#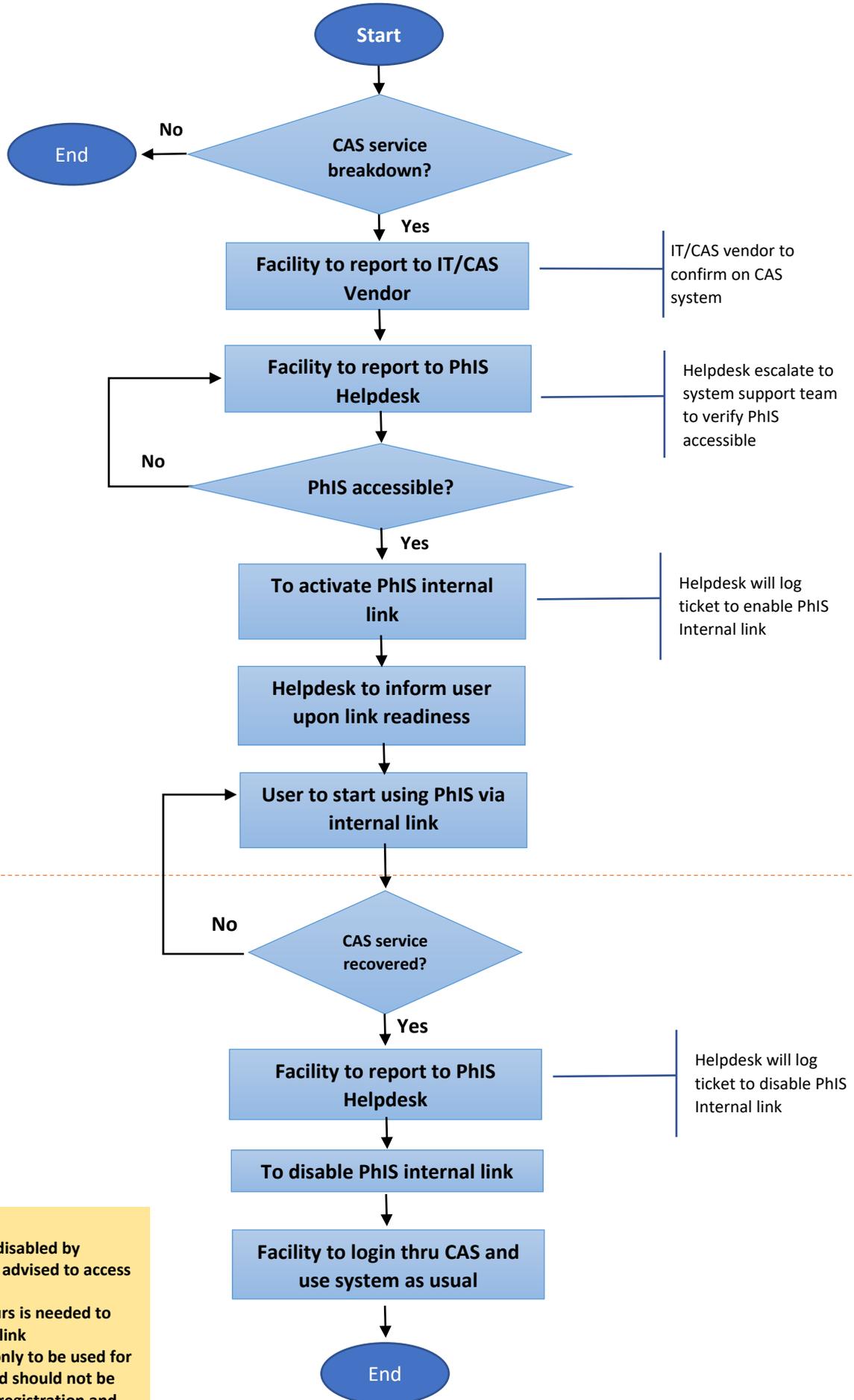 Standard Operating Procedure (SOP) Diagram During Breakdown of CAS Service (Applicable for PhIS Facilities with HISKKM Integration)

Start

CAS service breakdown? — No → **End**

Yes ↓

Facility to report to IT/CAS Vendor — IT/CAS vendor to confirm on CAS system

↓

Facility to report to PhIS Helpdesk — Helpdesk escalate to system support team to verify PhIS accessible

↓

PhIS accessible? — No → (back to Facility to report to PhIS Helpdesk)

Yes ↓

To activate PhIS internal link — Helpdesk will log ticket to enable PhIS Internal link

↓

Helpdesk to inform user upon link readiness

↓

User to start using PhIS via internal link

↓

CAS service recovered? — No → (back to User to start using PhIS via internal link)

Yes ↓

Facility to report to PhIS Helpdesk — Helpdesk will log ticket to disable PhIS Internal link

↓

To disable PhIS internal link

↓

Facility to login thru CAS and use system as usual

↓

End

Note:
* PhIS internal link is disabled by default, and users are advised to access PhIS through CAS.
*Approximately 2 hours is needed to activate PhIS internal link
*PhIS Internal link is only to be used for dispensing process and should not be used for patient/visit registration and medication order purposes