

HCAI Update

Planned HCAI System Outage December 12-13

Please be advised that the annual validation of the HCAI system Disaster Recovery Plan is scheduled to occur on December 12 and 13, 2009.

During the validation of the Disaster Recovery Plan, the HCAI system will be unavailable.

System Outage Details:

- The HCAI system will be unavailable from **12a.m. (EST) on Saturday, December 12, 2009** and will resume active status at **11:59p.m. (EST) on Sunday, December 13, 2009**.
- Please note that during the outage period:
 - The www.hcai.ca website will be unavailable.
 - All file transfer transactions by insurers and healthcare facilities using practice management system integration should be withheld until the system has returned to active status.
- HCAI system availability can be confirmed by reviewing the system status indicator found on the www.hcaiinfo.ca home page.
 - The system status indicator will show as red for the duration of the outage and will be moved to green once the system has become available.

We thank you for your patience as we complete this important annual validation and apologize for any inconvenience this may cause.

HCAI Operations