CST Manual

7/24 Downtime Access Viewer

Sept 4, 2018





724Access Viewer User Guide

This User Guide explains how to access and use the 724Access Viewer application in the event of a Cerner Downtime. 724Access Viewer provides near "real-time" transfer of clinical data to workstations.

Table of Contents

1.0 Introduction	3
2.0 Logging in to Downtime Computer	3
3.0 Logging in to 724Access Viewer	3
4.0 Opening a Patient Chart in 724Access Viewer	5
5.0 Navigating the Patient's Chart	7
5.1 Patient Information Tab	8
5.2 Lab Results Tab	8
5.3 Patient Care Results Tab	10
5.4 Medication Administration Tab	10
5.5 Orders Tab	11
5.6 Vital Signs	13
5.7 Documents	13
5.8 Intake and Output	14
5.9 Scheduled Appointments	14
5.10 Microbiology Viewer	14
5.11 Medication Profile	15
5.12 Immunization History	15
5.0 724Access Printing	17
6.1 Viewing and Printing a Patient List	17
6.2 Printing Patient Information	19
6.3 Printing a Patient MAR	19
7.0 Troubleshooting	23



1.0 Introduction

In the event of a planned or unplanned downtime, **724Access Viewer** provides 7x24 historical access to all clinical data currently available in **PowerChart**. The data provided in **724Access Viewer** is typically less than two minutes older than the data found in **PowerChart**. You will be able to retrieve data as far back as **7 days** if you are on an inpatient unit, and 30 days if you are in an outpatient clinic.

724Access Viewer is installed on designated computers in clinical areas which are separate from other Cerner applications. Each computer is connected to a dedicated printer to be used in the event of a downtime, and should be connected to a red outlet.

2.0 Logging in to Downtime Computer

724Access Viewer can only be accessed through designated PCs labelled with:



Login to the computer with the following credentials:

Username: .\724Access

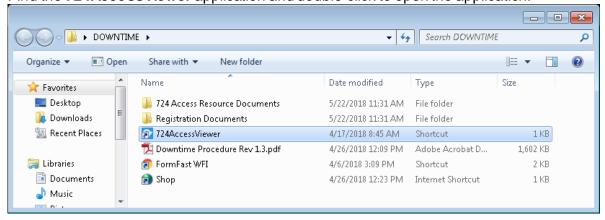
Password: \$Downtime\$

3.0 Logging in to 724Access Viewer

1. Open the **Downtime** folder from the Desktop of the designated downtime computer.



2. Find the **724AccessViewer** application and double-click to open the application.



Last update: September 7, 2018 3 | 25



3. The **Cerner 724Access Downtime Viewer** log-in window opens. Login using the following credentials:

Username: 724Access

Password: Call the Command Centre for the password at 604-675-4299



NOTE: The **724Access Viewer** password changes after every downtime event.



4. Enter your Full Name and select Audit Reason: Downtime. Click OK.

Last update: September 7, 2018 4 | 25





4.0 Opening a Patient Chart in 724Access Viewer

1. The *Patient Search* tab opens. All the units on your floor display in the Location list box. Click your unit to bring up a list of patients in your unit.

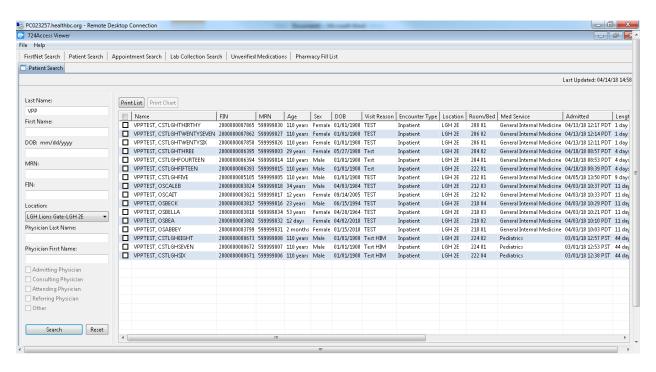


NOTE: You will only be able to see the information for your floor, but in an emergency, you can access other units on your floor by choosing the name of the location in the Location list box.

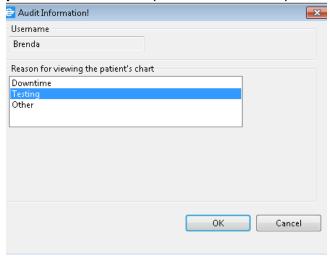
2. The *Patient Search* tab is now populated with information about the patients on your unit. Use this tab to view basic demographics for each patient and their location on your unit.

Last update: September 7, 2018 5 | 25





- 3. In the Patient Search tab, double-click a patient name.
- 4. When you open the first patient chart in a viewing session, the *Audit Information* dialog box opens. Enter your username and choose **Downtime** as the **Reason for viewing the patient's chart**. The patient's chart will open.



5. Click **OK**. The patient chart opens.

The **Banner bar** will display similar information as **PowerChart**, and the **Menu** will help you navigate to the necessary part of the patient's chart.

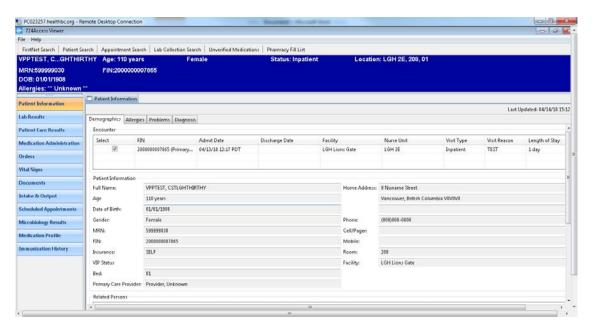
Last update: September 7, 2018 6 | 25



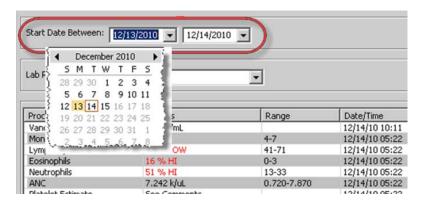
5.0 Navigating the Patient's Chart

When the patient's chart opens in 724Access Viewer:

- The banner bar displays information about the patient. This information displays wherever you are in a patient chart.
- The Patient Information tab opens, with the Demographics subtab displayed. This subtab lists encounters from the past 30 days. If there is more than one encounter, each encounter displays separately. Select the appropriate checkbox for the encounter you want to view. The current encounter is the default (checked).
- You can view other sections of the patient's chart by clicking a menu item on the left side of the 724Access window to open the corresponding tab. Once you open a tab, it remains available even after you click other menu items.



By default, the 724Access Viewer displays the current data. Change the range if you need to view data for any of the past 30 days. Use the arrow key to go back one month to change the result display.



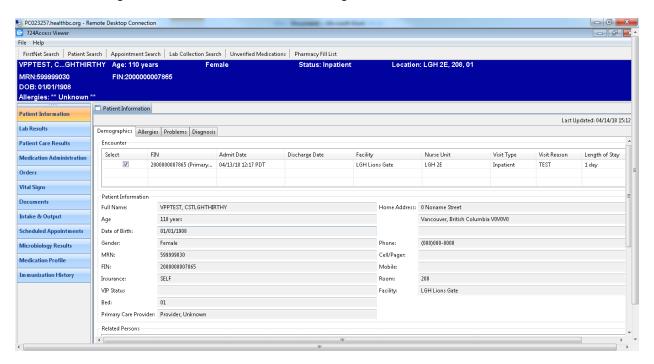
Last update: September 7, 2018 7 | 25



5.1 Patient Information Tab

The *Patient Info tab* is the first tab that displays when you open a patient chart. Select the Demographics, Allergies, Problems, or Diagnosis tabs to view additional information.

- Information displayed in the *Demographics tab* is associated with the primary encounter, which is the encounter for the patient row selected to view the patient's chart. The patient information data does not flex when different encounters are selected from the list of encounters within this view.
- 2. The Allergies tab contains all documented allergies for the patient.
- 3. The *Problems tab* contains all active problems for the patient
- 4. The *Diagnosis tab* contains the active diagnosis for the encounter.

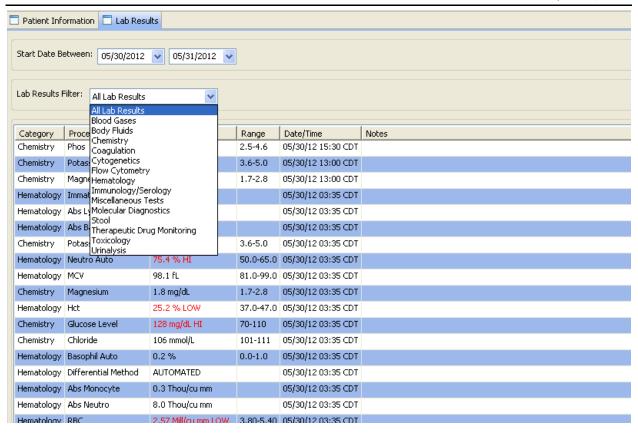


5.2 Lab Results Tab

The Lab Results tab displays two days of results by default and allows you to filter data by selecting a date range. You can also filter data using the drop-down list that contains the first level of children. Text, numeric, and date results are supported.

Last update: September 7, 2018 8 25

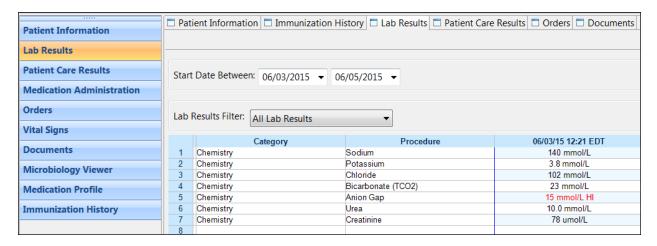




To filter lab results, use the Lab Results Filter list box to view specific results.



NOTE: Microbiology results can be viewed on the Microbiology tab. See Microbiology Viewer for more information.



Based on site-specific settings, the columns for lab results Name, and the Action date and time are displayed. Results are displayed in the corresponding row in the Action Date and Time column.



NOTE: By default, the last 48 hours of results are displayed.

Last update: September 7, 2018 9 | 25

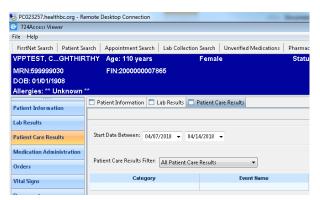


Complete the following steps to view lab results:

- Select Start and End dates from the Start Date Between boxes.
- Select a lab results filter from the Lab Results Filter list.
- 3. Double-click or position your pointer over a result to view more information.
- 4. If a paperclip icon is displayed next to a result, right-click the result to view the comment. If a result is out of range, the result value is displayed in **red** text with HIGH or LOW text attached.

5.3 Patient Care Results Tab

The Patient Care Results tab displays anything documented in IView. Click the Event column header to list the events in alphabetical order. Use the Patient Care Results Filter list box to filter by specific result categories.





Select a date range to view Patient Care Results information. Two days of results are displayed by default. For results with notes, a paperclip icon is displayed next to the result. For a result that is out of range, the result value is displayed in red with HIGH or LOW text attached.

5.4 Medication Administration Tab

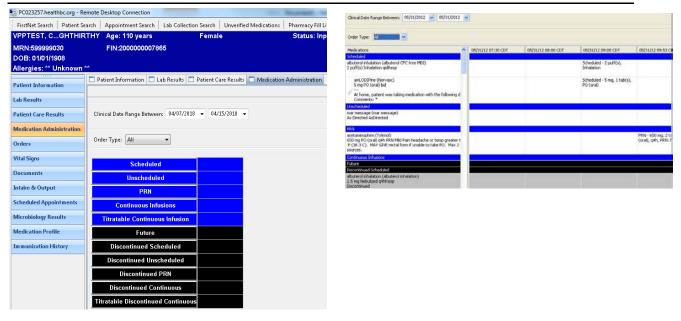
The Medication Administration tab is similar to the MAR Summary in PowerChart. It displays:

- All ordered (active) medications and IV fluids for the selected date range. Use the Order Type list box to filter by Current, Future, or Discontinued.
- Future Use the date range feature to view one day for next dose due.
- Medications given prior to downtime (exception: discontinued meds do not show time or date last given).
- Order comments Right-click on the medication if a paper clip icon displays, and click on Order Comment Info.

The left column shows active medication orders, and the right-side column shows administration information.

Last update: September 7, 2018 10 | 25



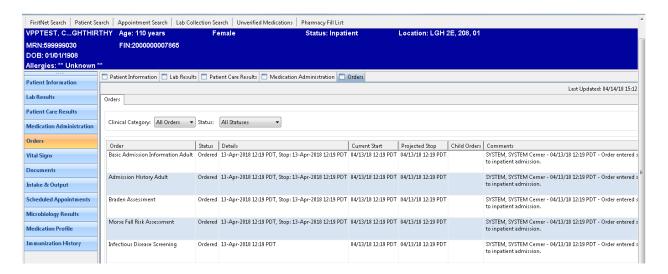


5.5 Orders Tab

The Orders tab displays active orders and their details. Click the down arrow on the Clinical Category list box to filter the orders by type.



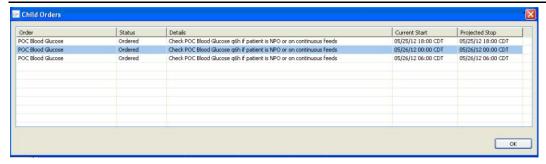
NOTE: Orders in the Planned status do not display.



Scroll to the right to view the Child Orders column. If there are Child Orders, click **Yes** to open the Child Orders window. Click **OK** to close the Child Orders window and continue viewing the Orders tab.

Last update: September 7, 2018 11 | 25





When information is available, 724Access Viewer displays future orders up to the next 12 hours from the time the system closed. Completed orders and medication orders are not included in the Orders tab.

Planned PowerPlans

To view planned PowerPlans in 724Access Viewer, click the **Planned PowerPlans** tab. Only care plans (single phase) and multi-phase plans are available. This does not include plans with Day of Treatment (DOT) or Taperplan phases. Sub-phases are supported for the supported plan types. Plans are grouped into their corresponding Plan Type Category. The Planned PowerPlans tab indicates planned orders that have not been initiated.

724Access Viewer supports Notes, Prescription, and Order components. Only components that are selected to be included in the plan are displayed in 724Access Viewer. Free text offsets and Time Zero offsets are supported.





IMPORTANT: If these planned plans were used for patient care during downtime these plans will need to be initiated when the system is available.

Last update: September 7, 2018 12 | 25



5.6 Vital Signs

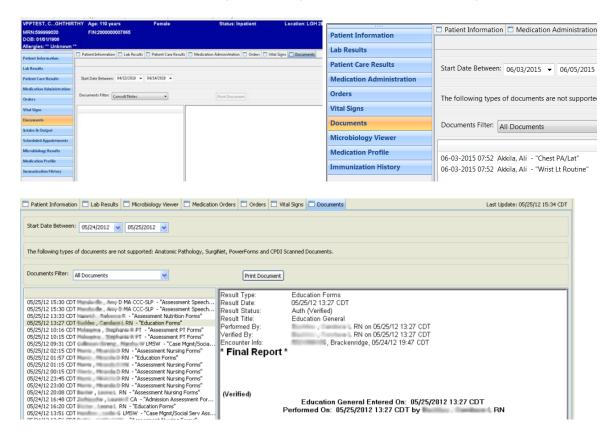
The Vital Signs tab displays all recorded vitals signs in Interactive View (IView).



5.7 Documents

You can change the date range and filter the documents to locate documents you are looking for.

- Hover over a document to view the full title.
- Double-click a document to open it in the window.
- Click Print Document to print to the printer attached to the computer.

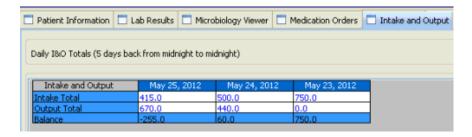


Last update: September 7, 2018 13 | 25



5.8 Intake and Output

The Intake and Output tab shows 24 hour totals only.

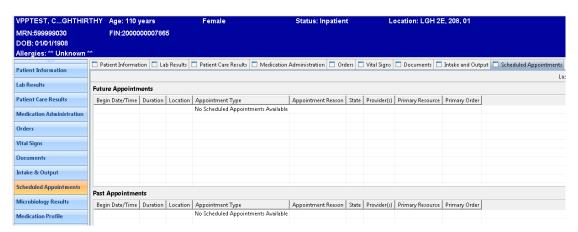


5.9 Scheduled Appointments

724Access Viewer displays patient schedules in two distinct sections: Future and past appointments. By default, both sections are sorted by Begin Date and Time. The Past Appointments section is sorted in reverse chronological order, and the Future Appointments section is sorted in chronological order.

Click the Appointment Type column heading to sort by Appointment Type. Past Appointments are limited to appointments for the patient's current encounter.

This tab displays scheduled appointments up to 30 days in advance.



5.10 Microbiology Viewer

The Microbiology Viewer tab displays information about microbiology tests and results.

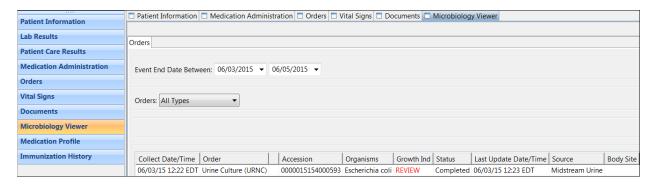
Complete the following steps to access the Microbiology Viewer in 724Access Viewer:

- 1. Select a patient's record. The patient's record is displayed.
- Click Microbiology Viewer on the left of the screen. The patient's information is displayed.
- 3. Select the Event End Date Between.
- 4. Select an order from the Orders list. The information is displayed.
- 5. The order type drop down is dynamically populated depending on the available active microbiology results in the database. If none are present, all orders are displayed.

Last update: September 7, 2018 14 | 25

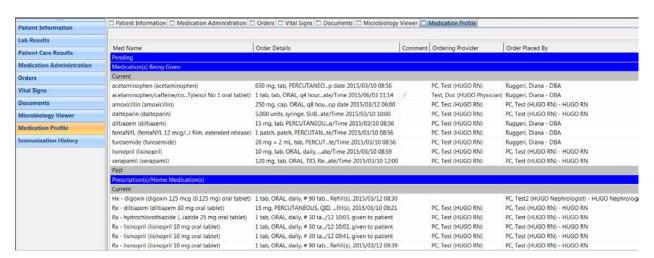


Selecting one of the resulted order rows displays a microbiology report with information in the following sections: specimen information, susceptibility results, reports, previous susceptibility results, susceptibility footnotes, result comments, and order comments.



5.11 Medication Profile

The Medication Profile tab is similar to the Medication List in PowerChart. It shows a comprehensive view of all medications: pending, current, and past, including home and prescription medications. Note that Past medications include all medications that are not in the active statuses of Ordered or Documented.



Pending Medications: Includes orders with a status of incomplete, future, suspended, pending review, and med student.

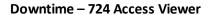
Medications being given: Current includes orders with a status of ordered, in process, and trans/cancel. Past includes orders with a status of pending, canceled, completed, voided with results, and discontinued.

Prescriptions/Home Medications: Current includes orders with a status of ordered, in process and trans/cancel. Past includes orders with a status of pending, canceled, completed, voided with results, and discontinued.

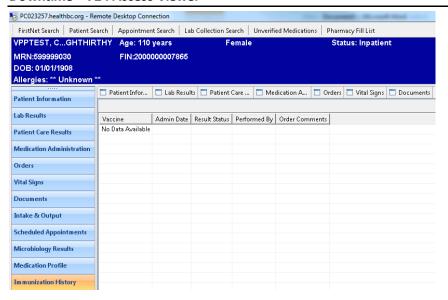
5.12 Immunization History

The Immunization History tab displays information related to the vaccines that the patient has received and have been documented in CST Cerner.

Last update: September 7, 2018 15 | 25







Last update: September 7, 2018 16 | 25

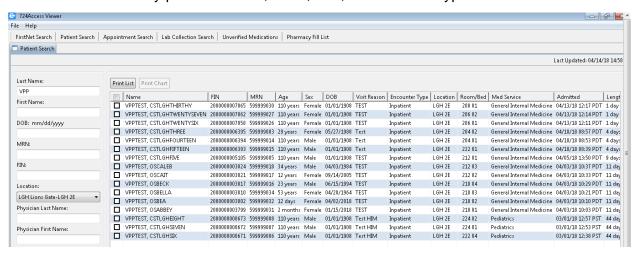


6.0 724Access Printing

6.1 Viewing and Printing a Patient List

To view the patient list for a unit, select the location that corresponds with the unit you want to view and click **Search**. The Patient List contains patients with active encounters for the nurse, ancillary, or surgical unit defined for the workstation. A workstation can have multiple nurse units, depending on configuration settings.

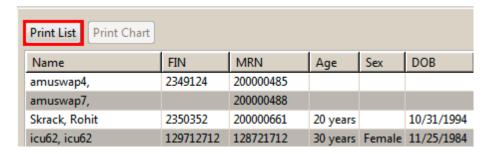
You can sort the list by patient's name, room, bed, or encounter type.



Double-click a patient on the list to open the patient's chart. You can access only one patient's chart at a time.

Complete the following steps to print the Patient List:

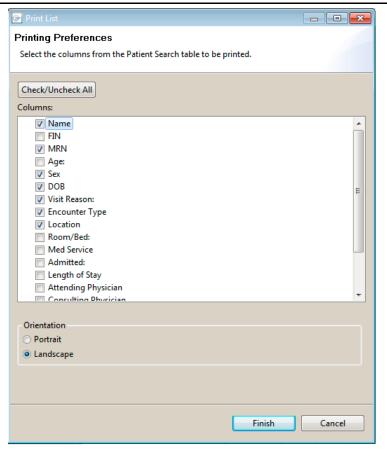
1. Click **Print List** from the search results. The Print List dialog box is displayed.



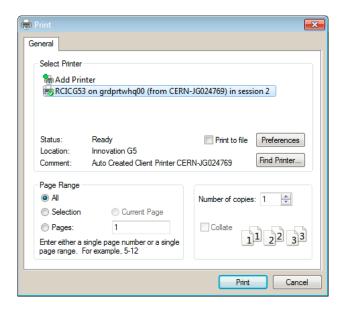
- 2. Select the columns you want to print. To print all available columns, click **Check/Uncheck All**.
- 3. Select either the **Portrait** or **Landscape** orientation option.

Last update: September 7, 2018 17 | 25





- 4. Click Finish. The Print dialog box is displayed.
- 5. Select a printer or Print to File.
- 6. Click **Print**. If you selected Print to File, enter an output file name and click **OK**.



Last update: September 7, 2018 18 | 25



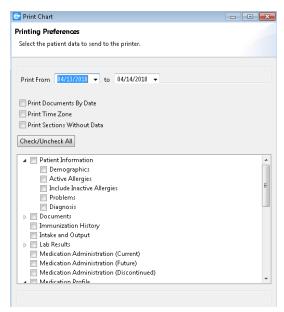
6.2 Printing Patient Information

In the event of a downtime, you can print **all** or **part** of a patient's chart from the designated printer attached to the 724Access Viewer computer.

1. Click **File** from the menu, select **Print**. The Printing Preferences screen will display.



- 2. Select the date range you want to print, and then do one of the following:
 - Click Check/Uncheck All to print all sections.
 - Place a check mark next to the individual sections you want to print. Note that the items
 with an arrow in front of them contain subsections. Clicking in a box will print all items in
 that subsection.
 - Click the arrow to view and select subsections.





NOTE: A patient's chart can contain over 100 pages of documentation.

3. Click **Finish**. The patient information prints to the printer attached to the computer. A cover sheet containing basic patient information prints as the first page.

6.3 Printing a Patient MAR

1. Go to the File menu in the upper left corner of the screen and select Print.

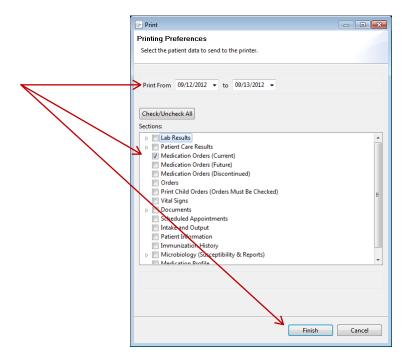
Last update: September 7, 2018 19 | 25



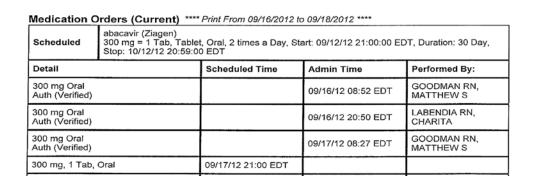


The **Printing Preferences** screen will display.

- 2. Select the desired **Data Range** and check the **Medication Orders** box.
- Click Finish.



IMPORTANT: The Medication Orders will print displaying the name, detail, scheduled time, admin time, and performed by columns for documenting the medication administration. It is important that you review the **medication order details** found at the top of the columns so that you are aware of the scheduled administration times.



Last update: September 7, 2018 20 | 25



The **Detail** column displays the dosage, route, and any action the nurse takes in response to the administered medication. For example: Blood Pressure.

Scheduled Stop: 10/14/12 8:59:00	0.1 mg = 1 Tab, Tablet, Oral, 2 times a Day, Start: 09/14/12 9:00:00 EDT, Duration: 30 Day, Stop: 10/14/12 8:59:00 EDT Order Comment: 09/14/12 07:53 EDT Rawla MD, Prashanth			
Detail	Scheduled Time	Admin Time	Performed By:	
0.1 mg Oral Auth (Verified) Systolic Blood Pressure: 150 Diastolic Blood Pressure: 93 Peripheral Pulse Rate: 62		09/16/12 08:51 EDT	GOODMAN RN, MATTHEW S	
0.1 mg Oral Auth (Verified) Systolic Blood Pressure: 142 Diastolic Blood Pressure: 92 Peripheral Pulse Rate: 63		09/16/12 20:53 EDT	LABENDIA RN, CHARITA	
GIVEN at 650 am -Not Done Not Done Systolic Blood Pressure: 156 Diastolic Blood Pressure: 96 Peripheral Pulse Rate: 63		09/17/12 06:50 EDT	GOODMAN RN, MATTHEW S	
0.1 mg, 1 Tab, Oral	09/17/12 21:00 EDT			

The **Scheduled Time** column displays the next scheduled time for the medication. Depending on the date range you selected to be printed, you may see more than one entry under the **Scheduled Time** column.

For example: if a med was ordered for three times a day and your date range was out to the next full calendar day, you may see three times listed under **Scheduled Time**.

Scheduled	efavirenz (Sustiva) 600 mg = 1 Tab, Tablet, Oral, Daily, Start: 09/13/12 9:00:00 EDT, Duration: 30 Day, Stop: 10/12/12 20:59:00 EDT			
Detail		Scheduled Time	Admin Time	Performed By:
600 mg Oral Auth (Verified)			09/16/12 20:50 EDT	LABENDIA RN, CHARITA
600 mg Oral Auth (Verified)			09/16/12 21:00 EDT	LABENDIA RN, CHARITA
600 mg, 1 Tab,	Oral	09/17/12 21:00 EDT		

The **Admin Time** column will display the last time(s) the medication as administered. The **Performed By** column displays who administered the medication.

Scheduled	FLUoxetine (FLUoxetine) 20 mg = 1 Cap, Capsule, Oral, Daily, Start: 09/13/12 9:00:00 EDT, Duration: 30 Day, Stop: 10/13/12 8:59:00 EDT			
Detail		Scheduled Time	Admin Time	Performed By:
20 mg Oral Auth (Verified)			09/16/12 08:51 EDT	GOODMAN RN, MATTHEW S
20 mg Oral Auth (Verified)			09/17/12 08:27 EDT	GOODMAN RN, MATTHEW S

Last update: September 7, 2018 21 | 25

Downtime – 724 Access Viewer



PRN medications may not have any information displayed if the medication was not given within the selected time frame.

PRN	650 mg = 2 Tab, Tal	acetaminophen (acetaminophen) 650 mg = 2 Tab, Tablet, Oral, Every 6 Hr, PRN Other (See Comments), Start: 09/12/12 9:06:00 EDT, Duration: 30 Day, Stop: 10/12/12 9:05:00 EDT, for headache or fever greater than 101.5F (38.6 C)			
Detail		Scheduled Time	Admin Time	Performed By:	

Last update: September 7, 2018 22 | 25



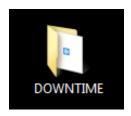
7.0 Troubleshooting

What to do if you do not see the DOWNTIME folder on the desktop:

- 1) Ensure the PC is the designated 724 machine.
- 2) Log in with the following login: .\724Access (include all characters)



You should now see the DOWNTIME folder displayed on the desktop:



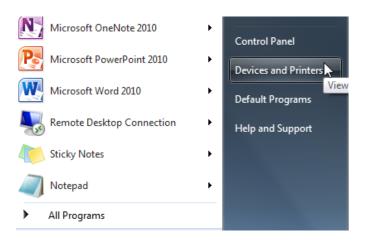
Last update: September 7, 2018 23 | 25



How to print during a complete network downtime

Most downtimes occur when the network is up and running allowing users to print via their usual printer queue. If the network is down, or during a power outage, most 724 PC's have been enabled with a local print queue and a USB printer Cable.

 In the Start Menu > Devices and Printers – verify that the user sees a printer called 724 DOWNTIME PRINTER





Last update: September 7, 2018 24 | 25

Downtime - 724 Access Viewer



- 2. If so, verify that the printer cable is running from the printer to the PC (if the cable is coiled at the printer, plug this into the PC).
- 3. Select this printer when printing from 724

Note: due to distance from PC's, the cable may be coiled at the printer and need to be plugged into the PC. In areas where this was not possible, the user's companion location (ie. 7E has 7W data) will need to print the information.

Last update: September 7, 2018 25 | 25