

# 724 Down Time Viewer

## 724 Down Time Viewer

- Displays read-only patient's clinical data.
- Limited to inpatient and emergency units which displays selected data elements of limited period in the past.

## Data Elements

- Demographics
- Lab Results , Microbiology Results
- Patient Care Results
- Medication Orders
- Orders
- Vital Signs

## Data Elements

- Intake and Output
- Radiology Documents
- Progress Note Documents
- Other Documents
- Scheduled Appointments



## Data Elements and Data Retention

Data Element	Data Retention
Patient Demographics	Permanent
Allergies, Problems, Diagnosis	Permanent
Lab Results	Last 8-30 Days
Patient Care Results	Last 8-30 Days
Medications (MAR)	Current Meds + past 8-30 days schedule + next 12 hours schedule
Orders	Only Active



## Data Elements and Data Retention

Data Element	Data Retention
Vital Signs	Last 8-30 Days
Intake-Output	Last 8-30 Days
Microbiology Results	Last 8-30 Days
Document	Last 8-30 Days

## 724 Access Viewer Icon



**Click on the icon to launch DTV**

**Downtime Viewer icon is available only on DTV Workstations**



## 724 DTV Log in

**CERNER**  
724Access Downtime Viewer

User Name:

Password:

OK Cancel

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**DTV username and password are available with Head Nurses of each unit**



## Reason for opening DTV

The screenshot shows the '724Access Viewer' application window. At the top, there is a menu bar with 'File' and 'Help'. Below the menu bar, there are three tabs: 'Patient List', 'Patient Search', and 'Appointment Search'. The 'Patient List' tab is currently selected. Under this tab, there is a 'Print Chart' button. Below the button, there is a text field containing 'HH HDU B'. Below the text field, there is a table with the following columns: 'Name', 'FIN', 'MRN', 'Age', 'Sex', and 'DOB'. The table is currently empty. Overlaid on the table is a dialog box titled 'Audit Information!'. The dialog box has a close button (X) in the top right corner. It contains a 'Username' label followed by a text input field. Below this, there is a label 'Reason for viewing the patient's chart' followed by a list box containing three options: 'Downtime', 'Testing', and 'Other'. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'. A red text overlay at the bottom of the image reads: 'Username and select appropriate reason for op'.

**Type your username and select appropriate reason for opening patient chart**

# Patient List Window

724Access Viewer

File Help

Patient List Patient Search Appointment Search

Patient List

Print Chart

HH Therapies

Name	FIN	MRN	Age	Sex	DOB	Visit Reason	Encounter Type	Room/Bed	Med Ser
			68 years	Male	01/01/1948		Outpatient PreReg		
			24 years	Male	01/05/1992		Outpatient PreReg		Cardiolog
			50 years	Male	26/07/1966		Outpatient		Cardiolog
			61 years	Male	01/01/1955		Outpatient		Cardiolog
			51 years	Male	11/08/1965		Outpatient		Cardiolog
			60 years	Male	07/05/1956		Outpatient		Cardiolog
			42 years	Male	12/08/1974		Outpatient		Cardiolog
			52 years	Male	15/11/1963		Outpatient		Cardiolog
			41 years	Male	01/01/1975		Outpatient		Cardiolog
			56 years	Male	14/08/1960		Outpatient		Cardiolog
			56 years	Male	01/01/1960		Outpatient		Cardiolog
			60 years	Male	01/01/1956		Outpatient		Cardiolog
			52 years	Male	01/01/1964		Outpatient		Cardiolog
			32 years	Male	01/01/1984		Outpatient		Cardiolog
			44 years	Male	01/08/1972		Outpatient		Cardiolog
			61 years	Male	01/01/1955		Outpatient		Cardiolog
			37 years	Female	01/03/1979		Outpatient		Cardioth
			64 years	Female	01/01/1952		Outpatient		Cardiolog
			50 years	Male	19/09/1966		Outpatient		Cardiolog
			62 years	Male	26/05/1954		Outpatient		Cardiolog
			62 years	Male	01/01/1954		Outpatient		Cardiolog
			34 years	Male	03/03/1982		Outpatient		Cardiolog
			55 years	Male	15/10/1960		Outpatient		Cardiolog
			52 years	Female	20/10/1963		Outpatient PreReg		
			45 years	Male	24/02/1971		Outpatient PreReg		
			62 years	Male	01/01/1954		Outpatient PreReg		

The screenshot shows the "724Access Viewer" application window. At the top, there are tabs for "File" and "Help". Below these are three main navigation options: "Patient List", "Patient Search", and "Appointment Search". The "Patient Search" option is currently selected and highlighted. On the left side of the window, there is a form for entering patient details. This form includes fields for "Last Name:", "First Name:", "DOB: dd/mm/yyyy", "MRN:", "FIN:", "Location:" (with a dropdown arrow), "Physician Last Name:", and "Physician First Name:". Below these fields are several checkboxes: "Admitting Physician", "Consulting Physician", "Attending Physician", "Referring Physician", "Other", and "Include Inactive Encounters". At the bottom of this form are two buttons: "Search" and "Reset". To the right of the search form, there are two buttons: "Print List" and "Print Chart". Below these buttons is a table header with columns: "Name", "FIN", "MRN", "Age", "Sex", "DOB", "Visit Reason", "Encounter Type", "Location", and "Room". A large red rectangular box is overlaid on the center of the screen, containing the text "Enter patient details / MRN to view patient the patient list of the unit" in bold red font.



# Appointment Search Window

File Help

Patient List Patient Search Appointment Search

☐ Appointment Search

Appointment Date Between:  
08/09/2016 08/09/2016

Last Name:  
First Name:  
MRN:  
FIN:  
Location:  
Provider:  
Primary Resource:  
☐ Include Inactive Encounters:  
Search Reset

Print

Name	DOB	MRN	FIN	Date/Time	State	Apt. Type	Provider	Primary Resource	Location	Remarks
Enter patient details / MRN										



# Lab Results Window

Patient Information

Lab Results

Patient Care Results

Medication Administration

Orders

Vital Signs

Documents

Intake & Output

Scheduled Appointments

Microbiology Viewer

Medication Profile

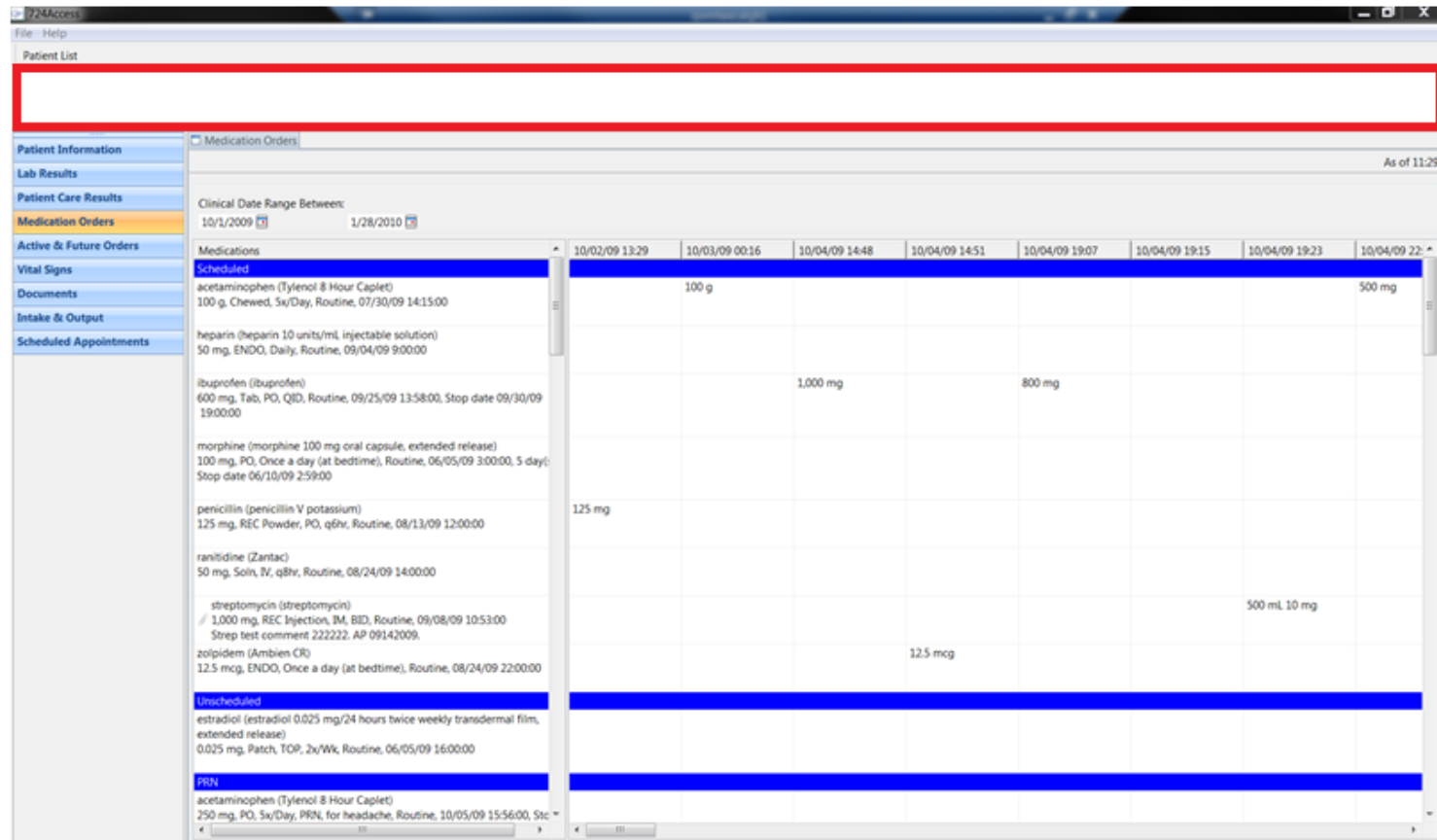
Immunization History

☐ Patient Information ☒ Lab Results

Start Date Between: 07/09/2016 08/09/2016

Lab Results Filter: All Lab Results

	Category	Event Name	08/09/16 04:53
1	Chemistry	Urea	4.10 mmol/L
2	Chemistry	Creatinine	95 umol/L
3	Chemistry	Sodium	138 mmol/L
4	Chemistry	Potassium	4.1 mmol/L
5	Chemistry	Chloride	104 mmol/L
6	Chemistry	Bicarbonate	22 mmol/L LOW
7	Chemistry	Calcium	2.35 mmol/L
8	Chemistry	Calcium Corr	2.39 mmol/L
9	Chemistry	Magnesium	0.80 mmol/L
10	Chemistry	Albumin Lvl	38 gm/L
11	Chemistry	Troponin-I	15.60 ng/mL HI
12	Chemistry	Troponin-T HS	1596.0 ng/L HI
13	Chemistry	Cholesterol	2.8 mmol/L
14	Chemistry	Triglyceride	1.0 mmol/L
15	Chemistry	HDL	0.79 mmol/L
16	Chemistry	LDL-Calc	1.56 mmol/L
17	Chemistry	Iron	6.69 umol/L
18	Chemistry	TIBC	69 umol/L
19	Chemistry	UIBC	62.0 umol/L
20	Chemistry	Fe% Saturation	10 % LOW
21	Chemistry	Glucose	9.7 mmol/L HI
22	Chemistry	HbA1C %	7.9 % HI
23	Chemistry	Vit D	12 ng/mL
24	Hematology	WBC	10.30 x10 <sup>3</sup> /uL HI



# Downtime Folder/Cabinet checklist

CIS DR/BC/DT Department Preparedness Review

CIS DR/BC/DT – Department Downtime Folders Preparedness Checklist				
Dept Name:	Location:			
Checklist items	Yes	No	N.A.*	Comments
Downtime folders requirements sent to HIM?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Empty folders & downtime stamps received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Only for registration depts:</i> Registration forms / DT FIN numbers labels / Cerner DT MRN labels (HC numbers) received? (Admitting, ED, OP, Dialysis, Radiology)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folders prepared?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folder quantity sufficient for 24 hours outage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folders have all required forms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime cabinet (folders storage) identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is Downtime cabinet secured & label applied? (secured with lock, keys with authorized personnel only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dept. Downtime coordinator identified? If yes, mention the name and contact no. in comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HIM contact identified to work with dept? If yes, mention the name and contact no. in comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folders procedure / training awareness (instructions) known and communicated to all staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime cabinet location known to all?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Observations / Follow up action items:				
Dept Contact sign:	Date: dd/mm/yyyy	HIM contact sign:	Date: dd/mm/yyyy	
Dept Contact Name:	HIM contact Name:			

\*N.A. – Not Applicable

# Downtime Readiness checklist

## CIS DR/BC/Downtime Overall Preparedness (Audit) Checklist for Department

Department Name:				
Points to check or verify	Yes	No	N.A.	Findings / Remarks
Downtime Documentation in place (following reference documentation list)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Department plans ready & approved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is team aware about the Downtime procedures / plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If physicians are made aware of DT plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folders in place (following folders checklist)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime folder location known to all?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is Downtime files sufficient for 24 hours outage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime coordinator identified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime Training completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Downtime Drill completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communication plan / call tree in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have plan for communications with external departments during downtime?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have 724 DTV installations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does your team know how to use 724 DTV?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have 724 DTV username/password?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Did you attend training for Cerner 724 additional downtime tools i.e. CIS Millennium Read Only solution and Disaster Recovery Solution?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does your team know HICT helpdesk contact information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Any other findings or remarks: _____				
_____				
_____				
Audited by:	Date: dd/mm/yyyy	Approved By:	Date: dd/mm/yyyy	



## Significant points for DTV

- 724 Downtime Viewer Workstations requires to be up and running 24 by 7. Should never be switched off/ shut down
- Cerner Millennium username/password cannot be used to login into 724 downtime application.

## Escalation of Unplanned Downtime

- If any staff feels CIS is not working/ slow to load, should immediately notify the charge nurse.
- Charge Nurse should verify it and inform HICT Service Desk on 44391444 as well as inform assigned Nursing Informatics team of the facility.

## Unplanned Downtime

Assigned Downtime Coordinator (Dept. Head/ Head Nurse/ Charge Nurse / NHS) is the point of contact during Downtime who will:

- a. Initiate the unit specific downtime plan
- b. Support staff during Downtime event.
- d. Support data restoration after completion of downtime

## Maintenance

- Downtime Cabinet should be periodically checked for availability of downtime folders and required forms.
- Downtime Viewers should be monthly checked and tallied with current existing patient list of the unit.
- If 724 DTV data are not correct report immediately to HICT help desk and Nursing Informatics team.



# ED Clinical Data Entry After Downtime

ED Clinical Data Entry After Downtime					
Patient Type	Category	Type	Entered by	Time (within a maximum of)	
Patients discharged during downtime	Orders	Discharge orders	Physician	2hr	
		All other orders	to be Scanned by HIM	72hr	
	Physician Documentations	Allergy	Physician	24hrs	
		Diagnosis ad problems	Physician	24hrs	
		All other Documentations	to be Scanned by HIM	72hrs	
	Nursing Documentation	Complete Discharge process	Nurse	2hr	
	Allied Health Documentations	All Documentations	to be Scanned by HIM	72hrs	
		Results	Laboratory	will be automatically Downloaded into Cerner from analyzers, otherwise must be entered by lab technicians	
Radiology	will be automatically interfaced with Cerner from PACS				
Patients continue in ED after downtime or get admitted/transferred during downtime	Orders	All orders	Physician	4hrs	
		Allergy	Physician	24hrs	
	Physician Documentations	Diagnosis ad Problems	Physician	24hrs	
		All other Documentations	to be Scanned by HIM	72hrs	
		MAR	Nurse	24hrs	
	Nursing Documentation	Abnormal Vitals	Nurse	24hrs	
		Complete Admit/ Transfer Process	Nurse	2hrs	
		All other Documentations	to be Scanned by HIM	72hrs	
	Allied Health Documentations	All Documentations	to be Scanned by HIM	72hrs	
	Results	Laboratory	will be automatically Downloaded into Cerner from analyzers, otherwise must be entered by lab technicians		
		Radiology	will be automatically interfaced with Cerner from PACS		
	<b>Timelines</b> o Clinical data entry to be completed within 24 hours post downtime o All scanned documents to be available within 72 hours post downtime  <b>Data entry responsibility</b> o Where possible, the original author will be responsible for data entry (if returning to shift duty within 24 hours post downtime) o Otherwise, responsibility of data entry will be handed over to the next shift				

# Inpatient Clinical Data Entry After Downtime

Inpatient Clinical Data Entry After Downtime			
Category	Type	Entered by	Time (within a maximum of)
Orders	All orders (excluding Laboratory and Radiology)	Physician	4hrs
Physician Documentations	Allergy	Physician	24hrs
	Diagnosis and Problems	Physician	24hrs
	All other Documentations	to be Scanned by HIM	72hrs
Nursing Documentation	MAR	Nurse	24hrs
	Abnormal Vitals	Nurse	24hrs
	Intake and output totals	Nurse	24hrs
	Weight and height	Nurse	24hrs
	Complete Admit/ Transfer Process, if any	Nurse	2hrs
	All other Documentations	to be Scanned by HIM	72hrs
Allied Health Documentations	All Documentations	to be Scanned by HIM	72hrs
Results	Laboratory	will be automatically Downloaded into cerner from analyzers, otherwise must be entered by lab technicians	
	Radiology	will be automatically interfaced with cerner from PACS	

## Timelines

- o Clinical data entry to be completed within 24 hours post downtime
- o All scanned documents to be available within 72 hours post downtime

## Data entry responsibility

- o Where possible, the original author will be responsible for data entry (if returning to shift duty within 24 hours post downtime)
- o Otherwise, responsibility of data entry will be handed over to the next shift

# Questions / Feedback

**Please contact Nursing Informatics Department**

