

**BUSINESS CONTINUITY PLAN
FOR THE MDPB-R and the MDPB COOPERATIVE CENTERS**

Strike that prevents air travel

During crisis situations mutual assistance in international transport and regulations is necessary. Information on national documents will be provided to national border security agencies and other authorities.

The WMDA board has approved the establishment of an international emergency task force to support communication and cooperation among registries in times of crises.

Emergency contact information for WMDA members is available on the WMDA website.

Temporary illness of MDPB-R key staff (search coordination)

PHASE		ACTION
Information	To all stakeholders	<p>The quality department of Red Cross Flanders will inform the MDPB cooperative centers that due to illness the MDPB-R mailbox will not be treated temporary according to the normal daily workflow.</p> <p>The quality department of Red Cross Flanders will inform WMDA about the exceptional temporary situation.</p> <p>WMDA will inform the international members about the situation.</p> <p>The quality department of Red Cross Flanders will set the out of office email message from the MDPB R employees.</p> <p>The telephone numbers of the MDPB R will be forwarded to an employee of the quality department of Red Cross to explain the temporary crisis in case of calls.</p>
Start patient search	Patient registration	Continuity via Prometheus is possible.
Registration of donor, update donors	Donor management	Continuity via Prometheus is possible.
Search phase	EMDIS requests - results	Continuity via Prometheus is possible.

	NON EMDIS requests and results	<p><u>Deviation</u>: the MDPB cooperative center can directly email to the international registries. (copy to MDPB-registry@rodekruis.be).</p> <p>Coordinates are available on WMDA Share (public): https://share.wmda.info/display/WMDAREG/Database</p>
Workup phase	Email communication	<p><u>Deviation</u>: the MDPB cooperative center can directly email to the international registries (copy to MDPB-registry@rodekruis.be).</p>
IT	<p>In case of urgent Prometheus requests (functional question)</p> <p>Technical questions (Citrix)</p>	<p>MDPB cooperative centers can email directly to emdisadm@steiner.cz</p> <p>(Steiner will be informed by the Quality department of Red Cross Flanders).</p> <p>MDPB cooperative centers can email directly to ICThelpdesk@rodekruis.be</p>

Return of the MDPB-R staff

PHASE		ACTION
Information	To all stakeholders	The search coordinator will inform the MDPB cooperative centers and WMDA.
Start patient search	Patient registration	The search coordinator will review and archive all registered patients during the absence period.
Registration of donor, update donors	Donor management	No review necessary.
Search phase	EMDIS requests - results	No review necessary.
	NON EMDIS requests – results	The search coordinator will review and archive all NON EMDIS requests.
Workup phase	Email communication	The search coordinator will review and archive all workup communication and update the workup follow up file.
IT	<p>In case of urgent Prometheus requests (functional question)</p> <p>Technical questions (Citrix)</p>	No review necessary.

Long-term illness, absence or decease of the MDPB-R key staff (search coordination)

The Governing Board members of the MDPB-R, representatives of the BHS-MDP-B committee, the Quality department and HR department of Red Cross Flanders, will work out a contingency plan and decide upon a temporary search coordination team.

An emergency team with members of the MDPB network (transplant and donor coordinators of the MDPB cooperative centers) have to join forces and have to cooperate to follow up the MDPB-R search coordination while training new personnel. The cooperative centers possess the medical coordination knowledge (donor management, transplant management, cord blood management). All operational MDPB-R procedures are available in the MDPB-R document management system.

Breakdown of the IT-system

In case of breakdown of the IT-system, the complete workflow can be done manually through the available MDPB and WMDA forms.

A fire/bomb that destroys the workplace

All communication is digital and remains available via the external backup servers; the information will not be lost.