

What are the implications for patient safety and experience of a major healthcare IT breakdown? A qualitative study.

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Electronic health record (EHR) [downtime](#) can disrupt [patient care](#) and increase risk for medical errors. Semi-structured interviews with healthcare staff and leadership at one large hospital in England illustrate the negative consequences of a three-week downtime of an electronic pathology system on patient experience and safety. The authors propose recommendations for hospitals to consider when [preparing](#) for potential technology downtimes.