

ASPR TRACIE Technical Assistance Request

Request Receipt Date (by ASPR TRACIE): 5 May 2025

Response Date: 5 May 2025

Type of TA Request: Standard

Request:

The requestor asked for resources related to radiology downtime and providing radiology services with staff shortages.

Response:

ASPR TRACIE conducted an online search for relevant resources, including those on the ASPR TRACIE [Healthcare Cybersecurity](#) Resource Page and the [Electronic Health Records and Downtime Procedures](#) Topic Collection. Section I of this document provides downtime response resources, particularly those related to radiology. Section II provides information that may be helpful when managing constraints on staff and resources, including utilization of telehealth.

I. Downtime Resources

Academic Medical Center Patient Safety Organization (AMC PSO) EHR Downtime Task Force. (2017). [Patient Safety Guidance for Electronic Health Record Downtime: Recommendations of the Electronic Health Record Downtime Task Force.](#)

These evidence and consensus-based guidelines are based on actual incidents as cited by clinical providers that impacted clinical care and recommend practices to protect patient safety during electronic health record (EHR) downtime. Recommendations include having a downtime plan, running EHR downtime drills, training staff, and establishing a communication triage procedure. It considers different clinical areas for specific considerations, such as pharmacy, lab, the blood bank, and radiology. It covers safety event reporting and response, and strategies for system restoration. Page 18 offers information on radiology and imaging and a section on increasing workforce capacity and capability begins on page 21.

ASPR TRACIE. (2021). [Cybersecurity Incident Healthcare System Downtime Operations Checklist.](#)

This checklist can help healthcare emergency planners rapidly shift to downtime protocol or modified operational state during a large-scale cyber incident.

ASPR TRACIE. (2022). [Healthcare System Cybersecurity: Readiness & Response Considerations.](#)

This resource can help healthcare facilities, and the systems they may be a part of, understand the roles and responsibilities of stakeholders before, during, and after a cyber incident. In particular, the Response section beginning on page 19 may provide useful information.

California Emergency Medical Services Authority. (2014). [Hospital Incident Response Guides](#).

These incident response guides are in the form of checklists outlining the mission and objectives and the immediate, intermediate, and extended response and demobilization/system recovery actions organized by incident command section and officer. Included are incident response guides for Information Technology (IT) Failure and Staff Shortage, which can be downloaded in PDF or Word format.

Dartmouth-Hitchcock. (2018). [Radiology PACS Downtime Procedures](#).

This resource describes one health system's procedures during downtime of its Picture Archiving and Communication System (PACS).

Healthcare & Public Health Sector Coordinating Councils. (2023). [Health Industry Cybersecurity – Coordinated Healthcare Incident Response Plan \(CHIRP\)](#).

This template aims to prepare health care organizations for the operational impacts of a cybersecurity incident by bringing together separate components of emergency plans. It contains information on command center synchronization, incident identification, communication strategy, containment strategy, and the interim solution request process.

Medford Radiology Group. (n.d.). [Information Technology](#).

This webpage includes a radiology practice's templates for radiology reports during downtime, downtime guidelines, and other related resources.

RWJ Barnabas Health. (n.d.). [Radiology Downtime Order Requisition](#).

This document is an example of a radiology order to be used during downtime.

Stony Brook Medicine. (2020). [STARS/PowerChart Downtime Procedures for Inpatient/Outpatient](#).

This document describes one medical center's electronic health record and other software downtime procedures. Information specific to radiology systems begins on page 25.

University of Washington Medicine Imaging Services. (n.d.). [Downtime Procedure Documents](#).

This webpage includes documents related to imaging downtime for one health system.

Western Health. (2023). [EMR Downtime Procedures](#).

This website provides links to a business continuity plan, action cards, checklists, and other resources developed by Western Health (Australia) that can be tailored and incorporated into U.S. health care facility emergency plans. The site includes a quick reference guide for radiology integration.

II. Surge Resources

American Medical Association. (n.d.). [Digital Health Implementation Playbook Series](#).

This page provides resources from the AMA to assist in the adoption of telehealth such as the Telehealth Implementation Playbook, Remote Patient Monitoring Implementation Playbook, Patient Access Playbook, and Telehealth Clinical Education Playbook.

ASPR TRACIE. (2023). [Healthcare Provider Shortages-Resources and Strategies for Meeting Demand](#).

Health care workforce planners can use the updated Healthcare Provider Shortages document to help prevent staff shortages and meet the demand for additional staff during and after a disaster or public health emergency. Strategies are included for quantifying workforce needs and supporting, maximizing, and supplementing staff.

ASPR TRACIE. (2025). [Hospital Readiness and Response: An Online Guidebook](#).

This guidebook is for emergency managers, medical directors, and others in leadership positions within the hospital emergency management structure. The [Surge Concepts](#) chapter includes information about staffing beginning on page 8 and radiology is one of the systems considerations discussed on page 14. The [Crisis Care and Scarce Resource Decision-Making](#) chapter offers strategies for managing scarce resources.

Rural Health Info. (2024). [Telehealth and Health Information Technology in Rural Healthcare](#).

This article highlights benefits, challenges, and resources for implementing telehealth and enhancing healthcare access in rural areas. This article provides considerations and resources on leveraging telehealth to enhance staffing and mitigate shortages by utilizing virtual professional networks, accessing specialist, remote patient monitoring, and tele-emergency services.