Adventist Health Clinical Information Systems

PowerChart Read Only & 724 Local Access
Downtime Tools

Job Aid
Printouts for tech support and clinical EHR users
Downtime Solutions
PowerChart Read-Only and 724 Local Access downtime solutions allow caregivers to continue accessing patient information in a read-only format. Caregivers can see prior documented patient information while the system is unavailable.

![Warning]
To prevent delinquencies, review your Message Center and sign outstanding orders and reports prior to the downtime. This is a good practice in general, since unplanned downtimes do happen.

During a scheduled Downtime:
There are two ways to access patient information: Read Only and Local Access.
**Note:** clinics only use Read Only.

Read-Only
This is used when the system goes down for planned or certain unplanned downtimes, and when network connectivity to Roseville and Cerner data centers is available. You will be informed as to which type of downtime you are on.

**For FirstNet users,** the view you will see is traditional PowerChart, so it will look different than the format you normally see in FirstNet **

- Log in to the read-only version of PowerChart (look for the icon on the Connect homepage).
- Click on the Cerner AHProd_RO_Po icon, and enter your username and password. You will see historical patient data in a PowerChart read-only format.
- Follow your site’s policies and procedures for documenting during the downtime.

Read Only Limitations
The following PowerChart tools have limited to no functionality during a downtime event:

- **View only**- Charting is disabled
- **Message Center** is unavailable
- Some **Front-End printing** will be available
- **Images**—PACS images are available as long as the CAMM archive is available
- **PowerChart ECG Images**—Previous images are available as long as the image archive is available
- XR printing unavailable
- RDD fax distributions are unavailable
Local Access

Local Access is used when the network or system at an acute facility is down for an unplanned downtime (can’t connect to Roseville). Clinics do not use Local Access.

- 724 Local Access is typically available on one computer on each nursing unit, identified by a Downtime 724 label.

1. Double-click on 724AccessViewer Icon on the designated desktop.
2. Enter your username and password.
3. Click OK.
4. Select an Audit Reason (Downtime), then click OK.

Troubleshooting Tip:

If you see this error message when using your personal login,

- Enter username 724access
- Enter password __________*

* Password may be updated periodically.
Check with your CIS Coordinator or Educator for the latest password.

When the system comes back up.......  
Follow your site’s policy to ensure paper documentation is entered in PowerChart and ensure charting is updated. Talk to your local CIS Coordinator or Educator if you have questions.
724 Downtime MAR

These are instructions to print and view a patient’s MAR during a downtime. Follow your local policy for additional guidance on MAR documentation during and after the downtime.

To print a patient’s MAR:

When you log in to 724Access, you’ll see a patient list with floor locations.

Double-click to open a patient’s chart.

To view the patient’s MAR, click the Medication Administration tab.

Click File > Print.

Select sections to print, then Finish.
- Consider what you would like to see in the printed report, e.g. current, future, discontinued meds.
Reviewing/documenting on a patient’s MAR:

**Important Downtime MAR Printout Highlights:**
- Patient demographics are listed on the cover sheet, expanded under the Patient Information section, and listed on the top of each subsequent page.
- Patient allergies are listed on the first page, expanded under the Active Allergies section, and at the top of each subsequent page.
- Patient measurements are found under the Documents: Reports/Notes section.
- The current day’s administrations and tasks are displayed by default.
- Medication administrations and tasks are displayed in columns labeled with the date/time the medication is scheduled to be given, or the date/time the med was given. Last dose given is indicated by a check mark next to the dosage and time administered.

**Documenting Medication Administration on the Downtime MAR:**
- When a medication has been administered,
  - Put a checkmark in the brackets
  - Sign your name in the box
  - Write the date and time the med was administered
- High-risk medications must have a witness signature in the box.
# 724 Read Only Downtime vs. Local Access

<table>
<thead>
<tr>
<th><strong>POWERCHART READ ONLY</strong> (RO)</th>
<th><strong>724 LOCAL ACCESS</strong> (LA)</th>
</tr>
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<tbody>
<tr>
<td><strong>When Used</strong></td>
<td></td>
</tr>
<tr>
<td>Planned/Unplanned Production Downtimes</td>
<td>Unplanned Production Downtimes</td>
</tr>
<tr>
<td>• Full network access connected to Roseville</td>
<td>• Loss of network connection to Roseville</td>
</tr>
<tr>
<td><strong>Data Replication</strong></td>
<td></td>
</tr>
<tr>
<td>Updated until read-only database is activated for use.</td>
<td>Updated until LAN/WAN connection is lost.</td>
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<td><strong>Information Update</strong></td>
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<tr>
<td>Data will be current as of 30 minutes prior to a planned downtime while Read-Only is being activated.</td>
<td>Transactions are updated real-time (1-2 minute or less) up to the point of a network outage.</td>
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<td><strong>How to Access</strong></td>
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<td>Launch <strong>Read Only</strong> icon from any network computer with the <strong>Connect Application</strong> portal. Log in using your 6-1-1.</td>
<td>From the dedicated clinical workstation desktop, double-click on the <strong>724 Access</strong> icon. Use your 6-1-1.</td>
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<td>Up to 7-day history for current encounters: • A partial PowerChart-like view • <strong>Inpatients only</strong> view</td>
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<td>Patient data will be located on the menu, or TOC, on the left-hand side of the view.</td>
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This support matrix is intended for CIS and IT staff.
## Which Should I Use in Case of a System Downtime?

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| **Patient Information** | Full PowerChart **Read Only** view (see limitations below) | Up to 7-day history for current encounters:  
  - A partial **PowerChart-Like** view  
  - **Inpatients only** view |
| **Limitations** |  
  - Cannot access other applications outside of Powerchart (FirstNet, SurgiNet etc.)  
  - Message Center is unavailable  
  - Limited printing capabilities (some printing may work) |  
  - Ad Hoc Forms that don’t flow to **Reports Notes** will not be available  
  - Images (i.e. PACS, CPDI, etc.) not available  
  - Some SurgiNet documentation not available  
  - Completed Orders not available  
  - MPages not available  
  - Blood Bank Information not available  
  - Not applicable for clinics |
| **Viewing Results** | Patient data will be located on same tabs as the production PowerChart view. | Patient data will be located on the menu, or TOC, on the left-hand side of the view. |

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**Questions? Contact your CIS Coordinator or Educator.**

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*Post this matrix for clinical end users.*