eCARE - 724 AV
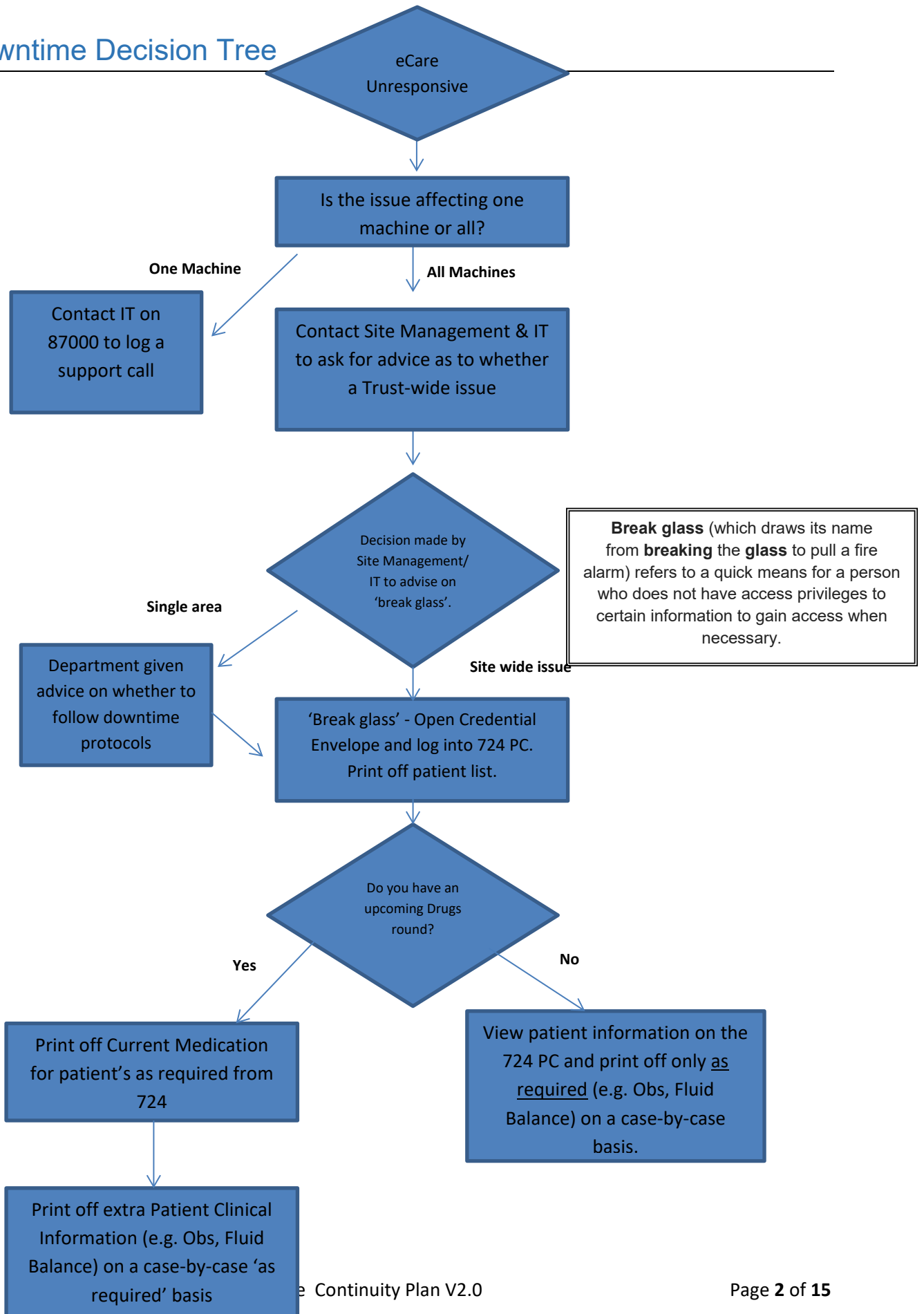
Downtime Continuity

step-by-step-guide to using the system

Planned and Unplanned Downtime

Downtime Decision Tree

eCare Unresponsive

↓

Is the issue affecting one machine or all?

One Machine →

Contact IT on 87000 to log a support call

All Machines ↓

Contact Site Management & IT to ask for advice as to whether a Trust-wide issue

↓

Decision made by Site Management/ IT to advise on 'break glass'.

Single area →

Department given advice on whether to follow downtime protocols

Site wide issue ↓

'Break glass' - Open Credential Envelope and log into 724 PC. Print off patient list.

> **Break glass** (which draws its name from **breaking** the **glass** to pull a fire alarm) refers to a quick means for a person who does not have access privileges to certain information to gain access when necessary.

↓

Do you have an upcoming Drugs round?

Yes →

Print off Current Medication for patient's as required from 724

↓

Print off extra Patient Clinical Information (e.g. Obs, Fluid Balance) on a case-by-case 'as required' basis

No →

View patient information on the 724 PC and print off only <u>as required</u> (e.g. Obs, Fluid Balance) on a case-by-case basis.

<div style="background-color:red; color:white; text-align:center;">

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

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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

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Usernames 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.

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<div style="background-color:yellow; text-align:center;">

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
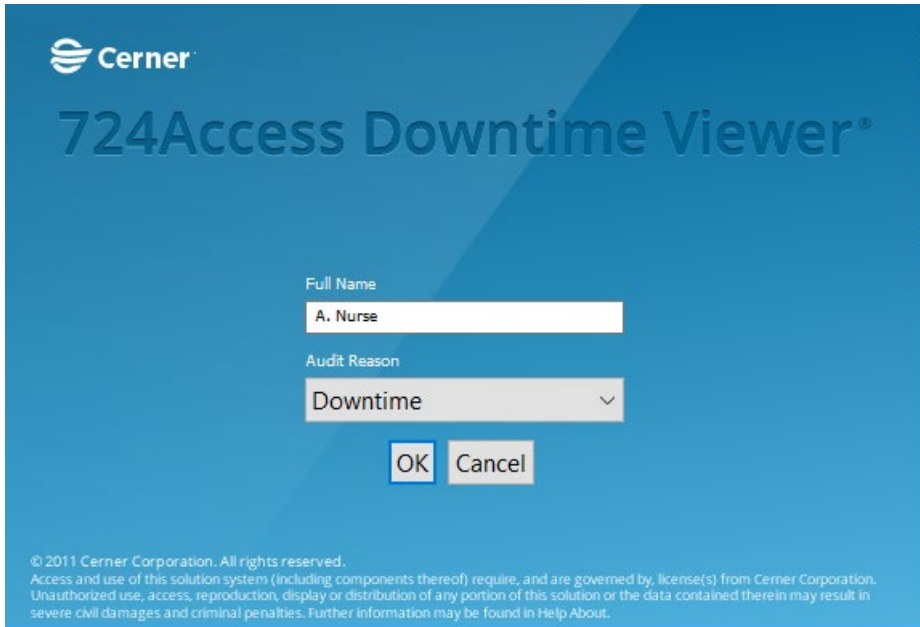

1. Select the 724AV Login icon on the Desktop:
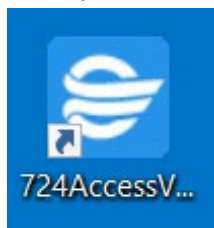
2. Entry the username and password shown on the front page of this action card (this example shows the username mkdowntime)

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.

Last Updated: 11/10/17 09:42
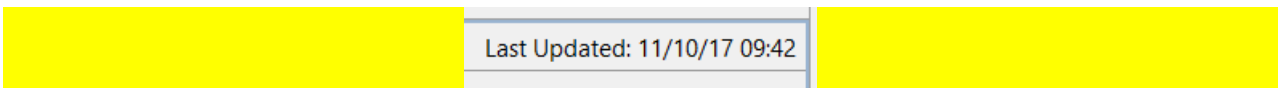
6. Once loaded, Your system will have both a 'patient search' tab and a 'patient list' tab. **Please click on the patient search tab** (the reason for this is because 'patient search' allows you more options for printing).
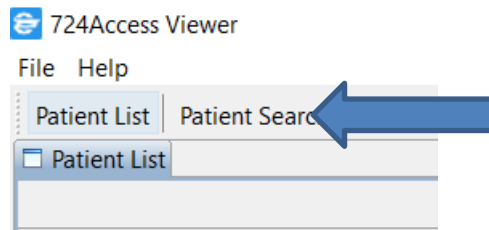
7. Now, please choose your location from among the other locations in your 'group' and click 'search'.
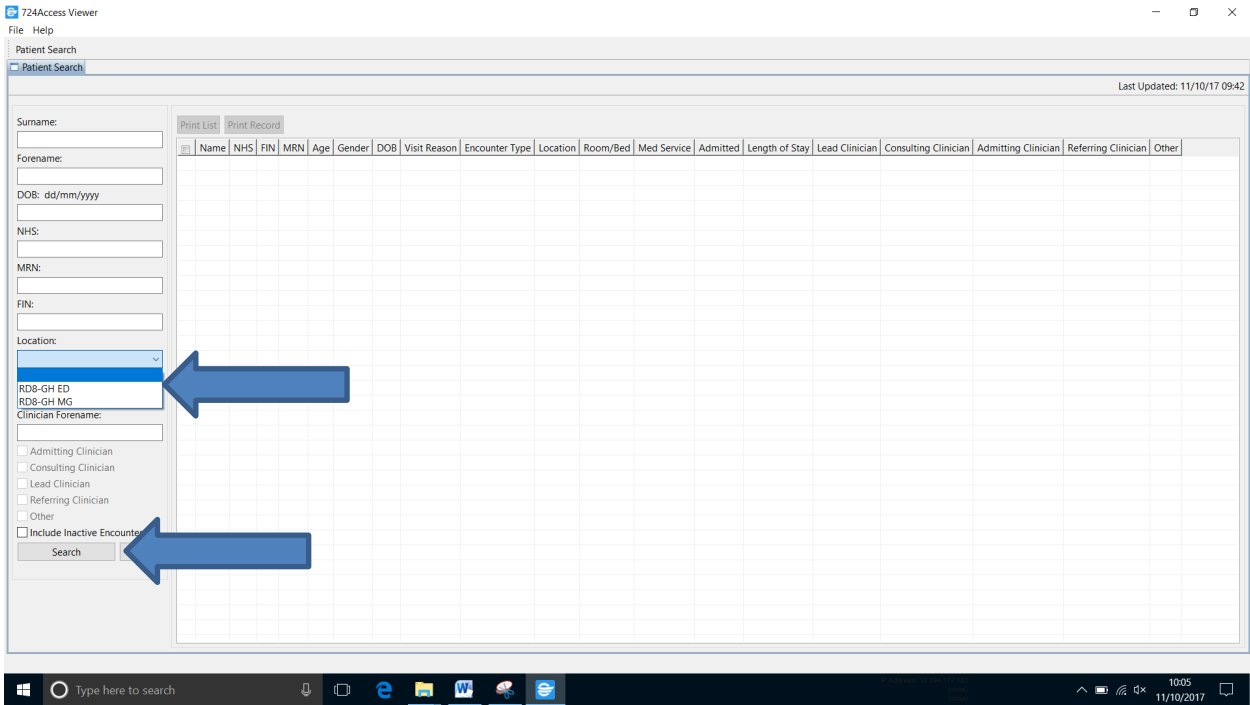
Note: you may see other ward and areas listed in the 'Location' box. These are geographically the nearest wards and areas that might use your 724AV computer should theirs fail for any reason during the downtime event

8. All of the patients on your clinical area / ward will be displayed.
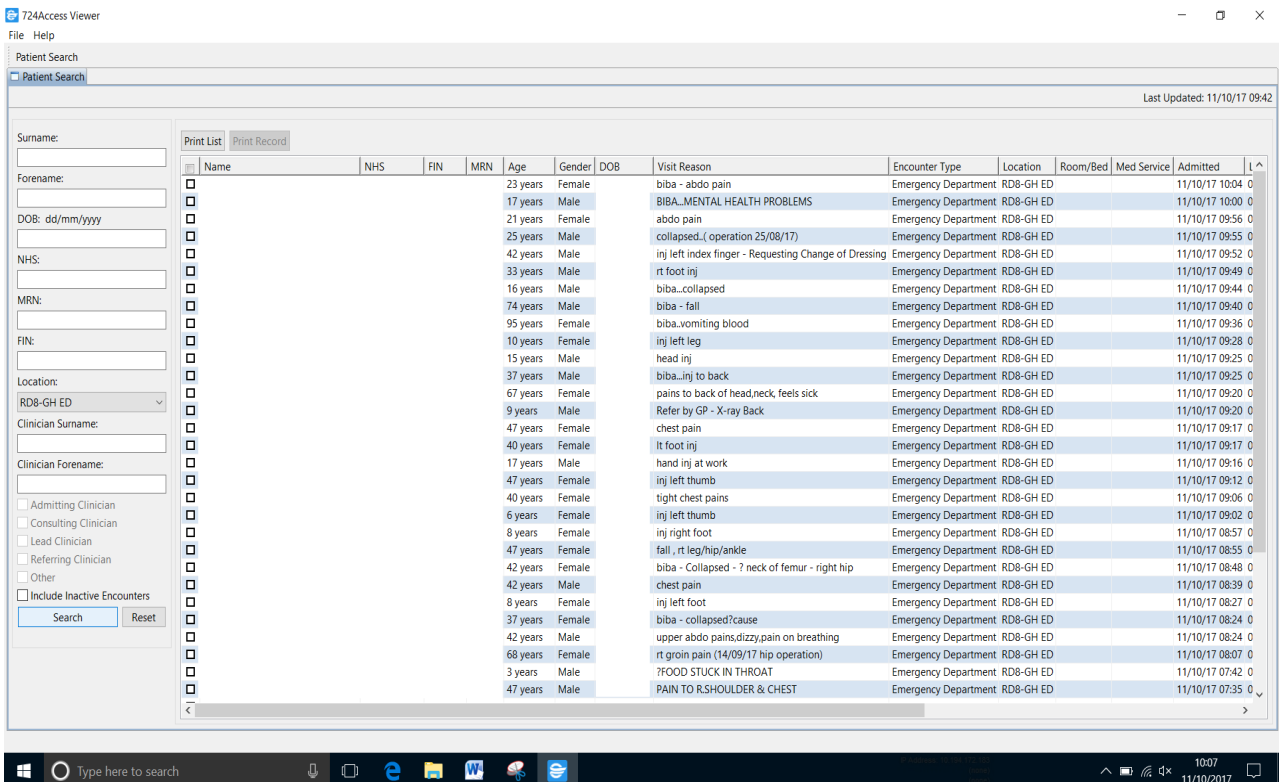
Viewing a patient's record:

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.**
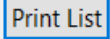
There is the option in 724 to print off a complete set of notes for all the patients in your area. **This should NOT be done**, unless explicitly instructed to do so. <u>This is because each patient's full set of notes will likely run to several hundred pages each, and after downtime would need to be scanned back into EDM</u>. 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.

2. Click 'Print List'   Print List

3. If you 'Tick All' you will get a prompt advising it is changing to landscape mode
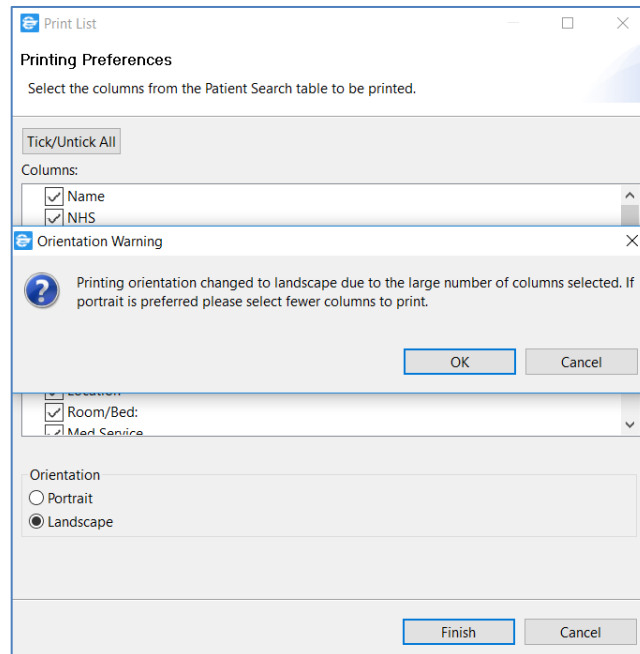
4. Click 'OK' and deselect any fields you do not wish to print. It is recommended to 'deselect' 'FIN' as this is not medically relevant and will take up space on your printout.
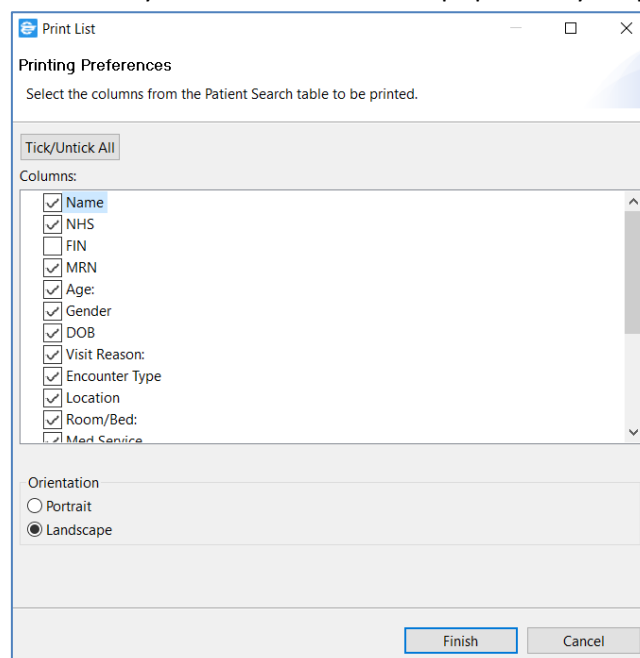
Click 'Finish'

5. Select your printer.
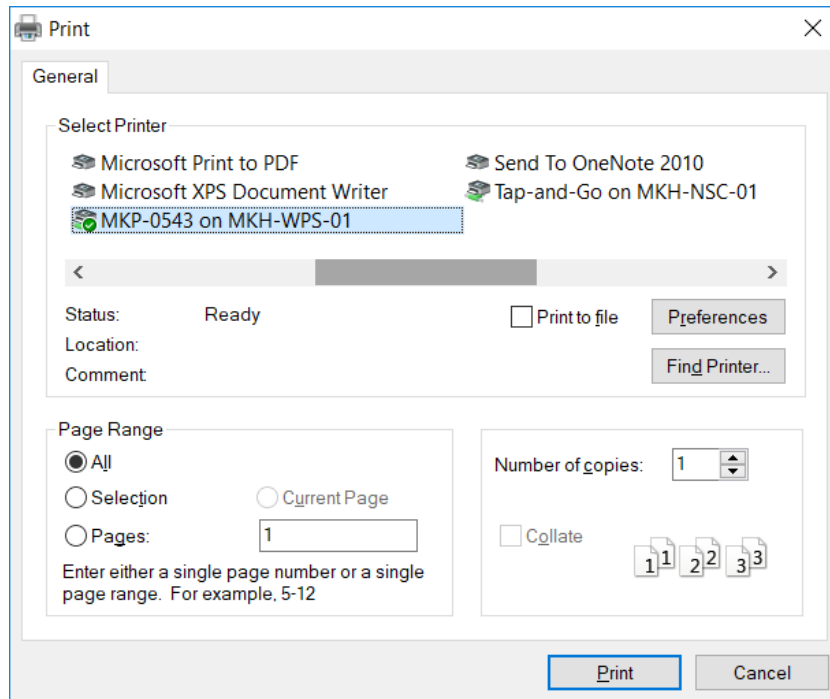
Click 'Print'

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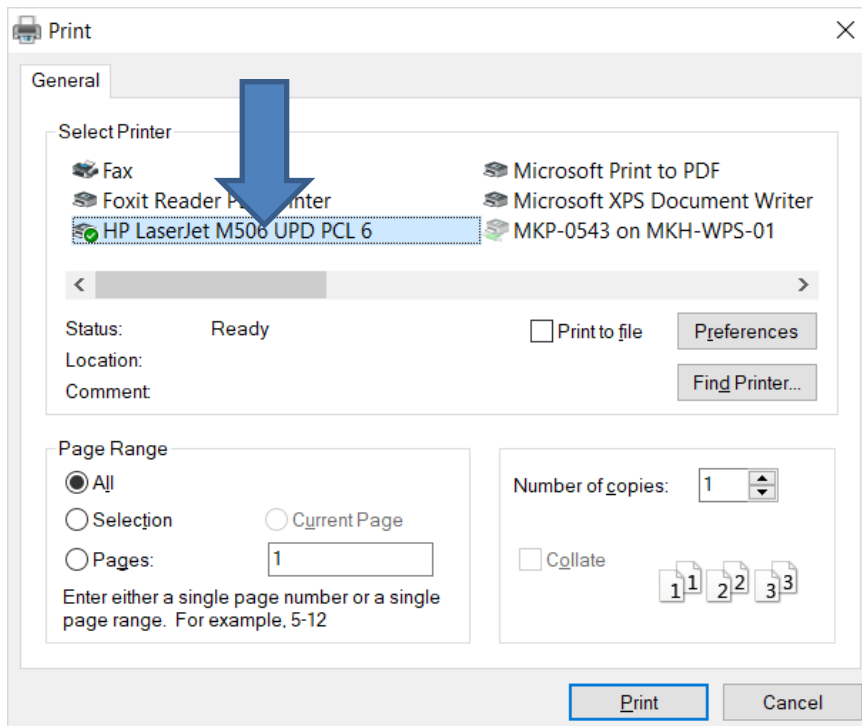
Printing Patient's Records

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).

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'.

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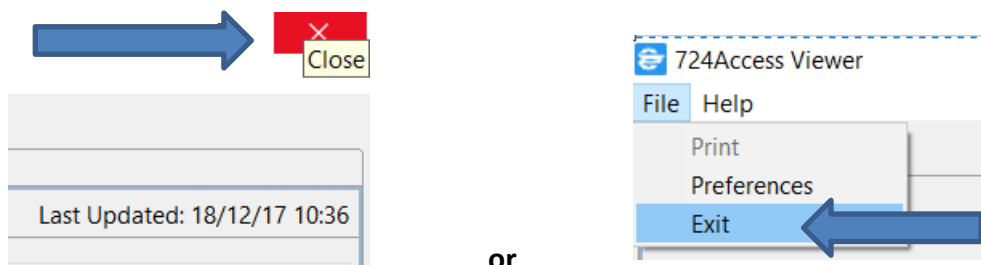
Either method produces the same result and logs you out completely of the 724 viewer; ready for the next member of staff to use (they will need to proceed from **Step 1** of this guide). If you click 'X' accidentally whilst using 724AV, you will also simply just need to log in again from **Step 1** of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

N.B. For security reasons, 724AV will time-out and close itself if not used for a period of <u>10 minutes</u>. 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.

Flow Diagram of initial set up actions

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┌─────────────────────────────────────────────────────────────────────┐
│              EPR System outage / downtime notified                    │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  Locate designated EPR 724AV ward Computer and printer – Login into   │
│  Computer and check it is connected to the required printer – check   │
│            there is sufficient paper in the printer.                  │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  Following the Downtime decision tree, break the seal on the          │
│  credential envelope, and select the 724AV Login icon on the Desktop  │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│      Enter the username and password from your credential envelope.   │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  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                                   │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  Depending on the system available on your machine (this is dependent │
│  on your clinical activities and specialty area) your machine may     │
│  show multiple areas, so select your area on the dropdown on left     │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│            Choose your location and then click 'Search'               │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│            All patients on your ward will be displayed                │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  Print patient list (see full action card for details and list /     │
│                     print options available)                          │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│       Select and view your patient's to view their clinical data.     │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
┌─────────────────────────────────────────────────────────────────────┐
│  If applicable, print off patient's current medications (if upcoming  │
│  drug round/ instructed to do so). Print off extra clinical           │
│       information on a case-by-case basis only as necessary.          │
└─────────────────────────────────────────────────────────────────────┘
                                  ⬇
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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)

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"