## CIS Downtime Procedures & 724 Downtime Application

# Health PEI CLINICAL INFORMATION SYSTEMS

#### **Downtimes Guidelines**

- Each staff member must be aware of his or her responsibilities and the actions to take if there is a downtime.
- The CIS System Downtime Master Document and the CIS Downtime Quick Reference Document are the responsibility of the Department of Health.
- The Downtime Master Document contains the complete downtime processes for all CIS solutions as well as copies of all downtime forms.
- The Downtime Forms Committee is responsible to identify all Provincial Downtime Forms.
- Copies of all Provincial Downtime Forms can be found on the 724 Downtime computers by clicking the "CIS Downtime Forms" desktop shortcut.



- The CIS Downtime Quick Reference Document contains a summarized version of each solution's downtime processes.
- The Downtime Notification Procedure section of this document outlines the ways in which users will be notified of downtime. It also outlines how end-users can report instances of unscheduled downtimes.
- Facilities and Departments within each facility will develop their own facility-specific communication plan to dovetail with the above process.
- Downtime Kits will be kept in every Department/Service area. The maintenance of these kits is the joint responsibility of the CIS Operations Team and the Facility. It is expected that these will be fully stocked at all times.
- Downtime Kits will contain:
  - 1. All down-time specific paper forms that the area will require during downtime in order to continue business. These will be provided and restocked by the Department/Unit itself
  - 2. Inventory checklist of what paper forms are included in the downtime kit
  - 3. A Quick Reference binder containing general downtime information, notification processes and the Generic Quick Reference document
  - 4. Complete Provincial CIS System Downtime Master Document
- All staff must be aware of the location of the Downtime Kit on their unit.
- Patient care documentation will continue without interruption during any periods of downtime
- Follow the downtime activities outlined in the relevant section of the Provincial CIS Downtime Procedures Master Document during any periods of downtime.
- For prolonged downtimes, greater than 4 hours, that transcend the shift change, it is recommended that each department consider having additional staff available for data entry for when CIS is back on-line.
- Notification that the system is back on-line will be communicated as per the Downtime Notification Procedure section of this document and the Facility procedure. Users will not log in until such communication is received.
- Follow the Recovery/Follow-up activities outlined in the appropriate section of the Provincial CIS Downtime Procedures Master Document when the system is back up after downtime.
- Scheduled Downtimes will be determined and communicated in advance as per the Downtime Notification Procedure section of this document
- Staff will complete all pre-downtime activities outlined in the relevant section of the Downtime Procedures document before each scheduled downtime.
- Before the beginning of a scheduled downtime, all terminals must be logged out of any CIS and/or any other applications expecting downtime to prevent erroneous locks from occurring on patient records

#### **Unscheduled Downtime and the 724 Downtime Application**

Unscheduled downtimes normally offer no time to prepare and can occur at the most inopportune time. They can range in duration from minutes to hours and often result in additional or altered process during and after the downtime. This document will explain the different types of unscheduled downtimes and the steps to follow when one occurs.

There are multiple scenarios which may result in declaring a CIS unscheduled downtime:

- The CIS application itself has experienced a downtime.
- The Health network has experienced a downtime affecting one or more unit(s), floor(s) and/or facility(s).
- The overall Health network has experienced a complete system downtime.

For any of these scenarios, CIS will follow the same procedure in order to put the production system in a protected state.

These steps include:

- 1. An early warning email (or phone call if email system is affected by the downtime) will be sent to key facility reps. These facility reps will then communicate to other internal staff on a 'need-to-know' basis as per their own internal processes. It should be noted that the early warning notification may only occur minutes prior to the declaration of an unscheduled downtime.
- 2. At the declaration of an unscheduled downtime, the Service Centre will call the main number at each affected facility and inform them that CIS is in an unscheduled downtime. Service Centre will inform the facility that all end users must logout of CIS immediately and revert to 724 downtime computers. The 724 password will be given to the facilities at this time.
- 3. If the outage is Health network related, Service Centre will advise the facilities to logout of their computers immediately with the exception of any 724 computers. These **MUST** remain logged in for the duration of the downtime.
- 4. CIS will contact Cerner and request that system access be locked to prevent any new end users from logging in.
- 5. CIS will request a broadcast message be sent to all end users currently logged in. The message will indicate that they have 5 minutes to logout. At the 5 minute mark, Cerner will force any remaining end users out of the system.
- 6. At this point, the production system will be in fully protected state all access to patient data will be through 724 computers. This will remain the case until the downtime is declared over.
- 7. On an hourly basis, CIS (ITSS for network downtimes) will notify the facilities on the status of the downtime. If possible, an estimated time for having the system brought back up will be communicated to the facilities. Hourly updates will continue until the downtime is over.
- 8. Once the unscheduled downtime is over, the production system will return to a normal operating state and CIS will request that Cerner unlock end user access. Service Centre will then contact the facilities and deliver the all-clear message. At this point, end users can access the system as per normal process and any backentry required as a result of the downtime can be completed.

#### Access to 724 Computers During an Unscheduled CIS Downtime

In the event of an unscheduled CIS downtime where the network remains available, access to patient data will be through 724 downtime computers. Any printing that needs to take place can continue as per normal printing process and access to all 724 computers will use normal network username and passwords. Local printing and account access is only required as outlined in the section titled 'Access to 724 Downtime Computers During a Network Downtime'.

#### Access to 724 Downtime Computers During an Unscheduled Network Downtime

During an unscheduled network downtime, end users should still be able to login to the local computer provided they've logged in to that same computer previously. If someone is already logged in to the 724 computer at the time of the network downtime, leave that user logged in for the duration of the downtime to ensure access to the 724 downtime application and patient data. *Never restart or turn off a 724 computer during a network downtime as this will prevent end users accessing the 724 downtime application.* The password for the dtviewer account will be provided to the facilities when the Service Centre calls to declare the unscheduled downtime and also available on the telephone announcement when end users call in to 3600.

In order to print patient information from the 724 downtime computers during a network downtime, follow the steps on the following pages.

#### 724 Downtime computer login instructions

To login to a 724 Downtime computer anytime it gets restarted or turned off, even if not in a downtime:

1. When a 724 Downtime computer starts up, you'll be prompted to enter a username at the McAfee Endpoint Encryption screen. Enter the username dtviewer and press enter.

McAfee An Intel Company	Endpoint Encryption®
Screen 1. Enter dtviewer	Select User           Select User         Endpoint Encryption®
	User name:
	Options >> Nent

2. The next screen will prompt for a password. Enter the correct password and press enter. If you do not know the password, you can obtain it by calling Registration.

McAfee An Intel Company	Endpoint Encryption®
Screen 2. Enter password	Select User           Select User         Endpoint Encryption*
	Password
	Options >> Next

3. The system will now start up. Login to Windows with your normal credentials. For KIOSK computers, you'll be logged in automatically.



#### 724 Downtime Computer Labels:

GREEN LABEL	Identifies all 724 Downtime Computer
YELLOW LABEL	Identifies CIS Downtime Printer attached
MAGENTA LABEL	Identifies Full Facility installs- all patient charts available

<u>Unscheduled CIS Downtime Process</u> An unscheduled CIS downtime is defined as a downtime affecting access to patient charts through applications such as PowerChart, SurgiNet and	724 Printing During an Un Network Downtime	nscheduled
FirstNet. Access to the computers, email, internet and other applications remains unaffected. When notified of an Unscheduled CIS Downtime:	1. Click Start.	Pre Start
<ol> <li>Logout of CIS applications immediately.</li> <li>Staff who do not logout will be forced out of the system after 5 minutes.</li> <li>Access to patient charts will be through designated 724 Downtime Computers for the duration of the downtime.</li> <li>Login to the 724AccessViewer with the following.</li> </ol>	2. Click Devices and Printers.	Control Panel Devices and Printers Help and Support Run
<ul> <li>Username: dtviewer</li> <li>Password: provided at the time of the downtime.</li> <li>5) Remain logged out of CIS until given the 'All-Clear'.</li> </ul>	3. The Default Printer is indicated by a Check.	Printers and Faxes (2)      QEERFSSTRKMF      CIS Downtime Printer
<u>Unscheduled Network Downtime Process</u> An unscheduled network downtime is defined as a downtime affecting access to all computers on a particular unit, a hospital or all PEI Health facilities. During a network downtime, access to email, internet, CIS and other applications is not available.	4. Right-click the CIS Downtime Printer and choose 'Set as Default Printer'.	Open Open in new window See what's printing Set as default printer Printing preferences Printer properties Create shortout Traubleshout Remove device Properties QEEFFSSTROME CIS Dewritine Printer
<ul> <li>When notified of an Unscheduled Network</li> <li>Downtime:</li> <li>1) Logout of all non-724 computers immediately.</li> <li>2) During a network downtime, never restart or turn off 724 computers!!!</li> </ul>	5. The Default printer is now set to the local printer.	Printers and Faxes (2)      CEERFSSTRKMF     CIS Downtime     Printer
<ul> <li>3) 724 downtime computers should remain logged in during the downtime in order to ensure access to patient charts.</li> <li>4) Login to the 724AccessViewer with the following: Username: dtviewer Password: provided at the time of the downtime.</li> <li>5) Remain logged out of all non-724 computers until given the 'All-Clear'.</li> </ul>	6. When the all-clear is given, follow these same steps to reset the Default printer back to the printer in step 3.	Printers and Faxes (2)     QEERFSSTRXMF     CIS Downtime     Printer
<u>NOTE:</u> If you're unable to print from 724, follow the instructions to the right before logging in to the 724AccessViewer application.		

#### **Downtime Process of a Planned Time**

A scheduled or planned downtime is an outage where end users have advance warning that downtime will occur on a specific date and time with a pre-defined duration. Planned downtimes of the computer system are required for regular maintenance and upgrade purposes.

#### **Pre-Downtime Preparation**

- All departments will be notified with regards to the date, time and estimated duration of the planned downtime. This information will be distributed by email, paper memo, and / or on CIS system message board
- Unit ward clerk is to ensure downtime supplies and forms are available for use. Refer to the Paper Downtime Folder List. The forms are available for restocking using print on demand.
- All orders and documentation should be entered at least fifteen (15) minutes before scheduled downtime or orders cannot be processed.
- Log off the computer system and implement manual procedures fifteen (15) minutes before downtime.
- Staff will need to decide when to print the paper Downtime MAR for each patient using critical decision making.
   Factors to consider
  - when next medications are due
  - number of prn's used by the patient
  - the level of acuity of care.

#### To print the paper downtime MAR:

• The MAR will need to be printed from the 724 computers. You will not have access to the MAR Transfer report in PROD.

#### **During Downtime:**

- To view the electronic chart (7/24 access) on any computer during a **planned downtime**, log in using existing user name and password.
  - 1. At the start of the downtime, from **any** CIS computer, open the Cerner Apps folder and double-click the 724 PowerChart icon.



- 2. The Read Only Millenium screen will appear
- If the icon is not available you will need to refresh your view by clicking on the Citrix Logged On icon. Choose Application Refresh.



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- 4. Login to the application using your normal PROD Login Username and Password
- Powerchart data is available on all computers during a planned downtime and is current as of approximately **1 hour before the scheduled downtime**. You will also need to view the 724 report from the designated "downtime computer" on the unit to get the most recent patient information (ie. last dose of medication) as the "designated downtime" computer is current as of **2 minutes before downtime**.

#### **Downtime Process of an Unplanned Downtime**

#### How to access the 724 Downtime computers:

1. When an unscheduled downtime is declared, from **724 labeled computers** only, double-click the 724 Access Viewer icon



2. The blue Millennium 724 Downtime screen will appear.



**3.** The **username** is **dtviewer**. If you no longer remember the password, contact the Service Centre.

## Main screen Patient list -Loads with Units(s) associated to that computer OR Full Facility

#### Unit/Location Specific

724Access	Viewer														_	
File Help																
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#### This is Full Facility

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Unit 3 HH	Unit 5 HH	Unit 7 HH	Unit 8 HH	Username Jay Way PEH	
Name	FIN		MRN	ounter Type Roo	m/Bed Med Service
				Reason for viewing the patient's chart	
				7/24 system testing CIS Downtime Patient Transfer Other	
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Time in 724 (Last Updated) and system time should always be close to ensure that you are reviewing the most up to date information.

724Access Viewer										- 6 <b>X</b>
File Help										
Patient Search   Appointment Search	Lab Collection Sea	rch Unverified Medications	Pharmacy Fill List							
ZZ TEST, BUBBA MRN:888000701	Age: 3 FIN:4	3 years 716883	Male		Status	Inpatient	Locat	tion: PAND I	ENDO QEH, PAN ENDO, 4	
Allergies: acetaminophen, Lobst Precautions: No Data	ter									
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Intake & Output	Age	3 years					Home Address:	unknow	wn, PE X000000	
Scheduled Appointments	Date of Birth:	05/01/2014								
Microbiology Results	Gender:	Male					Phone:	(003) 00	00-0000	
Medication Profile	FIN:	4716883					Mobile:			
	Insurance:	Prince Edward Island Health I	nsurance Plan				Room:	PAN EN	NDO	
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#### Non Full Facility List- also showing Sign on Screen

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Print Chart															
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#### Full Facility List- can search by Location, Name, MRN, FIN

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OB: mm/dd/yyyy	ZZTEST, LOUISE	4460173	888000736	61 years	Female	06/30/1955	Test	Inpatient	PAND ENDO QEH	PAN ENDO 4
	ZZTEST, PATIENT SIXTEEN	4261043	888000586	36 years	Male	06/30/1980	test	Inpatient	PAND ENDO QEH	PAN ENDO 3
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PAND ENDO QEH	-									
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Admitting Physician										
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Referring Physician										
Other										

#### Non Full Facility loads location Patient List

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File Help																	
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#### Click on the room/bed to put rooms in numerical order

	Location	Room/Bed	Med Service	Admitted
	MED PCH		General Medicine	07/06/13 15:01 AD
N/77 RHABDOMYOLYSIS	MED PCH	120 2	ALC - LTC Awaiting Placement	04/12/13 21:27 AD
	MED PCH	121 1	ALC - LTC Awaiting Placement	07/10/13 12:36 AD
	MED PCH	121 2	Palliative	07/06/13 16:17 AD
	A APP DOLA	1001	Concert Marshala -	07/18/03 16:01 10

#### Patient Chart- Demographic bar and Navigator

724Access View	er											
File Help												
Patient Search	Арро	ointment Search	Lab Collection Search	Unverified N	ledications	Pharmacy Fill L	.ist					
ZZTEST, LOUI	SE	Age: 61 ye	ears Femal	e	Status	Inpatient	Lo	cation: F	PAND END	O QEH, PAI	N ENDO, 4	
MRN:88800073	36	FIN:44601	73									
DOB: 06/30/19	55 											
Allergies: pen		l Detient Informe	-									
Patient Information	on	Patient Inform	ation								Last Undated	1: 03/21/17 09:28
Lab Results		Demographics ,	Allergies Problems Di	agnosis								
Patient Care Resu	lts	Encounter										
Medication Admir	nist	Select	FIN	Admit	Date	Discha	rge Date		Facility		Nurse Unit	
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Vital Signs												
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Documents		Full Name:	ZZTEST, LOUISE							Home Ad	ldress:	
Intake & Output		Age	61 years									
Scheduled Appoint	ntm	Date of Birth:	06/30/1955									
Microbiology Resu	ults	Gender:	Female							Phone:		
Medication Profile		MRN:	888000736							Cell/Page	er:	
Medication Frome	_	FIN:	4460173							Mobile:		
		Insurance:	Prince Edward Island H	lealth Insurance	e Plan					Room:		PAN ENDO
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		Related Persons	5									
		Role	Name	Relationship	Home	Mobile	Work C	ell/Pager				
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#### Allergies

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File Help														
Patient Search	Арро	intment	Search La	ab Collecti	on Search Unv	erified Medi	ications P	harmacy Fill	List					
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Orders		Type	Substance	Severity	Reaction Status	Reactions	Sensitivity	Est. Onset	Reviewed By	Reviewed Date/Time	Comments	Updated E	v	
Vital Signs		Drug	penicillin		Active	Rash	Allergy		Smith, Debra A, RN	12/05/16 11:56 AST		S MUD I	a A, RN	(
Documents														
Intake & Output														
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Microbiology Res	ults													
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Medication Profi	le													

## Lab Results- Default is 3 days- information is not available beyond 7 days In this example, the search was selected from March 1<sup>st</sup>

CIS Downtime Procedures/724 – August 2020

#### **Results display in a random order-read carefully**

724Access Viewer				
File Help				
Patient Search App	pointment Search   Lab Collection Search	Unverified Medications Pharmacy Fill List		
ZZTEST, LOUISE	Age: 61 years Female	e Status: Inpatient	Location: PAND	ENDO QEH, PAN ENDO, 4
MRN:888000736	FIN:4460173			
DOB: 06/30/1955				
Allergies: penicill	in			
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Lab Results				
Patient Care Results	Start Date Between: 03/01/2017 ▼ 03	/21/2017 👻		
Medication Administ				
Orders	Lab Results Filter: All Lab Results	▼		
Vital Signs	Category	Event Name	03/14/17 07:36 ADT	
	Laboratory	Urine Color Urine Dipstick	Straw	
Documents	Laboratory	Ketones Urine Dipstick	2+	
Intake & Output	Laboratory	Glucose of the Dipstick	4+	

#### Patient Care Results The results can be filtered using the Patient Care Results Filter dropdown Defaulted 1 day

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File Help										
Patient Search	Appointment Search	Unverified Medications Pharmacy Fill List								
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	Age: years inare	Status: inpatient	Location:							
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Allergies: code	ine, Demerol, erythromycin,									
	Patient Information Ratient Care Resu	llts								
Patient Informatio	n									
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птаке & Оптрит					No					
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	Assessments and Treatments	Literacy Leve Result: Yes			expanded					
Microbiology Resul	Assessments and Treatments	Hearing Impairm Status: Auth (	Verified)		comment					
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	Assessments and Treatments	Heart Rhythn Notes: Pt. up a	and down in bed and cha	ir, but rest in bed at 05	i00. Team leader aware	e of same				
	Assessments and Treatments	Radial Pulse, Left								
	Assessments and Treatments	Edema								
	Assessments and Treatments	Respiratory Symptoms								
	Assessments and Treatments	Respirations			Unlabored					
	Assessments and Treatments	Respiratory Pattern								
	Assessments and Treatments	Respiratory Pattern Description			Regular	-				
						•				

#### Medication Administration- defaulted 1 day and Current Note: Will show as overdue on application screen but Overdue does not show on printed MAR.

724Access View	er					
File Help						
Patient Search	Appointment Search   La	ab Collection Search   Unv	erified Medications   Pharmacy Fill L	ist		
ZZTEST, LOUI	SE Age: 61 years	s Female	Status: Inpatient	Location: PAND ENDO	QEH, PAN ENDO, 4	
MRN:88800073	6 FIN:4460173					
DOB: 06/30/19	55					
Allergies: peni	cillin	4	×			
Patient Informatio	Patient Information	n 📃 Medication Administ	ration		Less Hedes	+ 02 /21 /17 10:01
Lab Results					Last Update	d: 03/21/17 10:01
Patient Care Resu	Its Clinical Date Range	Between: 03/21/2017 -	03/22/2017 👻			
Medication Admin	ist					
Orders	Order Type: Currer	nt 💌				
Vital Signs		Medication C	Orders	03/21/17 05:45 ADT	03/21/17 09:00 ADT	03/21/17 09:5 *
Documents	not available.		- · · · ·			
Intake & Output	metoprolol 100 mg, Oral, Tab, BID	, Start: 2017-Feb-02 09:00				100 mg Oral
Scheduled Appoin	Ordering Provider: Uni Order Placed By: Test	known Physician, Physician, , CPOE LPN, LPN-CPOE LPN				E
Microbiology Resu	palbociclib 125 mg, Oral, Cap, Dai	ily, Start: 2017-Feb-01 09:00				
Medication Profile	Ordering Provider: Uni Order Placed By: Mort	known Physician, Physician, on, Teresa E, RN-DBA			Scheduled - 125 mg, Oral	
	penicillin V 300 mg, Oral, Tab, inte	rval q6h, Start: 2017-Jan-11 1	1:45	OVERDUE! - Scheduled - 300 mg, Oral		
	Ordering Provider: Cra Order Placed By: Dew	asweii, Jettrey D, MD var, Dorothy A, RN-CPOE Nurse	e Manager			
	quinapril (Accupril) 10 mg, Oral, Tab, Daily Ordering Provider: Tes	r, Start: 2017-Jan-07 09:00 st, CPOE Physician, MD			Scheduled - 10 mg, Oral	
	ramipril (Altace)	m				

#### PRN View There is also Unscheduled and Continuous Infusions



#### Orders

724Access Viewe	er									
File Help										
Patient Search	Арро	ointment Search	Lab Collection	Search   l	Jnverified N	ledications	Pharmacy Fill Lis	st		
ZZTEST, LOUI	SE	Age: 61 ye	ears	Female		Statu	s: Inpatient	Location: PAND EN	NDO QEH, PAN ENDO, 4	L.
MRN:88800073	6	FIN:44601	73							
DOB: 06/30/195	55									
Allergies: peni	cilliı	ı								
	76	Patient Inform	ation 🗖 Medic	ation Admi	nistration	Orders				
Patient Informatio	n								Last Undat	ed: 03/21/17 10:01
Lab Results		Orders Diagnes	Dawes Diana						Lust opdat	
	_	Planned	POwer Plans							
Patient Care Kesul	ts	an i sa i			(au co c					
Medication Admin	ist	Clinical Catego	ory: All Orders	▼ Status	: All Statu	ISES	•			
Orders										
oracis		Order				Status	Details			Current Start
Vital Signs		Admission Hist	tory Adult			Ordered	2016-Dec-23 14:5	53, Stop Date 2016-Dec-23 14	:53	12/23/16 14:53 AS
Documents										
		Admission Ass	essment Adult			Ordered	2016-Dec-23 14:5	53, Stop Date 2016-Dec-23 14	:53	12/23/16 14:53 AS
Intake & Output										
Scheduled Appoint	tm	Braden Assessn	ment			Ordered	2016-Dec-23 14:5	53, Stop Date 2016-Dec-23 14	:53	12/23/16 14:53 AS
Missahislass Dass	14.									
wicrobiology Kesu		Discharge Plan	ning Assessment			Ordered	2016-Dec-23 14:5	53		12/23/16 14:53 AS
Medication Profile		-	5							
		TIP				Ordered	2016-Dec-2214	52 Stop Date 2016-Dec-22.14	.52	12/22/16 14:52 AS
		TER				ordered	2010-DEC-25 14.5	55, Stop Date 2010-Dec-25 14		12/23/10 14:33 A3
		Non Invasive V	entilation BiPAP			Completed	testing MPTL, Sta	art: 2017-Jan-06 13:32, Stop :	2017-Jan-06 13:32	01/06/17 13:32 AS
		Non Invasive V	entilation BiPAP			Completed	testing MPTL, Sta	art: 2017-Jan-06 13:38, Stop :	2017-Jan-06 13:38	01/06/17 13:38 AS
		Non Invasive V	entilation BiPAP			Completed	testing MPTL, Sta	art: 2017-Jan-06 13:48, Stop :	2017-Jan-06 13:48	01/06/17 13:48 AS
		< [					CLUB CLUB CL		ALL CONTRACTOR (1997)	
		•								F.

#### Planned Powerplans- these can be printed

Patient Search App	oointment Search   Lab Colle	ection Search Unveri	fied Medications   Pharmacy Fil	List		
ZZTEST, LOUISE	Age: 61 years	Female	Status: Inpatient	Location: PAN	ID ENDO QEH, PAI	N ENDO, 4
MRN:888000736	FIN:4460173					
DOB: 06/30/1955						
Allergies: penicill	in					
Patient Information	Patient Information C	Orders				
						Last Updated: 03/21/17 10:12
Lab Results	Orders Planned Power Plan	ns				
Patient Care Results	Warning: Thes	e are uninitia	ated orders and m	ay not have l	had interactio	on checking or d
Medication Administ			Phase	Start Offset	Details	Order Comm
Orders	Medical     MED Discharge					
Vital Signs						
Documents						
Intake & Output						
Scheduled Appointm						
Microbiology Results						
Medication Profile						

#### Vital Signs-Default 3 days

ZZTEST, LOUISE	Age: 61 years	Female	Status: Inpatient	Location: PAND ENDO QEH, PAN ENDO, 4
MRN:888000736	FIN:4460173			
DOB: 06/30/1955				
Allergies: penicilli	n			
	Patient Information C	rders 🔲 Vital Signs		
Patient Information				Last Undated: 02/21/17 10:12
Lab Results				Last opuated. 05/21/17 10.12
Patient Care Results	Start Date Between: 03/19/	2017 - 03/21/2017 -		
Medication Administ	Event Name	03/21/17 10	03/21/17 10:00 ADT	
	Height	165 0	cm	
Orders	Weight	63 k	g	
Vital Signs	Body Mass Inde	ex 23.1	4	
Thursigns	Temperature 0	ral 37.8 de	gC HI	
Documents	Systolic Blood Pres	ssure 122 m	mHg	
	Diastolic Blood Pre	ssure 78 mm	nHg	
Intake & Output	BP measurement lo	cation Right a	arm	
	Primary Pain Inter	nsity	10	
Scheduled Appointm	Capillary Refil	I < 2 sec	onds	
Misselisters Devulte	Heart Rhythm	n Regu	lar	
with obiology Kesuits	Body Mass Inde	ex 23.1	4	
Medication Profile				

#### Documents- Verified documents only (signed) Does include final DI reports and transcribed reports

ZZTEST, LOUISE	Age: 61 years	Female	Status: Inpatient	Location: PAND ENDO QEH, PAN ENDO, 4
MRN:888000736	FIN:4460173			
DOB: 06/30/1955				
Allergies: penicilli	in			
Patient Information	Patient Information	Orders 📄 Vital Signs 🗖	Documents	
Lab Results			_	Last Updated: 03/21/17 10:12
Patient Care Results	Start Date Between: 03,	19/2017 - 03/21/2017	•	
Medication Administ	Decuments Filter Ture	J	1	
Orders	All Di	ocuments 🔹	Print D	ocument
Vital Signs			Discharge Planning Performed On: 20	Assessment Entered On: 2017-Mar-21 09:44
Documents	03-21-2017 10:08 Morton 03-21-2017 09:43 Morton	, Teresa E, RN - " , Teresa E, RN - "	r enonneu on. zu	
Intake & Output				Ξ
Scheduled Appointm		Pat	ient Care Plan and Team U	pdates
Microbiology Results		Anti	cipated DC Needs : Family Mee http://www.cipated.com/	ting erds Mobility
Medication Profile		Gur	rant Home Environment	Morton, Teresa E, RN - 2017-Mar-21 09:43
			es In : Single level home	
		Live Hor	<i>s With</i> : Spouse <i>ne Diet :</i> Regular	
		_		

#### Intake and Output- Default setting is 3 days

ZZTEST, LOUISE	Age: 61 years	s Female	Status: Inpatient	Location: PAND ENDO QEH, PAN ENDO, 4
MRN:888000736	FIN:4460173			
DOB: 06/30/1955				
Allergies: penicill	in			
	Patient Information	n 🗖 Orders 🗖 Vital S	igns 🔲 Documents 📄 Intake and Output	
Patient Information				Last Updated: 03/21/17 10:12
Lab Results				• • • • •
Patient Care Results	Start Date Between:	03/19/2017 👻 03/21	1/2017 👻	
Medication Administ				
Orders	24 Hour Total: 7:00	- 6:59		
Vital Signs		03/19/2017	03/20/2017 03/21/2017	
Documents	Intake and Output	07:00 ADT - 06:59 ADT	07:00 ADT - 06:59 ADT 07:00 ADT - 06:59 A	DT
Documents	Intake Total		500.0	
Intake & Output	Output Total		250.0	
Scheduled Appointm	Balance		250.0	
Microbiology Results				
Medication Profile				

#### Appointments

Patient Information	Patient Informatio	n 🗖 Sche	eduled Appointment	is							
ratient information		Last Updated: 03/21/17 11:24									
Lab Results	Future Appointme	ture Appointments									
Patient Care Results	Begin Date/Time	Duration	Location	Appointment Type	Appointment Reason	State	Provider(s)	Primary Resource	Primary Order		
	03/22/17 12:30 ADT	240	Hemodialysis	Hemodialysis	Dialysis	Confirmed			Hemodialysis - /		
Medication Administ	03/24/17 12:30 ADT	240	Hemodialysis	Hemodialysis	Dialysis	Confirmed		, .	Hemodialysis - 🗸		
Orders											
Vital Signs											
Documents											
Intake & Output											
Scheduled Appointm	Past Appointment	s									
Microbiology Results	Begin Date/Time	Duration	Location	Appointment Type	Appointment Reason	State	Provider(s)	Primary Resource	Primary Orde		
Medication Profile	03/20/17 12:30 ADT	240	Hemodialysis	Hemodialysis	Dialysis	Checked In			Hemodialysis		

#### Medication Profile Included Medications Being Given and Prescriptions/Home Meds

ZZTEST, LOUISE	Age: 61 years	Female	Status: Inpatient	Status: Inpatient Location: PAND ENDO QEH, PAN ENDO, 4			
MRN:888000736 DOB: 06/30/1955	FIN:4460173						
Allergies: penicilli	n						
Patient Information	Patient Information	Orders 🗖 Vital Signs	Documents Thtake and Output	Microbiol	ogy Resu	Scheduled Appoi 🗖 Me	dication Profile
Lab Results	Med Name		Order Details		Comment	Ordering Provider	Order Plac 🔺
Patient Care Results	Pending						
Medication Administ	Medication(s) Being Give Current	n					
Orders	2/3 - 1/3 with KCI 1000 furosemide 250 mg [10	KCI 20 mEq/L 1000 mL) % IV Solution 250 mL)	30 mL/hr, IV, 1,000 mL, Start: 2017-Jan-11 IV, 250 mL, Start: 2017-Jan-17 08:36	11:47		Craswell, Jeffrey D, MD Craswell, Jeffrey D, MD	Dewar, Doi Dewar, Doi <sub>≡</sub>
Vital Signs	ioxitalamate (Telebrix)		10 mL, Oral, Liquid, Once,0, Stop: 2017	-Feb-06 09:00	1	Unknown Physician, Physician	, Morton, Te
	metoprolol (metoprolol)		100 mg, Oral, Tab, BID, Start: 2017-Feb-02	2 09:00		Unknown Physician, Physician	, Test, CPOE
Documents	morphine (morphine inj)		2 mg, Subcutaneous, Injecti, Start: 2017	-Jan-11 11:42		Craswell, Jeffrey D, MD	Dewar, Doi
Intake & Output	palbociclib (palbociclib)		125 mg, Oral, Cap, Daily, Start: 2017-Feb-	01 09:00		Unknown Physician, Physician	Morton, Te
	penicillin V (penicillin V)		300 mg, Oral, Tab, intervalh, Start: 2017	-Jan-11 11:45		Craswell, Jeffrey D, MD	Dewar, Doi
Scheduled Appointm	quinapril (Accupril)		10 mg, Oral, Tab, Daily, Start: 2017-Jan-07	7 09:00		Test, CPOE Physician, MD	Test, CPOE
	ramipril (Altace)		1.25 mg, Oral, Cap, Daily, Start: 2017-Jan-	07 09:00		Test, CPOE Physician, MD	Test, CPOE
Microbiology Results	zopiclone (zopiclone)		7.5 mg, Oral, Tab, Bedtime, Start: 2017-	Jan-06 12:47		Test, CPOE Physician, MD	Test, CPOE
Modication Profile	Past						
medication Frome	2/3 - 1/3 500 mL (2/3 - 1/	3 Bolus 500 mL)	500 mL/hr, IV, Bolus, 500 m), Start: 2017	-Jan-11 11:44		Craswell, Jeffrey D, MD	Dewar, Doi
	acetaminophen (Tylenol	Regular Strength)	650 mg, Oral, Tab, Once, S, Stop: 2017	Jan-23 15:00	J	Unknown Physician, Physician	Doucette, i
	dimenhyDRINATE (Gravo	l inj)	12.5 mg, IV, Injection, Uns0, Stop: Limit	ed # of times	1	Unknown Physician, Physician	Doucette, i
	fentaNYL (fentaNYL inj)		25 mcg, IV, Injection, q5 mn, Start: 2017	'-Jan-23 14:40	I.	Unknown Physician, Physician	Doucette, i
	morphine (morphine inj)		5 mg, IV, Once, STAT, Star3, Stop: 2017-	-Jan-11 11:43		Craswell, Jeffrey D, MD	Dewar, Doi
	ondansetron (Zofran)		4 mg, IV, Injection, Unsche, Stop: Limite	ed # of times	1	Unknown Physician, Physician	Doucette, i
	Ringer's Lactate 1000ta	ted Ringers 1000 mL)	30 mL/hr, IV, 1,000 mL, Start: 2016-Dec-29	9 13:38		Test, CPOE Physician, MD	Test, CPOE
	Ringer's Lactate 1000ge	er's Lactate 1000 mL)	30 mL/hr, IV, 1,000 mL, Start: 2017-Jan-23	14:40		Unknown Physician, Physician	Doucette, /
	Sodium Chloride 0.9% I ∢	aline IV Rolus 250 ml ) III	250 ml /hr TV Rolus 250 m 1 Start 2017	-lan-17 09-45		Craswell Jeffrey D MD	Dewar Doi

#### **Printing the MAR for Transfers or During Downtime**

Last Name	

#### File> Print> or

Check boxes for **medication orders current**, and (include discontinued orders as per clinical judgment). Change the date range to include **"yesterday" and "tomorrow** 

Print	- • •
Printing Preferences	
Select the patient data to send to the printer.	
Print From 06/14/2017 - to 06/16/2017 -	
Print Time Zone	
Print Sections Without Data	
Check/Uncheck All	
Sections:	
Documents	<u>^</u>
Intake and Output	
Medication Administration (Current)	=
Medication Administration (Future)	
Medication Administration (Discontinued)	
Medication Profile      Det M. disation Drive Office	
Past Medications Being Given	

## Click **Finish.** *Note: Once "finish" is clicked it may take a delay to pull together data, be patient and avoid clicking "finish" again*

	ZZTEST, PATIENT SEVEN						
	PAND ENDO QEH - PAN ENDO/2						
		Precaution(s): No	o Data				
		ALLERG	IES*				
Allergy		Severity	Reactions				
					*		
	face pa	age of 724	printed o	chart			

Patient information prints on the cover sheet.

- Name,
- MRN
- D.O.B
- Age
- Room Number

• Allergies- each allergy is

listed with reactions

CZ TEST	, PAT	HENT'S	EVEN	DC	OOB: 07/02/1988 *ALLERGIES*					MRN: 888000569 FIN: 4714358			
Patient	nfor	mation							_				
Gender:	11101	macron	Female										
Birth Det			07/02/1988										
Age:			28 years										
Problem	5		Obesity,SOE	sity/SOB - Shortness of breath									
Home Ph	one		(902) 980-80	2) 980-8990								-	
Mobile P	hone												
Cell/Page	Nr.								-				
Address			2988, River	Road, PE X0X	040								
Insurance	e		Prince Edwa	rd Island Heal	th linsu	rance Pl	an .						
Facility			QEH										
Primary (	Care F	Provider	No Family D	octor, Physicia	e.								
Room/Be	d:		PAN ENDO	2									
Reason fr	or Vis	it:	Test									-	
Length of	Stay		14 days										
Ordering	Phys	ician	Unknown Ph	yaician, Physi	san,								
Admitting	Phys	sician	Slysz, Garth	H, MD									
Attending	Phys	sician	Unknown Ph	Physician, Physician,									
FIN Numb	xer		4714358	56									
MRN			888000569										
elated F	Pers	ons							_				
Role		Name		Relations	Relationship Home Pl		Phone	Mobile Phone Cell/P		Cell/Pa	ger	Wor	rk Phone
nsured		SEVEN	, PATIENT	SELF		(902) 9	80-8990						
Next of Kir	1	TEST, 8	ALLY	Aunt		(902) 9	00065-08						
Emergenco Contact	y	ZZTES	C TIM	Spouse		(902) 9	80-8990						
									_				
ctive Al	lergi	es		Reaction					L.				
ype	Act	tive Aller	lies	Status	Rea	ctions	Severity	Sensitivity	0	nset	By		D6Tm
Aug	morphine		Active				Allergy			Rogers, Heather D	o.	05/24/17 16:06	
active A	llerş	jies											
(27/2017)	o 064	18/2017					OEH					-	
nted 06/21	8/17 0	9.25			724	Access D	owntime View	or Printout					Page 6 of 7

Patient information at the top of each following page

- Name,
- MRN
- D.O.B
- "Allergies"

#### Front Page Top

Admitted: 12/23/16 14:53 Attending: Test, CPOE PathNet Medical Microbiologist, MD Reason for Visit: Test

#### **ZZTEST, LOUISE**

MRN: 888000736 FIN: 4460173 Gender: Female DOB: 06/30/1955 Age: 61 years

#### PAND ENDO QEH - PAN ENDO/4

Precaution(s): Isolation Precautions 01/10/17 10:22

penicillin Allergies

Allergy	Severity	Reactions
penicillin		Rash

#### Bottom

03/20/2017 to 03/21/2017 Printed 03/21/17 10:18 QEH 724Access Downtime Viewer Printout

Page 1 of 10

#### **Scheduled Meds**

ZZTEST, LOUIS	E	DOB: 06/30/1955	penicillin		MRN: 888000736 FIN: 4460173
*PRECAUTION(	S)*				(
Scheduled Med	ication Orders				✓ =completed [ ]=aue
ioxitalamate (Telel	brix)				
10 mL, Oral, Liquid, Order Comment:Mix	Once, Start: 2017-F with 350 mL water.	eb-06 09:00, Stop: 2017-Fel May give Gastrografin (same	b-06 09:00 e dose) if Telebrix not av	Ordering Pr ailable.	ovider: Unknown Physician, Physician,
03/20/2017 07:00 -18:59	19:00 -06:59	03/21/2017 07:00 -18:59	19:00 -06:59	03/22/2017 07:00 -18:59	19:00 -06:59
metoprolol	a fight of the second				
100 mg, Oral, Tab,	BID, Start: 2017-Feb	-02 09:00		Ordening Pr	ovider: Unknown Physician, Physician,
03/20/2017	19:00 -06:59	03/21/2017 07:00 -18:59	19:00 -06:59	03/22/2017 07:00 -18:59	19:00 -06:59
[ ]09:00	[ ] 21:00	√ 09:59	[ ]21:00	[ ] 09:00	
100 mg, Oral	100 mg, Oral	100 mg Oral	100 mg, Oral	100 mg, Oral	
palbociclib		9		age a	lay and
125 mg, Oral, Cap,	Daily, Start: 2017-Fe	eb-01 09:00		Ordering Pr	ovider: Unknown Physician, Physician,
03/20/2017	19:00 -06:59	03/21/2017 07:00 -18:59	19:00 -06:59	03/22/2017 07:00 -18:59	19:00 -06:59
[ ] 09:00		[ ] 09:00		[ ] 09:00	
125 mg, Oral		125 mg, Oral		125 mg, Oral	
penicillin V	1.1.1		2010 - 1973 - 1973 - 1973 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1975 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 - 1976 -		
300 mg, Oral, Tab,	interval q6h, Start: 2	017-Jan-11 11:45		Ord	ering Provider: Craswell, Jeffrey D, MD
03/20/2017 07:00 -18:59	19:00 -06:59	03/21/2017 07:00 -18:59	19:00 -06:59	03/22/2017 07:00 -18:59	19:00 -06:59
[ ] 11:45	[ ] 23:45	[ ] 11:45	[ ] 23:45	[ ] 11:45	
300 mg, Oral	300 mg, Oral	300 mg, Oral	300 mg, Oral	300 mg, Oral	
[ ] 17:45	[ ]05:45	[ ] 17:45	[ ] 05:45	[]17:45	
300 mg, Oral	300 mg, Oral	300 mg, Oral	300 mg, Oral	300 mg, Oral	

Notes	]	Signature	Initials

#### **PRN Meds**

ZZTEST, LOUI	SE I(S)*	DOB: 06/30/1955	penicillin		MRN: 888000736 FIN: 4460173
PRN Medicatio	on Orders				✓ =completed [ ]=due
morphine (morph	hine inj)		1.2512.2823.000	·	
2 mg, Subcutaneo	us, Injection, q4h tim	ed, PRN for Pain, Start: 2017-J	an-11 11:42		Ordering Provider: Craswell, Jeffrey D, MD
Primary Pain Inten	sity				
03/20/2017	19:00 -06:59	03/21/2017	19:00 -06:59	03/22/2017	19:00 -06:59
0/00-18.89		Vito 16:00 morphine 2 mg Subcutaneous 10:00 Primary Pain Intensity: 10 2 mg, Subcutaneous, q4h timed, PRN: Pain [ ] 10:30 PRN Response Task		0,00,10,09	
zopiclone 7.5 mg, Oral, Tab,	Bedtime, PRN for Sk	eep, Start: 2017-Jan-06 12:47		G	J Indering Provider: Test, CPOE Physician, MD
03/20/2017 07:00 -18:59	19:00 -06:59	03/21/2017 07:00 -18:59	19:00 -06:59	03/22/2017 07:00 -18:59	19:00 -06:59

#### **Continuous Meds**

ZZTEST, LOUI	ISE	DOB: 06/30/1955	penicill	lin	MRN: 888000736
*PRECAUTION	N(S)*				FIN: 4460173
Continuous M	ledication Orders	6			√ =completed [ ]=du
2/3 - 1/3 with KC	i 1000 mL (2/3 - 1/3 w	rith KCI 20 mEq/L 1000 mL	) see se	-Ballier - Arg	
30 mL/hr, IV, 1,00	0 mL, Start: 2017-Jan-	11 11:47		C	rdering Provider: Craswell, Jeffrey D, M
03/20/2017		03/21/2017		03/22/2017	
07:00 -18:59	19:00 -06:59	07:00 -18:59	19:00 -06:59	07:00 -18:59	19:00 -06:59

#### A Blank sheet is available for New Orders for each medication type:

## Documenting on the Downtime MAR- See Facility specific workflow documents.