  |
|  | Initiate application-level backup |  |  |
|  | procedures |  |  |
|  | Initiate hardware-level backup |  |  |
|  | procedures |  |  |
|  | Initiate network backup procedures |  |  |
|  | Initiate security procedures |  |  |
|  | Initiate other backup procedures |  |  |
|  | Contact third-party organizations |  |  |
|  |  |  |  |
|  | **Decision to declare disaster** |  |  |
|  | Can situation be handled without staff |  |  |
|  | leaving building? |  |  |
|  | If situation is deemed serious, issue |  |  |
|  | evacuation orders immediately |  |  |
|  | Emergency teams assess situation, make |  |  |
|  | recommendation to senior management |  |  |
|  | Staff arrives at designated emergency |  |  |
|  | assembly areas |  |  |
|  | Disaster declared |  |  |
|  |  |  |  |
|  | **Backup and recovery procedures** |  |  |



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|  |  |
| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Plan Element** |  | **Recommended Action** |
|  | Continue application-level backup |  |  |
|  | procedures; launch recovery procedures |  |  |
|  | as needed |  |  |
|  | Continue hardware-level backup |  |  |
|  | procedures; launch recovery procedures |  |  |
|  | as needed |  |  |
|  | Continue network backup procedures; |  |  |
|  | launch recovery procedures as needed |  |  |
|  | Continue security procedures; launch |  |  |
|  | recovery procedures as needed |  |  |
|  | Continue other backup procedures; |  |  |
|  | launch recovery procedures as needed |  |  |
|  |  |  |  |
|  | **Alternate site recovery procedures** |  |  |
|  | Initial teams arrive at alternate data |  |  |
|  | center or contracted facility |  |  |
|  | Launch application-level recovery |  |  |
|  | procedures |  |  |
|  | Launch hardware-level recovery |  |  |
|  | procedures |  |  |
|  | Launch network recovery procedures |  |  |
|  | Launch security recovery procedures |  |  |
|  | Launch other recovery procedures as |  |  |
|  | needed |  |  |
|  | Assigned recovery staff arrive at |  |  |
|  | alternate site to expand recovery |  |  |
|  |  |  |  |
|  | **Primary site situation addressed** |  |  |
|  | Site repaired and ready to accept data |  |  |
|  | center operations |  |  |
|  | Launch application-level recovery |  |  |
|  | procedures upon return |  |  |
|  | Launch hardware-level recovery |  |  |
|  | procedures upon return |  |  |
|  | Launch network recovery procedures |  |  |
|  | upon return |  |  |
|  | Launch security recovery procedures |  |  |
|  | upon return |  |  |
|  | Launch other recovery procedures as |  |  |
|  | needed upon return |  |  |
|  | Data center staff return to site to |  |  |
|  | complete recovery and resume normal |  |  |
|  | operations |  |  |



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|  |  |
| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
|  |  |  |  |
|  | **Plan Element** |  | **Recommended Action** |
|  |  |  |  |
|  | **Post-recovery activities** |  |  |
|  | Validate all systems are functioning |  |  |
|  | normally |  |  |
|  | Validate all network assets are |  |  |
|  | functioning normally |  |  |
|  | Validate all data center infrastructure |  |  |
|  | assets are functioning normally |  |  |
|  | Validate all utilities are providing |  |  |
|  | normal service |  |  |
|  | Conduct review of event, how the |  |  |
|  | organization responded, identify lessons |  |  |
|  | learned, and summarize in report to |  |  |
|  | management |  |  |



**Telecommunications**

**General Recovery Pre-Planning**

1. Critical Telecom Assets - Cisco Cube Sites
	1. Shasta Lake City: Cisco Cube 2901/K9, SN:FTX15288AS, Software Version: 15.2(1)T
	2. Happy Valley: Cisco Cube 2901/K9, SN:FTX1032W0VT, Software Version: 15.2(1)T
	3. Dental Redding: Cisco Cube 2901/K9, SN:FTX15288AJ, Software Version: 15.2(1)T
	4. Anderson: Cisco Cube 2901/K9, SN:FTX15288AM, Software Version: 15.2(1)T
	5. 980 Placer: Cisco Cube 2901/K9, SN:FTX15288AP, Software Version: 15.2(1)T
	6. 1035 Placer St: Cisco Cube 2901/K9, SN:FTX1437A0GK, Software Version: 15.2(1)T, Cisco Call Manager 8.5, Cisco Unity Connection 8.5, Cisco Unified Contact Center Express 8.5.
2. Spare parts for the Cisco are under a SmartNet Contract with Cisco which provides replacement coverage for failed part within a maximum of four hours.
3. Each Telephone Switch and devices assigned to it. See Appendix C.
4. Optional Telephone Services
	1. Primary Contacts - IT Manager, IT Project Manager.
	2. Each Satellite has two POTS lines for alternative communications installed.
	3. Contingency for Connectivity Loss - Loss of switch should be limited to a maximum of four hours. In the interim our phone system is configured with Cisco SRST (Survivable Remote Site Telephony).
	4. Four hours for any loss of a switch. For loss of communication line(s) or trunks we are subject to the timeline of the underlying carrier of services through AireSpring.

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**Title: Disaster Recovery Plan**

**Establishing the Parameters of Timeline and Analysis of Data Loss**

1. Time of outage
	1. Make note of time of outage (if this is what occurs) recording it in outage spreadsheet on S:drive or note for later input.
2. Time of loss of connectivity
	1. Time that NextGen becomes inaccessible (either by shutting down, Backup Batteries going dead or equipment failure) recording it in outage spreadsheet on S:drive or note for later input and ALL whiteboards in the IT Support Shop Area. Email the info to the DRC team.
3. Time of last t-log filing
	1. The last NGProd T log file in \\Ntschcfs2\sql in this format "NGProd\_(Date)numbering.trn the last file with date and time is the last T log. recording it in outage spreadsheet on S:drive or note for later input.

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**Title: Disaster Recovery Plan**

**SCHC Production Database Real-Time Mirroring Schematic**

****

**Coupled with our remote offsite backup solution, mirroring the production database is our best defense against data loss. Should it become necessary to recover items from any gap from connectivity loss to recovery status, the following procedures shall be followed:**

**NextGen Document Recovery Procedure**

1. Search File Directory: \\nextgendocs\NextGenRoot\Prod\EMR\Documents\DocSaved for documents of the downtime period (3/12/2012)
2. Copy **ALL** Files into a new directory so we don’t chance corrupting the original files.

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**Title: Disaster Recovery Plan**

* 1. Windows 7 - (C:\Users\***(Replace with your username)***.SCHC\Desktop\Recovery Document files)
	2. Windows XP - (C:\Documents and Settings\***(Replace with your*** ***username)***\Desktop\Recovery Document files)
1. Rename file extension to be readable in the NG Utility – HighEdit Read HED.exe
	1. Start > Run > cmd: cd “***(Replace with appropriate directory above)***” a. Including quotations.
	2. ren \*.doc \*.hed (This renames any .doc file extension in the current directory from .doc to .hed)
2. Open and Print Files using NG Utility HighEdit Read HED.exe
	1. (Located: \\nextgendocs\NextGenRoot\Prod\Components\HighEditReadHED)
	2. Move printed files to sub-directory as to prevent duplicate documents from being printed.
3. Sort Document Types – By-hand; Prioritize Master\_IM’s
4. Scan as images into Encounters.
	1. Open Patient chart matching the Patient Name, DoB and any other identifying information with the documentation.
	2. If no encounter is already created, create Custom Encounter under the rendering provider on the documentation – as well as under the encounter timestamp of the downtime period (3/12/2012). File > New > Custom Encounter



1. If Encounter is already created, go under that encounter. Click on Images at the bottom of the Patient History section to the Right.

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**Title: Disaster Recovery Plan**

****

4. Select **Scan All** : Source: Fujitsu Scanner



1. Save Image as the **appropriate** document’s name and **File type – .TIF 2-bit B/W**. 1. Otherwise Multi-image documents will not be able to save properly.

PRESCRIPTION RECOVERY PLAN:

1. Recovery Calls
	1. Contact all local pharmacies, listed on Appendix A, to request a list of all prescriptions generated from Shasta Community Health Center on the date of the system outage.
	2. Have pharmacies fax to a central fax number. IT was where I had them faxed.

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**Title: Disaster Recovery Plan**

1. NextGenRoot FAX Recovery
	1. Access \\nextgendocs\NextGenRoot\Prod\EMR\Fax Queue
	2. In the Sent folder, order the faxed prescriptions by detail to get the date/timestamp information. If it is more than 6 days after the date of the failure, access the Archive folder for the date of the failure.
	3. Pick the actual date of the system failure and reconcile with the same process in section C.
2. Medication Reconciliation Process
	1. Look up each patient in NextGen that is on the prescription lists.
	2. Access the med module and determine if the prescription documentation needs to be added.
	3. Add the med to the med list checking to be sure these data elements are completed:
		1. Medication Name
		2. Dose
		3. Sig.
		4. Quantity
		5. Refills
		6. Actual Start Date (date of the system failure)
		7. Provider Name and Location
		8. Do not fax the prescription.
3. Add a med module note stating “recreated from back up recovery records due to system failure”
4. Click Accept and move to the next medication.

All manual data recovery procedures are dependent on timely data extractions from a primary source (Production Environment) to other locales. The following table outlines the various jobs and the intervals associated with each.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Job Activity | Occurrence | Frequency | Start | End | AVG Duration |
| Tracks (i2i) EHR Update | Daily | 60 Min | 6:45 | 23:59 | 0:08min |
| Tracks (i2i) AutoUpdate | Daily | 30 Min | 0:15 | 23:45 | 3:45min |
| Tracks (i2i) InHouse Lab | Daily | 30 Min | 0:15 | 23:45 | 0:05min |
| SQL – T-Log | Daily | 30 Min | 0:15 | 23:45 | 0:02min |
| Mirrored Duplicate (Real-Time) | Daily | Real-Time | --:-- | --:-- | --:-- |
|  |  |  |  |  |  |

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SHASTA COMMUNITY HEALTH CENTER



**Title: Disaster Recovery Plan**

|  |  |
| --- | --- |
| Appendix A. |  |
| **PHARMACY CONTACT** | **Contact Number** |
| **INFORMATION** |
| 530-222-0199 |
| Costco |
| CVS - Placer | 530-241-7328 |
| CVS - Cypress | 530-221-8044 |
| Frank's | 530-243-5313 |
| Lim's | x5774 |
| Owen's | 530-524-8372 |
| Raley's - Lake | 530-246-3508 |
| Rite Aid - Cypress | 530-223-3995 |
| Safeway | 530-226-5871 |
| Target | 530-224-1437 |
| Wal-Mart - Dana Drive | 530-221-2800 |
| Wal-Mart - Anderson | 530-378-1680 |
| Walgreens | 530-221-5028 |

Appendix B.

**Scripts for i2i Data Pull**

/\*\*\*\*\*\* Script for i2i allergies \*\*\*\*\*\*/

SELECT [ID] ,[PatientID],

med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[AllergyID] ,[AllergyName] ,[AllergyType] ,[ReactionDesc] ,[IdentifiedDate] ,[IdentifiedTime] ,[Status] ,[StatusDate] ,[StatusTime] ,[EditDate]

Version #: 1

**Contact Name**

Sandy

Kathy

Michael

Bethlyn

Ron

Ivan

Kristen

Willeen

Christina

Scott

Jevonne

Debra

Paul

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

,[recstamp]

FROM [MediTracks].[dbo].[cli\_ExternalPatientAllergies] pa where statusDate >= '03/11/2012'

/\*\*\*\*\*\* Script for appointments from i2i \*\*\*\*\*\*/

SELECT [ID] ,[SourceID] ,[SourceDetails] ,[PatientID],

med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[ExternalPatientID] ,[ExternalPatientFirstName] ,[ExternalPatientMiddleName] ,[ExternalPatientLastName] ,[ExternalPatientDOB] ,[ExternalPatientMedRecNum] ,[ExternalPatientSSN] ,[PlacerOrderNumber] ,[FillerOrderNumber] ,[OrderingProviderID] ,[OrderingProviderName] ,[ProducerID] ,[ProducerName] ,[ProducerStreet] ,[ProducerCity] ,[ProducerState] ,[ProducerZipCode] ,[ProducerMedicalDirector] ,[ObserVersionID] ,[ObserVersionName] ,[ProductID]

,[ProductCode] ,[ProductName] ,[TestID] ,[TestCode] ,[TestName] ,[LOINCCode] ,[LOINCName] ,[CollectionDate] ,[CollectionTime] ,[ReportDate] ,[ReportTime]

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

,[Status] ,[Fasting] ,[Value] ,[ValueType] ,[Units] ,[IsNormal] ,[AbnormalReason] ,[AbnormalAlert] ,[RefRange] ,[Notes] ,[OrderNotes] ,[Rejected] ,[ReasonRejected] ,[EditDate]

,[PatientMappedManually] ,[PatientMappedByUserID] ,[PatientMappedByUserName] ,[ExternalPatientGender] ,[ExternalPatientAddress1] ,[ExternalPatientAddress2] ,[ExternalPatientCity] ,[ExternalPatientState] ,[ExternalPatientZIP] ,[ExternalPatientHomePhone] ,[ExternalPatientWorkPhone] ,[OrderReportDate] ,[OrderReportTime] ,[OrderStatus] ,[SpecimenSourceID] ,[SpecimenSourceName] ,[SpecimenSourceCodingSys] ,[SpecimenSourceNotes] ,[Removed] ,[RemovedByUserID] ,[RemovedByUserName] ,[RemovedDate]

,[recstamp] ,[SpecimenReceivedDate] ,[SpecimenReceivedTime] ,[Notes2]

FROM [MediTracks].[dbo].[cli\_ExternalPatientLabResults] pa where collectiondate >= '03/11/2012'

/\*\*\*\*\*\* Script for current appts from i2i \*\*\*\*\*\*/

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

SELECT [ID] ,[PatientID],

med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[TypeID], visit\_type=(SELECT name from [MediTracks].[dbo].[cli\_ExternalApptTypes] where

pa.TypeID=[cli\_ExternalApptTypes].ID) ,[LocationID]

,[ProviderID],

decription= (SELECT name from [MediTracks].[dbo].[cli\_SetupProviders] where

pa.providerid=cli\_SetupProviders.externalid) ,[ScheduledDate]

,[ScheduledTime] ,[EditDate] ,[recstamp]

FROM [MediTracks].[dbo].[cli\_ExternalPatientAppointments] pa where ScheduledDate between '03/11/2012' and '03/13/2012' order by scheduleddate

/\*\*\*\*\*\* Script for chronic problems from i2i \*\*\*\*\*\*/

SELECT [ID] ,[PatientID]

,med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[ProblemID] ,[ProblemName] ,[ProblemICD9Code] ,[IdentifiedDate] ,[IdentifiedTime] ,[OnsetDate] ,[OnsetTime] ,[Status] ,[StatusDate] ,[StatusTime] ,[EditDate] ,[recstamp]

FROM [MediTracks].[dbo].[cli\_ExternalPatientProblems] pa where StatusDate >= '03/11/2012'

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

/\*\*\*\*\*\* Script for dx and procedures from i2i \*\*\*\*\*\*/

SELECT [ID] ,[PatientID]

,med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[ProcedureID] ,[DiagnosisID1] ,[DiagnosisID2] ,[DiagnosisID3] ,[DiagnosisID4] ,[VisitDate] ,[PostDate] ,[FacilityID] ,[ProviderID] ,[PayerID] ,[EditDate] ,[recstamp] ,[DiagnosisID5] ,[DiagnosisID6] ,[DiagnosisID7] ,[DiagnosisID8] ,[DiagnosisID9] ,[DiagnosisID10] ,[DiagnosisID11] ,[DiagnosisID12]

FROM [MediTracks].[dbo].[cli\_ExternalPatientProcedures] pa where VisitDate >= '03/12/2012' or PostDate >= '03/12/2012'

/\*\*\*\*\*\* Script for vitals from i2i \*\*\*\*\*\*/

SELECT [ID] ,[PatientID]

,med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[VisitDate] ,[Assessment] ,[Subjective] ,[ThePlan] ,[Objective] ,[HeightFeet] ,[HeightInches]

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

,[Weight] ,[Temperature] ,[BPSys1] ,[BPDia1] ,[Pulse] ,[Respiratory] ,[LMPDate] ,[ReprodG] ,[ReprodP] ,[ReprodLC] ,[ReprodSAB] ,[ReprodTAB] ,[EntryDate] ,[EntryUserName] ,[EntryUserID] ,[PainScore] ,[VisitTime] ,[TypeID] ,[VitalsEditUserID]

,[VitalsEditUserName] ,[VitalsEditDate] ,[SOAPEditUserID] ,[SOAPEditUserName] ,[SOAPEditDate] ,[SourceIsExternal] ,[ExternalVisitID] ,[BMIPercentile] ,[BPSys2]

,[BPDia2] ,[BPSys3] ,[BPDia3] ,[LowestBPSys] ,[LowestBPDia] ,[DeletedPatientID] ,[PHQ]

FROM [MediTracks].[dbo].[cli\_PatientVisits] pa where visitDate >= '03/11/2012'

order by EntryDate

/\*\*\*\*\*\* Script for medications from i2i \*\*\*\*\*\*/

SELECT [ID] ,[SourceID]

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

,[SourceDetails] ,[PatientID]

,med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[ExternalPatientID] ,[ExternalPatientFirstName] ,[ExternalPatientMiddleName] ,[ExternalPatientLastName] ,[ExternalPatientDOB] ,[ExternalPatientMedRecNum] ,[ExternalPatientSSN] ,[ExternalPatientGender] ,[ExternalPatientAddress1] ,[ExternalPatientAddress2] ,[ExternalPatientCity] ,[ExternalPatientState] ,[ExternalPatientZIP] ,[ExternalPatientHomePhone] ,[ExternalPatientWorkPhone] ,[PrescriptionID] ,[StartDate]

,[StopDate] ,[PrescriberID] ,[PrescriberName] ,[PrescriberDEANumber] ,[DatePrescribed] ,[DrugNDC] ,[DrugNDCClean] ,[DrugID]

,[DrugName] ,[DrugDesc] ,[DrugAbbrev] ,[DrugGenericID] ,[DrugGenericName] ,[DrugDosageForm] ,[DrugStrength] ,[DrugRoute] ,[QuantityPrescribed] ,[SIG]

,[SIGDesc] ,[Notes] ,[Rejected] ,[ReasonRejected] ,[Deleted] ,[EditDate]

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SHASTA COMMUNITY HEALTH CENTER Version #: 1



**Title: Disaster Recovery Plan**

,[recstamp]

FROM [MediTracks].[dbo].[cli\_ExternalPatientMedications] pa where EditDate > '03/12/2012'

order by med\_rec\_nbr

/\*\*\*\*\*\* Script for future appts from i2i \*\*\*\*\*\*/

SELECT [ID] ,[PatientID]

,med\_rec\_nbr=(SELECT medrecnum from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,dob=(SELECT dob from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,firstname=(SELECT firstname from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,lastname=(SELECT lastname from [MediTracks].[dbo].[cli\_Patients] where pa.PatientID=[cli\_Patients].ID)

,[TypeID] ,[LocationID] ,[ProviderID],

name=(SELECT name from MediTracks.dbo.cli\_SetupProviders

where pa.ProviderID=MediTracks.dbo.cli\_SetupProviders.externalid)

,[ScheduledDate] ,[ScheduledTime] ,[EditDate] ,[recstamp]

FROM [MediTracks].[dbo].[cli\_ExternalPatientAppointments] pa where editdate > '03/12/12'

order by editdate, scheduledDate

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**Title: Disaster Recovery Plan**

Appendix C.

Telephone Switch ID’s and Attached Devices

**Main Facility**

|  |  |  |
| --- | --- | --- |
| SEPB8621F6C74A7 | SHERRY CALDWELL | 10.253.23.200 |
| SEPD0C282D1E988 | CMO OFFICE | 10.253.23.192 |
| SEPD0C282D1F463 | HAROLD CARLSON | 10.253.23.199 |
| SEPD0C282D1F3E9 | DENISE HIGHFILL | 10.253.43.130 |
| SEPD0C282D1F37E | CHARLES KITZMAN | 10.253.23.201 |
| SEPD0C282D1F417 | TERRY POTTROFF | 10.253.42.29 |
| SEPE8B7484E938F | PEDS TTY | 10.253.37.234 |
| SEPE8B7484E8C0F | FAMILY PRACTICE TTY | 10.253.32.87 |
| SEPE8B7484E8C08 | VAUGHN NURSE | 10.253.35.72 |
| CCX\_6551 | SCHC CCX-1 | 10.253.0.16 |
| SEPE8B7484E9292 | Lannoy Nurse | 10.253.41.178 |
| SEPB8621F6CC3DB | LAURA NUCKOLS | 10.253.38.24 |
| SEPB8621F6DE194 | STEVEN THOMPSON | 10.253.134.169 |
| SEPB8621F6CFC29 | PEDIATRICS | 10.253.32.42 |
| SEPB8621F6CF91D | JILL JOHNSON | 10.253.23.193 |
| SEP001D70FC5452 | SUSIE BRITTAIN | 10.253.23.195 |
| SEP64D9896893F7 | AMANDA BRAXTON | 10.253.23.204 |
| SEPB8621F6CF86E | HIS OPERATOR | 10.253.44.55 |
| SEPE8B7484E8A62 | ANN MACK | 10.253.33.67 |
| SEPE8B7484E8671 | HEALTHPORT | 10.253.36.89 |
| SEP44D3CAD460AD | HIS SPARE (PAUL) | 10.253.66.181 |

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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E91AE | CHIP SCHOCK | 10.253.43.236 |
| SEP70CA9B5C75C5 | FINANCE CONFERENCE | 10.253.134.174 |
| SEPE8B7484E9177 | Spare Phone | 10.253.134.162 |
| SEPE8B7484E91B3 | NURSE EDUCATOR | 10.253.33.239 |
| SEPE8B7484E80AC | MALISA TASISTA - O | 10.253.33.244 |
| SEPB8621F6CF82F | ESTELLE ESPINOZA | 10.253.38.35 |
| SEPD0C282D080B7 | FP A EAST HALLWAY | Unknown |
| SEPD0C282D080DA | FP B HALLWAY | 10.253.40.44 |
| SEPD0C282D07C3B | FP B HALLWAY | 10.253.34.20 |
| SEPE8B7484E80A4 | ERIKA WITCHER | 10.253.23.71 |
| SEPE8B7484E8103 | KEVIN RIGDON | 10.253.37.171 |
| SEPE8B7484E80E3 | CAROL PATTON | 10.253.34.169 |
| SEPE8B7484E809D | KATHLEEN DONOHOE | 10.253.31.50 |
| SEPE8B7484E86C0 | SAINI NURSE | 10.253.23.219 |
| SEPE8B7484E91B8 | FP RM 73 STATION 1 | 10.253.24.124 |
| SEPE8B7484E86C5 | JILL MCCLURE - O | 10.253.34.0 |
| SEPE8B7484E80CC | GAWAYNE VAUGHN - O | 10.253.33.243 |
| SEPE8B7484E809B | TELEMED NURSE | 10.253.30.179 |
| SEPE8B7484E93B7 | RENEE SNIDER | 10.253.23.220 |
| SEPE8B7484E8680 | DEEPIKA SAINI - O | 10.253.34.190 |
| SEPE8B7484E938A | COUNTY ELIGIBILITY 1 | 10.253.23.213 |
| SEPE8B7484E91BC | COUNTY ELIGIBILITY 2 | 10.253.37.233 |
| SEPE8B7484E9399 | SECURITY | 10.253.25.152 |
| SEPE8B7484E86B0 | QUEST LAB | 10.253.23.223 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E8687 | LACY KINGSBURY | 10.253.37.64 |
| SEPE8B7484E93AE | ASCHERMAN NURSE | 10.253.37.205 |
| SEPE8B7484E86C9 | RADIOLOGY BACK ROOM | 10.253.37.240 |
| SEPE8B7484E8C10 | PAUL SENN | 10.253.30.50 |
| SEPE8B7484E80D5 | FP A PROCESSOR | 10.253.42.251 |
| SEPE8B7484E86EB | HEARD NURSE | 10.253.28.169 |
| SEPE8B7484E86CF | PATTY HILL | 10.253.36.114 |
| SEPE8B7484E86EF | SUSIE TAYLOR | 10.253.34.33 |
| SEPE8B7484E8707 | KATHY OPPENHEIM | 10.253.33.230 |
| SEPE8B7484E939A | BOARDROOM DESK | 10.253.37.228 |
| SEPE8B7484E8536 | TRAINING ROOM | 10.253.23.221 |
| SEPE8B7484E86AB | KHAE LEE | 10.253.30.49 |
| SEPE8B7484E8677 | SAHAILE KRISTOFFERSEN-O | 10.253.23.36 |
| SEPE8B7484E814C | MCCLURE NURSE | 10.253.29.64 |
| SEPE8B7484E86DB | KAREN NELSON | 10.253.34.167 |
| SEPE8B7484E866C | SERVER ROOM | 10.253.134.172 |
| SEPE8B7484E80E2 | KATHY OPPENHEIM - O | 10.253.33.156 |
| SEPE8B7484E9228 | PATRICIA SAND | 10.253.34.166 |
| SEPE8B7484E9366 | NURSE SCHEDULING | 10.253.23.211 |
| SEPE8B7484E86C1 | DEEPIKA SAINI | 10.253.23.210 |
| SEPE8B7484E86E5 | FP RM 73 STATION 3 | 10.253.33.175 |
| SEPE8B7484E8703 | LAURENCE HEARD | 10.253.33.240 |
| SEPE8B7484E938B | BUTCH ASCHERMAN - O | 10.253.33.198 |
| SEPE8B7484E91A9 | MIGDALIA GARCIA | 10.253.30.36 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E9398 | TATUM BEECH | 10.253.30.25 |
| SEPE8B7484E934A | SPEIGLE NURSE | 10.253.33.200 |
| SEPE8B7484E93A3 | CHRISTIAN BOGE | 10.253.34.1 |
| SEPE8B7484E8696 | BARBARA MARTIN | 10.253.38.48 |
| SEPE8B7484E91B5 | TESSA LANNOY | 10.253.34.22 |
| SEPE8B7484E80C6 | LIM'S PHARMACY | 10.253.23.190 |
| SEP649EF36D9D8A | FACILITY SHOP | 10.253.134.133 |
| SEPE8B7484E867E | STACY HAMILTON | 10.253.30.246 |
| SEPE8B7484E852B | NAI SAELEE | 10.253.44.44 |
| SEPE8B7484E8695 | SAHAILE KRISTOFFERSEN | 10.253.33.248 |
| SEPE8B7484E7F62 | Theresa Blanco | 10.253.44.67 |
| SEPE8B7484E8110 | GEOFF REYNOLDS | 10.253.134.127 |
| SEPE8B7484E868B | JILL MCCLURE | 10.253.34.6 |
| SEPE8B7484E869B | PATTY HILL | 10.253.34.99 |
| SEPE8B7484E809A | NORMA PARISI-WRIGHT | 10.253.34.144 |
| SEPE8B7484E866F | HEARD NURSE | 10.253.36.158 |
| SEPE8B7484E91B7 | BRANDI KING | 10.253.34.14 |
| SEPE8B7484E86A2 | RADIOLOGY FILE ROOM | 10.253.25.179 |
| SEPE8B7484E91AD | KIM GILES | 10.253.37.244 |
| SEPE8B7484E868A | PEDS HALLWAY EAST | 10.253.37.227 |
| SEPE8B7484E80C2 | GAWAYNE VAUGHN | 10.253.34.21 |
| SEPE8B7484E80A3 | JOE VILLALOBOS | 10.253.23.208 |
| SEPE8B7484E927C | VOVAKES NURSE | 10.253.23.216 |
| SEPE8B7484E86BE | YVES TERRAZAS - O | 10.253.23.225 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E86D5 | EIS | 10.253.34.7 |
| SEPE8B7484E854C | HILL NURSE | 10.253.35.253 |
| SEPE8B7484E9354 | CYNTHIA SCHABARUM | 10.253.35.167 |
| SEPE8B7484E8672 | LUPEIKA NURSE | 10.253.33.182 |
| SEPE8B7484E869D | KRISTOFFERSEN NURSE | 10.253.134.128 |
| SEPE8B7484E80C1 | MICHAEL VOVAKES | 10.253.23.214 |
| SEPE8B7484E8102 | OPPENHEIM NURSE | 10.253.34.5 |
| SEPE8B7484E91BA | DR. VOVAKES | 10.253.34.175 |
| SEPE8B7484E867F | RELYEA NURSE | 10.253.37.243 |
| SEPE8B7484E86BD | FP CLINICIAN OFFICE | 10.253.23.38 |
| SEPE8B7484E8691 | JOLENE KINGSLEY - O | 10.253.33.242 |
| SEPE8B7484E80A0 | JKINGSLEY NURSE | 10.253.33.241 |
| SEPE8B7484E80C7 | TASISTA NURSE | 10.253.34.3 |
| SEPE8B7484E86BA | PHIL RODELL | 10.253.34.155 |
| SEP0004F2EDA1B4 | BOARDROOM CEO | 10.253.23.207 |
| SEPE8B7484E8684 | FP RM 73 STATION 2 | 10.253.39.37 |
| SEPE8B7484E80E7 | URGENT CARE OFFICE | 10.253.34.195 |
| SEPE8B7484E8675 | JOLENE KINGSLEY | 10.253.33.157 |
| SEPE8B7484E86E1 | SHANNON TIPPETS | 10.253.25.60 |
| SEPE8B7484E93AB | BUTCH ASCHERMAN | 10.253.33.180 |
| SEPE8B7484E9357 | MARY SPEIGLE | 10.253.33.201 |
| SEPE8B7484E80D7 | GREWEN PALOMERO | 10.253.25.103 |
| SEPE8B7484E91B2 | JO DANIELS | 10.253.23.212 |
| SEPE8B7484E86D8 | RHETT GROVER | 10.253.23.209 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E866B | DEBBIE LUPEIKA | 10.253.33.184 |
| SEPE8B7484E9389 | Urgent Care Nurse | 10.253.37.247 |
| SEPE8B7484E9374 | NATALIE DAVIDSON - O | 10.253.125.39 |
| SEPE8B7484E80D4 | JOE VILLALOBOS - O | 10.253.27.168 |
| SEPE8B7484E86E9 | TELEMED EXAM ROOM | 10.253.34.2 |
| SEPE8B7484E8685 | DEBBIE LUPEIKA - O | 10.253.33.145 |
| SEPE8B7484E93A8 | COUMADIN NURSE | 10.253.43.151 |
| SEPE8B7484E9365 | BETTINA SPILLER - O | 10.253.34.168 |
| SEPE8B7484E91A6 | EMAN BAGHDADY | 10.253.34.121 |
| SEPE8B7484E86E4 | Central Receving | 10.253.36.255 |
| SEPE8B7484E8104 | MELISSA TASISTA | 10.253.33.197 |
| SEPE8B7484E868E | TERRAZAS NURSE | 10.253.23.218 |
| SEPE8B7484E93AC | MARY SPEIGLE - O | 10.253.33.203 |
| SEPE8B7484E80C5 | VILLALOBOS NURSE | 10.253.23.206 |
| SEPE8B7484E91BE | RHETT GROVER - O | 10.253.34.182 |
| SEPE8B7484E86E6 | YVES TERRAZAS | 10.253.34.181 |
| SEPB8621F6CF935 | PEDS OPERATOR | 10.253.134.164 |
| SEPE8B7484E939E | RADIOLOGY VC | 10.253.37.246 |
| SEP0004F2EDA14E | BOARDROOM EXECUTIVE | 10.253.134.176 |
| SEPB8621F6C542F | LAURI STEVENSON | 10.253.38.26 |
| SEPD0C282D1C0D8 | ANGIE FORD | 10.253.45.10 |
| SEPD0C282D1C38A | CAROL GIBSON | 10.253.39.82 |
| SEPB8621F6CF494 | VAL VIGIL | 10.253.34.4 |
| SEPB8621F6DE159 | AMY DUBOIS | 10.253.44.99 |



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| --- | --- |
| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPB8621F6DD297 | TINA TENNANT | 10.253.24.146 |
| SEPD0C282D18312 | ALEXIS PARSONS | 10.253.38.28 |
| SEPB8621F6DE226 | DOROTHY TOBIAS | 10.253.38.34 |
| SEP64D989686166 | BERTA HILLMAN | 10.253.38.5 |
| SEP64D989686141 | JUDY PRICE | 10.253.29.152 |
| SEPB8621F6CC291 | LONI HALL | 10.253.38.4 |
| SEPD0C282D1CAD8 | CRYSTAL GONZALEZ | 10.253.30.213 |
| SEPB8621F6DE153 | JULIE JOHNSTON | 10.253.38.18 |
| SEPB8621F6C59D0 | JOHN MATHESON | 10.253.38.10 |
| SEPD0C282D1F82B | MAUREEN PALLOTTO | 10.253.38.51 |
| SEPB8621F6D4018 | TAMI SPLIETHOF | 10.253.23.202 |
| SEPB8621F6CFC10 | LORI HOWARD | 10.253.38.32 |
| SEPD0C282D1C386 | MAIN GREETER | 10.253.23.191 |
| SEPB8621F6CF6E4 | CHARITY BRAY | 10.253.125.183 |
| SEPB8621F6CC274 | JOANN SCHWARZBERG | 10.253.34.143 |
| SEPB8621F6D4C7D | DEBBIE FISHER | 10.253.41.231 |
| SEPB8621F6DD7FB | MARY KLEE | 10.253.30.218 |
| SEPD0C282D1C173 | CATHERINE JACKSON | 10.253.38.2 |
| SEPD0C282D1BF94 | SUSIE MUELLER | 10.253.38.3 |
| SEPB8621F6D4AC2 | BOB ARMSTRONG | 10.253.35.18 |
| SEPB8621F6CF850 | LEISA BRAMBLETT | 10.253.38.27 |
| SEPB8621F6D46AA | GAIL TANCRETO | 10.253.38.31 |
| SEP0004F2ED9E69 | TRAINING ROOM | 10.253.134.180 |
| SEPD0C282D1C7A4 | MICHELLE SMITH | 10.253.38.29 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPD0C282D1F14E | MICHAEL DUNKEN | 10.253.39.38 |
| SEPB8621F6CF934 | EVELYN BARDAY | 10.253.38.36 |
| SEP64D98968615F | EMILY ROGERS | 10.253.32.0 |
| SEPB8621F6C5B1B | DORENE JUVENAL | 10.253.129.20 |
| SEPB8621F6DE64D | EMILY SKAGERBERG | 10.253.38.11 |
| SEPB8621F6CF82D | LAURI GRIFFITH | 10.253.33.93 |
| SEPB8621F6C5A00 | CATHY WAGNER | 10.253.38.49 |
| SEPD0C282D1C451 | SUSAN FRESZ | 10.253.38.7 |
| SEPB8621F6CF94C | NEAL BARROW | 10.253.38.30 |
| SEPD0C282D1F79D | TRACY RUGGIERO | 10.253.39.234 |
| SEPD0C282D1F7A1 | FPVC | 10.253.38.50 |
| SEP64D98968615D | LIZ JACOBS | 10.253.23.203 |
| SEPD0C282D1C79C | WHITNEY CISNEROS | 10.253.38.14 |
| SEPD0C282D1C387 | CATHY PRUETT | 10.253.37.21 |
| SEPB8621F6C5139 | BRANDON CARDENAZ | 10.253.36.192 |
| SEPB8621F6CD654 | GAYLE SANBORN | 10.253.38.33 |
| SEPB8621F6DE641 | LISA EDWARDS | 10.253.23.198 |
| SEPB8621F6CC14F | SUE WALKER | 10.253.23.196 |
| SEPB8621F6C58A3 | HOLLY TRENERRY | 10.253.34.66 |
| SEPD0C282D1C0D9 | Anne Frunk | 10.253.38.25 |
| SEPB8621F6DE158 | KIM HUNT | 10.253.38.6 |
| SEPB8621F6C5402 | JANE SELVEY | 10.253.36.191 |
| SEPB8621F6C5925 | CAREY PINKELMAN | 10.253.132.127 |
| SEPB8621F6CF85C | KATRINA DELAVATI | 10.253.38.8 |



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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPB8621F6D3212 | KERRY LAROCCA | 10.253.23.197 |
| SEP64D989686439 | BECKEY SPIVA | 10.253.134.168 |
| SEPB8621F6CFB4E | DIANA FEAR | 10.253.23.194 |
| SEPD0C282D181F1 | DEREK OBANNON | 10.253.39.49 |
| SEPD0C282D1F41B | DEAN GERMANO | 10.253.38.47 |



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**Title: Disaster Recovery Plan**

|  |  |
| --- | --- |
| **Anderson Switch ID’s and Attached Devices** |  |
| **Device Name(Line)** | **Description** | **IP Address** |
|  |
| SEPD0C282D080BB | ANDY DENTAL HALLWAY | 10.5.1.30 |
| SEPE8B7484E80DD | ANDY CLINICIAN | 10.5.1.42 |
| SEPE8B7484E80D2 | DOROTHY BRATTON-SANDOVAL | 10.5.1.23 |
| SEPE8B7484E80D9 | SHAWN GOODALL | 10.5.1.27 |
| SEPE8B7484E80E0 | ANDY OFFICE EXTRA DESK | 10.5.1.15 |
| SEPE8B7484E80D6 | JEFF BOSWORTH - O | 10.5.1.45 |
| SEPF0F755E1FF71 | ANDY UC CLINICIAN | 10.5.1.49 |
| SEPE8B7484E8679 | ANDY DENTAL PROVIDER | 10.5.1.28 |
| SEPB8621F6C6072 | MARIA QUINN | 10.5.1.12 |
| SEPD0C282D07ED7 | ANDY DENTAL LAB | 10.5.1.29 |
| SEPB8621F6CFC98 | SUEBEE SEMORE | 10.5.1.38 |
| SEPF0F755E2004C | Andy UC-Dept | 10.5.1.48 |
| SEPB8621F6D4C47 | KRISTI JOHNSON | 10.5.1.20 |
| SEPD0C282D1C402 | MELINDA DAVIS | 10.5.1.22 |
| SEPB8621F6CD071 | ANDERSON TRIAGE | 10.5.1.32 |
| SEPD0C282D1F838 | FARM LIOU | 10.5.1.36 |
| SEPD0C282D18150 | BERTA HILLMAN | 10.5.1.34 |
| SEPB8621F6DE35A | ANDY UC NURSE | 10.5.1.18 |
| SEPD0C282D1C454 | ANDY DENTAL CHECK IN | 10.5.1.14 |
| SEPD0C282D1C0FD | ANDY DENTAL CHECK OUT | 10.5.1.33 |

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| SHASTA COMMUNITY HEALTH CENTER | Version #: 1 |
| **Title: Disaster Recovery Plan** |  |
| SEPE8B7484E86DA | CARE COORDINATOR | 10.5.1.47 |
| SEP649EF3353D74 | LYNN VINSON | 10.5.1.43 |



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**Title: Disaster Recovery Plan**

Redding Dental Location Swtich ID’s and Attached Devices

|  |  |  |
| --- | --- | --- |
| **Device Name(Line)** | **Description** | **IP Address** |
|  |  |
| SEPE8B7484E93B8 | JOHN KAZE | 10.5.4.20 |
| SEPE8B7484E91C0 | RDG DENTAL BREAKROOM | 10.5.2.20 |
| SEPE8B7484E91AB | RDG DENTAL STERILE | Unknown |
| SEPE8B7484E938E | RDG DENTAL LAB | 10.5.2.22 |
| SEPE8B7484E939F | FRANKLIN PIERCE | 10.5.2.21 |
| SEPE8B7484E9386 | REBECCA LOEWEN | 10.5.2.24 |
| SEPE8B7484E91B1 | RDEN RESIDENT | 10.5.2.19 |
| SEPE8B7484E93AD | MATTHEW TEAGUE | 10.5.2.18 |
| SEPB8621F6CFB4C | DENTAL CHECK OUT | 10.5.2.11 |
| SEPE8B7484E91BD | RDG DENTAL OFFICE | 10.5.2.17 |
| SEPB8621F6CF8F6 | LINDA FREITAS | 10.5.2.15 |
| SEPB8621F6CF91A | CHERYL RUSSO | 10.5.2.14 |
| SEP64D989686354 | DENTAL CHECK IN | 10.5.2.16 |
| SEPB8621F6D3339 | DENTAL CHECK IN | 10.5.2.13 |
| SEPB8621F6CFC6C | SUMMER BENFER | 10.5.2.12 |

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**Title: Disaster Recovery Plan**

**Happy Valley Location Switch ID’s and Attached Devices**

|  |  |  |
| --- | --- | --- |
| **Device Name(Line)** | **Description** | **IP Address** |
|  |  |
| SEPE8B7484E86AC | TAWANA NIX | 10.5.3.21 |
| SEPE8B7484E86D3 | TRUDY DAVIS | 10.5.3.13 |
| SEPE8B7484E8674 | JULIE SCHOCK | 10.5.3.20 |
| SEPE8B7484E86D4 | TAWANA NIX | 10.5.3.19 |
| SEPB8621F6D4458 | JACQUE CHOATE | 10.5.3.17 |
| SEPD0C282D1F839 | LAURI GRIFFITH x5905 | 10.5.3.22 |
| SEPB8621F6CD434 | LILA PONCE | 10.5.3.15 |
| SEPD0C282D1BF96 | MARY PETERS | 10.5.3.16 |
| SEPE8B7484E7F82 | HV BREAKROOM | 10.5.3.11 |

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**Title: Disaster Recovery Plan**

**Shasta Lake City Location Switch ID’s and Attached Devices**

|  |  |  |
| --- | --- | --- |
| SEPE8B7484E80F4 | SLC BREAKROOM | 10.5.4.21 |
| SEPE8B7484E8681 | SLC NURSE | 10.5.4.19 |
| SEPE8B7484E86B1 | ELAINE PORTER | 10.5.4.26 |
| SEPE8B7484E9230 | SLC LAB | 10.5.4.16 |
| SEPE8B7484E866E | SLC NURSE | 10.5.4.17 |
| SEPE8B7484E8BF6 | SLC DENTAL STANDUP | 10.5.4.18 |
| SEPE8B7484E9291 | SLC DENTAL BREAKROOM | 10.5.4.24 |
| SEPE8B7484E8670 | SLC Test | 10.5.4.28 |
| SEPE8B7484E91B9 | SLC DENTAL STANDUP | 10.5.4.22 |
| SEPD0C282D1F7CB | SLC DENTAL VC | 10.5.4.11 |
| SEPE8B7484E9188 | SLC DENTAL STUDENT | 10.5.4.25 |
| SEPE8B7484E9356 | SLC DENTAL STUDENT | 10.5.4.23 |
| SEPE8B7484E9353 | SLC DENTAL ASSISTANT | 10.5.4.27 |
| SEPD0C282D1F881 | JUDY ALLEN | 10.5.4.14 |
| SEPD0C282D1C8CA | JOANNE BLUE | 10.5.4.13 |
| SEPB8621F6CF8FC | Cheryl Harrison | 10.5.4.12 |
| SEPB8621F6CFB64 | SLC DENTAL CHECK OUT | 10.5.4.15 |

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