



## Essent HealthCARE, INC.

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| <b>Section:</b>     | <b>Information Systems</b>        | <b>Effective Date:</b> | <b>04/20/05</b> |
| <b>Subject:</b>     | <b>MEDITECH SW/HW Maintenance</b> | <b>Revision Date:</b>  | <b>04/20/05</b> |
| <b>Policy #:</b>    | <b>ISP-020</b>                    | <b>Review Date:</b>    | <b>6/26/08</b>  |
| <b>Approved By:</b> | <b>Chief Information Officer</b>  | <b>Revision #:</b>     | <b>1</b>        |

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**Scope:**

**This policy applies to all Information Systems team members and facilities within Essent Healthcare, Inc., (“Essent”).**

**Purpose:**

**The purpose of this policy is to detail the appropriate guidelines for applying updates to the MEDITECH applications and servers.**

**Policy:**

**It is the policy of Essent to employ the controls needed to maintain an up to date computing environment as deemed necessary by Essent’s software and hardware vendors. This policy applies to MEDITECH software applications, MEDITECH operating system and preventative hardware maintenance on MEDITECH servers.**

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**PROCEDURE:**

MEDITECH MAGIC and Client Server platforms are the standard Health Information System provider for all Essent facilities. The core applications include financial and clinical systems and are listed below. It is the policy of Essent to maintain a 24X7 support agreement with MEDITECH for the support of these applications and the associated operating systems.

- Admissions (registration)
- Medical Records
- Scheduling
- Patient Accounting
- Nursing Documentation
- Order Entry
- Payroll
- General Ledger
- Accounts Payable
- Lab Information System
- Radiology Information System
- Pharmacy
- Executive Support System
- Abstracting (Coding)
- Non Magic Interface (Misc interfaces)
- LAB instrument interfaces



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- PCI (Patient Care Inquiry)
- Materials Management

Procedure below describes the method in which software applications and hardware equipment must be upgraded or updated in the LIVE environment for all MEDITECH applications and servers.

### MEDITECH SOFTWARE (MAGIC and Client Server)

MEDITECH applications for each facility reside in two separate environments: TEST and LIVE. All updates and changes to any routines or applications in MEDITECH must be validated in the TEST environment. MEDITECH also maintains a copy of the programs (source and object codes) on their internal servers in MEDITECH. Changes can be made to the MEDITECH LIVE environment under the following two criteria:

- Corrections to issues reported by end users that require programming changes.
- Scheduled updates that are recommended by MEDITECH or required by Federal or State mandates

### Reporting issues:

Facility employees, who use the MEDITECH applications in a daily basis for their work requirements, can come across issues that can be considered as “not normal” functioning condition for a specific system. These issues are reported to the facility based Help Desk to be investigated by the facility IS staff. If the issue is related to the dictionary tables within the application, then the necessary change will be made and documented. These changes can be done by authorized personnel, who have access to system dictionaries. It is the responsibility of the Facility Security Officer (FSO) to ensure that proper access is given to personnel responsible for editing dictionary tables. As facilities are converted to the Essent standard MEDITECH dictionaries, these changes will be controlled by Corporate IS Department (CISD) staff and monitored by the Chief Security Officer (CSO).

If the issues is not related to system setup and is deemed to be an issue related to programs within the application, the facility IS staff and/or CISD will contact the MEDITECH support line at (781) 821-3000 to report the problem. This can also be done through the MEDITECH support website at ([www.meditech.com](http://www.meditech.com)). Access to this web site is maintained by the Chief Security Officer (CSO) and is limited to CISD staff, facility IS staff and facility based “super users”. The connection to the site is secured through SSL encryption. MEDITECH will then open a problem task for that facility within their Account Management Software (AMS), which can be edited and tracked through their website.

MEDITECH will evaluate the problem and make the necessary recommendations to the facility. If the resolution of the problem requires a programming fix, MEDITECH will follow an internal policy to determine



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if the change can be delivered “out-of-sequence” to the TEST environment. Essent does not have access to the source code of any of the applications and changes can only be made by the programming staff in MEDITECH. All programming changes need to be approved by an appropriate member of the CISD staff before being placed in the TEST and/or LIVE environments. Approvals are granted to MEDITECH by documenting either an email or the MEDITECH web site. Upon approval, an out of sequence change will be delivered to the facility’s TEST environment.

If MEDITECH determines that the problem fix requires more than a few out of sequence changes, it will create a Service Release Update. Typically, this requires multiple changes to be made to multiple systems and MEDITECH will deliver all of the programming changes to the TEST environment for validation.

Below is a brief description of these two methods in which MEDITECH delivers programming fixes:

### Out-of-sequence programming change:

Any changes applied by MEDITECH to a particular function or program to mitigate or resolve an issue or introduce an enhancement to the TEST and LIVE systems. Once a ticket is generated within AMS, the issue is investigated by MEDITECH and if a programming fix is found or needed, it will be performed and moved to the TEST environment of the facility for validation and testing. This is known as an “Out of sequence change”, as it does not require a complete upgrade to the service pack or the release version. Once the authorized person in the facility has approved the change, the change will be moved to the LIVE environment and the ticket is completed. Authorized users can check the process and status of the tickets on line at [www.meditech.com](http://www.meditech.com). If the move requires a downtime for the end user, CISD and/or facility IS staff will work with the impacted department to schedule an appropriate time.

### Service Release Updates:

It is defines as a mini update to a current release of the MEDITECH system that includes programming changes to both financial and clinical databases. In the event that a programming change needs to be delivered to a particular database to resolve an issue but MEDITECH has determined that the change can not be delivered out of sequence, MEDITECH will organize a Service Release update. The update will be delivered to the TEST environment and when an authorized person in the facility has approved the change, the change will be moved to the LIVE environment. Authorized users can check the process and status of the tickets on line at [www.meditech.com](http://www.meditech.com). This will require downtime for each application and it will be coordinated by the facility IS staff and the local end users.

### **SCHEDULED UPDATES**



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Under the maintenance agreement with MEDITECH, each facility is entitled to new software releases (updates). MEDITECH provides these updates in a form of “Ring Release Updates” that can be defines as:

“A full version update to all MEDITECH applications that includes programming changes to all clinical and financial systems. A separate support group at MEDITECH will assist Essent Healthcare in coordinating the efforts to implement the proposed upgrade. Updates are loaded in a new TEST environment for validation and testing and are moved to the LIVE environment upon the approval by an authorized user, and the old TEST system is then deleted.”

Typically, these updates include enhancement to the existing applications and on occasions can be initiated based on Federal or State mandated changes, such HIPAA. Until all Essent facilities are converted to the standard dictionaries and source code, each facility will be responsible for coordinating the update with MEDTECH and the local “super users”. Once each facility is converted, the process will be coordinated by CISD, as each facility will have to be upgraded at the same time. A member of the CISD will be assigned to each facility as the update coordinator. The update coordinator and the FSO will determine an appropriate timeline for delivery of update to the TEST environment, testing, and GO LIVE.

The FSO will distribute the testing documentation provided by MEDITECH to the Super Users at each facility to reference the enhancements or corrections that are part of the update. The Super Users will then begin the process of testing and validation based on testing guidelines established by MEDITECH, CISD and FSO. They will also implement appropriate training documentation and/or sessions for the end users, prior to moving the updates to the LIVE environment. As part of the validation process, it is the responsibility of the FSO and update coordinator to ensure proper testing of the “custom routines” within each facility. These include changes that MEDITECH has specifically made for Essent (such as express care cards) and custom reports and menus that have been created.

Once the FSO, update coordinator and the super users have determined that the system is functional per specifications, MEDITECH will be contacted to coordinate the GO LIVE process. GO LIVE will include a scheduled “downtime” for each application. Coordination of the downtime with the end users and department heads is the responsibility of the FSO at each facility. Downtime procedures have to be reviewed and users have to be reminded that downtime procedures will be in effect.

### Punch list prior to GO LIVE:

Prior to the start of GO LIVE, at the minimum, the following functions must be checked and performed by the update coordinator.

- Obtain a full backup (users on) with no errors prior to MEDITECH setting downtime flags



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- Make certain that the drives on each server are “current”
- Print the daily Nursing Census report in the Admissions module. This needs to be checked against the same report after the system is made available to ensure the integrity of the data/system.
- Print the OPS summary in the Billing/Accounts Receivable applications and check against the same report after the system is made available to ensure the integrity of the data/system.
- Review downtime procedure with end users.
- Print necessary LAB reports
- Print necessary OE diet orders for each nursing unit.
- Download a copy of the Medical Records index.
- Notify end users of the estimated downtimes (at least one week prior to the GO LIVE).
- Notify Pro-Med and interface company regarding the update to ensure proper functionality of the interface. This is a step that **MUST** be done at the beginning of the update.
- Notify all other foreign systems that MEDITECH interfaces with, such as Lanier, Dictaphone, Pathlab and Quest.

### References:

HIPPA Section 164.310  
NIST Special Publication 800-53  
NIST Special Publication 800-66