

When the EHR goes down, care does not.

Spare Tire is an EHR downtime resilience and clinical continuity solution. It runs continuously on Spare Tire's external cloud, separate from your hospital network, holding a read-only copy of your records. When downtime begins, clinicians are redirected to Spare Tire and keep working: patient list, chart, notes, vitals, orders, MAR, results, ADT and bed status. When the EHR returns, everything created during downtime is pushed back over HL7.



- READY IN UNDER A MINUTE
- USED ONLY WHEN NEEDED
- EXTERNAL CLOUD

TWO INTERFACES 2 app.sparetire.io for the clinical team. admin.sparetire.io for administrators. PAGES 2, 8	TWO MODES 2 Passive: read-only sync from the live EHR. Active: downtime operation, then Start Restore. PAGE 9	PREDEFINED ROLES 7 Provider, Nurse, Lab, Pharmacy, Radiology, Registration, Therapist. Plus custom roles you build. PAGES 10 TO 11
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What is in this guide

- 1

Get in

Pages 2 to 3. Before you begin, sign-in on an IT-cleared device, the two interfaces, the patient list and chart overview.
- 2

Document and order

Pages 4 to 6. Notes, vitals, diagnosis, allergies, results. Orders in three tracks, order sets, department dashboards, the MAR, and the audit trail.
- 3

Move patients

Page 7. Visit management (admit, discharge, transfer), the bed status board, and the visit summary with take-home instructions and sign-off.
- 4

Administer

Pages 8 to 12. Users, administrators, facility structure, patient import, modes and restore, roles and permissions, logs, and the downtime drill checklist.

BEFORE YOU BEGIN

Spare Tire runs on Spare Tire's external cloud, separate from your hospital network. Reach it on an **IT-cleared incident device**, not your everyday workstation. Keep this guide with the downtime kit.

— GETTING IN

Two addresses, one sign-in. Know both before downtime.

Clinicians use the application. Administrators use the administrator panel. Both sign in by phone number with a code sent by SMS, so the credentials in your downtime kit are a phone number and a role password, not an email.

Clinical team

on an IT-cleared incident device.

1

PHONE FIELD

Remove the +1 prefix

The field pre-fills the country code. Delete it before pasting.

2

PHONE FIELD

Paste the user number you were given, select Sign In

Numbers are issued per role by your administrator.

3

PASSWORD

Paste the password for your assigned role, select Sign In

You land on the patient list.

CLINICIAN INTERFACE · ROLES: PROVIDER · NURSE · LAB · PHARMACY · RADIOLOGY · REGISTRATION · THERAPIST

Administrators

on an IT-cleared device.

1

PHONE FIELD

Remove the +1 prefix

Same field behavior as the clinical sign-in.

2

PHONE FIELD

Paste the super-admin user name, select Sign In

Provided to you at provisioning.

3

PASSWORD

Paste the super-admin password, select Sign In

You land in the admin panel: Users, Administrators, Facility, Patients, Roles, Settings, Logs.

ADMINISTRATOR PANEL · SUPER-ADMIN AND ADMINISTRATOR ROLES



SPARE TIRE®

Log in to Spare Tire application

Email

Phone

Email *

We will send code by SMS to your phone

Sign In

By signing in, you agree to our [Terms & Conditions](#) and [Privacy Policy](#).

SIGN-IN SCREEN AT APP.SPARETIRE.IO



SPARE TIRE®

Log in to Spare Tire administrator panel

Email

Phone

Email *

We will send code by SMS to your phone

Sign In

By signing in, you agree to our [Terms & Conditions](#) and [Privacy Policy](#).

SIGN-IN SCREEN AT ADMIN.SPARETIRE.IO

WHERE IT RUNS

Spare Tire is not on your network, so it is not down when your network is. That is the point. It is also why the incident device must be IT-cleared and reachable from outside the hospital LAN.

MOBILE

The patient list and the MAR are available on mobile, so a nurse with a cleared phone can check what is due without a workstation.

GET YOUR SPARE TIRE TODAY

SPARE TIRE FOR HEALTHCARE · USER GUIDE V2.0 · SEPTEMBER 2026 · SUPPORT@SPARETIRE.IO

— CLINICAL · PATIENT LIST AND CHART

Find the patient. Open the chart. Everything is there.

The first thing a clinician sees is the patient list, pre-loaded from the live EHR while Spare Tire was in Passive mode. Search by name or MRN, open the chart, and the overview shows the critical information at once: allergies, medications, laboratory results, radiology, and the patient's current location.

Patients

View and manage patients

Unit / Hospital

Search by name, DOB or MRN

New Patient

Patients

Bed Status

My Orders

Chats

Name	MRN	Location	Activity	Age	Sex	DOB	Attending Provider	Primary Nurse
Carlos Mendoza	600-7891308	Quiet Knoll - Cardiovascular ICU - CIVICU Room 2	09/10/2026, 02:03 PM	45	Male	03/01/1981		Assign
Charlotte Simmons	600-7891292	Quiet Knoll - Medical-Surgical - Med-Surg B	09/10/2026, 02:02 PM	51	Female	02/16/1975		Assign
Colin Law	600-7891317	Quiet Knoll - Neonatal ICU - Neonatal ICU	09/10/2026, 02:00 PM	0	Male	06/25/2026		Assign
Chloe Ramirez	600-7891286	Quiet Knoll - Medical-Surgical - Med-Surg A	09/10/2026, 01:57 PM	56	Female	10/19/1969		Assign
Daniel Foster	600-7891312	Quiet Knoll - Medical-Surgical	09/10/2026, 01:52 PM	73	Male	03/03/1953		Assign
David Ramirez	600-7891326	Quiet Knoll - Cardiovascular ICU - CIVICU Room 2	09/10/2026, 01:51 PM	82	Male	11/06/1943		Assign
Elijah Parker	600-7891295	Quiet Knoll - Medical-Surgical - Med-Surg B	09/10/2026, 01:49 PM	49	Male	09/06/1977		Assign
Emily Carter	600-7891298	Quiet Knoll - Orthopedics - Ortho Room A	09/10/2026, 01:45 PM	50	Female	11/09/1975		Assign
Emily Parker	600-7891323	Quiet Knoll - Medical-Surgical - Med-Surg B	09/10/2026, 01:42 PM	43	Female	02/26/1983		Assign
Ethan Delgado	600-7891310	Quiet Knoll - Cardiovascular ICU - CIVICU Room 1	09/10/2026, 01:40 PM	86	Male	07/15/1940		Assign
Grace Collins	600-7891325	Quiet Knoll - Medical-Surgical - Med-Surg B	09/10/2026, 12:57 PM	50	Female	12/09/1975		Assign
Grace Sullivan	600-7891282	Quiet Knoll - Medical-Surgical - Med-Surg A	09/10/2026, 12:52 PM	65	Female	10/10/1960		Assign
Harper Delgado	600-7891294	Quiet Knoll - Medical-Surgical - Med-Surg A	09/10/2026, 12:37 PM	84	Male	11/15/1941		Assign
Henry Coleman	600-7891289	Quiet Knoll - Cardiovascular ICU - CIVICU Room 1	09/10/2026, 12:31 PM	77	Male	04/25/1949	Dr. Simon Whitlock	Lauren Davis
Aiden S Brooks	600-7891281	Quiet Knoll - Intensive Care - Intensive Care	09/04/2026, 01:05 PM	60	Male	03/05/1966	Dr. Simon Whitlock	Lauren Davis

Total: 20 / Per page: 25

PATIENTS LIST WITH SEARCH, MRN, AGE, SEX, ATTENDING PROVIDER AND PRIMARY NURSE

Task	Who can perform it
Create or find a patient	Registration, nurse, provider
Check in	Registration, nurse, provider
Notes	Nurse (nursing notes only), provider
Vitals	Nurse, provider
Orders	Provider (nurse can create general and lab orders)
Fill orders	Nurse, lab, pharmacy, radiology, provider
Admit	Registration, nurse, provider
Transfer / assign bed	Registration, nurse, provider
Discharge	Registration, nurse, provider

The full permission reference is on pages 10 and 11.

The chart, tab by tab

Overview

Allergies, active medications, latest labs and radiology, problems, and current location. Read this first on every patient.

Notes · Vitals · Diagnosis

Clinical documentation. Page 4.

Orders · MAR · Results

The ordering workflow, the medication administration record, and uploaded results. Pages 5 to 6.

Visit management · Visit summary

Admit, discharge, transfer, bed assignment, take-home instructions and sign-off. Page 7.

NEW PATIENT

Select New Patient and enter name, date of birth, gender, marital status, address, city, phone, email, Medical Record Number (MRN) and primary care provider. Registration, nurses and providers can create patients.

BREAK THE GLASS

If you need a chart your role does not normally reach, Break the Glass opens it and records that you did. Every break-the-glass access is logged for review after downtime.

— CLINICAL · NOTES, VITALS, DIAGNOSIS, ALLERGIES, RESULTS

Document the way you always do, in a system that stays up.

Notes

Select the note type, choose a template if one applies, and write. Templates and autocomplete keep downtime notes structured enough to sync back cleanly.

Consultation

Discharge summary

H&P

Imaging

Lab report

Nursing note

Pathology

Procedures

Progress note

PROVIDERS: ALL NOTE TYPES · NURSES: NURSING NOTES

Vitals

Works like a clinical flowsheet: record and monitor observations electronically, including height and weight. The monitoring interval adjusts to the patient's condition. A new arrival in the emergency department may need observations every 15 minutes; once stabilized, every 4 hours.

RECORD · SIGN · INTERVAL PER PATIENT

Diagnosis

Search by ICD-10 code or by description. Structured capture means the downtime diagnosis lines up with billing and other downstream processes when it syncs back.

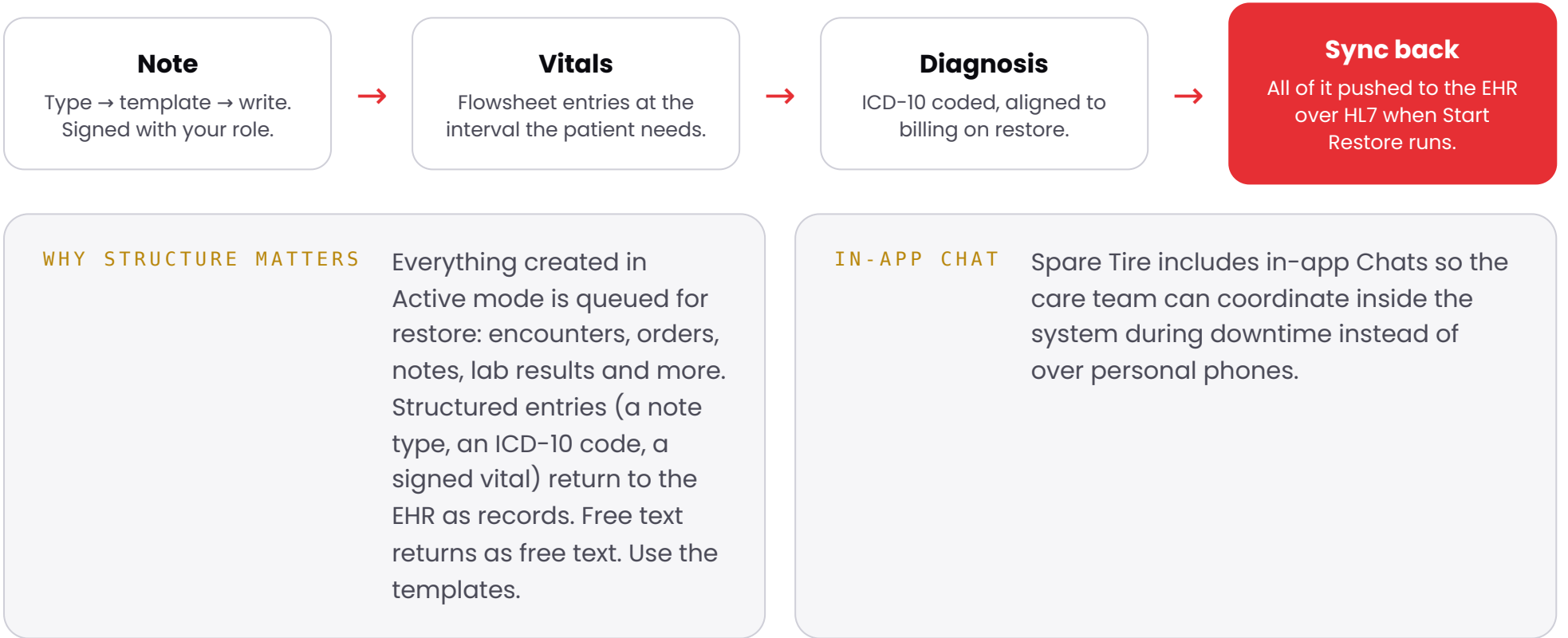
Allergies

Maintain allergy information directly in the chart. Allergy warnings surface across order types when an order conflicts with a recorded allergy.

Results

Laboratory and radiology results, viewed in one place. During downtime, the lab and radiology teams upload results here as PDFs, so clinicians are not walking between departments or relying on phone calls.

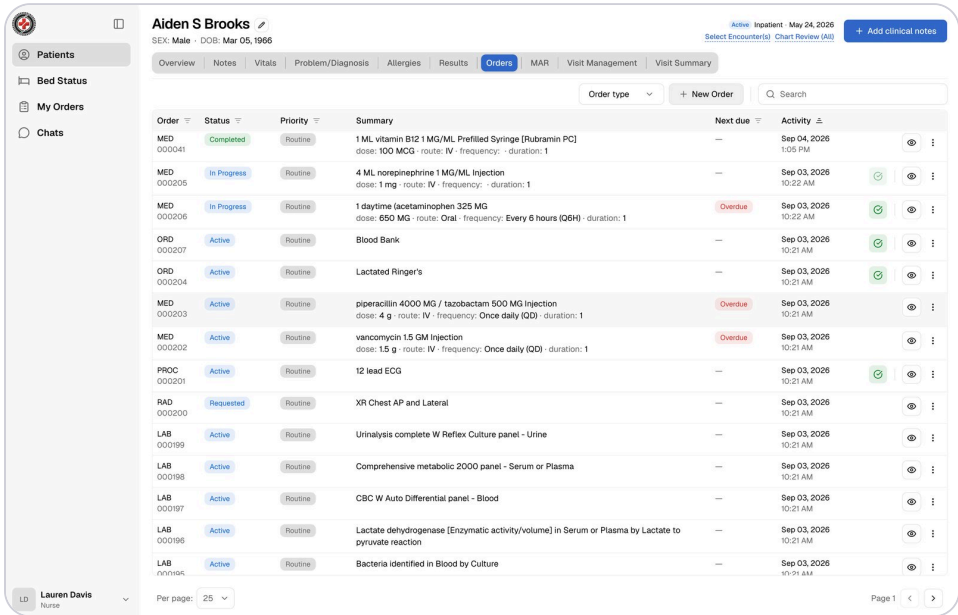
The downtime documentation loop



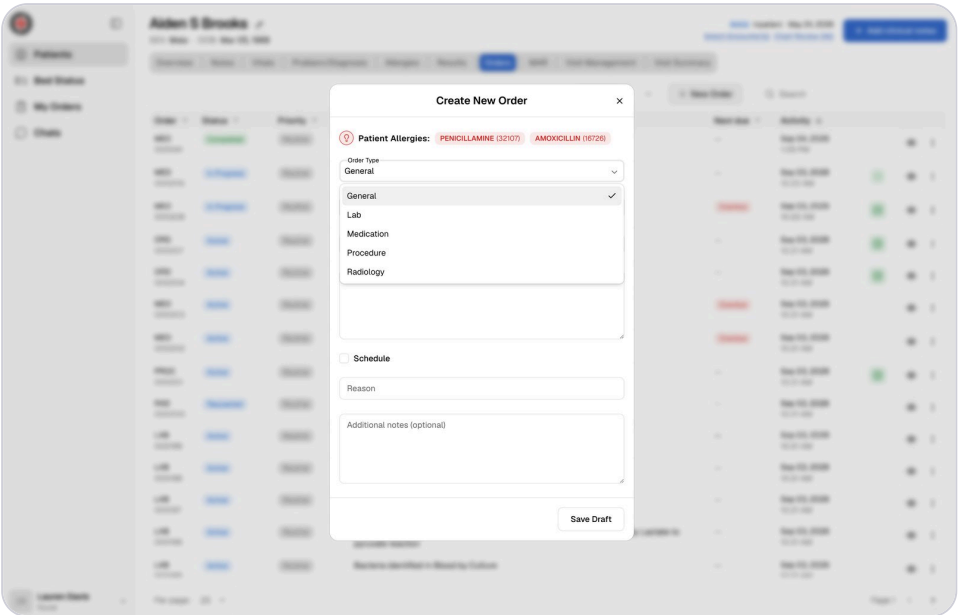
CLINICAL · ORDERS

Every order placed and worked from the Orders tab.

Select New Order and choose the type. The type sets the track the order follows: General, Lab, Medication, Procedure, or Radiology. For a medication order, set the priority, choose scheduled, on-demand or continuous, and pick a frequency from the presets. If the order conflicts with a recorded allergy, a warning appears before you sign.



ORDERS TAB IN THE PATIENT CHART: TYPE, STATUS, PRIORITY, SUMMARY, NEXT DUE, ACTIVITY



NEW ORDER: THE TYPE SETS THE TRACK. GENERAL, LAB, MEDICATION, PROCEDURE, RADIOLOGY

Three tracks, step by step.

Medication	Lab	Radiology
Enter Orders tab → New Order → Medication. Provider	Enter Orders tab → New Order → Lab. Provider	Enter Orders tab → New Order → Radiology. Provider
Verify / dispense Pharmacy dashboard → open → verify. Pharmacy	Collect specimen Orders tab → Collect Specimen. Lab	Run image Orders tab → Start Imaging (box left of View). Radiology
Administer MAR tab → medication due (highlighted in the date range) → confirm → sign. Nurse or provider	Process specimen Orders tab → Process Specimen. Lab	Send for read Orders tab → Send for Read (same place). Radiology
Complete Orders tab → mark complete. Nurse or provider	Complete and upload Orders tab → check mark → upload the result PDF. Appears under Results. Lab	Complete and upload Orders tab → check mark → upload the PDF. The impression appears under Results. Radiology

ROUTING

Signed orders route immediately to the department that works them: medication orders to the pharmacy dashboard, lab orders to the lab, radiology orders to the radiology dashboard. Nobody carries paper between floors. Each department's My Orders view shows what is waiting.

— CLINICAL · ORDER SETS, THE MAR, AND THE AUDIT TRAIL

Thirteen orders, one signature. Then a trail of who did what.

Order sets

Many situations need several related orders at once. Sepsis is the standard example. Instead of creating each order individually, open the order set, review the whole set, and sign all of the orders together. In the walkthrough, a 13-order sepsis set is reviewed and signed in one step, and every order routes immediately to its department.

- **Organization catalog.** Sets your organization has standardized, available to every clinician with ordering rights.
- **Personal sets.** Sets you build for your own recurring situations.
- **Apply the whole set in one step**, then adjust any single order before you sign.

ORDERS TAB · ORDER SETS · REVIEW · SIGN ALL

The MAR

Once pharmacy verifies a medication order, it appears on the medication administration record. The MAR shows which medications are due now and which are scheduled later. Select the due medication, administer, confirm, and sign electronically. Back on the Orders tab, one order may show complete while another shows its next scheduled time.

- **Actions:** administer, hold, infusion, refuse, skip.
- **Pharmacy** sees the MAR read-only after verifying.
- **Mobile MAR** for nurses on a cleared phone.

MAR TAB · DUE · SCHEDULED · SIGN

One medication order, end to end.



CLINICAL · VISIT MANAGEMENT, BED STATUS, VISIT SUMMARY

Admit, transfer, discharge, and know where every bed is.

1

VISIT MANAGEMENT

Transfer a patient

A patient in the ICU needs a medical-surgical bed. Open Visit management, select the new unit, assign the room and bed (for example Room A, Bed 4), and complete the transfer. The patient's location updates immediately, in the chart and on the bed board.

2

BED STATUS

Find an available bed

Open Bed Status for real-time occupancy across the facility. Beds are listed by parent location, type and room, with status available, occupied or reserved. Search for a patient to see their current bed; filter to find open beds without walking the wards.

3

VISIT SUMMARY

Discharge with instructions

From the visit summary, review the visit information, select the appropriate take-home instructions, and complete the required sign-off. Registration, nurses and providers can discharge.

IT READS FROM THE FACILITY TREE

The bed board is built from the facility structure your administrator maintains: organization network, region, facility, point of care, room, bed. If a unit is missing from the tree, it is missing from the board. Page 8.

Patients

Bed Status

My Orders

Chats

Bed Status

View and manage beds in your working location. Assign patients to beds and track occupancy.

AllParentQuiet Kroll > Whole hospital

Beds: All (85)Search location or patient...

Parent Location	Parent Type	Location Name	Location Type	Status	Patient
Emergency Department	Point of Care	Acute Care	Room	Empty	Assign/Transfer
CVICU Room 1	Room	Bed 1	Bed	Occupied	John Meadows
CVICU Room 2	Room	Bed 1	Bed	Occupied	David Ramirez
Acute Care	Room	Bed 1	Bed	Empty	Assign/Transfer
Minor Care	Room	Bed 1	Bed	Empty	Assign/Transfer
Trauma A	Room	Bed 1	Bed	Empty	Assign/Transfer
Trauma ICU	Room	Bed 1	Bed	Empty	Assign/Transfer
Medical ICU A	Room	Bed 1	Bed	Empty	Assign/Transfer
Medical ICU B	Room	Bed 1	Bed	Empty	Assign/Transfer
Med-Surg A	Room	Bed 1	Bed	Occupied	Alexander Volkov
Med-Surg B	Room	Bed 1	Bed	Occupied	Emma Collins
Neonatal ICU	Room	Bed 1	Bed	Occupied	Colin Law
Delivery Room	Room	Bed 1	Bed	Empty	Assign/Transfer
Labor Room	Room	Bed 1	Bed	Empty	Assign/Transfer
Maternity Ward	Room	Bed 1	Bed	Empty	Assign/Transfer
Post-Partum Recovery	Room	Bed 1	Bed	Empty	Assign/Transfer
Oncology Unit Room 1	Room	Bed 1	Bed	Empty	Assign/Transfer
Oncology Unit Room 2	Room	Bed 1	Bed	Empty	Assign/Transfer
Ortho Room A	Room	Bed 1	Bed	Occupied	Emily Carter
Ortho Room B	Room	Bed 1	Bed	Empty	Assign/Transfer

Lauren DavisNurse

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BED STATUS BOARD: PARENT LOCATION, TYPE, OCCUPANCY, AND ASSIGN OR TRANSFER

ADT action	Who	Where
Check in / create encounter	Registration, nurse, provider	Patient chart
Admit	Registration, nurse, provider	Visit management
Transfer / assign bed	Registration, nurse, provider	Visit management, Bed Status
Unassign / change patient on a bed	Registration, nurse, provider	Bed Status
Discharge with take-home instructions	Registration, nurse, provider	Visit summary

Available

Open bed, ready to assign.

Occupied

Assigned to a patient. Shows the patient and the attending.

Reserved

Held for an incoming patient. Not open to assignment.

ADMINISTRATOR · SETUP BEFORE DOWNTIME

Four things to load, in this order.

Spare Tire is ready in under a minute when the data is already there. Load users, administrators, the facility structure and the patient census while the EHR is healthy, then keep them current. The video calls this out: the facility structure can be imported from the primary system or maintained by hand.

- 1

USERS MENU

Add users, one at a time or by CSV

Add User: name, job title, department, email, phone, and whether to send the invitation automatically. Import from CSV: download the template, fill it in, upload. Every user is assigned one role; the role sets what they see and do.
- 2

ADMINISTRATORS MENU

Add and manage administrators

Add, invite and manage administrator accounts. Each carries a role such as super-admin and a status showing whether the invitation is pending or active.
- 3

FACILITY MENU

Build or import the facility structure

Six levels: organization network, operating region, facility, point of care, room, bed. Build it in the tree view or load it with Import XLSX. The clinical bed board reads from this during downtime, so keep it accurate.
- 4

IMPORT PATIENTS MENU

Pre-load the patient census

Upload a CSV of patient information so records are ready the moment downtime begins. In Passive mode the census also syncs from the live EHR over HL7; the import is the fallback and the drill-day seed.

MODE

Active

Users

Manage user accounts and roles

Invite

+ Add user

Import from CSV

Q Enter name, department, email or phone

Name	Job Title	Role	Operating Region	Email	Phone	Last Activity	Invited
Jennifer Hayes	Laboratory Technician	Lab	Northeast US	jennifer.hayes@meduni.edu	+99914445678	May 24, 2026, 2:57 AM	Not
Dr. Christopher Walker	Internal Medicine Physician	Provider	Northeast US	chris.walker@meduni.edu	+99914445681	May 24, 2026, 2:58 AM	Not
Dr. Jane H Martin	Medical Director	Provider	—	maryammatin@gmail.com	+16507990604	May 24, 2026, 2:58 AM	Not
Dr. Raymond Melbourne	Internal Medicine Doctor	Provider	—	dimiarrostami@gmail.com	+19178385235	Feb 18, 2026, 8:14 AM	Not
Dr. Simon Whitlock	Physician	Provider	Northeast US	simon.whitlock@quietknoll.com	+99914445690	May 24, 2026, 4:35 AM	Not
Elena Bianchi	Nurse	Nurse	Northeast US	elena.bianchi@quietknoll.com	+99914445702	May 24, 2026, 2:56 AM	Not
Francis L Green	Lab Technician	Lab	Northeast US	francis.green@quietknoll.com	+99912345670	Aug 10, 2026, 10:22 AM	Not
Lauren Davis	Primary Nurse	Nurse	Northeast US	lauren.davis@quietknoll.com	+99914445700	May 26, 2026, 6:43 AM	Not
Lauren Mitchel	Pharmacist	Pharmacy	Northeast US	lauren.mitchel@meduni.edu	+99914445680	May 24, 2026, 2:58 AM	Not
Mark P Simpson	Pharmacist	Pharmacy	Northeast US	mark.simpson@quietknoll.com	+99912345678	May 24, 2026, 2:58 AM	Not
Matteo Rossi	Nurse	Nurse	Northeast US	matteo.rossi@quietknoll.com	+99914445701	May 24, 2026, 2:55 AM	Not
Robert Bennett	Radiologist	Radiology	Northeast US	robert.bennet@meduni.edu	+99914445679	May 24, 2026, 2:59 AM	Not
Sarah R Johnson	Radiologist	Transportation	Northeast US	sarah.johnson@quietknoll.com	+99912345679	Aug 11, 2026, 8:15 AM	Not

+19148886794

Quiet Knoll Care Cent...

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MODE

Active

Facility Management

Manage your organization's facility structure

+ Add Organization Network

Import XLSX

Hierarchy Levels: 1 Organization Network 2 Operating Region 3 Facility 4 Point of Care 5 Room 6 Bed

Tree View

Expand

Collapse

87 nodes total

MAIN

Organization Network

Not assignable

Region

Operating Region

Not assignable

Quiet Knoll

Facility

Cardiovascular ICU

Point of Care

CVICU Room 1

Room

Bed 1

Bed

Bed 2

Bed

Bed 3

Bed

CVICU Room 2

Room

Bed 1

Bed

Bed 2

Bed

Bed 3

Bed

Emergency Department

Point of Care

Acute Care

Room

Bed 1

Bed

Bed 2

Bed

Bed 3

Bed

Minor Care

Room

Bed 1

Bed

Bed 2

Bed

Bed 3

Bed

Trauma A

Room

Bed 1

Bed

Bed 2

Bed

USERS MENU WITH INVITE, ADD USER AND IMPORT FROM CSV

FACILITY MANAGEMENT TREE: ORGANIZATION NETWORK DOWN TO ROOM AND BED

Passive until you need it. Active when you do.

NORMAL OPERATION

Passive

Spare Tire holds a read-only copy of records synced from the live EHR over HL7. Clinicians do not work here. The census, orders and notes stay current in the background so nothing has to be rebuilt on the day.

DOWNTIME OPERATION

Active

Spare Tire becomes the primary system clinicians work in. Inbound sync from the main EHR pauses. Clinicians create and update records directly. A confirmation appears once the platform is in Active (downtime) mode.

1

ACTIVATE

An authorized administrator moves the toggle

Spare Tire is always activated manually. Open the mode screen and move the toggle to Active. Use it for real downtime, and for drills and tabletop exercises.

2

AFTER

Start Restore

When the EHR is back, select Start Restore. Spare Tire pushes everything created during downtime back to the primary EHR over HL7 and returns to read-only. The mode screen shows the local activity waiting to sync: encounters, orders, notes, lab results and more.

MODE

Active

Users

Administrators

Facility

Patients

Templates

Settings

Roles

Order Sets

Logs

Eras

Current mode

Active

Spare Tire is the primary EHR. Inbound sync from the main system is paused; clinicians enter records here.

Next: Restore

Pushes everything created during downtime back to the main EHR. The application becomes read-only.

Report Preview

Start Restore

Local activity

Records clinicians have created here. They will be sent back to the main EHR during restore.

PATIENTS	ENCOUNTERS	ORDERS	OBSERVATIONS
48	24 23 open	208	52
CLINICAL NOTES	PROBLEM LISTS	LAB RESULTS	TRANSPORT REQUESTS
18	13	15	0

Restore queue

Preview of what will be pushed back to the main EHR when restore starts.

OUTBOUND QUEUED	PENDING DELIVERY	FAILED
117	117	0

MODE SCREEN IN ACTIVE. LOCAL ACTIVITY WAITING TO SYNC, AND START RESTORE.

THE SYNC ENGINE

Clinical notes sync from the EMR. HL7 runs in dev, test and prod modes so you can rehearse the restore without touching production. After a restore, a sync-back summary report (delivered via MDM) shows what went back; failed messages can be retried or edited raw.

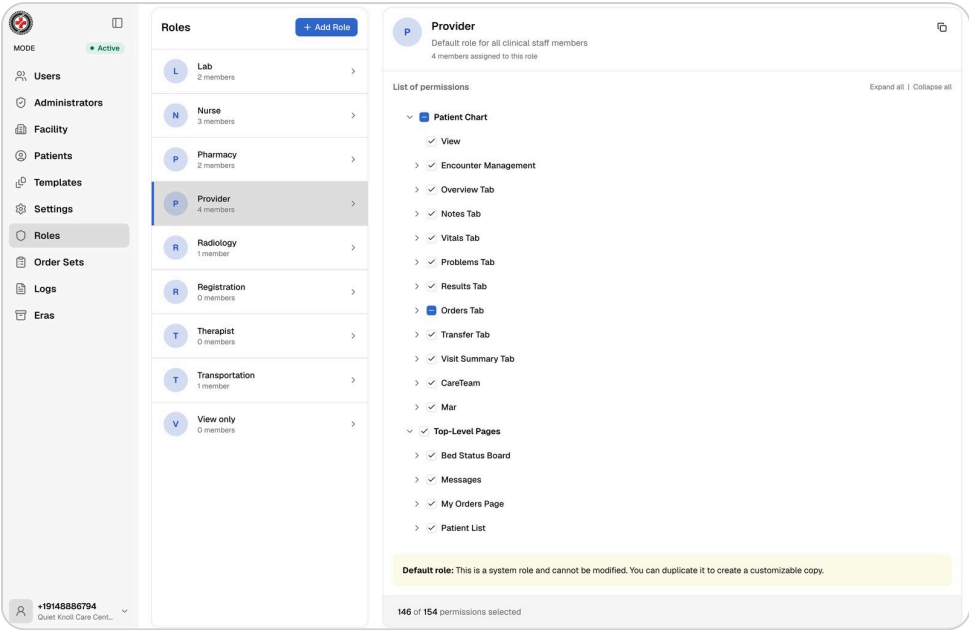
DRILL IT

Use Active mode for drills and tabletop exercises, not only for emergencies. A drill in test HL7 mode exercises the whole loop: activate, work a patient through orders and the MAR, restore, read the sync-back report. The checklist is on page 12.

ADMINISTRATOR · ROLES AND PERMISSIONS

One role per account. The role decides everything.

Open the Roles menu to review a role and the exact permissions it carries, out of 151 in the permission tree. The platform ships with predefined system roles. Administrators can also create custom roles: copy the Nurse role, name it Emergency Department Nurse, and adjust exactly which functions that role can reach.



ROLES MENU. PROVIDER SELECTED, SHOWING THE PATIENT CHART PERMISSION TREE, 143 OF 151 PERMISSIONS

Capability	Prov.	Nurse	Lab	Pharm.	Rad.	Reg.
Register / create patient	✓	✓	—	—	✓	✓
Check-in and encounter	✓	✓	—	—	—	✓
Notes: create	✓	✓ ¹	—	—	—	—
Vitals: record	✓	✓	—	—	—	—
Problems: create / edit	✓	—	—	—	—	—
Orders: create	✓	✓	—	—	—	—
Medication: verify / dispense	—	—	—	✓	—	—
Medication: administer (MAR)	✓	✓	—	view	—	—
Radiology: imaging	—	—	—	—	✓	—
Results: upload	✓	—	✓	—	✓	—
Bed board: assign	✓	✓	—	—	—	✓
Patient list: view	✓	✓	✓	✓	✓	✓

✓ full access view = view only — not available ¹ nursing notes only. The Therapist role follows the nurse pattern for documentation without ordering; confirm its tree in the Roles menu.

Custom roles

Copy an existing role, rename it, and adjust the permission tree. ED Nurse, Charge Nurse, Float Pool: whatever your staffing model needs. Granular control over user access without touching the system roles.

System logs

Administrators can access system logs and other operational information from the Logs menu: sign-ins, mode changes, break-the-glass events, restores. Strong visibility and auditability across the platform.

Settings

Organization settings and HL7 mode (dev, test, prod) live under Settings. Change HL7 mode before a drill, and back after.

What each role can do, in full.

Provider · 143 of 151 permissions	
Patient chart	Check-in; encounter management: change status, create
Overview	View; allergies: edit
Notes	View, open, print; create: consultation, discharge summary, H&P, imaging, lab report, nursing note, pathology, procedures, progress note
Vitals	View, record, sign
Problems	View, create, edit
Results	View, delete, upload, view PDF
Orders	General, lab, medication, procedure, radiology: view, cancel, create, edit, open details, sign, view history; carry out and complete where applicable
MAR	View, administer, hold, infusion, refuse, skip
Bed board	View, assign, change patient, unassign
Patient list	View, create, edit, follow

Nurse · 123 of 151 permissions	
Patient chart	Check-in; encounter management: change status, create
Notes	View, open, print; create: nursing note
Vitals	View, record, sign
Problems	View
Results	View, view PDF
Orders	General, lab, medication, procedure, radiology: view, cancel, create, edit, open details, view history; carry out and complete where applicable. No sign.
MAR	View, administer, hold, infusion, refuse, skip
Bed board	View, assign, change patient, unassign
Patient list	View, create, edit, follow

Lab · 36 of 151 permissions	
Overview	View; allergies: edit
Notes	View, open
Results	View, delete, upload, view PDF
Orders	Lab orders: view, cancel, open details, sign, view history
My orders	Lab: view, open details, open patient chart, view history
Patient list	View, follow

Pharmacy · 34 of 151 permissions	
Overview	View; allergies: edit
Results	View, view PDF
Orders	Medication orders: view, cancel, open details, reject, verify, view history
MAR	View
My orders	Medication: view, open details, open patient chart, view history
Patient list	View, follow

Radiology · 35 of 151 permissions	
Overview	View; allergies: edit
Results	View, delete, upload, view PDF
Orders	Radiology orders: view, cancel, open details, send for read, start imaging, view history
My orders	Radiology: view, open details, open patient chart, view history
Patient list	View, create, edit, follow

Registration · 48 of 151 permissions	
Patient chart	Register new patient; check-in; encounter management: change status, create
Overview	View; allergies
Visit management	Available
Bed board	View, assign, change patient, unassign
Patient list	View, create, edit, follow

— READINESS

The downtime drill, in twelve steps.

Run this quarterly, and after any change to users, roles or the facility tree. A drill in test HL7 mode exercises the full loop without touching production. Tick as you go; keep the completed sheet with the incident record.

#	Step	Owner	Done
1	Confirm incident devices are IT-cleared and can reach app.sparetire.io and admin.sparetire.io from outside the LAN.	IT	☐
2	Confirm role phone numbers and passwords in the downtime kit match the Users list.	Admin	☐
3	Review the facility tree against the current unit and bed map.	Admin	☐
4	Set HL7 mode to test. Confirm the census is current or import the drill CSV.	Admin	☐
5	Move the mode toggle to Active. Confirm the Active (downtime) confirmation.	Admin	☐
6	Registration creates one patient and checks in. Nurse records vitals and a nursing note.	Reg, Nurse	☐
7	Provider applies an order set (sepsis) and signs all orders.	Provider	☐
8	Pharmacy verifies; lab collects, processes, uploads a result; radiology starts imaging, sends for read, uploads.	Pharm, Lab, Rad	☐
9	Nurse administers from the MAR and signs. Provider completes the order and reviews its history.	Nurse, Provider	☐
10	Transfer the patient to another unit; confirm the bed board updates. Discharge with take-home instructions.	Nurse, Reg	☐
11	Select Start Restore. Read the sync-back summary report; retry or edit any failed messages.	Admin	☐
12	Set HL7 mode back to prod. Review Logs. Record time-to-active and time-to-restore.	Admin, IT	☐

Term	Definition
Passive mode	Normal operation. Read-only copy of records synced from the live EHR over HL7.
Active mode	Downtime operation. Spare Tire is the primary system; inbound sync pauses; clinicians create records directly.
Start Restore	Pushes everything created during downtime back to the EHR over HL7 and returns Spare Tire to read-only.
Order set	A group of related orders reviewed and signed together. Organization catalog or personal.
MAR	Medication administration record. Shows what is due and scheduled; where nurses administer and sign.
Break the glass	Logged emergency access to a chart outside your normal role permissions.
Facility tree	Organization network → region → facility → point of care → room → bed. The bed board reads from it.
Sync-back report	Summary of what returned to the EHR after a restore, delivered via MDM. Failed messages can be retried or edited.

Ready in under a minute. Used only when needed.

SUPPORT · DRILLS · ONBOARDING

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