### 724 Quick Reference Guide – version 5.12.0

**NOTE:** This guide includes instructions for <u>version 5.12.0</u> which is used for Windows 10 computers.

This guide includes instructions as of July 10, 2023.

In the event of a planned or unplanned downtime, **724Access® Downtime Viewer** provides 7x24 historical access to a portion of clinical data currently available in *Cerner PowerChart* and *FirstNet*. The data provided in **724Access® Downtime Viewer** is refreshed every 2 minutes. At the start of a downtime, the data available on the **724Access® Downtime Viewer** should be no more than 2 minutes old but sometimes can be a few hours old. During a downtime, the data is NOT refreshed and access is VIEW ONLY. To access the **724Access® Downtime Viewer** during a downtime, you will need to use a designated 724 computer.

This guide is also available:

On the 724 computers in the Downtime\724 Access Resource Documents folder on the desktop.

In print and included in your code grey toolkit (bin, binder, drawer folders) that contains your downtime forms.

## NETWORK DOWN / CERNER DOWN - Login to the 724 Computer and the 724Access® Downtime Viewer

1. Find a 724 computer in your area (labelled with the yellow sticker as below). If it is the computer you are logged into when a downtime occurs, log-off from the computer.



**WARNING:** Do not Shutdown or Restart the computer. Doing so can corrupt the 724 computer patient data locally installed on the computer.

2. Login to the 724 computer with the following credentials when you see one of these screens:

Please enter valid user credentials for the system.	Please enter valid user credentials for the system.
User name	User name
Password →	Password →
Log on to: PHSABC	Log on to: PHSABC

- 3. Username: .\724Access
- 4. Password: \$724Downtime\$
- 5. Double click the **DOWNTIME** folder from the desktop.



6. Alternatively, access the **DOWNTIME** folder from the Start Menu. The Start Menu is on the lower left corner of the computer and is identified by the icon below. Click the icon.



7. Click on All Programs and select DOWNTIME.

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	Cjwdev	×	
	O Cortana		e (e)
	CutePDF	✓ This PC	Internet Explorer
	Cygwin		
	D		
	DOWNTIME		
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٢	Kofax Capture 11.0	~	
Ф	Kofax VRS		
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8. Double-click 724AccessViewer.

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File Home S	hare	View				× 🕐
← → ~ ↑ 📙 <	< Windo	ws (C:) > DOWNTIME > v	5	, Search DOW	NTIME	
		Name		Date modified	Туре	Size
V A Quick access		724 Access Resource Documents		8/12/2021 10:20 AM	File folder	
Desktop	~	Registration Documents		8/12/2021 10:20 AM	File folder	
Documents	R	₱ 724AccessViewer		4/17/2018 8:45 AM	Shortcut	1 KB
Downloads	*	724Emergency		8/6/2021 2:55 PM	Text Document	1 KB
E Pictures	*	Downtime Procedure Rev 1.3		4/26/2018 12:09 PM	Microsoft Edge P	1,602 KB
b Music		SormFast WFI		10/8/2020 11:56 AM	Windows Batch File	1 KB
Videos		n Shop		4/26/2018 12:22 PM	Internet Shortcut	1 KB

9. The **724Access**® **Downtime Viewer** log-in window will open. Login using your network ID (displays as Millennium User Name) and password (displays as Millennium Password).

Do not place the domain name (e.g. VCH\ or INFOSYS\) in front of your username.

⊖ Cerner
Downtime Viewer
Millennium User Name
Millennium Password
OK Cancel
© 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.

10. The screen below will appear.

Unable to complete Millennium Authentication due to LDAP connection errors. Please lo     Millennium username and required credentials.	gin with
Downtime Viewer	
Millennium User Name	
Emergency Password	
OK Cancel	
© Cerner Corporation. All rights reserved.	
Access and use of this solution system (including components thereof) require, and are governed by, I (s) from Cerner Corporation. Unauthorized use, access, reproduction, display or distribution of any po this solution or the data contained therein may result in severe civil damages and criminal penalties. Fu information may be found in Help About.	icense rtion of rther

11. When you see the screen above, enter the following information and click **OK**.

Millennium User Name: Your network ID (same one as you used for previous login)

**Emergency Password**: For the Emergency Password, open the 724Emergency file from the DOWNTIME folder:

	ИЕ		-	- 🗆 X
File Home Share	View			~ 🕐
← → ~ ↑ 📙 « Wi	ndows (C:) > DOWNTIME ~	ට ා Search DOWI	NTIME	
✓	Name	Date modified	Type	Size
Desktop	Registration Documents	8/12/2021 10:20 AM	File folder	11/0
Downloads	724AccessViewer	4/17/2018 8:45 AM 8/6/2021 2:55 PM	Text Document	1 KB
Music	<ul> <li>Downtime Procedure Rev 1.3</li> <li>FormFast WFI</li> </ul>	4/26/2018 12:09 PM 10/8/2020 11:56 AM	Microsoft Edge P Windows Batch File	1,602 KB 1 KB
Videos	🗊 Shop	4/26/2018 12:22 PM	Internet Shortcut	1 KB



**NOTE**: If the 724Emergency file is missing from your 724 Computer, please contact another health unit that has a 724 computer to obtain the Emergency Password or the Service Desk of your Health Institution as follows:

- PHC: (604)-806-9333
- VCH: (604)-875-4334
- PHSA: (604)-675-4299
- 12. The 724Emergency file contains the Emergency Password as shown in the example below.

724Emergency - Notepad				-		×	
File Edit Format View Help	1 2 2						^
Les cpassion d.	123		Example Emo Passwo	ergenc ord	ÿ		
							~
<	n 1, Col 16	100%	Windows (CRLF)	UTF-	8	>	



#### WARNING:

- This password will change after each downtime. You need to check this file for the new password when the next downtime occurs.
- The password displayed above is **NOT** the password that you will use. You need to open the 724Emergency file to find the current password
- 13. Select **Downtime** from the **Audit Reason** drop-down menu.

😂 Cerner	
C	owntime Viewer
	Millennium User Name jane.doe
	Audit Reason
	Downtime Testing Other
© Cerner Corpo Access and use governed by, lic reproduction, d contained there information may	ration. All rights reserved. of this solution system (including components thereof) require, and are sense(s) from Cerner Corporation. Unauthorized use, access, splay or distribution of any portion of this solution or the data in may result in severe civil damages and criminal penalties. Further be found in Help About.

## NETWORK UP / CERNER DOWN - Login to the 724 Computer and the 724Access® Downtime Viewer

- 1. If the network is up but Cerner is down, use your Network ID and Password to log into the 724 computer as follows:
- 2. Login to the 724 computer with your usual credentials when you see one of these screens. DO NOT USE Username: .\724Access and Password: \$724Downtime\$ when the NETWORK IS UP.



- 3. Refer to the step 3 7 above to access the 724Access Downtime Viewer®.
- 4. Use the functionality in the remainder of this document as per your requirements during downtime.

### **Print Patient Schedule**

- 1. If Cerner schedules have not been printed and available during downtime, log into the 724Access® Downtime Viewer on a 724 computer and print the patient list of scheduled appointments booked for the day. Follow the instructions below to print the schedule.
- 2. Click Appointment Search tab.

724Access Viewer									
File Help									
FirstNet Search   Patient Search   Ap	pointment Search Lab Colle	ction Search	Unverified Medication	s   Pł	narma	cy Fill List			
Appointment Search									
Appointment Date Between:	Print								
10/19/2021 ~ 10/19/2021 ~	Name	DOB	MRN	PTID	FIN	Date/Time	Duration	State	Type
Status:	MERMAID, SEBASTIAN	14-OCT-1956			_	10/19/2027:00 PDT	240	Confirmed	HD Hemodialysi
Cancelled	ZZTEST, RAIN	26-JUL-2011				10/19/2029:00 PDT	50	Checked In	Surgery Rapid
Checked In	HEMOGLOB, DEMO	01-JAN-1980				10/19/2029:00 PDT	60	Confirmed	MD New Consul
Checked Out	HEMOGLOB, DEMO	01-JAN-1980				10/19/2020:00 PDT	60	Rescheduled	MD New Consul
	COTTINUE DECC. AL EXTURES	10.14 1000	740005414. 740005415	-		10/10/202 0-15 DDT	60	Confirmed	MD New Consult

- 3. Configure search for the corresponding:
  - Appointment Date Between
  - Status
  - Location

e Help				1.2.2
FirstNet Search   Patient Search	Appointment Search	Lab Collec	tion Search	Unveri
Appointment Search				
	1			
Appointment Date Between:	Print			
10/19/2021 ~ 10/19/2021 ~	Name	1	DOB	MRN
Status:	MERMAID, SEBA	STIAN	14-OCT-1956	
Cancelled	ZZTEST, RAIN		26-JUL-2011	
Checked In	HEMOGLOB, DE	мо	01-JAN-1980	
Checked Out	HEMOGLOB, DE	MO	01-JAN-1980	
Confirmed	CSTBUILDREG, A	LEXTHREE	10-M1990	74000
No Show				
Rescheduled				
Scheduled				
V Scheddied				
Patient Last, First:				
MRN:	_			
FIN:				
Location:				
×	-			
LGH Lions Gate-LGH Main OR				
Surgeon Last, First:				
Anesthesiologist Last, First:				
Primary Resource:				
Search Reset	1			

- 4. Click Search. The appointment schedule will appear based on parameters entered in Step 3.
- 5. Select the information to appear on the printed list and click **Finish**.

😂 Print	_		)	X
Printing Preferences				
Check/Uncheck All				
Columns:				
✓ Name         ✓ DOB         ✓ MRN         ▶ PTID         ☐ FIN         ✓ Date/Time         ✓ Duration         State:         ☐ Type         Provider(s)         Primary Resource:         Primary Order:         Location         Phone Number(s)         Reason				
Orientation Portrait Clandscape				
Finish		Can	icel	

#### 6. Click Print.



7. Select printer and click Print.

🖶 Print	×
General	
Select Printer	
TO 750_7THFLR_L1 on SPPRT110.vch.ca (re	edirected 2) 📇 Fax (redirected 2
CutePDF Writer (redirected 2)	📇 Microsoft Print t
🚔 Fax	Microsoft Print t
<	>
Status: Ready	Print to file Preferences
Location:	
Comment:	Find Printer
Page Range	
All	Number of copies: 1
O Selection Current Page	
O Pages: 1	Collate
Enter either a single page number or a single page range. For example, 5-12	123 123
	Print Cancel

### **View Discharged Patients**

There are some circumstances where certain locations want to view discharged encounters. For example, in the case of Emergency Departments that have repeat patient visits within a short period, users in the department can view discharged encounters to determine if any patients admitted to the Emergency Department during a downtime were discharged within the past 7 days (30 days for BCC – VA). Discharged encounters are included in all patient searches by default. The screenshots below show the "Include Inactive Encounters" checkmark in the lower left corner of the display.

Discharged Encounters Included	Discharged Encounters Excluded
Launchpad       Enterprise Apps       PowerChart       Itel Schiedule Inquiry         Image: Transme Search       Patient Search       Appointment Search       Lab Collection Search       U         Patient Search       Print List       Print Chart       Itel Print Chart         First Name:       Image: Print List       Print List       Print Chart         DOB:       mm/dd/yyyy       Image: Print List       Image: Print List       Image: Print List         DOB:       mm/dd/yyyy       Image: Print List       Image: Print List       Image: Print List         DOB:       mm/dd/yyyy       Image: Print List       Image: Print List       Image: Print List         Physician Last Name:       Image: Print List       Image: Print List       Image: Print List         Physician Last Name:       Image: Print List       Image: Print List       Image: Print List         Physician Last Name:       Image: Print	Launchpad       Enterprise Apps       PowerCitat       IB Schedule Inquiry         724Access Viewer         File       Help         FirstNet Search       Patient Search       Appointment Search       Lab Collection Search       U         Patient Search       Print List       Print Chart       III       Print Chart         First Name       Image: Print List       Print Chart       III       Age Sec D         DOB:       mm/dd/yyyy       Image: Physician First Name       Image: Physician First Name       Image: Physician First Name         Physician Last Name:       Physician First Name       Image: Physician First Name       Image: Physician First Name         Include Inactive Encounters       Image: Physician First Name       Image: Physician First Name       Image: Physician First Name         Include Inactive Encounters       Image: Physician First Name       Image: Physician First Name       Image: Physician First Name         Include Inactive Encounters       Image: Physician First Name       Image: Physician First Name       Image: Physician First Name

1. To include Discharged Encounters, click on the check box **Include Inactive Encounters**. Discharged encounter entries will exclude MRN and Fin Number as shown in the screenshot below.

Ontirest Canada	-pp-one																
Paulon ataliti																	Last Updated: 06/02/22 1
ast Name:	Prin	t List Print Chart															
	1	Name	FIN	MRN	PTID Ag	.   S	ex	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service	Admitted	Length of Stay	Attending Physician	Consulting Physician
irst Name:		REG-FOUNDATION, ELIZABETH	740000060030	740011641	40	ears Fe	emale (	02/02/1982	vaginal bleeding	Inpatient	VGH T4C	330.01	Gynecology	05/12/22:17 PDT	25 days 1 hour	PLISBVFP, STEPHEN MD, MD	
		GYNEPAT, ONE	740000059731	740024833	32	ears Fe	emale (	34/15/1990	Vaginal Bleeding	Inpatient	VGH T4C	320.04	Emergency	05/09/22:29 PDT	28 days 7 hours	Grafstein, Eric Jonathan, MD	TestPET, Surgeon-Phys
08: mm/dd/yyyy		REGISTRATION,PATIENTSEVEN			37	ears Fe	emale (	03/09/1985	vaginal bleeding	Inpatient	VGH T4C	400 01	Gynecology	05/04/22153 PDT	8 days 2 hours		
		REGISTRATION,PATIENTEIGHT			37	ears Fe	emale (	02/09/1985	direct admit	Inpatient	VGH T4C	320 03	Gynecologic Oncology	05/02/22:26 PDT	1 day 19 hours		
RN:		PATVGH, GYNE	740000059203	740025008	46	ears Fe	emale (	04/29/1976	Endometriosis	Inpatient	VGH T4C	220 01	Gynecology	04/28/22:51 PDT	39 days 3 hours	Grafstein, Eric Jonathan, MD	PLISBVCA, ROCCO, ME
	님	PATVON PLASTICS	740000059189	740025000	40	ears M	lale (	34/27/1982	Crush Injury - Hand	Inpatient	VGH 14C	320 01	Plastic Surgery	04/28/22:58 PD1	39 days 4 hours	Grafstein, Enc Jonathan, MD	TestPET, Surgeon-Phys
N	님	PATVGH, UKO	/400000591/6	740024993	60	ears M	sle (	94/28/1962	Benign prostatic hyperplasia	Inpatient	VGH 14C	310 01	Urology	04/28/22:05 PD1	39 days 5 hours	Grafstein, Eric Jonathan, MD	TestPET, Surgeon-Physi
	님	VORBOILDMED, IFOURC	/+0000038833	140024859	12	ears M	sale (	21/2010	1031	inpatient	VOH HOC	200 02	bone Marroransplant	04/21/22:13 PDT	we days 0 hours	PUSEVCA, KOCCO, MD	
	님	COMPAN, ONE	7400000010400	7100001111	32	ears he	emalé (	24/13/1990	Overian location	inpatient	VOH 14C	230 01	Gynecology	04/21/22:33 PD1	To days 12 hours	Trathin Committee In Physical MD	Testine Division 1
ocation:	님	CONTECTORY OF NE	740000058460	740000435	21	ears M	sale (	2/07/1001	rsp rain	inpatient	VON 14C	200 H	General medicine	04/14/2228 PD1	23 days 2 hours	resolutio, GenerativeIne-Physician1, MD	Testuser, Physician - Lo
VGH Van General-VGH T4C 🛛 🗸	님	COTTESTING MODULENT	740000055020	740023266	30	ears he	emale 1	12/07/1991	ND	Inpatient	VGH 14C	300 01	Gynecology	01/28/22 15:25 PST	128 days 23 hours	Lee, Marette Hazel, MD	TestCS1, Surgeon-Physi
hysician Last Names	H	COTTESTRED, MOTPERINDTEST	740000049710	740012741	32	cars re	emale o	12/07/1001	test	Outpatient in a bed	VOH THE	200 01	Obstetrics	10/12/21	257 days o hours		
	-	VOHOTNE, INPATIENT	140000034311	140023200	30	cais re	emaie	12/07/1991	surgery stage 5 cancer	Pre-inpatient	VOH INC		dynecologic Oncology				
hysician First Name:																	
Admitting Physician																	
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Only and a second secon																	
Other																	
Include Inactive Encounters																	
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2. To exclude Discharged Encounters, make sure the **Include Inactive Encounters** check box has no check mark in it.

FirstNet Search   Patient Search   Ap	ppointment Search   Lab Collection S	earch Unverif	lied Medicat	ions   P	harmac	y Fill List										
Patient Search																
																Last Updated: 06/02/22 13:
Last Name:	Delastics Diverting															
	Print Coart	Line	1	l em l				Lucia e		la se la			Les is a		Law a march	Le la maria
First Name:		7400000060020	740011641	Prio A	Nge 10 uearr	Eemale	02/02/1992	visit reason	Incounter type	VGH TAC	220.01	Gunecology	05/12/22 -17 PDT	25 days 1 hours	DI ISBVED STEDUENI MO MO	Consulting Physician
	GYNEPAT ONE	7400000059731	740024833		D vears	Female	04/15/1990	Vaginal Bleeding	Innatient	VGH TAC	320.04	Emergency	05/09/22:29 PDT	28 days 7 hours	Grafstein Fric Ionathan MD	TestPFT Surgeon-Physician
DOR: mm/dd/www	PATYOH GYNE	7400000059203	740025008	14	16 years	Female	04/29/1976	Endometriosis	Inpatient	VGH T4C	220.01	Gynecology	04/28/22:51 PDT	39 days 3 hours	Grafstein Fric Ionathan MD	PLISBVCA ROCCO MD Ter
	PATVOH PLASTICS	7400000059189	740025000		10 years	Male	04/27/1982	Crush Injury - Hand	Inpatient	VGH T4C	320.01	Plastic Surgery	04/28/22:58 PDT	39 days 4 hours	Grafstein Eric Jonathan MD	TestPET Surpeon-Physician
	PATVGH, URO	7400000059176	740024993	6	50 years	Male	04/28/1962	Benign prostatic hyperplasia	Inpatient	VGH T4C	310 01	Urology	04/28/22: 05 PDT	39 days 5 hours	Grafstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
MERE	VGHBUILDMED, TFOURC	740000058833	740024859	1	12 years	Male	04/21/2010	TEST	Inpatient	VGH T4C	200 02	Bone Marroransplant	04/21/22:13 PDT	46 days 0 hours	PLISBVCA, ROCCO, MD	
	CSTTESTSCH, GENE	740000058460	740006455	2	1 years	Male	09/01/2000	Hip Pain	Inpatient	VGH T4C	200 H	Geriatric Medicine	04/14/2228 PDT	53 days 2 hours	TestAMB, GeneralMeine-Physician1, MD	TestUser, Physician - Long 1
FIN:	VGHGYNE, INPATIENT	740000055020	740023266	3	10 years	Female	12/07/1991	PID	Inpatient	VGH T4C	300 01	Gynecology	01/28/22 15:23 PST	128 days 23 hours	Lee, Marette Hazel, MD	TestCST, Surgeon-Physician
	CSTTESTREG, MOTHERNBTEST	740000049710	740019741	3	12 years	Female	01/01/1990	test	Outpatient in a Bed	VGH T4C	200 01	Obstetrics	10/12/21:57 PDT	237 days 0 hours		
Location	VGHGYNE, INPATIENT	740000054577	740023266	3	10 years	Female	12/07/1991	surgery stage 3 cancer	Pre-Inpatient	VGH T4C		Gynecologic Oncology				
WGH Nee General WGH T/C																
VOH Van General-VOH IAC																
Physician Last Name:																
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# Print Patient Labels from CST Downtime Label and Facesheet Generator on the 724 computers



**NOTE**: If you change the default resolution on the 724 computer, patient information will not be properly aligned on the label sheets.

- 1. Open the **DOWNTIME** folder on your 724 computer desktop or from the Start Menu.
- 2. Double-click the **Registration Resources** subfolder.
- 3. Double-click the CST Downtime Label and Facesheet Generator.xls.
- 4. Read the instructions and then click the Enter Patient Information here sheet.



5. Complete all relevant fields ensuring that you complete each field that indicates (*Prints on labels*).

1	Enter Patient inf	ormation here. DO NOT print this sheet	Clear Form
2	Last Name (Prints on labels)		
3	First Name (Prints on labels)		
4	DOB (DD-MMM-YYYY) (Prints on labels)		
5	Gender (M/F/UND/UNK) (Prints on labels)		
6	BC PHN (Prints on labels)		
7	MRN (Prints on labels)		
8	Encounter (Prints on labels)		
9	Registration Date		
10	Registration Time		
11	Recorded by		
12	Preferred Name		
13	Permanent Address		
14	Preferred Phone		
15	Home Phone		
16	Mobile Phone		
17	Work Phone		
18	Alternate Phone		
19	Visitor Status		
20	VIP		
21	Primary Care Provider		
	Guarantor Relation to Patient (If not Self, enter		
22	Guarantor relation, name and address in this field)		
23	Primary Insurance Health Plan Name		
24	Primary Insurance Health Card/Claim#		
25	Secondary Insurance Health Plan Name		



**NOTE**: For outpatients who will have laboratory tests completed in a hospital lab, please document the patient's insurance information which is required to register a patient in Sunquest.

6. Once you have completed entering the patient data, click the **Labels (read only)** sheet to see the data you entered.

1	A	В	C	D	E	F	G	Н	I
1	,								,
2	DOB:				DOB:				DOB:
3	PHN:				PHN:				PHN:
4	MRN:				MRN:				MRN:
5	Encounter:				Encounter:				Encounter:
6									
7									
8	DOB:				DOB:				DOB:
9	PHN:				PHN:				PHN:
10	MRN:				MRN:				MRN:
11	Encounter:				Encounter:				Encounter:
12									
13									
14	DOB:				DOB:				DOB:
15	PHN:				PHN:				PHN:
16	MRN:				MRN:			1	MRN:
17	Encounter:				Encounter:				Encounter:
18									
19									
20	DOB:				DOB:				DOB:
21	PHN:		1.1		PHN:				PHN:
22	MRN:				MRN:			1	MRN:
23	Encounter:				Encounter:				Encounter:
24									
25					25				2
26	DOB:				DOB:				DOB:
27	PHN:				PHN:				PHN:
28	MRN:				MRN:		the second	1	MRN:
2	< >]	Enter Patie	nt Informa	tion I	nere Labe	Is(Read Only)	Fac	eshee	t(Read Only)

- 7. Insert 2 sheets of **Grand & Toy White Mailing Laser Labels Product#: 99180** into your printer and then click File > Print to print the labels.
- 8. Click on the **Facesheet (Read Only)** sheet. The data you entered will be populated in the associated fields.

- 4	A D		U		E		(
1		Downtime Pa	atient Faces	heet			
2		Recorded by:	and all a second second second				
3	* C P D I O O 4 *	Document not retain	ined as part of leg	altecord			
4	Visitor Status:	VIP:		01018000			
5	Patie	ent Demographic II	nformation				
	Name:		MRN:				
6	•						
	Preferred		Encounter:				
7	Name:						
8	DOB:		BC PHN:				
9	Age:		Phi	one Number	5		
10	Gender:		Preferred:				
11	Address:		Home:				
12			Mobile:				
13			Work:				
	Primary Care		Alternate:				
14	Provider:						
15	Encou	inter Demographic	Information				
	Registration		Admitting				
16	Date:		Provider:				
	Registration		Attending				
17	Time:		Provider:				
	Accident		Referring				
18	Related? Y/N		Provider:				
19		Insurance Inform	ation				
	Guarantor					2	
	Relation to						
20	Patient:						
	Primary		Health				
21	Insurance		Card/Claim#:				
	Secondary		Health				
22	Insurance		Card/Claim#:				
	Extended		Health			1 D	
23	Insurance		Card/Claim#:		-		-
-	A S PRESERVENCE	descention for the	Labalan	nd Oakd	- Paratas	A/Band Only	
	Enter Patient II	normation nere	Labels(Re	ad Only)	raceshee	r(Read Only)	

# Requesting additional CST Downtime MRN and Encounter Numbers

If your unit or clinic uses downtime MRNs and Encounter Numbers, before planned downtime events, or after unplanned downtime events, check to ensure that the Downtime MRNs and Encounter Number inventories are sufficient for patient volumes in preparation for the next downtime.

If additional numbers are required, contact the CST Support Line at: 1-844-214-7444 during weekday business hours.

#### **Open a Patient's Chart**

Once you have logged into **724Access® Downtime Viewer**, there will be a tab that shows all the units on your floor in the **Location List**.

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

C 724A ccore View	or.													
Eile Help														
The Help		lan ar an	1	ALC: NO DESCRIPTION OF										
Patient Search	Appointment Search	Lab Collection Search	Unverified Medications	Pharmacy Fill List										
Patient Search														
Last Name:		Print List P	rint Chart											
E. I.I.		Name		FIN	MRN	PTID	Age	Sex	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service
First Name:		CSTINT,	FIXIT	74000004629	740020213		21 years	Female	08/05/2000	test	Tertiary MH	MHB TUA	249 A	Psychiatry
		MAR, M	ALADE	74000004363	7 740019214		41 years	Female	06/06/1980	substance use	Tertiary MH	MHB TUA	297 A	Psychiatry
DOB: mm/dd/y	yyy	BUILDCS	TMED, MICKEY	74000004322	3 740019064		35 years	Male	10/07/1985	TEST	Tertiary MH	MHB TUA	253 A	Psychiatry
		TEST, CS	TBABY	74000003787	3 740017195		2 years	Female	08/22/2019	testing purposes	Inpatient	MHB TUA	299 A	Psychiatry
MRN		TESTPAT	IENT, FPH	74000003697	740016896		31 years	Male	01/28/1990	Depression	Inpatient	MHB TUA	293 A	Psychiatry
		ECTEST,	TONY STARK	74000003098	740008044		38 years	Male	10/22/1982	testing	Inpatient	MHB TUA	256 A	Psychiatry
		CSTLAB	TEST, INFCTL	74000002797	740002821		26 years	Female	05/13/1995	Test	Inpatient	MHB TUA	258 A	Psychiatry
FIN:		LABTEST	, MH	740000026612	2 740012468		66 years	Female	03/03/1955		Inpatient	MHB TUA		Psychiatry
		HEARTV	OOD, ALYSSA	74000002633	5 740012410		20 years	Female	07/15/2001	Suicidal Ideations	Tertiary MH	MHB TUA	288 B	Psychiatry
Location:		HEARTV	OOD, MELANIE	74000002633	5 740012409		50 years	Female	11/04/1970	Depression	Tertiary MH	MHB TUA	284 A	Psychiatry
MHR Burnahu-N			BMOCK, PHARMACYTHIRTY	74000002261	5 740010823		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	288 A	Psychiatry
Win ib buinaby-			BMOCK, PHARMACYTWENTY	EIGHT 74000002260	9 740010817		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	284 B	Psychiatry
Physician Last N	ame:		BMOCK, PHARMACYTWENTY	TWO 74000002258	7 740010800		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL D	Psychiatry
		CSTMHE	BMOCK, PHARMACYTWENTY	ONE 74000002258	5 740010795		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL C	Psychiatry
Physician First N	lame:	CSTMHE	BMOCK, PHARMACYTWENTY	74000002258	740010792		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL B	Psychiatry
			BMOCK, PHARMACYNINETEE	N 74000002257	9 740010790		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL A	Psychiatry
Admitting Db	urician		BMOCK, PHARMACYSEVENTE	EN 74000002257	5 740010787		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	298 A	Psychiatry
Aumitting Ph	iysician	CSTMHE	BMOCK, PHARMACYFIFTEEN	74000002257	740010782		71 years	Female	11/07/1949	MOCK	Inpatient	MHB TUA	296 A	Psychiatry
Consulting Pl	hysician	CSTMHE	BMOCK, PHARMACYTHIRTEE	V 74000002256	5 740010778		71 years	Female	11/07/1949	MOCK	Inpatient	MHB TUA	295 A	Psychiatry

- 1. Double-click the row for the patient record you want to view. The **Audit Information!** window will open.
- 2. Choose Downtime as the Reason for viewing the patient's chart.

😂 Audit Information!	×
Username jane.doe	
Reason for viewing the patient's chart	
Downtime Testing Other	
ОК	Cancel

3. Click OK. The patient's chart opens.

The **Banner bar** displays similar information as PowerChart, and the Menu will help you navigate to the different areas of the patient's chart.

CSTTEST, BUILDCARI MRN: 740014124	010	Age: 41 years		Male FIN: 740000029	496 74000002949	Statu 98	ıs: Preadmit		Location: S	SPH 5A	
DOB: 07/07/1980 Allergies: ** Allergies N	lot Recorded **	Weight, Admit:		Document Vitals	/Height/Weight:	Weig	ht Dosing:				
Precautions:											
Patient Information	Patient Informat	tion									
Lab Results	Demographics A	Illergies Problems Diagnosis								Last Updated	1: 09/08/21 09:
Patient Care Results	Encounter	inergies Problems Diagnosis									
Medication Administration	Select	FIN 740000029496 (Primary	Admit Date	Discharge Date	Facility SPH St Paul	s	Nurse Unit SPH 5A	Visit Type Pre-Inpatient	Visit Reason surgery	Length of Stay	
Orders		740000029498			SPH St Paul	s	SPH 10C	Pre-Day Surgery	surgery		
Vital Signs											
Documents	Patient Informat	CSTTEST BUILDCARDI	٦			Home Address:	444 Main St				
ntake & Output	Age	41 years				Home Address.	Vancouver, British Co	olumbia			
Scheduled Appointments	Date of Birth:	07/07/1980									
Microbiology Results	Gender:	Male				Phone:					
Medication Profile	MRN:	740014124				PTID:					
	Cell/Pager:					FIN:	740000029496				
Immunization History	Mobile:					Room:					
	VIP Status					Facility:	SPH St Pauls				
	Bed:										
	Primary Care Pro	ovider:									

#### Navigate the Patient's Chart

The following are available in the Table of Contents Menu. You can view sections of the patient's chart by clicking a menu item on the left side of the 724Access® Downtime Viewer window to open the corresponding tab. By default the 724Access® Downtime Viewer will display the most current data.

724Access Downtime Viewer Section	Description
Patient Information	By default, the Patient Information tab is the first tab that displays when you open a patient's chart, with the Demographics subtab displayed. There are additional subtabs of Allergies, Problems, and Diagnosis.
Lab results	External lab results from LifeLabs and Other Health Organizations that are reported using Excelleris/CareConnect, are not included in the 724 system, even though ELMS incorporates them into CST PowerChart. During downtime, results can be viewable in CareConnect if the network is up.
Patient Care Results	Patient care results from iView will display here.
Medication Administration	Current medications are listed here. However, always refer to the paper MAR during a downtime. See the Medication Orders and Medication Administration

	Records (MAR) section of the Downtime Manual.
Orders	The Orders tab displays active orders and their details. Click the Planned PowerPlans tab to review.
Vital Signs	Recorded vital signs in iView will display here.
Documents	To view documents, select the document type to be viewed and then double-click a document to view it in the window.
Intake and Output	Intake and Output tab shows 24 hour total summary only.
Scheduled Appointments	This tab displays scheduled appointments up to 30 days in advance.
Microbiology Results	Displays information about microbiology tests and results performed at VPP sites only.
Medication Profile	Similar to the Medication List in PowerChart. It shows a comprehensive view of all medications: pending, current, and past. Past medications include all medications that are not in the active statuses of Ordered.
Immunizations	Displays all immunizations administered to the patient (i.e. This includes immunizations entered on previous encounters).

#### **Print the Patient Chart for 1 Patient**

In the event of a downtime, you can print **all** or **part** of a patient's chart from the designated printer attached to the 724 computer. Most 724 computers will have a dedicated printer in the event of a downtime. The printer will need to be connected to a red outlet.



**NOTE**: A patient's chart can contain over 100 pages of documentation. Use discernment when printing the chart to avoid copious amounts of paper.

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

¢	724Access Viewer	
File	Help	
	Print	tm
	Preferences	R

2. Select the **date range** you want to print, and then do one of the following:

- 3. Click Check/Uncheck All to print all sections.
- 4. Place a **check mark** next to the individual sections you want to print. The items with an arrow in front of them contain subsections. Clicking in a box will print all items in that subsection.
- 5. Click the arrow to view and select subsections.



6. 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.

### 724Access Downtime Viewer – Instructions to Print Charts to PDF (multiple patients)

1. Click Patient Search tab and select desired Location.

724Access Viewer										
Patient Search   Appointment Search	La	b Colle	ection S	earch	Unve	rified N	/ledica	ations	Pharmacy F	ill List
Patient Search	1									
Last Name:	Print	t List	Print (	Chart						
First Name:		Name	e FIN	MRN	PTID	Age	Sex	DOB	Visit Reason	Encounter 1
DOB: mm/dd/yyyy										
MRN:										
FIN:										
Location:										
~		•								
BCH Asthma-BCH Asthma BCH BC Children-BCH Adol Psych BCH BC Children-BCH CAPE										
BCH BC Children-BCH Child Psych BCH BC Children-BCH ED BCH BC Children BCH ED Hold										
BCH BC Children-BCH ED Hold BCH BC Children-BCH EDIS BCH BC Children-BCH Hemophilia		-								
BCH BC Children-BCH Long Term BCH BC Children-BCH Main OR BCH BC Children-BCH Medical Day										
BCH BC Children-BCH MI IP Hold BCH BC Children-BCH Morgue BCH BC Children-BCH OncHemBMT										
BCH BC Children-BCH Out of OR BCH BC Children-BCH SH AC Rehab		-								
BCH BC Children-BCH Steep Lab BCH BC Children-BCH SurgWaitLst BCH BC Children-BCH T3 ACU										

2. Check the top left check box to select all patient records. Otherwise, click the box to the left of the appropriate patient record. Click **Print Chart**.

724Access Viewer							
File Help							
Patient Search Appointmen	t Search   La	b Collection Search Unverified N	ledications   Pl	narmacy Fill	List		
Patient Search							
[	1						
Last Name:	Print	t List Print Chart					
		Name	FIN	MRN	DILD	Age	Ser
First Name:		CSTBCHTEIGHT, LONGTERM ONE	740000043343	740017707	1 110	16 years	Ma
		CSTBCHTEIGHT, LONGTERM ONE	740000045025	740017707		16 years	Ma
DOB: mm/dd/yyyy		CSTBCHTEIGHT, YANKUO	740000049659	740017631		22 years	Fer
		CSTBCHTEIGHT, YANKUO	740000049678	740017631		22 years	Fer
MRNI		CSTBUILDONC, ARSHIT	740000047810	740019203		9 years	Ma
		CSTLAB, NBSTESTBABY	740000058903	740024899		4 weeks	Ma
		CSTLAB, TESTLIO	740000055606	740023763		8 years	Fer
FIN:		ISTITEST, ONE	740000052315	740017370		42 years	Ma
		SQPCLAB, ANEWBORN	740000052574	740021838		6 months	Fer
Location:		TEST, AARI	740000052000	740015947		32 years	Fer
		TEST, AARJ	740000052002	740015948		31 years	Fer

3. Select reason for viewing patient's chart as **Downtime**.

😂 Audit Information!		×
Username		
Reason for viewing the patient's chart		
Downtime		
Testing		
Other		
	ОК	Cancel

4. Check desired sections and date range to print. The selections below are for the Medication Administration Record and the Medication Profile. Click **Finish**.



5. Select Microsoft Print to PDF as the printer. Click Print.

eneral	
Select Printer	
📇 Microsoft Print to PDF	Microsoft XI
Microsoft Print to PDF (redirected 3)	📇 Send To One
🚍 Microsoft XPS Document Writer	🚍 Send To One
<	>
Status: Ready	Print to file Preferences
Location:	
Comment:	Find Printer
Page Range	
All	Number of copies: 1 ÷
O Selection Current Page	
Pages: 1	
	11 22 33
page range. For example, 5-12	

6. Select destination to save file as outlined. Click **Save**. This may take few minutes depending on how many patients have been selected.

**WARNING**: Write down the File Path and File name to remember where the PDF is saved.

😂 Save Print Output	As		×
$\leftrightarrow$ $\rightarrow$ $\checkmark$ $\uparrow$	> Computer PC022868 > Documents	s ~	👌 🔎 Search Documents
Organize 🔻 Ne	w folder		
<ul> <li>Quick access</li> <li>Desktop</li> <li>Downloads</li> <li>Documents</li> <li>Pictures</li> <li>Music</li> <li>Videos</li> <li>Computer PC02</li> <li>Network</li> </ul>	Name *	Date modified Type No items match your search.	Size
File name:	Downtime Test Doc		~
Save as type:	PDF Document (*.pdf)		~
∧ Hide Folders			Save Cancel

7. PDF should appear in the destination that it was saved if needed to access during downtime.

· → · ↑ 🗄 › O	omputer PC022868 > Documents		5 ~	🔎 Search Do	cumer
1.0.11	Name	Date modified	Туре	Size	
Deskton	🗾 Downtime Test Doc	5/20/2022 5:26 PM	Adobe Acrobat	D 936 KB	
Downloads					
😫 Documents 🛛 🖈					
Documents #					
<ul> <li>Documents #</li> <li>Pictures #</li> <li>Music</li> </ul>					
<ul> <li>Documents #</li> <li>Pictures #</li> <li>Music</li> <li>Videos</li> </ul>					
<ul> <li>Documents #</li> <li>Pictures #</li> <li>Music</li> <li>Videos</li> </ul>					

8. **Printing Preferences Message.** After selecting the multiple patients to print, you will receive the Printing Preference Message and click OK.

Drinting Drafananaa		
Select the patient data to send to the pr	rinter.	
Print From 07/05/2022 v to 07/	06/2022 ~	
Print Documents By Date Print the 1 most recent non-expi Print Time Zone Print Sections Without Data	ring documents.	
Check/Uncheck All		×
A medication selected for printi will instead be printed across me	ng is unable to fit on a single pag ultiple pages.	e. The medications
		ОК
		6
		, 1
<ul> <li>&gt; Non-expiring Documents</li> <li>Immunization History</li> <li>Intake and Output</li> <li>&gt; Lab Results</li> <li>         Medication Administration     </li> <li>         Current Medications     </li> </ul>		~

9. Wait for the "Printing Load Bar" to complete the printing. Do not close it. Otherwise, you might save the data as a corrupted file.

Inting		
	F1.	Consult.
	-in	ancel (ancel
	1.11	Calicel

#### **Print the MAR**

Most 724 computers will have a dedicated printer in the event of a downtime. **The printer will need to be connected to a red outlet.** 

1. Click File and select Print. The Printing Preferences window will open.



- 2. Select the desired **Data Range** and scroll down to check the **Medication Administration** box.
- 3. Click Finish.

	😂 Print —		×
	Printing Preferences		1
	Select the patient data to send to the printer.		
	Print From 09/07/2021 v to 09/08/2021 v		
	Print Documents By Date		
	Print the 1 most recent non-expiring documents.		
	Print Time Zone		
$\langle \rangle$	Print Sections Without Data		
	Check/Uncheck All		
$\langle \rangle$	Sections:		
$\langle \rangle$	Lab Results		^
$\backslash$	Medication Administration		
	Future Medications		
	Discontinued Medications		
	Include Pages for Charting New Medications		
	Medication		
	Prescription/Home Medications		
	✓		
	Microbiology Results Susceptibility		
	✓ ☐ Orders		
	> Orders (Current)		~
	Prints a total of four blank page for users to write new medication orders an	d admir	nistrat
	A page for each section (Scheduled, Unscheduled, PRN, Continuous)		
	$\mathbf{X}$		
	¥		
	Finish	Cano	el

**WARNING**: The Medication Administration 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.

The **Scheduled Medication Orders (Current)** 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 date.

Scheduled Medication Ord	lers	✓ =completed [ ]=due ۿ=modified
budesonide-formoterol (budeso	nide-formoterol 200 mcg-6 mcg/puff inhaler)	
2 puff, inhalation, BID, drug form:	inhaler, start: 12-Dec-2019 11:21 PST	Ordering Provider: MD
Dec 12, 2019 00:00 -23:59	Dec 13, 2019 00:00 -23:59	Dec 14, 2019 00:00 -23:59 [ ] 08:00
2 puff inhalation ✓ 22:14 2 puff inhalation	2 puff inhalation	

There is also a section for **New Scheduled Orders** with a signature box at the bottom.

New Scheduled	Order:				
Dec 12, 2019 07:00 -18:59	19:00 -06:59	Dec 13, 2019 07:00 -18:59	19:00 -06:59	Dec 14, 2019 07:00 -18:59	19:00 -06:59
Notes:					
Signature		Initials	Signature		Initials

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

PRN Medication Orders		√ =completed [ ]=due 🎄	=modified
acetaminophen		and all the state of the second state of the state of the second s	
650 mg, PO, q4h, PRN pain-mile	d or fever, drug form: tab, start: 12-Dec-2019 :	21:18 PST Ordering Provider:	MD
Temperature Axillary Temperature Oral Order Comment:Maximum aceta	aminophen 4g/24 h from all sources		TATA WATCH AND A DECISION AND A DECISION
Dec 12, 2019 00:00 -23:59	Dec 13, 2019 00:00 -23:59	Dec 14, 2019 00:00 -23:59	

#### Continuous Medication Orders will also show as a similar format to PRN Medication Orders.

Continuous N	ledication Orders	🗸 =completed [ 🛛 ]=due 📥=modified				
sodium chloride	e 0.9% 1,000 mL [2 mL	kg/h] (sodium chloride	0.9% (NS) continuou	s infusion 1,000 mL [2 m	L/kg/h])	
IV, drug form: bag Order Comment:0	g, start: 05-Dec-2019 17 Until patient discharged	:10 PST, bag volume (m	L): 1,000	Ordering Provider:		MD
Dec 12, 2019 07:00 -18:59	19:00 -06:59	Dec 13, 2019 07:00 -18:59	19:00 -06:59	Dec 14, 2019 07:00 -18:59	19:00 -06:59	

PRN	acetaminophen (a 650 mg = 2 Tab, EDT, Duration: 30 (38.6 C)	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:				

For a complete guide on how to access and use the **724Access**® **Downtime Viewer**, you can download the <u>724Access Viewer User Guide Manual</u>.

#### **Related Topics**

- Downtime Help Topics
- <u>724Access Viewer User Guide Manual</u>
- <u>Check 724Access Viewer Data</u>
- <u>Check 724Access Viewer Data (Medical Imaging)</u>
- Check 724Access Viewer Data (Pharmacy)

#### **Related Positions**

• PowerChart Users

#### **Key Words**

- Downtime
- 724Access
- Help desk