



Ministry of Health Malaysia



# **PhIS & CPS WORKSHOP Business Continuity Plan (BCP)**

# Introduction of BCP

Business Continuity Plan (BCP) describes activities to be carried out in the event of PhIS & CPS system downtime at facility in a duration of time during which the PhIS & CPS system functionalities are not available for users.

As a result the users are required to revert to manual method or procedures to carry the medication processes and activities.

# Introduction of BCP

The downtime in PhIS & CPS could be due to:

a. Inability to use the system in Partial / Total due to system failures:

- Software / Application failure
- Hardware failure
- Network failure
- Other type of failure i.e. power supply etc.

b. Natural disasters

- Flood
- Fire
- Other type of disasters/ crisis

# BCP Introduction

PhIS SERVER

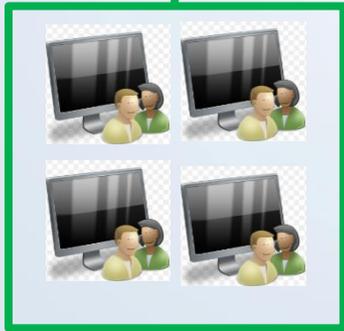


Application

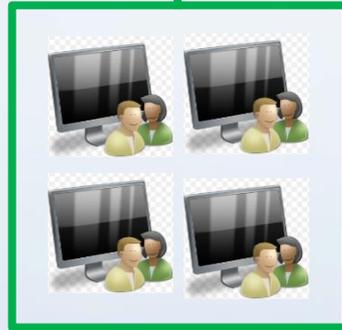


# BCP ACTIVATION

Power Failure  
Network Down  
System Failure



PHARMACY OP/IP



PHARMACY SATELLITE

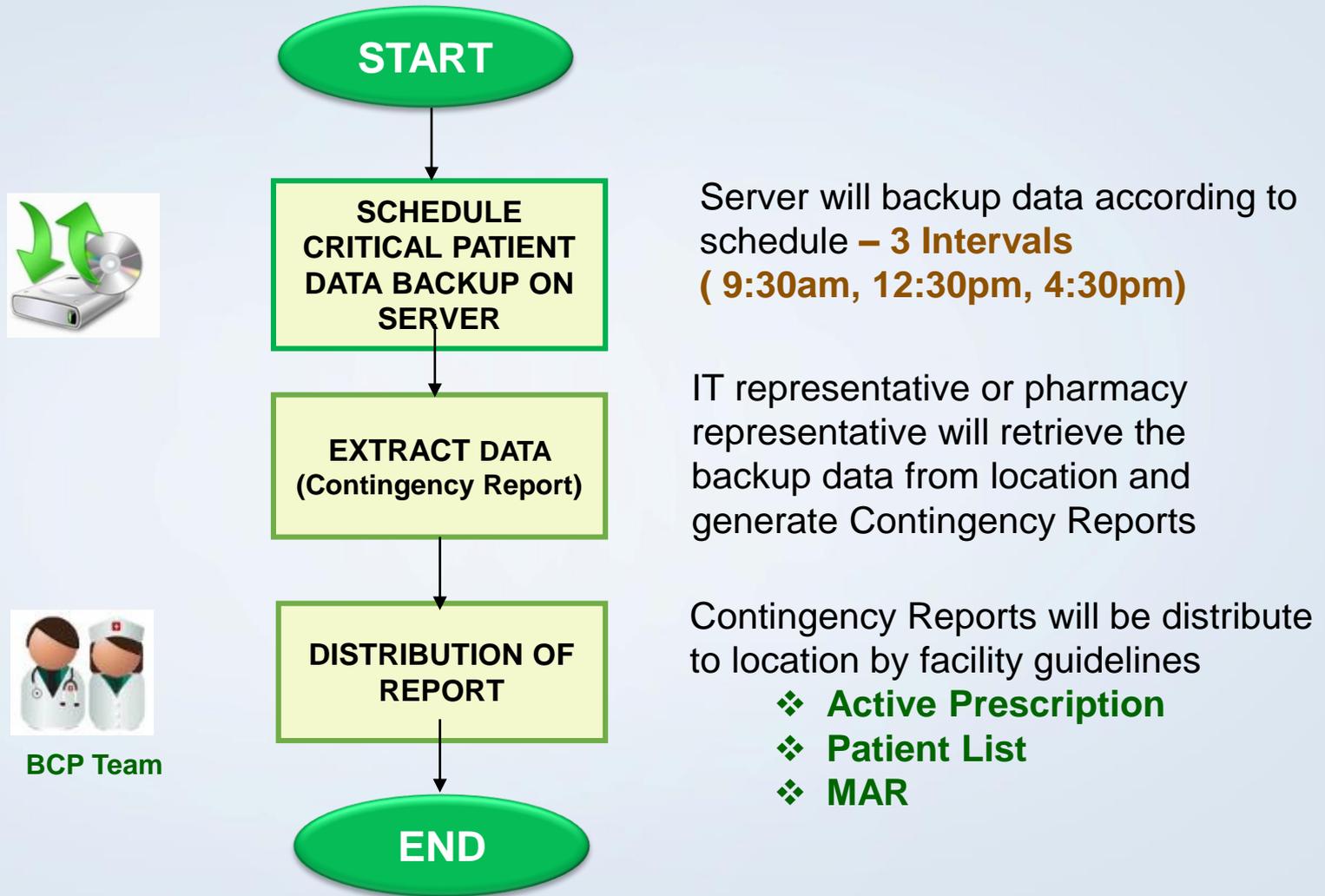


OTHER LOCATION

Unable  
to access  
PhIS & CPS

# BCP APPROACH

# Data Extraction & Report Generation



# Contingency Report

During downtime, to retrieve and print (option) Contingency Reports in PDF/CSV Format from contingency workstation: Pharmacist to continue dispensing of medication order for active prescription

No	BCP Reports (Distributed for reference)	Users
1	Active Patients List (Encountered)	Pharmacist
2	Active Prescriptions	Pharmacist/Doctor
3	Medication Administration Recording (MAR)	Nurses/ Doctor

# ACTIVE PATIENTS (ENCOUNTERED)



KEMENTERIAN KESIHATAN MALAYSIA  
Hospital Pakar Sultanah Fatimah, Muar  
ACTIVE PATIENTS (ENCOUNTERED)

Department : Medical Department

Location : WAD 10 (MED - P)

Visit Type	Visit Date	Visit No	Patient MRN	Patient ID	Patient Name	Height (Cm)	Weight (Kg)	BSA	BMI	Gender	Age	D.O.B
Inpatient	12/12/2013	0010	HPSF00000017	870904051448	NG JENG GUAN	158.0	56.00	1.83	22.43	Female		04/09/1987
Inpatient	18/12/2013	0014	HPSF00001426	980202056622	KRESSNA RAJAH			0.00	0.00	Female		02/02/1998

This list will show all active patients with Patient MRN & Encountered No / Visit No created in PhIS

# ACTIVE PRESCRIPTION

KEMENTERIAN KESIHATAN MALAYSIA  
Hospital Pakar Sultanah Fatimah, Muar  
ACTIVE PRESCRIPTION

Department Name : Medical Department  
Location Name : WAD 9 (MED - P)

Tarikh Preskripsi :

Patient Name : HAMINAH REJAB MRN No. : HPSF00001362 No K/P : 620909145530

No	Maklumat Preskripsi											Maklumat Pendispensan			
	Jenis Order	Nama Ubat	Cara Pengambilan	DOS	Kekerapan	Tempoh Preskripsi	Kuantiti Ubat	Unit	Tarikh Mula	Tarikh Akhir	Cara Pungutan	Tarikh : Kuantiti	Baki	Didispen	TCA
1	CDR	Carboplatin 450mg Inj	Intravenous Infusion	300 mg	OD	1 Days	0	vial	10-01-2014	10-01-2014		0			
2	CDR	Fluorouracil 250mg/5ml Inj	Intravenous Slow Bolus	500 mg	OD	2 Days	8	vial	09-01-2014	10-01-2014		0			
3	Normal	Allopurinol 300 mg Tablet	Oral	300 mg	OD	2 Days	2	tab	12-12-2013	14-12-2013		0	2		
4	Normal	Topiramate 25 mg Tablet	Oral	25 mg	ON	2 Days	2	tab	12-12-2013	14-12-2013		0	2		

Patient Name : NORSILA MAHRAM MRN No. : HPSF00001320 No K/P : 781201146656

No	Maklumat Preskripsi											Maklumat Pendispensan			
	Jenis Order	Nama Ubat	Cara Pengambilan	DOS	Kekerapan	Tempoh Preskripsi	Kuantiti Ubat	Unit	Tarikh Mula	Tarikh Akhir	Cara Pungutan	Tarikh : Kuantiti	Baki	Didispen	TCA
1	CDR	Carboplatin 450mg Inj	Intravenous Infusion	300 mg	OD	1 Days	0	vial	07-01-2014	07-01-2014		0			

This list will show all active prescription for all outpatient, inpatient & SPUB patient.

Printed : 10/01/2014  
Printed By : Pharmacist BCP  
Source : PhIS

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# Medication Administration Recording



KEMENTERIAN KESIHATAN MALAYSIA  
Hospital Pakar Sultanah Fatimah, Muar  
MEDICATION ADMINISTRATION RECORDING (MAR)

Department : Obstetrics & Gynaecology Department

Location : WAD 13 (O&G)

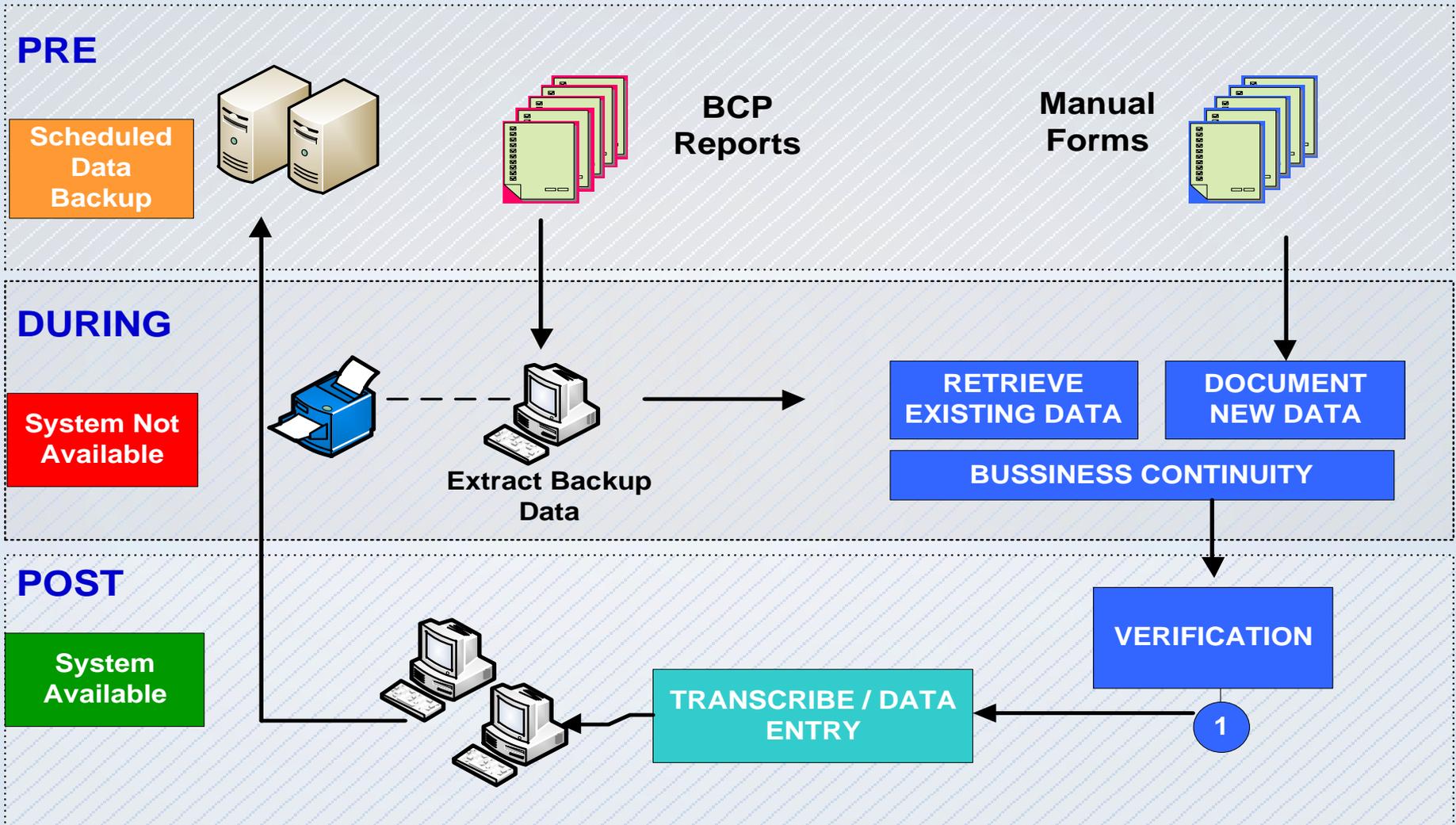
Patient MRN	Patient ID	Patient Name	Sex	Room	Bed No	Drug Name	Dose	Route	Freq.	Admin Time	Start Date	End Date	Remarks
HPSF000000 06	860506014 554	NUR RISTEENA BINTI AHMAD IDRIS	Female		125	Nutriflex Lipid Peri 955kcal,1.25L	1250 ml	Intrave nous Infusio n	OD	08:01 AM	08/01/2014	10/01/2014	
						Nutriflex Lipid Peri 955kcal,1.25L	1250 ml	Intrave nous Infusio n	OD	08:01 AM	09/01/2014	11/01/2014	

Printed Date: : 10/01/2014  
Printed By : Pharmacist BCP  
Source : PhIS

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# Flow - Data Extraction & Report Generation



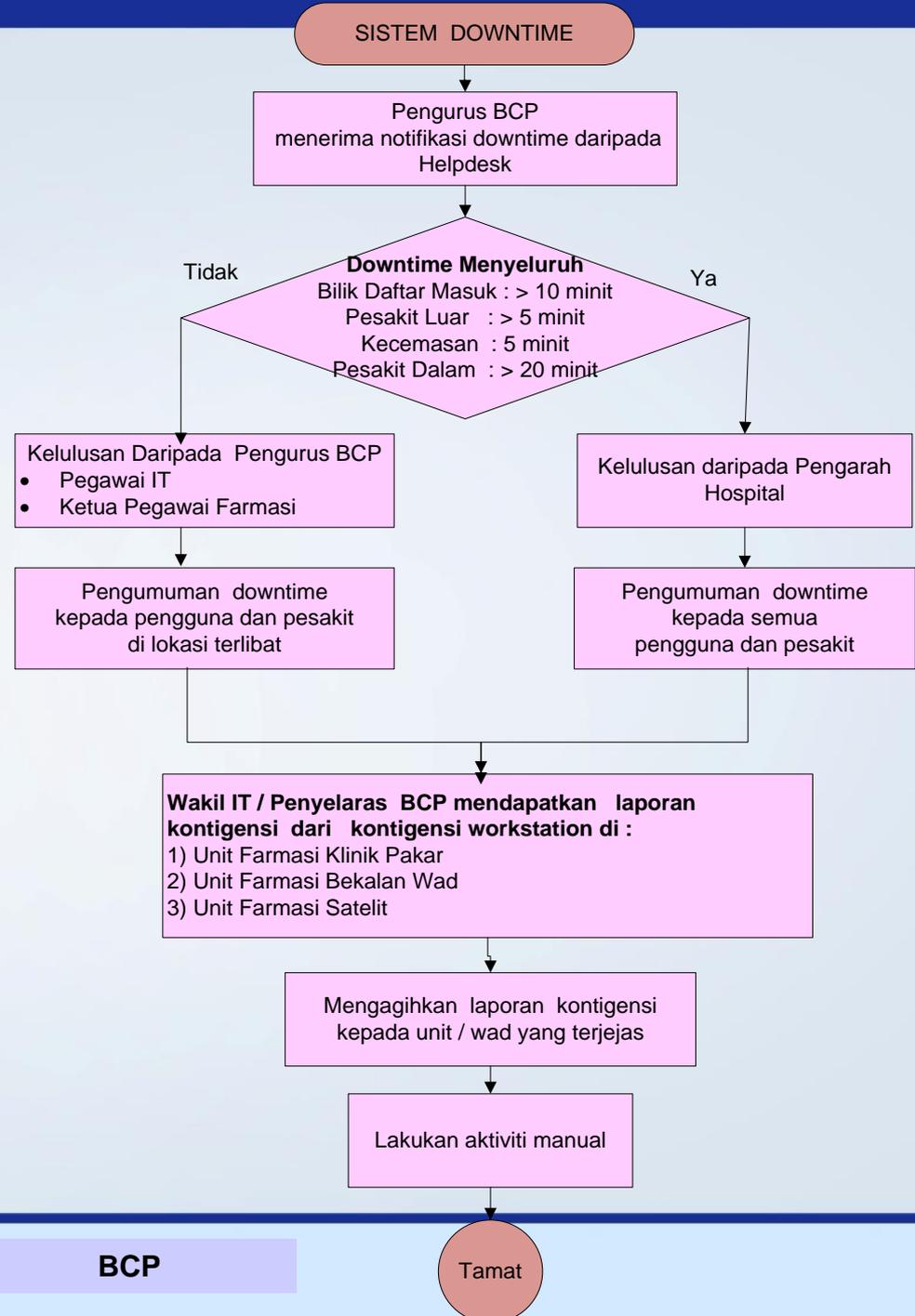
# Contingency Workstation

- One dedicated unit of Contingency Workstation to be placed at selective location, BCP data (2 BCP Reports) backup from PhIS Server will be retrieve from this Contingency Workstation at schedule interval.
- This Contingency Workstation pre-requisition:
  - ❖ need to be attached with printer and to the facility essential power supply.
  - ❖ To be running 24x7

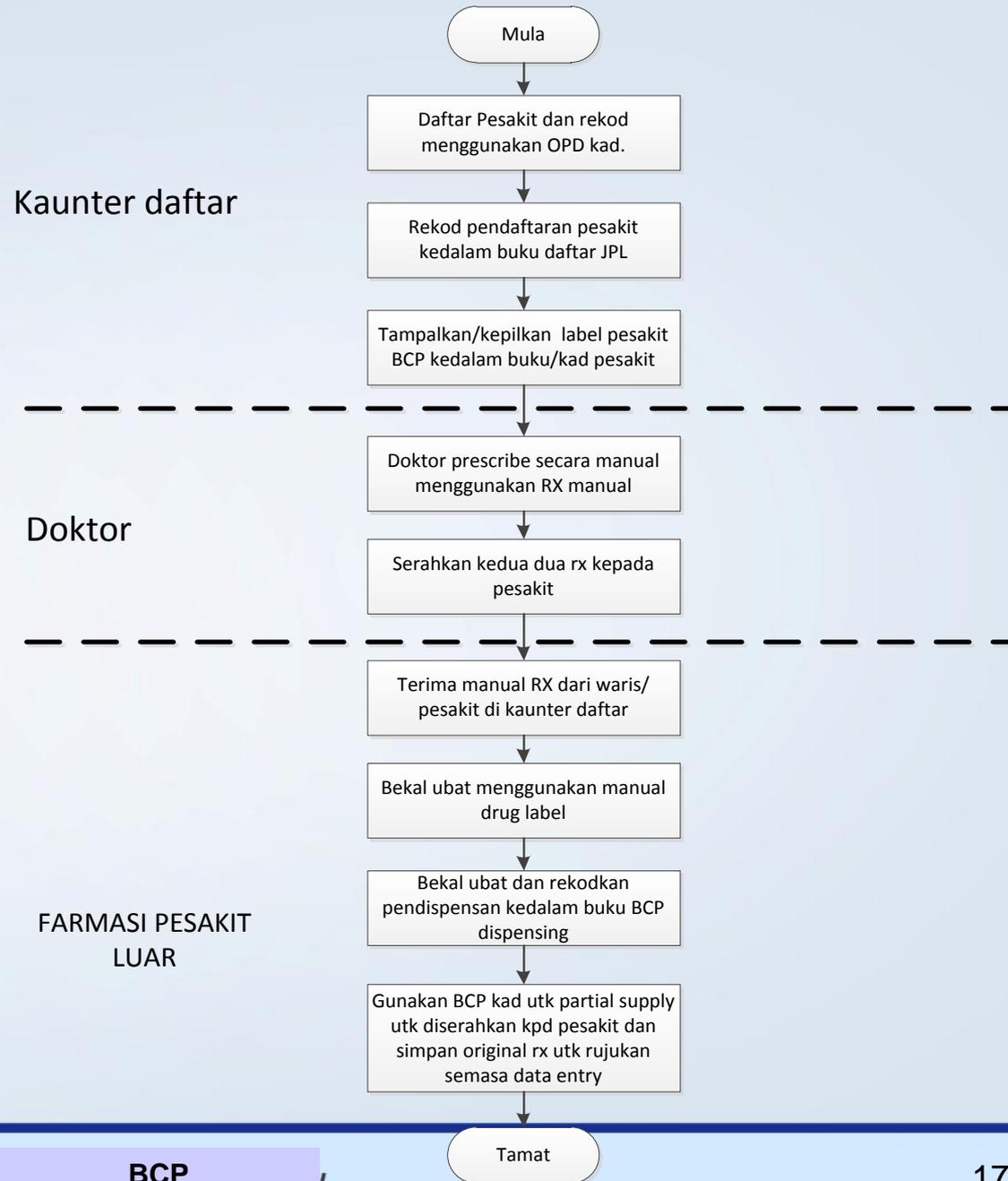
***\*\* To determine the location of Contingency Workstation***

# **BCP SOP (Carta Aliran Kerja)**

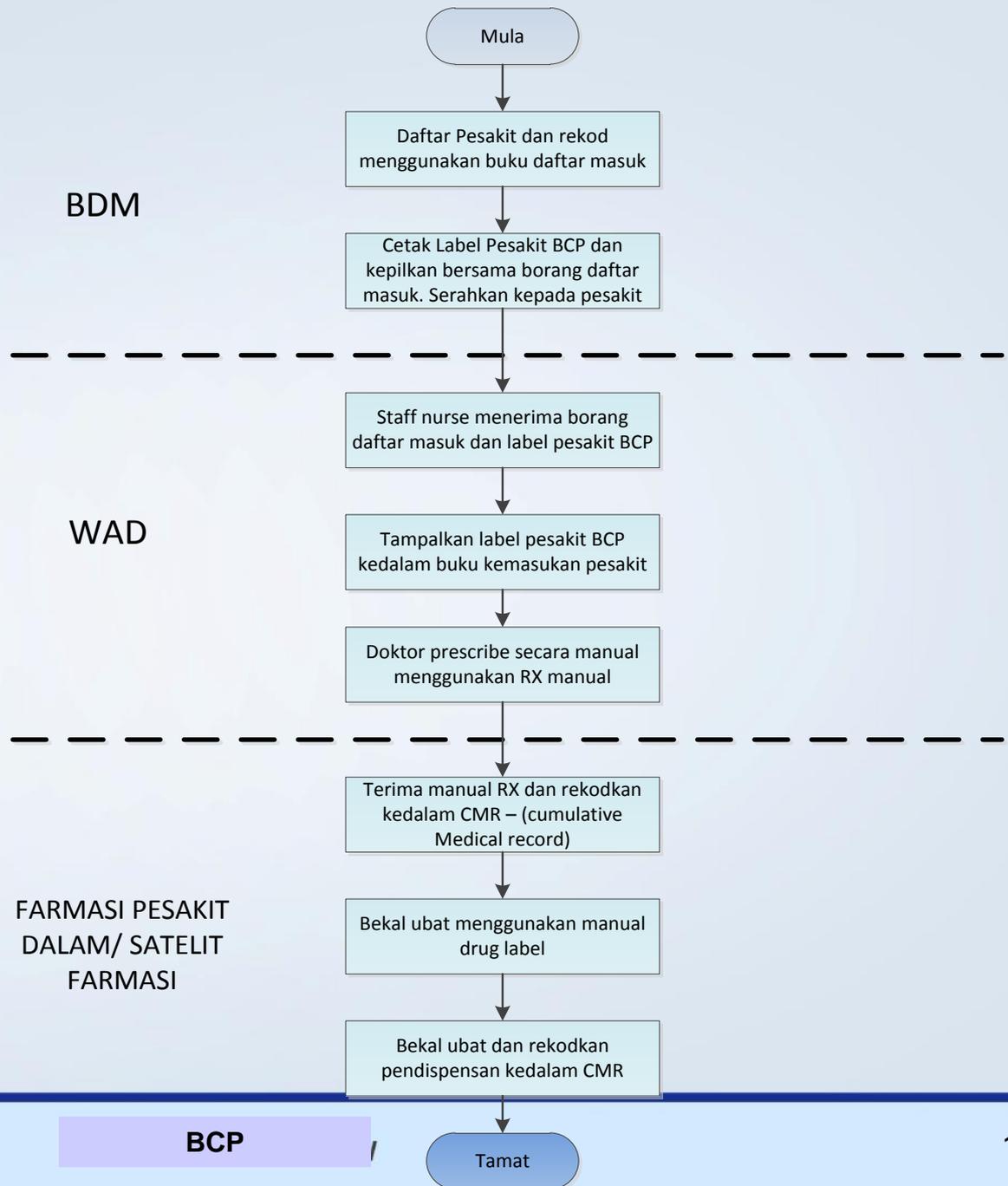
# Carta Aliran Kerja Semasa Downtime



# Carta Aliran Kerja Semasa Downtime (Outpatient)



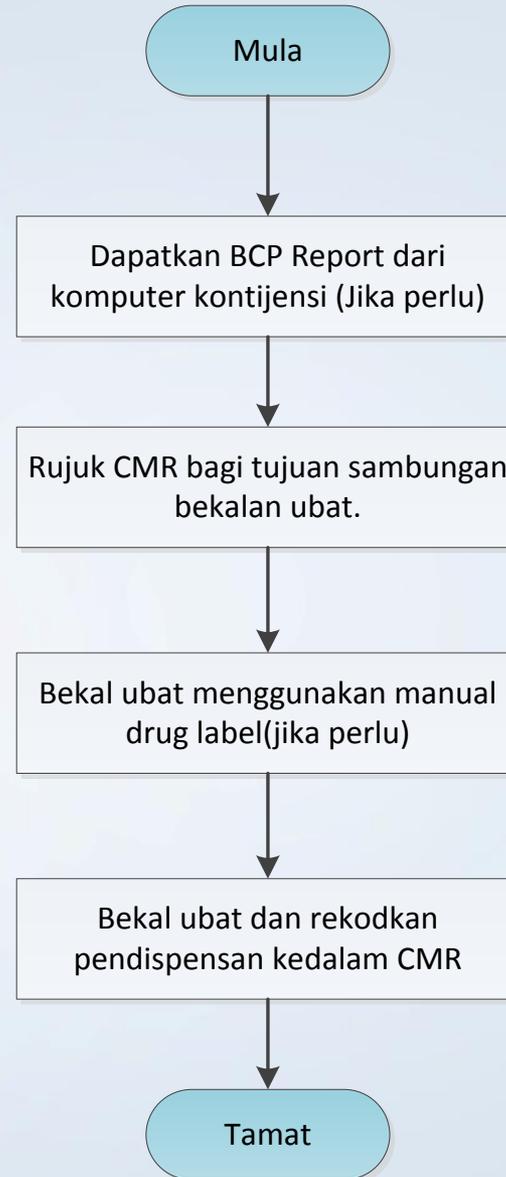
# Carta Aliran Kerja Semasa Downtime (New Admission)



# Carta Aliran Kerja Semasa Downtime

( IP Partial Supply )

1. Farmasi Pesakit dalam
2. Satelit Farmasi



# Carta Aliran Kerja Semasa Downtime

## (Inpatient Discharge)

Inpatient Discharge - Ward

Tanggung jawab  
Doctor

Doctor

Staff Nurse

Outpatient Pharmacy

Penyelaras BCP

Penyelaras BCP

Penyelaras BCP

Mula

Semasa Discharge, untuk melihat patient medication profile

1. Patient Record Book
2. CMR/Profile Ubat
3. MAR Chart

Prescribe menggunakan manual Rx – Pesakit Luar

Rekod Discharge patient ke dalam Buku Censur Harian

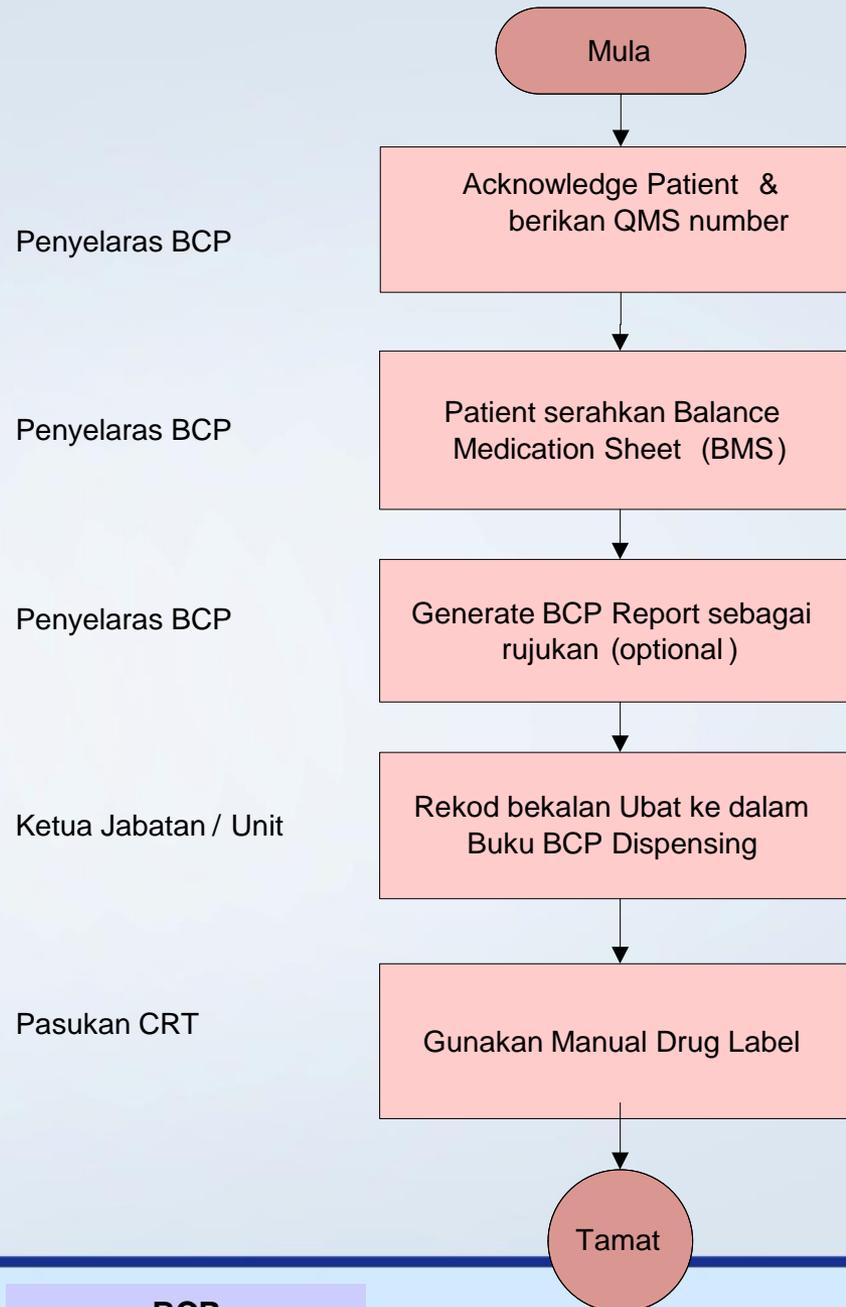
Waris / Patient serahkan Rx kepada kaunter Pharmacy

Sediakan Bekalan Ubat dan rekod ke dalam Buku BCP Dispensing

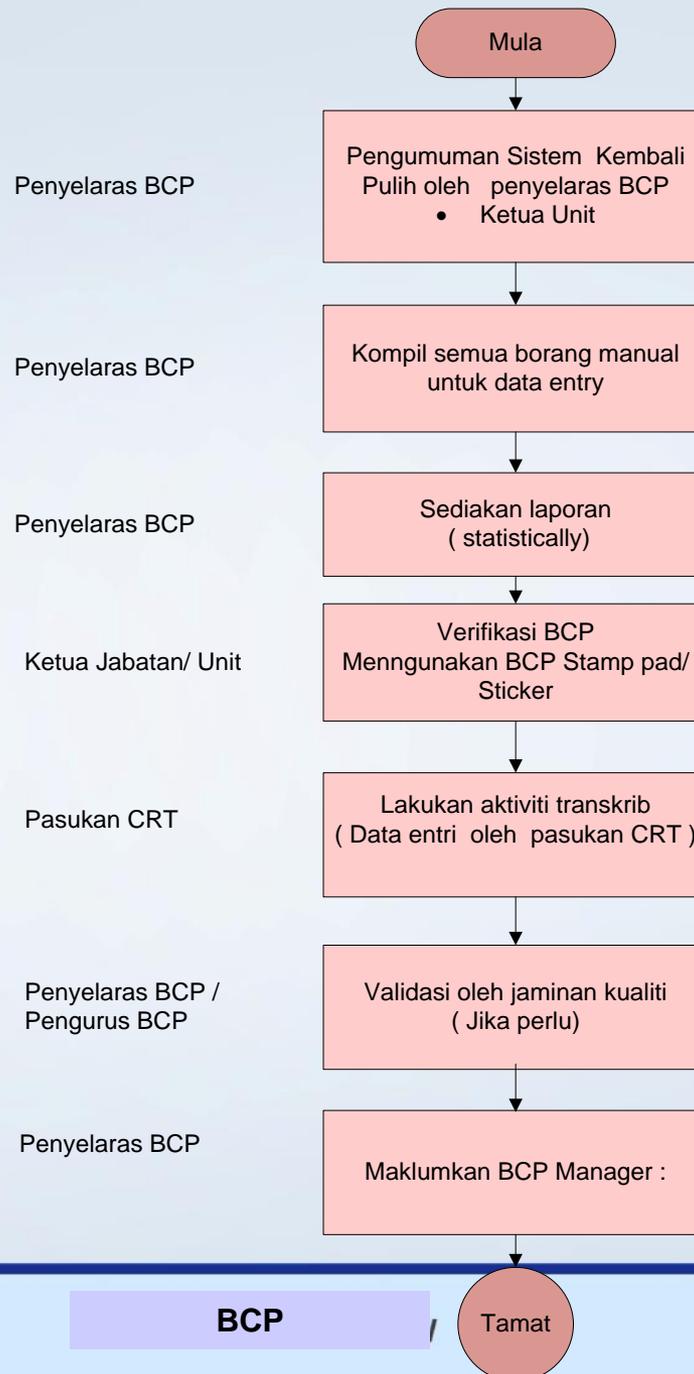
Gunakan BCP card untuk Partial Supply utk diserahkan kpd patient. Simpan original Rx utk rujukan semasa data entry

Tamat

# Carta Aliran Kerja Semasa Downtime (OP Partial Supply)



# Carta Aliran Kerja Selepas Downtime



# Downtime Activities

# Record Patient Data – Manual Form

**KAD BEKALAN UBAT SUSULAN  
READY-TO-TAKE**

NO SIRI: **R2 T 2 4 2**

NAMA : \_\_\_\_\_  
NO KP. : \_\_\_\_\_

Saya berjanji akan mematuhi tarikh temujanji yang ditetapkan. Saya faham sekiranya saya tidak mematuhi, saya akan dikeluarkan dari program ini.

Tandatangan Pesakit \_\_\_\_\_ Tandatangan Pegawai Farmasi / Pen. Pegawai Farmasi \_\_\_\_\_

BCP Card

**TARIKH TEMUJANJI READY-TO-TAKE**

Ahad-Rabu: 7.30 am – 9.00 pm  
Khamis: 7.30 am – 9.00 pm  
Sabtu: 8.00 am – 12.30 pm  
Tempat: Farmasi KK Maharani

TARIKH AKAN DATANG	NO SIRI PRESKRIPSI	DIBEKAL OLEH

Jika ada sebarang masalah sila hubungi:  
Unit Farmasi  
Poliklinik Bandar Maharani, Muar  
Tel: 06-9539729 (samb 123 / 111)  
E-mel: farmasipkmuar@johr.moh.gov.my

Original Prescription



# Drug Preparation – Manual Drug Label



# Record Drug Dispensing – Manual Log Book

## New Prescription

No. Pesakit	Nama Pesakit	Tgl. Preskripsi	Tgl. Pengambilan						
204	204 133 204	204 133 204	204 133 204	204 133 204	204 133 204	204 133 204	204 133 204	204 133 204	204 133 204
205	205 133 205	205 133 205	205 133 205	205 133 205	205 133 205	205 133 205	205 133 205	205 133 205	205 133 205
206	206 133 206	206 133 206	206 133 206	206 133 206	206 133 206	206 133 206	206 133 206	206 133 206	206 133 206
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## Partial Supply

Counter 1

REKOD PENDISPENSAN UBAT SECARA MANUAL SEMASA BCP

TARIKH	NAMA PESAKIT	IC	MRN	JUMLAH UBAT DIDISPENS	DIDISPENS OLEH	MANUAL	PHIS	CATATAN
14/7/15	Blagati Saq	850480-88-5311	57011	1	Dok	✓		Dr. Farah
	Prakalangan D	188576-08-2779		1	Dok	✓		Dr. Farah
	Mahd. Hisham	700827-08-6262	28635	5	Dok	✓		Dr. Hamid

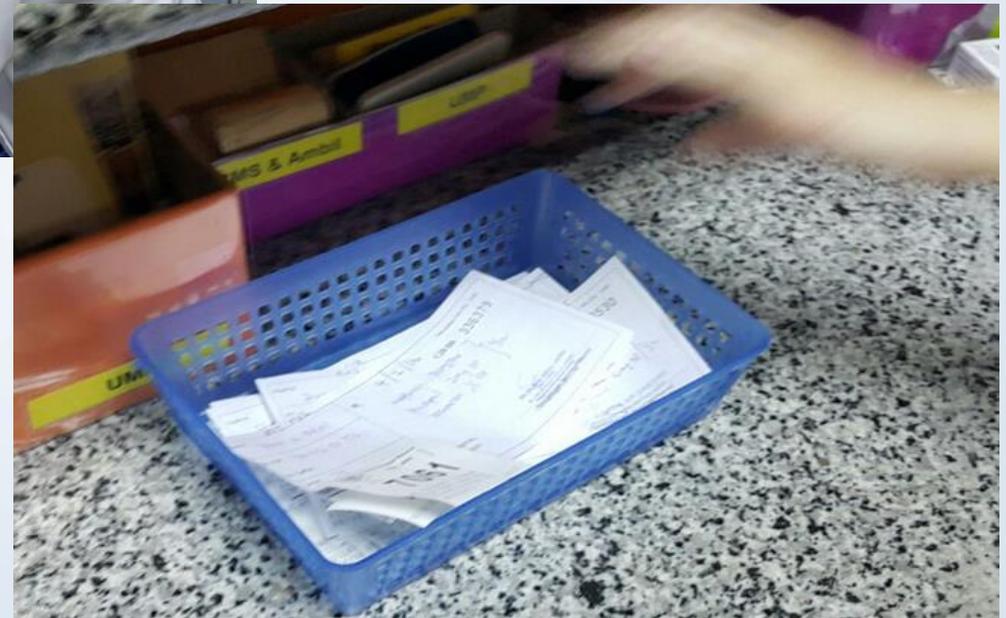
Counter 2

REKOD PENDISPENSAN UBAT SECARA MANUAL SEMASA BCP

TARIKH	NAMA PESAKIT	IC	MRN	JUMLAH UBAT DIDISPENS	DIDISPENS OLEH	MANUAL	PHIS	CATATAN
14/7/15	Tan Swee Sim	300819-08-2014	18524	2	Mathew	✓		Dr. Mathew
14/7/15	Ish Zulailha	926901-08-2064		4	Mathew	✓	✓ (PS)	Dr. Mathew
14/7/15	Mahd. Saadiah	800208-10-7163		3	Mathew	✓		Dr. Mathew
	Samsul Anjel	361063-07-0662	12407	2	Mathew	✓		Dr. Mathew
	Mahd. Farah	023777-08-2068		2	Mathew	✓		Dr. Mathew
	Goh Choon Kiang	021222-01-8467		2	Mathew	✓		Dr. Farah
	Ling Swee Chew	430128-08-1083		2	Mathew	✓		Dr. Farah (Dental)
	Sinmudebalappanna	446525-08-0810	10647	6	Mathew	✓	✓ (PS)	Dr. Mathew (Dental)
	Muhammad Zeinul Fiq	800813-08-8649		1	Mathew	✓		Dr. Mathew

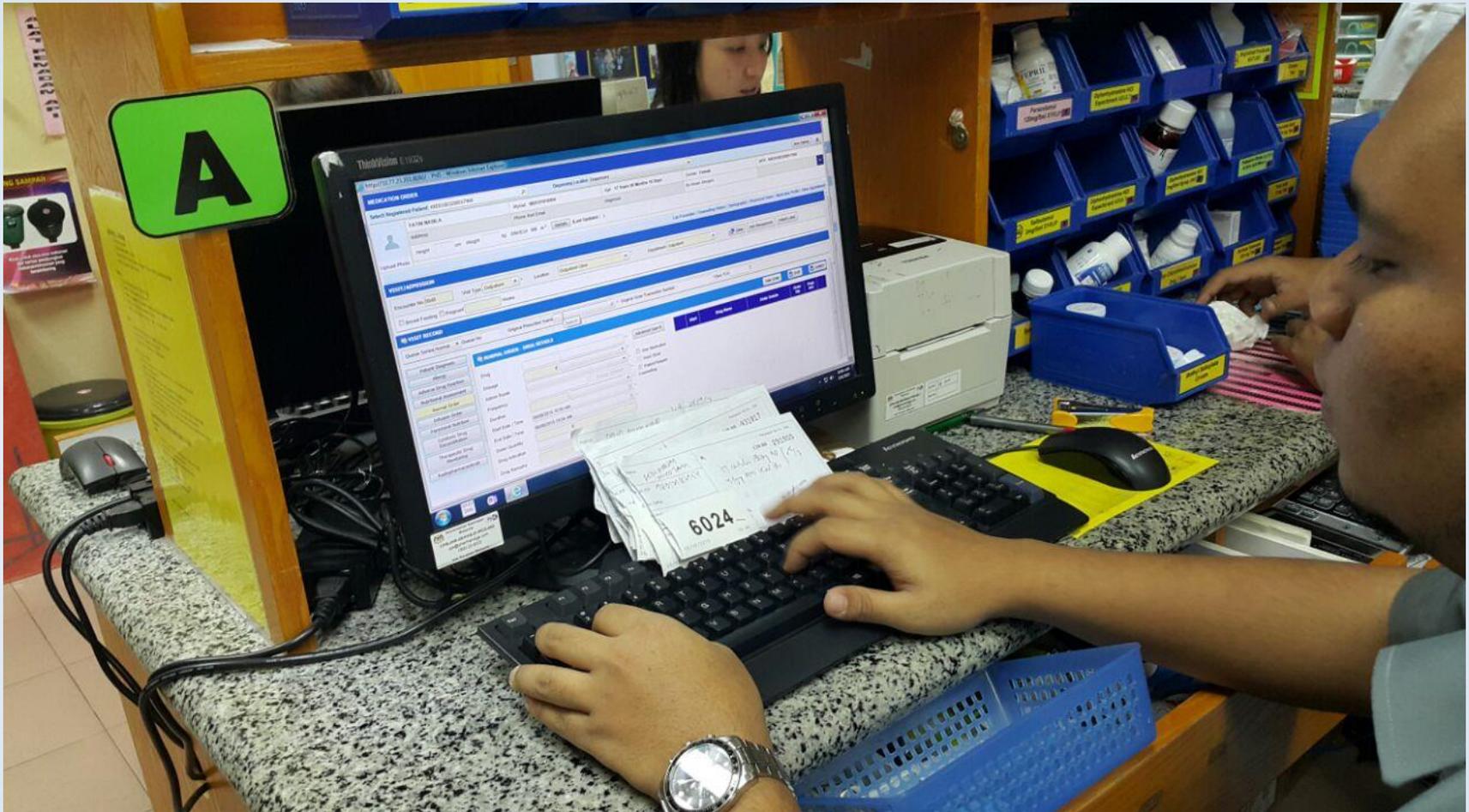
## Rekod Pendispensan Ubat Scara Manual Semasa BCP

# Dispensing – Manual Activities



**After PhIS Available**

# Transcribing by Contingency Recovery Team (CRT)





Thank You !

A large, semi-transparent image of a medical desk with a stethoscope, a pill bottle, several red pills, and a hand using a computer mouse. The text 'Thank You !' is overlaid in the center in a bold blue font.