

EMR Downtime Procedures



PLANNED DOWNTIME - EMR with Medications – Emergency Department

Prior to Downtime:

All tasks to be completed prior to EMR downtime;

| |
|--|
| NUM/In Charge: <ul style="list-style-type: none">• Ensure all patient care plans have been reviewed and adjusted if clinically appropriate |
| Nurses: <ul style="list-style-type: none">• Review the PAL and complete all outstanding tasks/collections• From the PAL decide who will need Medications administered – If clinically appropriate adjust medical administration time to before or after downtime |
| Doctors: <ul style="list-style-type: none">• Print Patient List• Review patients to determine whether any new orders required during downtime• Complete any required tasks prior to downtime |



During Downtime:

NUM/In Charge:

- Log into 724 Downtime Viewer (DTV) and print Medication orders for entire ward ([Click here to view process](#))
- New Admissions / Transfers from other sites to commence on NIMC paper drug charts
- Transfers from other wards:
 - Use 724 DTV medication charts if printed prior to transfer.
 - If no charts printed, commence on NIMC paper drug chart

Nurses:

- Document Medication administration on 724 DTV/NIMC paper charts

Doctors:

- New medication orders to be charted on NIMC paper drug chart

Pathology:

During outage Pathology results will need to be viewed via Auscare

- Generic Auscare logins for medical staff will be activated for the duration of the outage.
 1. Go to Intranet home page, Select Applications, Select Pathology Reports,
 2. Enter **geneh** for Username, Enter **eh123eh** for Password.
 3. Search using Surname or UR with site Prefix. e.g.: **B123456**

Note: Ordering Pathology and Radiology will continue to be carried out through Symphony, as per current standard practise



After Downtime:

The Incident Controller will notify your area via broadcast message that EMR (PowerChart) is now available for use.

NUM/In Charge:

- Confirm all staff are aware that downtime is completed
- Retrieve all paper order pads and place back in Downtime pack.
- Return Downtime pack to the designated storage area.

Nurses:

- Resume system use as per normal.
- Enter Allergies recorded during downtime (Alert divider/Admission forms, Paper Drug chart) into EMR
- Medication administrations on 724 DTV paper charts and new NIMC paper drug charts (if used) are to be back-entered into EMR
- Use the photocopies of pathology order forms to quick chart any collections (via PAL) performed during downtime
- Once back-entered, paper charts are to be stamped or annotated to indicate entry into EMR has occurred and placed in the patient's medical record

Doctors:

- Resume system use as per normal
- Order/Modify/Discontinue in EMR any medications used on the 724/NIMC paper charts as necessary.
- Assist nursing staff with back-entering Medication administrations completed via 724 DTV paper charts and NIMC paper drug charts.
- Enter any patient notes – Diagnoses, Alerts, Problems from medical record forms
- When discharging with only paper ensure GP receives a full summary of prescribed medications.

EMR Downtime Procedures



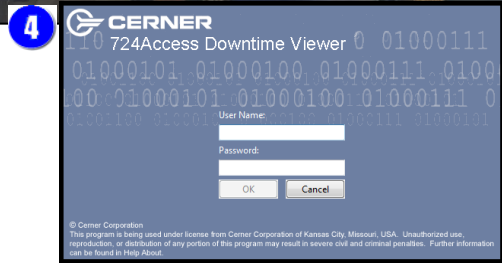
Accessing Patient Records via the 724 Downtime Viewer

In the event of an unplanned downtime, staff can access up-to-date patient records via the 724 Downtime viewer (DTV) computer, which will be located on the ward. The 724 computers are run with an uninterruptable power supply and are updated every 2-3 minutes with patient's records (Medical, Pathology & Radiology).

Steps

In the event of an unplanned downtime:

1. Locate the EMR Downtime pack on your ward
2. Locate your ward 724 Access Viewer Computer
3. From the desktop, open 724 Access
4. Login with the following details:
username and password located on 724 Downtime Viewer device

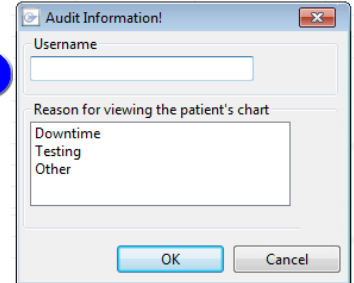




Printing ward documentation from 724 Access

Once you are logged into the 724 DTV, you will see patient lists for the wards which that machine is monitoring (there may be multiple wards - on your level, within your hospital, or covering other sites).

1. Select your ward from the Location and click on Search
2. Type your name in Username field, select DOWNTIME and click OK
3. Select the first patient on the list, then select the last patient, while holding the shift key on the keyboard



| Name | FIN | URN | Age | Sex | DOB | Visit Reason | Encd |
|----------------------------|------|------|----------|-----|---------|-----------------------------------|------|
| VANDERPOEL, MARK | 1080 | 2930 | 60 years | M | 1/04/19 | | Inpa |
| WILDE, PETER | 1079 | 3488 | 57 years | M | 5/10/19 | | Inpa |
| STEKELENBURG, THOMAS | 1078 | 2955 | 78 years | M | 2/02/19 | ACUTE CHEST INFECTION | Inpa |
| HEINSEN, GEORGE | 1076 | 6226 | 78 years | M | 0/10/19 | SEPSIS, UNSPECIFIED, | Inpa |
| LAROSE, FLORENCE | 1075 | 8447 | 67 years | F | 5/04/19 | RELAPSED AML | Inpa |
| CARTLEDGE, ROBERT | 1070 | 5701 | 69 years | M | 8/10/19 | Febrile Neutropenia | Inpa |
| BIRZNIKES, BEVERLEY | 1070 | 9308 | 76 years | F | 5/12/19 | Nausea +/- Vomiting +/- Diarrhoea | Inpa |
| MOORE, BERNARD | 1070 | 8693 | 65 years | M | 3/07/19 | LEUKAEMIA | Inpa |
| ALLISON, DAVID | 1070 | 3260 | 55 years | M | 7/04/19 | | |
| CRAWFORD, KELLIE ELIZABETH | 4026 | 5924 | 44 years | F | 4/07/19 | | |
| HARMATI, ANIKO | 1070 | 9041 | 74 years | F | 9/08/19 | | |
| SOURDIS, LASAROS | 1070 | 8009 | 78 years | M | 3/11/19 | | |

4. Click Print Chart
5. Select the date range
6. Select what to print
 - Print the Medication Orders – Current, Future, Discontinued
 - Scroll down and select Patient Information (Allergies)
7. Click Finish
8. Select the required Printer and click Print

