

1. Introduction

1.1 Scope and Purpose

The purpose of this document is to provide an overview of the procedures to follow in the case that all or one of the software systems used in the WellPsyche enroll and reports portals stop working. The benefits of following the procedures are:

- ❖ Minimize interruptions to the normal operations for patients, providers and staff.
- ❖ Limit the extent of disruption and damage.
- ❖ Establish alternative means of operation in advance.
- ❖ Train staff, providers and managers with these recovery procedures.
- ❖ Provide for smooth and quick restoration of service.

2. WellPsyche Systems

2.1 Systems Overview

The data from 5 separate online software systems are imported to the enroll and reports portals for WellPsyche. Information is retrieved from these software systems to generate reports and to manage patient appointments and information.

1. Office Ally

Office Ally is the main software system WellPsyche uses to manage patients, staff, providers, appointments, and process payments and insurance claims.

2. SurveyMonkey

SurveyMonkey is an online form processing service that WellPsyche uses to get new patient information and schedule a patient's first appointment into Office Ally.

WellPsyche has 2 surveys running on SurveyMonkey, both of which are vital to patient management and appointment scheduling:

2.1 Pre-Enrollment Survey

The Pre-Enrollment Survey is a series of questions similar to the New Patient Enrollment form, but also includes questions to help staff create a patient's first appointment. This form is filled out by a staff member with the patient on the