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**Medication Administration Continuity Plan for HOME NAME**

**Contact list**

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| **Contact** | **Contact Details** |
| MED e-care  Helpdesk | Freephone: 0800 802 1230  Telephone: 0161 232 4576  Email: support@mede-care.com |
| IT Department | ENTER CONTACT DETAILS HERE OR DELETE IF NOT APPLICABLE |
| ISP (Internet Service Provider) | ENTER CONTACT DETAILS HERE OR DELETE IF NOT APPLICABLE |
| Group Project Team | ENTER CONTACT DETAILS HERE OR DELETE IF NOT APPLICABLE |

**If the Internet/Wi-Fi Fails**

1. Use the back-up Wi-Fi dongle(s) to connect to the internet.

Our back-up Wi-Fi dongle(s) are kept: ENTER LOCATION OF BACK-UP WI-FI DONGLES ARE KEPT HERE

1. Contact your IT department/Internet Service Provider (ISP) to report the issue.

Contact details are above.

1. Contact MED e-care Helpdesk to have the IP address restrictions removed to allow you to access the site using your Wi-Fi dongle.

**If the Power Fails**

1. Use the generator/UPS (Uninterrupted Power Supply) connected to NAME OF COMPUTER to access the Back-up report.
2. Print off the latest copy of the MAR charts from the Back-up report

Use these printed copies of the MAR charts to record administration of medication while the power is off.

1. If you do not have a generator/UPS as the system is web-based, you may be able to access the eMAR system from another location that still has power.

The URL is <https://go.mede-care.co.uk/ecareiv/Login.aspx>

Access the system and print off copies of the MAR Report (e-Reports > Medication > Medication Administration Record).

Use these printed copies of the MAR charts to record administration of medication while the power is off

1. Once power is restored, update the records in eMAR making a note of the reason for your entry and where the paper copies will be stored for future reference.

**If the MED e-care System Fails**

1. Access the Back-Up report on NAME OF COMPUTER
2. Print off the latest copy of the MAR charts from the Back-up report

Use these printed copies of the MAR charts to record administration of medication while the power is off.

1. Check your emails for communication from MED e-care re the outage.
2. Once the eMAR system is accessible, update the records in eMAR making a note of the reason for your entry and where the paper copies will be stored for future reference.