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30-DAY PREOPENING IT CHECKLIST

ASSISTED LIVING, MEMORY CARE, AND SENIOR LIVING COMMUNITIES

Use this list with your administrator, project manager, IT provider, clinical leadership, security contractor, and operational vendors. Items should be complete or in active testing at least 30 days before opening.

Connectivity

- ☐ Primary business internet installed and tested
- ☐ Backup connection installed where required by the risk plan
- ☐ Automatic failover tested and documented
- ☐ Internet-outage and data-reconciliation procedure completed
- ☐ UPS or emergency-power support confirmed for critical technology

Cabling and Telecommunications Rooms

- ☐ Permanent cabling installed, labeled, tested, and documented
- ☐ Emergency call, camera, Wi-Fi, access-control, sensor, and workstation pathways complete
- ☐ Racks, patch panels, grounding, power, cooling, and physical security complete
- ☐ As-built drawings, cable-test results, and port maps delivered
- ☐ Expansion space reserved for future equipment

Network and Wi-Fi

- ☐ Firewall, managed switches, and wireless access points configured
- ☐ Resident and guest access isolated from clinical and administrative systems
- ☐ Security zones and required inter-zone rules documented and tested
- ☐ Wireless coverage validated in resident rooms, work areas, corridors, and common spaces
- ☐ Secure vendor access and remote management configured

Emergency Call / Nurse Call

- ☐ Applicable state, licensing, code, and authority requirements confirmed
- ☐ Every required call station, pull cord, pendant, and staff device activated in a test
- ☐ Call acknowledgment, escalation, and unanswered-call workflows verified
- ☐ Offline operation, backup power, supervision, and failure alerts tested
- ☐ Call history, response-time reports, retention, and maintenance documentation confirmed

Surveillance, Access Control, and Life Safety

- ☐ Camera placement reviewed for coverage, resident dignity, privacy, consent, and applicable law
- ☐ Image quality, timestamps, recording, export, and actual retention verified
- ☐ Recorder, storage, administrative accounts, and surveillance credentials secured
- ☐ Door credentials, locks, access logs, and forced- or propped-door alerts tested
- ☐ Wander-management and delayed-egress functions tested where used
- ☐ Fire and life-safety approvals completed by the appropriate authorities

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Resident Records, Medication, and Business Systems

- ☐ Resident-record, pharmacy, medication, billing, scheduling, and reporting workflows tested end to end
- ☐ Individual accounts and role-based permissions configured
- ☐ Required Business Associate Agreements completed with applicable direct vendors
- ☐ Audit logs, retention settings, secure remote access, and multi-factor authentication configured
- ☐ Downtime, manual documentation, and data-reconciliation procedures tested
- ☐ Data ownership, export rights, support hours, and vendor escalation paths documented

Environmental and Connected Systems

- ☐ Temperature, humidity, refrigeration, HVAC, and other required sensors installed and reporting
- ☐ Alerts tested with the correct recipients and after-hours escalation
- ☐ Local operation during internet or cloud loss confirmed
- ☐ Manual override and failure procedures documented
- ☐ Credentials, firmware, vendor access, historical data, and configuration backups reviewed

Cybersecurity and Recovery

- ☐ Default credentials changed on all connected devices
- ☐ Endpoint protection, patching, email security, logging, and alerting operational
- ☐ Staff and vendor remote access restricted appropriately
- ☐ Backups completed, protected, and restored successfully in a documented test
- ☐ Incident-response contacts and procedures distributed
- ☐ Security and system-use training scheduled or completed
- ☐ Same-day employee and contractor offboarding procedure confirmed

Final Readiness

- ☐ Full preopening technology walk-through completed
- ☐ Power, connectivity, alert, and downtime workflow tests completed
- ☐ Open issues assigned to owners with deadlines and risk ratings
- ☐ After-hours vendor contacts and support escalation paths confirmed
- ☐ Licenses, warranties, renewals, recurring fees, and support agreements documented
- ☐ Final documentation stored where authorized staff can access it
- ☐ Facility leadership approved or formally accepted every unresolved risk

Notes / Open Issues:

Planning note: Requirements vary by state, license type, level of care, and jurisdiction. Confirm final requirements with the licensing authority, fire marshal, building officials, qualified contractors, and legal or compliance counsel.