

CLIENT TESTIMONIAL

WHY CODEDARK HEALTH MATTERS OPERATIONALLY

CodeDark Health has helped us rethink downtime preparedness. Rather than relying solely on downtime binders and paper forms, we now have a practical, accessible solution that supports continuity of care while aligning with the expectations of today's healthcare workforce.

WHY IT MATTERS

We are proud to serve as a pilot site and look forward to continuing our partnership with the CodeDark Health team. Their innovation, responsiveness, and commitment to solving a critical healthcare challenge make them a valuable partner and an organization well positioned to make a lasting impact on healthcare resilience

The ability for departments to remain connected through an offline is a significant differentiator, particularly in a small rural hospital where coordination between registration, nursing, lab, radiology, respiratory therapy, and providers is critical.

Organizations need a solution they can use frequently, not just during a once-in-a-career ransomware event. Downtime is not just cyberattacks.

- Planned maintenance
- Windows patching
- EMR upgrades
- Network outages
- Hardware failures
- Vendor downtime

The system also allows flexibility in documentation workflows. When specific clinical situations require paper documentation, staff can capture and upload images directly into the platform, creating a more complete patient record and preserving critical information. This hybrid approach acknowledges that healthcare is complex and that effective downtime management sometimes requires multiple documentation methods working together.

BEYOND PAPER: DOWNTIME PREPAREDNESS FOR TODAY'S HEALTHCARE WORKFORCE

CodeDark Health isn't simply replacing paper forms. It is helping healthcare organizations adapt downtime preparedness to the realities of today's workforce. As experienced staff retire and new generations of clinicians enter practice with primarily electronic documentation experience, healthcare needs continuity solutions that reflect how care is delivered now. CodeDark Health recognizes this reality and provides a practical solution designed for the modern healthcare workforce.

ABOUT RCH

Ringgold County Hospital is a rural Critical Access Hospital serving the healthcare needs of our community through emergency, acute, outpatient, diagnostic, and specialty services. With limited resources and highly cross-trained staff, we prioritize solutions that are efficient, scalable, and practical. Our commitment to innovation and preparedness makes operational continuity, downtime readiness, and cybersecurity resilience key areas of focus.



Case Study: Continuity of Care During Downtime –Ringgold County Hospital

Ringgold County Hospital is a rural Critical Access Hospital providing emergency, inpatient, outpatient, laboratory, radiology, rehabilitation, and specialty services. Keeping patient care moving during planned and unplanned downtime is critical to our operation.

The Scenario

A 76-year-old patient arrived in our Emergency Department approximately one hour before a scheduled EMR downtime, reporting severe chest pain described as "an elephant sitting on my chest."

The patient required:

- Nursing assessment and documentation, Laboratory testing, Chest X-ray and CT imaging
- Medication management, cardiac monitoring, ongoing provider evaluation and more

As the patient's workup continued, our EMR entered a scheduled four-hour maintenance outage.

The Challenge

The patient's care did not stop simply because the system was unavailable.

Laboratory results were still being generated. Radiology findings needed to be communicated. Providers needed to place orders. Nurses needed to document care. The patient ultimately transitioned from the Emergency Department to Observation status for continued treatment and additional testing.

The CodeDark Health Difference

Using CodeDark Health, care teams across the Emergency Department, Nursing, Laboratory, Radiology, and Provider services remained connected throughout the downtime period.

Clinical information, orders, results, medications, and treatment plans continued to follow the patient electronically rather than relying solely on paper documentation.

When radiology provided verbal results, those findings could be quickly documented in CodeDark Health and shared with the care team. Medication administration and ongoing treatment decisions remained visible as multiple departments participated in the patient's care.

Why It Matters

Downtime is not limited to cyberattacks.

Hospitals routinely experience: Planned maintenance, Windows patching, EMR upgrades, Vendor outages, Network interruptions, Hardware failures CodeDark Health gives teams an opportunity to practice downtime workflows during routine events, building familiarity and confidence before a true Code Dark or cybersecurity incident occurs.

Results

The patient was safely transitioned from the Emergency Department to Observation, received continued treatment during downtime, and was scheduled for additional testing and surgical consultation.

Key Benefits

- Maintained continuity of care
- Kept multiple departments connected
- Reduced reliance on a single paper chart
- Supported both electronic and paper workflows
- Improved staff confidence during downtime
- Preserved information for recovery once systems returned online

Ringgold County Hospital Perspective

"CodeDark Health helped us maintain continuity of care during an active patient encounter while our EMR was unavailable. Information followed the patient, communication remained intact across departments, and staff gained valuable experience with downtime workflows in a real-world setting. It's a practical solution that helps bridge the gap between traditional paper downtime plans and the realities of today's healthcare workforce."

Carrie Main

Director of Health IT & Clinical Support Services

Ringgold County Hospital