

EDUCATION AND TRAINING

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Critical Infrastructure and Security for Health

CSP008

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Healthcare Domain

Common Business Operations - PACS

Various scenarios affecting business operations within the healthcare environment, emphasizing the potential impacts and consequences of each scenario

- **PACS is Down:** Impact: No access to medical images. Consequence: Disruption in diagnostic procedures and treatment planning, potentially delaying patient care and diagnosis.
- **Consequence:** Disruption in diagnostic procedures and treatment planning, potentially delaying patient care and diagnosis.
- **Mitigation:** Implement redundancy and failover mechanisms for PACS to ensure high availability. Regularly backup medical images to an off-site location to minimize data loss in case of system failure.

Healthcare Domain

Common Business Operations Pt.2

HIS is Down: Manual business operations for patient management. Consequence: Increased administrative burden, potential delays in patient admissions, discharge, and scheduling of appointments.

- **Mitigation:** Implement a backup system or contingency plan for patient management tasks during HIS downtime. Train staff on manual procedures and protocols for patient management in case of system unavailability.

LIS is Down: No access to blood test results. Consequence: Impaired laboratory operations, delays in diagnosis, treatment, and patient care coordination.

- **Mitigation:** Implement redundant LIS systems or cloud-based solutions for continuous availability of laboratory services. Establish manual procedures for communicating critical lab results during system downtime.

Healthcare Domain

Common Business Operations Pt.3

Windows Active Directory (AD) is Down: Disruption in management services (secretary, hospital management). Consequence: Inability to access user accounts, authentication services, and critical hospital management functions, hindering day-to-day operations.

Mitigation:

- Implement redundant domain controllers to ensure continuous authentication and user management services.
- Establish offline access protocols for critical management functions during AD downtime.

Thank you

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Please send all questions to:
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