

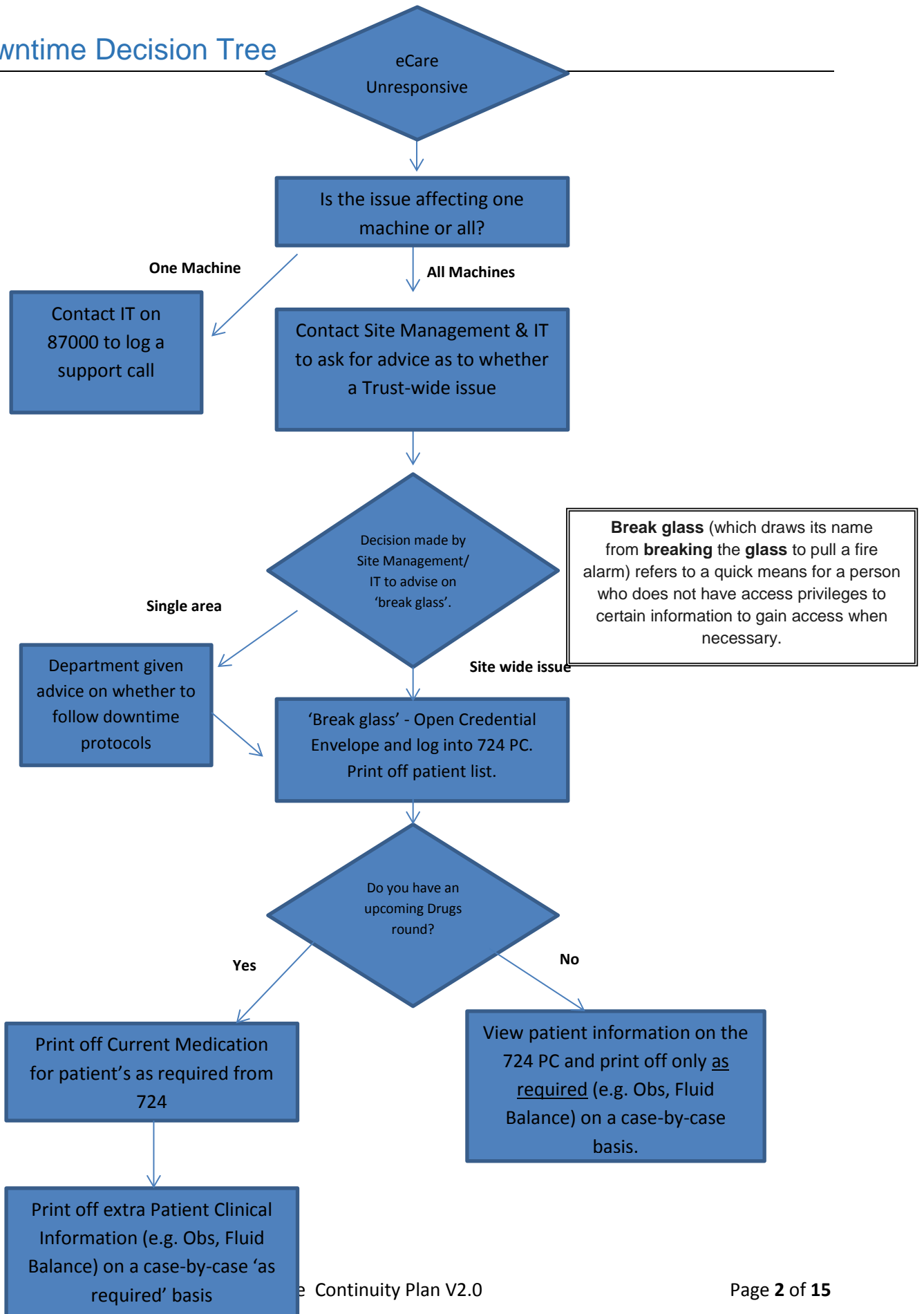
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**eCARE - 724 AV**  
**Downtime Continuity**  
**step-by-step-guide to using the system**

**Planned and Unplanned Downtime**

# Downtime Decision Tree



**If you find the 724AV computer switched off it needs to be switched back on immediately (No login required)**

## Electronic Patient Record System Outage

How to use the 724 Access Viewer (view / read only) back up system

### Step by Step Guide

You will already be aware or you will have been notified that the Trust's Millennium Electronic Patient Record system (aka eCare) is not available and you have been asked to use the 724AV downtime system as a result.

Notes:

- The 724AV computer must be switched on at all times **DO NOT SWITCH OFF**
- Be aware that any data recently added may not show on this system
- This is a view / read only system – you cannot add data to this system
- You can print patient details and information from this system
- All printed patient record sheets that are written annotated need to be saved to be scanned and added to the patient's record as a permanent record of events

#### **Username and Passwords to use 724**

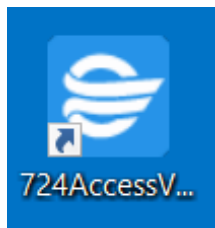
The username and password to log into 724 will be contained in a sealed envelope within your Business Continuity / Downtime box.

Once the downtime scenario is over, please advise IT- they will subsequently need to issue new credential envelopes for future downtime usage in order to comply with Trust Information Governance policies.

**Once the EPR system is available again you must follow the action on page 9**

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- A. First locate the Computer on the ward that is designated as your 724AV downtime system computer
  - B. Ensure that the Computer is switched on and is connected to a local printer via USB
  - C. Ensure there is sufficient A4 paper in the printer to be used
  - D. You will need to complete the usual access procedures for the Computer until you reach the Desktop.
  - E. From the Desktop select the 724AV Icon

1. Select the 724AV Login icon on the Desktop:



2. Entry the username and password shown on the front page of this action card (this example shows the username mkdowntime)

A blue login window titled '724Access Downtime Viewer' with the Cerner logo in the top left. It contains two input fields: 'User Name' with the text 'mkdowntime' and 'Password' with a masked password of eight dots. Below the fields are 'OK' and 'Cancel' buttons. At the bottom, there is a small copyright notice: '© 2011 Cerner Corporation. All rights reserved. Access and use of this solution system (including components thereof) require, and are governed by, license(s) from Cerner Corporation. Unauthorized use, access, reproduction, display or distribution of any portion of this solution or the data contained therein may result in severe civil damages and criminal penalties. Further information may be found in Help About.'

Then click OK

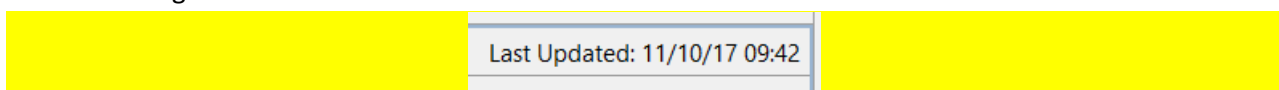
3. You need to enter your name (this is for audit purposes and you must sign out each time you finish a session on this system) then select downtime:



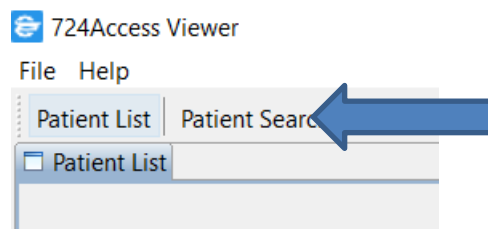
Then click OK

4. It may take a few moments to load, this is due to the fact that some areas in your 'group' may have a large number of current patients.
5. You may note that the top right of the screen shows when your 724 device was last updated. Updates are only sent to the 724 machines when there are any changes made in eCare to the patients in that area- if the time shown is slightly behind current time, this is likely the reason.

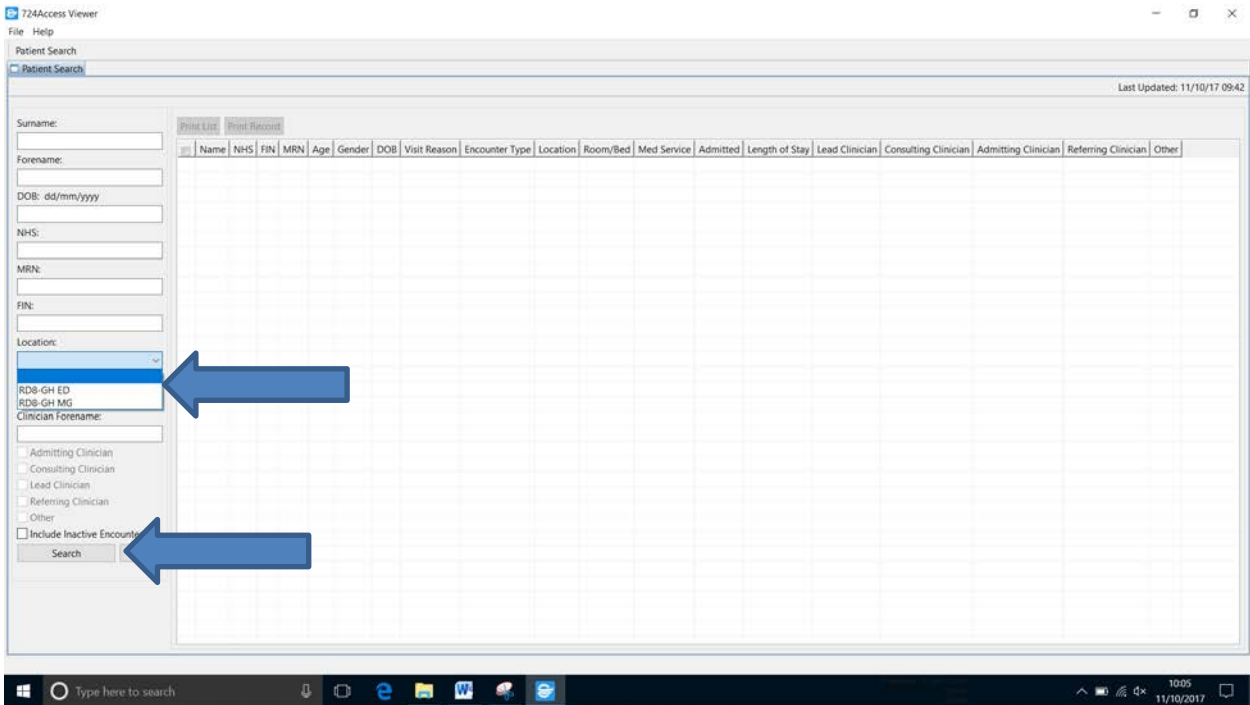
During a downtime scenario this will also be the last time the machine was sent data from eCare.



6. Once loaded, Your system will have both a 'patient search' tab and a 'patient list' tab. **Please click on the patient search tab** (the reason for this is because 'patient search' allows you more options for printing).

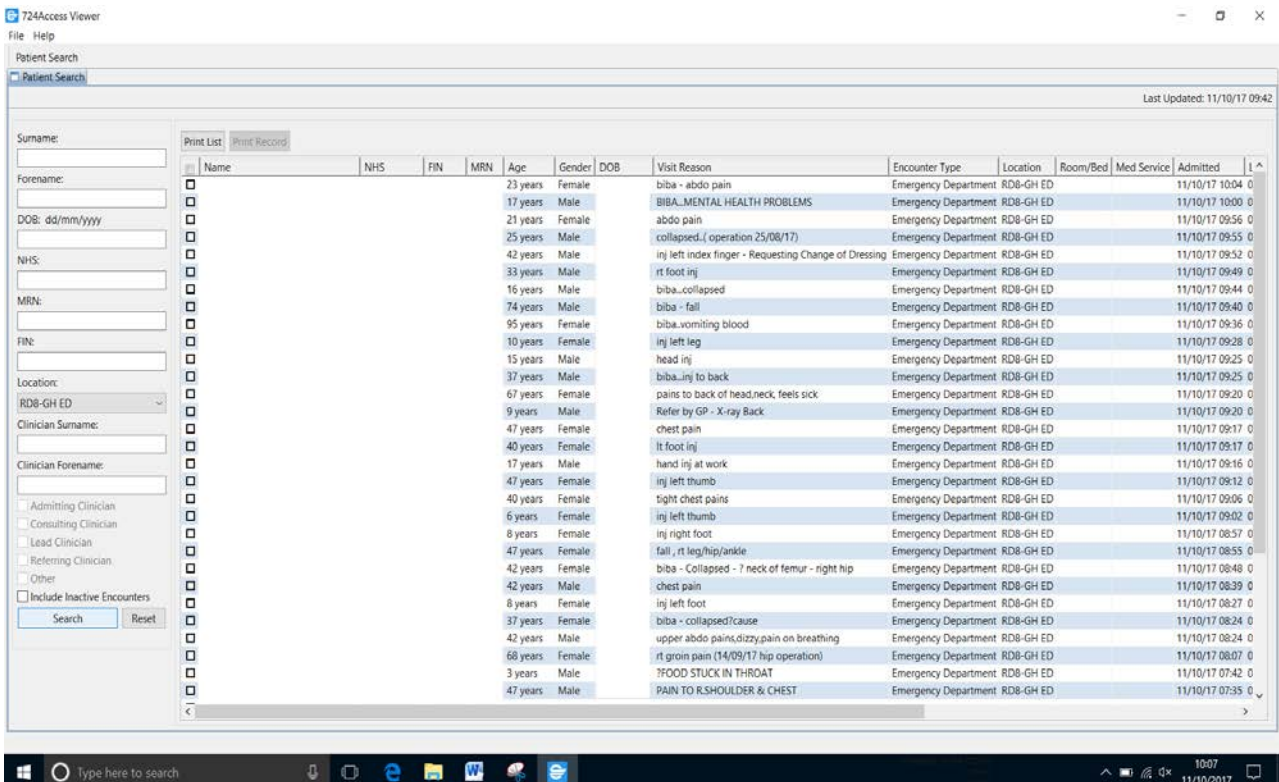


- Now, please choose your location from among the other locations in your 'group' and click 'search'.



Note: you may see other ward and areas listed in the 'Location' box. These are geographically the nearest wards and areas that might use your 724AV computer should theirs fail for any reason during the downtime event

- All of the patients on your clinical area / ward will be displayed.



## Viewing a patient's record:

If you wish to look further into a patient's record, click on them, and a window similar to Powerchart will open. This will give you most of the vital information for your patient. Clicking on each of the tabs on the left of the screen will show different parts of the patient's record such as Medication, Observations, Intake and Output. Please see screenshot below for reference. **Please note, this will only contain information from the prior 7 days of the current encounter.**

The screenshot displays the 724Access Viewer application window. The title bar reads "724Access Viewer" and includes standard window controls. The interface is divided into a top header, a left sidebar, and a main content area.

**Header:** Patient Search, Age: [redacted], Male, Status: Emergency, Location: RD8-GH ED, Allergies: \*\* Unknown \*\*

**Left Sidebar (Navigation Menu):**

- Patient Information
- Lab Results
- Patient Care Results
- Medication Administration
- Orders
- Observations
- Documents
- Intake & Output
- Scheduled Appointments
- Microbiology Results
- Medication Profile
- Immunisation History

**Main Content Area:**

**Patient Information** (Last Updated: 11/10/17 09:42)

Demographics | Allergies | Problems | Diagnosis

Encounter

Encounter	Admit Date	Discharge Date	Facility	Nurse Ward	Visit Type	Visit Reason	Length of S...
<input checked="" type="checkbox"/> 3993269 (Primary E...	11/10/17 09:25		RD8-GH	RD8-GH ED	Emergency ...	head inj	0 days

**Patient Information**

Home Address: [redacted]

Age: [redacted]

Date of Birth: [redacted]

NHS: [redacted]

Phone: [redacted]

Cell/Pager: [redacted]

Mobile: [redacted]

Room: [redacted]

Facility: [redacted]

Gender: [redacted]

MRN: [redacted]

FIN: [redacted]

Insurance: [redacted]

VIP Status: [redacted]

Bed: [redacted]

General Practitioner: [redacted]

**Related Persons**

Role	Name	Relationship	Home	Mobile	Work	Cell/Pager	Address
Next of Kin							

**Clinician Information**

Clinician Name	Visit Relationship	Active From	Active Until
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There is the option in 724 to print off a complete set of notes for all the patients in your area. **This should NOT be done**, unless explicitly instructed to do so. This is because each patient's full set of notes will likely run to several hundred pages each, and after downtime would need to be scanned back into EDM. Instead, focus firstly on printing a list of all the patients in your ward, and then if instructed to/ or you have an upcoming drugs round, the current meds chart for each patient. This will form the basis of your downtime paperwork in order to minimise the amount of printing and subsequent scanning.

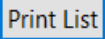
## Printing your patient list

1. To print a list of all your patients, click on the check box in the title bar, or just choose the ones you would like to print out.

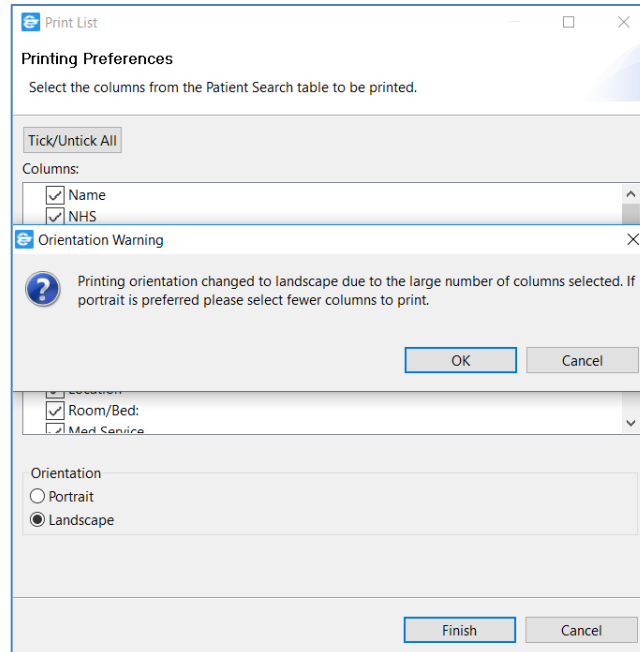
The screenshot shows the 724Access Viewer application window. On the left, there are search filters for Surname, Forename, DOB, NHS, MRN, FIN, and Location. The main area contains a table of patient records. At the top of the table, there are two buttons: 'Print List' and 'Print Record'. A blue arrow points to the 'Print List' button. The table columns include NHS, FIN, MRN, Age, Gender, DOB, Visit Reason, Encounter Type, Location, Room/Bed, Med Service, and Admitted. The table contains 20 rows of patient data.

NHS	FIN	MRN	Age	Gender	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service	Admitted
			23 years	Female		biba - abdo pain	Emergency Department	RDB-GH ED			11/10/17 10:04
			17 years	Male		BIRA..MENTAL HEALTH PROBLEMS	Emergency Department	RDB-GH ED			11/10/17 10:00
			21 years	Female		abdo pain	Emergency Department	RDB-GH ED			11/10/17 09:56
			25 years	Male		collapsed.( operation 25/08/17)	Emergency Department	RDB-GH ED			11/10/17 09:55
			42 years	Male		inj left index finger - Requesting Change of Dressing	Emergency Department	RDB-GH ED			11/10/17 09:52
			33 years	Male		rt foot inj	Emergency Department	RDB-GH ED			11/10/17 09:49
			16 years	Male		biba..collapsed	Emergency Department	RDB-GH ED			11/10/17 09:44
			74 years	Male		biba - fall	Emergency Department	RDB-GH ED			11/10/17 09:40
			95 years	Female		biba..vomiting blood	Emergency Department	RDB-GH ED			11/10/17 09:36
			10 years	Female		inj left leg	Emergency Department	RDB-GH ED			11/10/17 09:28
			15 years	Male		head inj	Emergency Department	RDB-GH ED			11/10/17 09:25
			37 years	Male		biba..inj to back	Emergency Department	RDB-GH ED			11/10/17 09:25
			67 years	Female		pains to back of head,neck, feels sick	Emergency Department	RDB-GH ED			11/10/17 09:20
			9 years	Male		Refer by GP - X-ray Back	Emergency Department	RDB-GH ED			11/10/17 09:20
			47 years	Female		chest pain	Emergency Department	RDB-GH ED			11/10/17 09:17
			40 years	Female		lt foot inj	Emergency Department	RDB-GH ED			11/10/17 09:17
			17 years	Male		hand inj at work	Emergency Department	RDB-GH ED			11/10/17 09:16
			47 years	Female		inj left thumb	Emergency Department	RDB-GH ED			11/10/17 09:12
			40 years	Female		tight chest pains	Emergency Department	RDB-GH ED			11/10/17 09:06
			6 years	Female		inj left thumb	Emergency Department	RDB-GH ED			11/10/17 09:02
			8 years	Female		inj right foot	Emergency Department	RDB-GH ED			11/10/17 08:57
			47 years	Female		fall , rt leg/hip/ankle	Emergency Department	RDB-GH ED			11/10/17 08:55
			42 years	Female		biba - Collapsed - ? neck of femur - right hip	Emergency Department	RDB-GH ED			11/10/17 08:48
			42 years	Male		chest pain	Emergency Department	RDB-GH ED			11/10/17 08:39
			8 years	Female		inj left foot	Emergency Department	RDB-GH ED			11/10/17 08:27
			37 years	Female		biba - collapsed?cause	Emergency Department	RDB-GH ED			11/10/17 08:24
			42 years	Male		upper abdo pains.dizzy.pain on breathing	Emergency Department	RDB-GH ED			11/10/17 08:24
			68 years	Female		rt groin pain (14/09/17 hip operation)	Emergency Department	RDB-GH ED			11/10/17 08:07
			3 years	Male		?FOOD STUCK IN THROAT	Emergency Department	RDB-GH ED			11/10/17 07:42
			47 years	Male		PAIN TO R.SHOULDER & CHEST	Emergency Department	RDB-GH ED			11/10/17 07:35

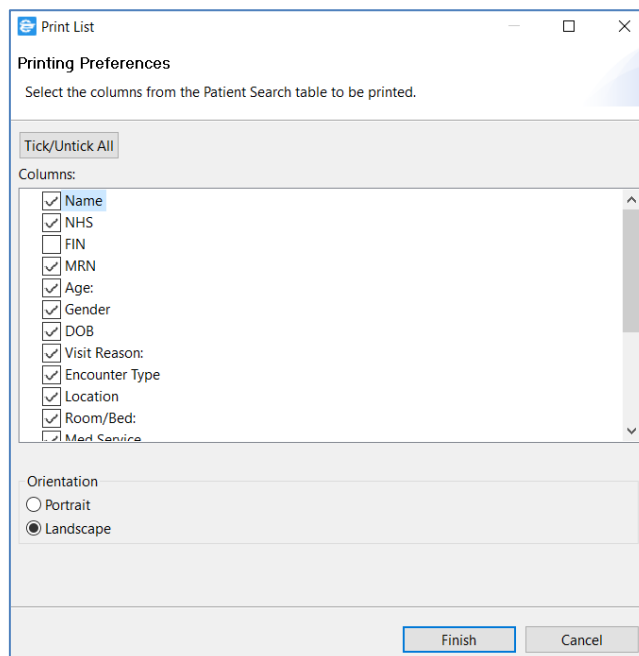


2. Click 'Print List' 

3. If you 'Tick All' you will get a prompt advising it is changing to landscape mode

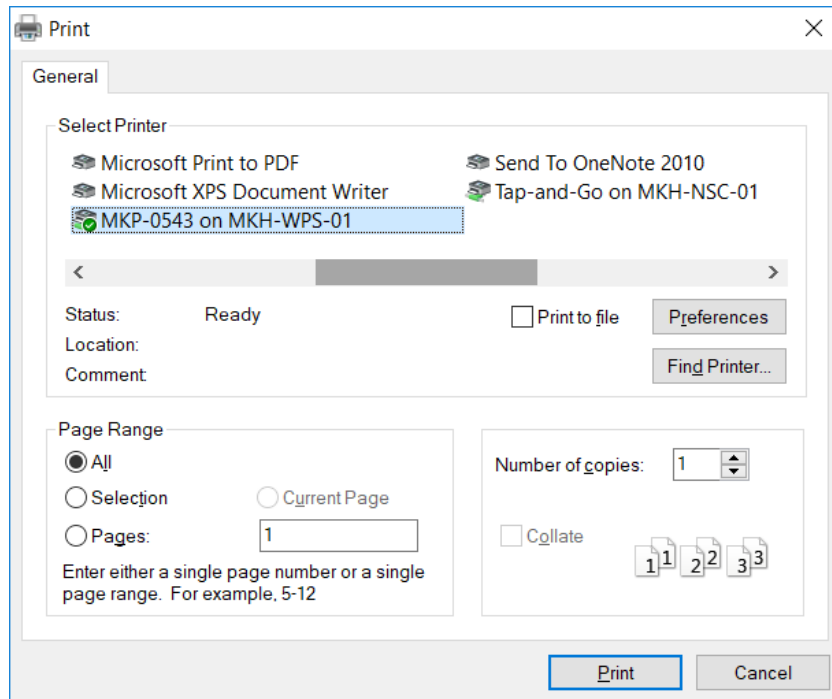


4. Click 'OK' and deselect any fields you do not wish to print. It is recommended to 'deselect' 'FIN' as this is not medically relevant and will take up space on your printout.



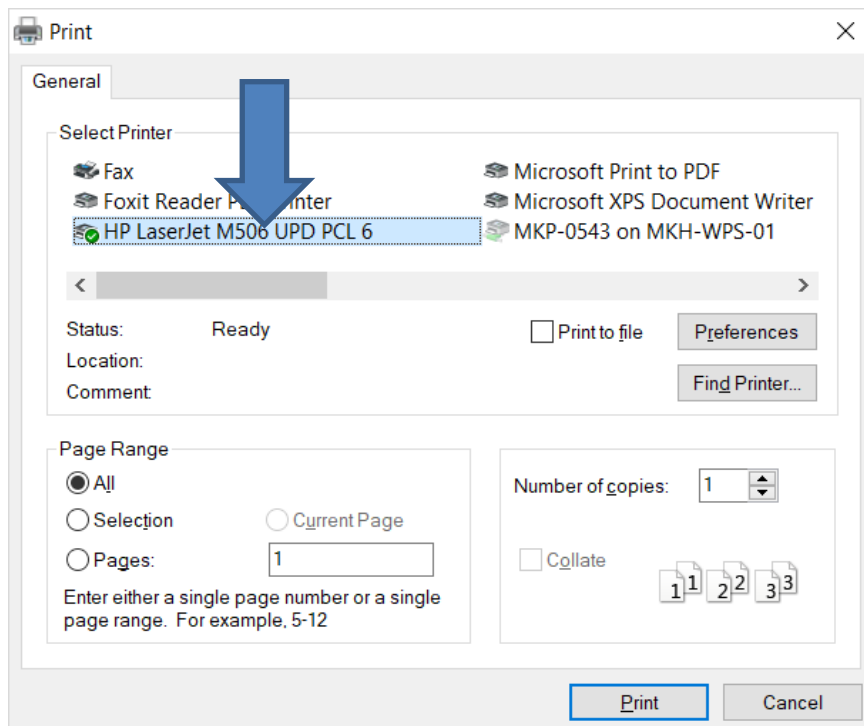
Click 'Finish'

5. Select your printer.



Click 'Print'

6. If the network is down, your printer will be greyed out- you will need to select an attached USB printer instead:



## Printing Patient's Records

1. If printing parts of a patient's record, click 'Print Record' instead of Print List from the patient search screen.

**You should only print parts of a patient record (Current drug chart) if you have an upcoming drug round, or are instructed to do so. If this is the case, select 'Medication Administration (current)' per screenshot below**

Further data such as 'Intake and Output' and 'Observations' may only be needed in extended periods of downtime (as instructed by Silver Command). Even if you only select medications, you will still get a front-sheet with Demographics, Allergies, Resus Status.

If there are particular sections that would be beneficial in the care of your patient, you can print them on a case-by-case basis, but be advised they can take up hundreds of pages for each patient.

**Additional information should only be printed as and when required.**

NOTE: You can only print up to the last 7 days of records for a patient regardless of how long the patient has been in hospital (for their current in patient episode), however, to **avoid unnecessary printing, please choose only from 'yesterday' to 'today' for the date ranges (this is the default).**

2. Click Finish and select your printer (per previous section).

The screenshot shows a 'Printing Preferences' window with the following details:

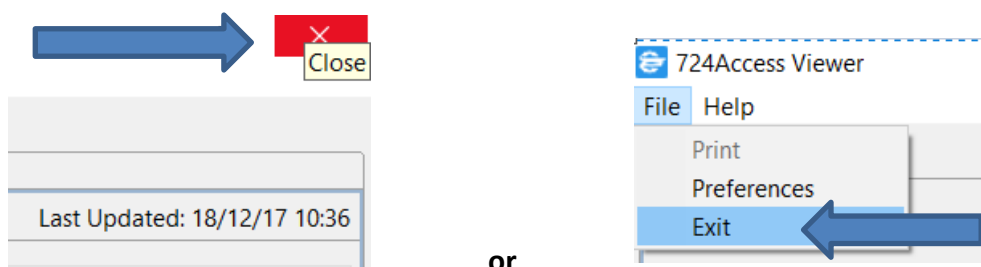
- Title: Printing Preferences
- Instruction: Select the patient data to send to the printer.
- Date Range: Print From 18/04/2018 to 19/04/2018
- Options:
  - Print Documents By Date
  - Print Time Zone
  - Print Sections Without Data
- Buttons: Tick/Untick All
- Sections List:
  - Patient Information
    - Demographics
    - Active Allergies
    - Include Inactive Allergies
    - Problems
    - Diagnosis
  - Documents
    - Immunisation History
    - Intake and Output
  - Lab Results
  - Medication Administration (Current)

- Buttons: Finish, Cancel

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## **Closing 724 Viewer**

3. To log out of 724AV, simply close the 724 application by clicking the 'X' in the top right corner of any screen, or by going to 'File' then 'Exit'.



Either method produces the same result and logs you out completely of the 724 viewer; ready for the next member of staff to use (they will need to proceed from **Step 1** of this guide). If you click 'X' accidentally whilst using 724AV, you will also simply just need to log in again from **Step 1** of this guide.

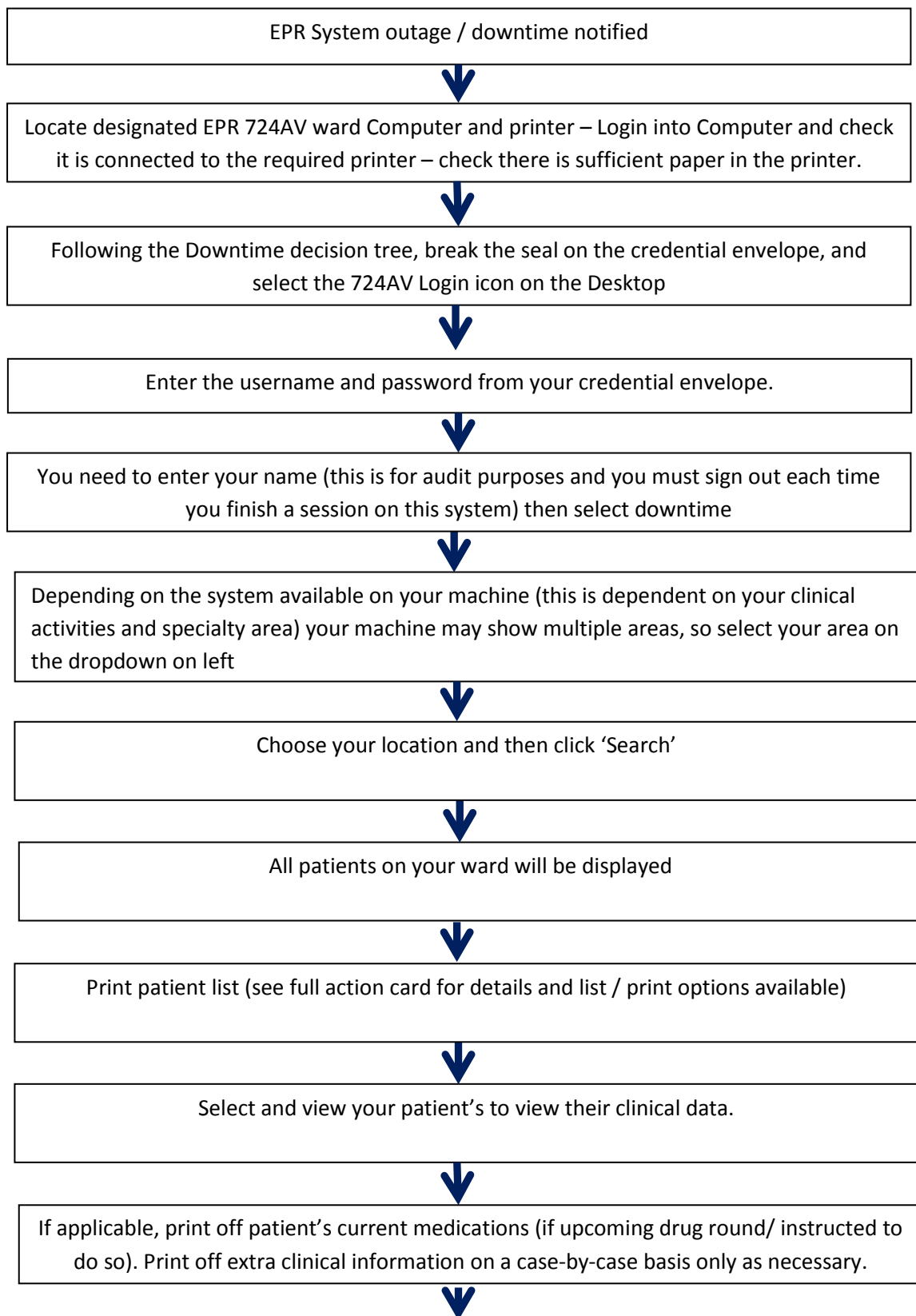
**N.B. For security reasons, 724AV will time-out and close itself if not used for a period of 10 minutes. If this happens, simply log in again from Step 1.**

## **Actions to be undertaken once the EPR system is available again**

- ALL data recorded during the system downtime must be input on to the live EPR system at the earliest possible time. Failure to do so will result in a loss of part of the patient record. This action is the responsibility of all staff who collected data / patient information during the downtime
- Ensure that the 724AV Computer is closed down but not switched off
- Ensure that any supplies used are replaced as per ward arrangements e.g. A4 printing paper
- All printed patient records sheets must be retained for data entry and scanning to the patient's record
- Report all faults with either the computer or printer to the IT Team immediately they are available during normal office hours on ext. 87000. If a repair to a fault is urgent out of hours this is to be reported to the on-call IT Technician via the Clinical Site Manager.

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Flow Diagram of initial set up actions



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## APPENDIX 3: Printing and EPMA requirements



### Medicines Management during downtime

If the predicted downtime is due to be over a drug round or you know your patient is due medications, the Medication Administration Record (MAR) should be printed following the steps in the 724 guide. Specify the date range from yesterday to whenever the estimated downtime is due to cover. Print the current and future administrations. The pages for new medications should be discarded.

#### Administration:

Medications that are given during downtime should be signed in the relevant box on the printout. If the time given is different to the scheduled time, note the time given clearly on the MAR.

Note: some patients may have a 724 MAR and a paper drug chart. Ensure the MAR is marked to indicate the patient has a paper chart.

#### Ordering:

Any medications that need to be modified (dose/route/form/frequency) should be crossed off the MAR and written onto a paper drug chart (kept in downtime pack)

New medications should be ordered on a paper drug chart.

The 724 MAR should be clearly marked to indicate that there is a paper chart in addition to the MAR

Help your colleagues by clearly writing the drug name, form, dose, frequency, route, and indication where necessary. This will make the transcription easier when the system is back up.

#### Requesting a supply:

Contact Pharmacy on extension **85730** to verbally request a supply. Inform Pharmacy if the patient has a paper chart in addition to the 724 MAR.

The MAR or paper chart must not leave the ward at any time.

#### Discharge

If the patient is expected to be discharged during the downtime period or shortly afterwards, a prescriber needs to write the discharge medications on a paper TTO (copies are in the downtime pack)

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Inform Pharmacy on extension 85730 that the TTO is written and any priority which needs to be assigned to it.

If the discharge is not expected to occur during downtime then the discharge medications should be prescribed on eCARE once the system is back on. Inform Pharmacy of any urgency as there will be a backlog of work to catch up on.

#### Data Catch-up

Once the system is back on, it is the responsibility of the staff group who would do the original action to transcribe the actions into the system (e.g. nurse records administration, prescriber orders items started or changed during the downtime.)

When entering the data, enter a comment "Entered post downtime. Refer to paper copy for original record"