



## **NORSE – disaster recovery process**

The purpose of this document is to set out the framework for the management of the referral process if NORSE is down.

You will be aware that NORSE is down when you attempt to log in and an error message will be displayed. If you are already logged in to NORSE and the system goes down, you will also see an error message.

It is the responsibility of each NORSE lead to ensure their staff are informed and kept up-to-date with the NORSE disaster recovery process.

### **Referrals whilst NORSE is down**

If NORSE goes down:

1. Telephone the clinician you have been discussing the patient with
2. Inform the clinician that NORSE is down and the referral will now be managed via the telephone
3. If you are unable to contact the clinician, telephone Switchboard and ask to be put through to this person
4. If you are unable to speak to this person, ask Switchboard to put you through to the on-call consultant

### **When NORSE is back online**

Once NORSE is back online all referrals must be managed via NORSE. Any telephone discussions that have taken place whilst NORSE was down will need to be recorded in NORSE as soon as possible.

Once NORSE is back online, please follow the steps below:

1. Telephone the clinician you have been discussing the patient with
2. Inform the clinician that NORSE is back online and the referral will now be managed via NORSE
3. If you are unable to contact the clinician, telephone Switchboard and ask to be put through to this person
4. If you are unable to speak to this person, ask Switchboard to put you through to the on-call consultant

### **Sharing referrals**

If you have a referral form that needs to be seen by an internal colleague or external Trust, the referral will need to be shared by clicking the “share” tab within the referral form or the management plan.