

724 Quick Reference Guide ED – version 5.12.0



NOTE: This guide includes instructions for version 5.12.0 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.

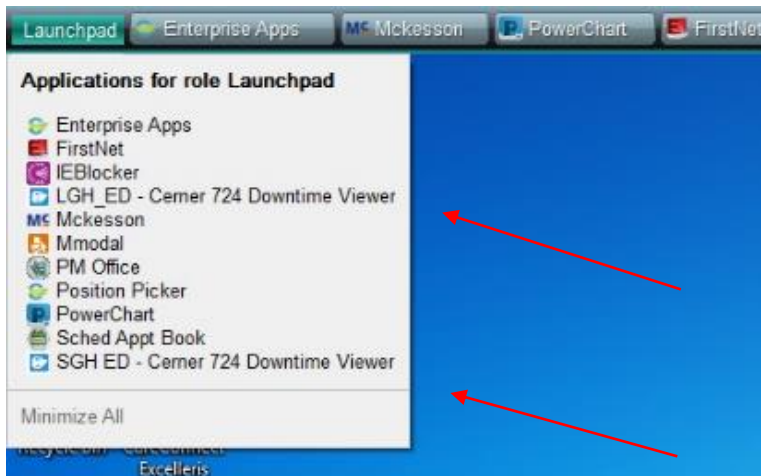
In print and included in your code grey toolkit (bin, binder, drawer folders) that contains your downtime forms.

During a Downtime, there are 2 scenarios

1. Non-network downtime – Use the **724Access® Downtime Viewer** via Citrix
 2. Network Downtime – Use **724Access® Downtime Viewer** via Downtime machine
- NOTE: if you don't know whether it is a network downtime or not, follow scenario 1**

Scenario 1: Non-network downtime – Use the 724Access® Downtime Viewer via Citrix

1. Click on the Launchpad and select your hospital's 724 instance.



2. Log in using your network user ID (shown as Millennium User Name) and password (shown as Millennium Password, if you logged in successfully, you can start using **724Access® Downtime Viewer**.



This instance allows for a shared tracking board view where ED users can add and remove patients from the tracking board.



NOTE: These modifications are not saved in Cerner once uptime resumes. The patients will still need to be added to the Cerner tracking board.

However, if the 724Access® Downtime Viewer does not open from the Launchpad (this is a network downtime) go to Scenario 2.

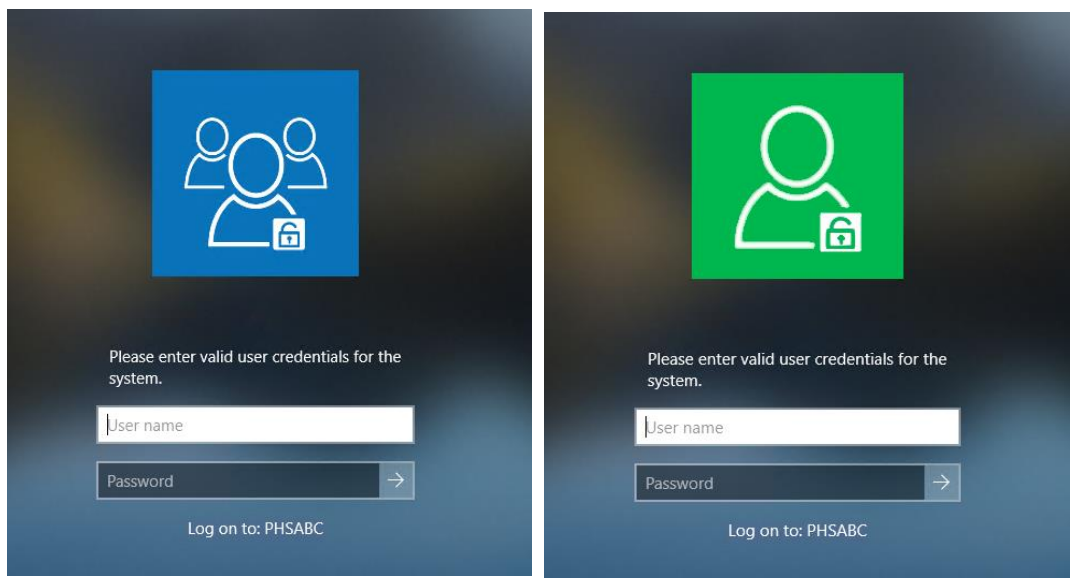
Scenario 2: Network Downtime – Use the 724Access® Downtime Viewer via 724 computer

1. Find a 724 computer in your area (labelled with the yellow sticker as below).

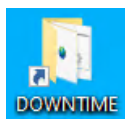


WARNING: If you are using a computer for regular uptime use when the downtime occurs, log off. DO NOT Shutdown or Restart. Doing so can corrupt the 724 patient data locally installed on the computer.

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



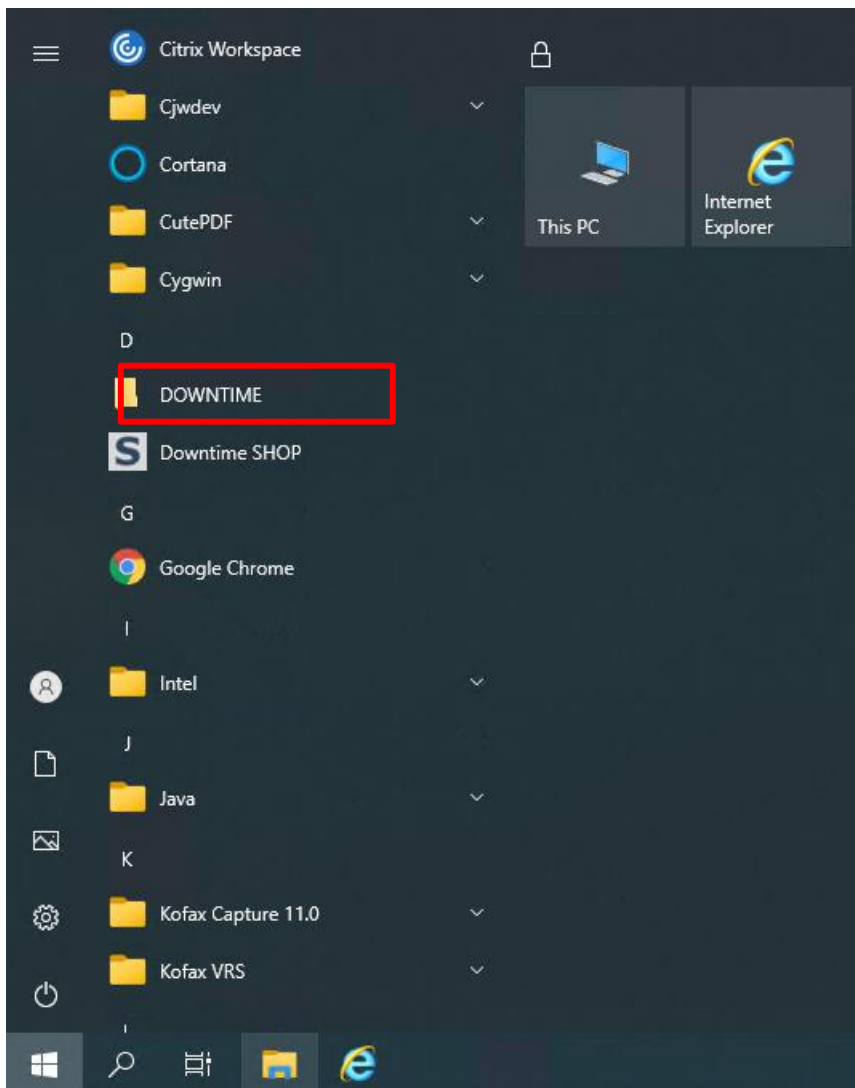
3. Username: .724Access
4. Password: \$724Downtime\$
5. Double click the **DOWNTIME** folder from the desktop.



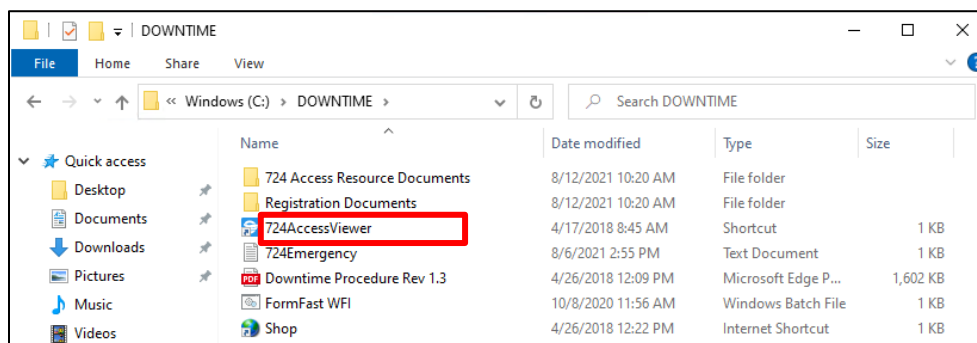
6. Alternatively, access the **DOWNTIME** folder from the Start Menu. The Start Menu is on the lower left corner of the computer and is identified by the icon below. Click the icon.



7. Click on **All Programs** and select **DOWNTIME**.

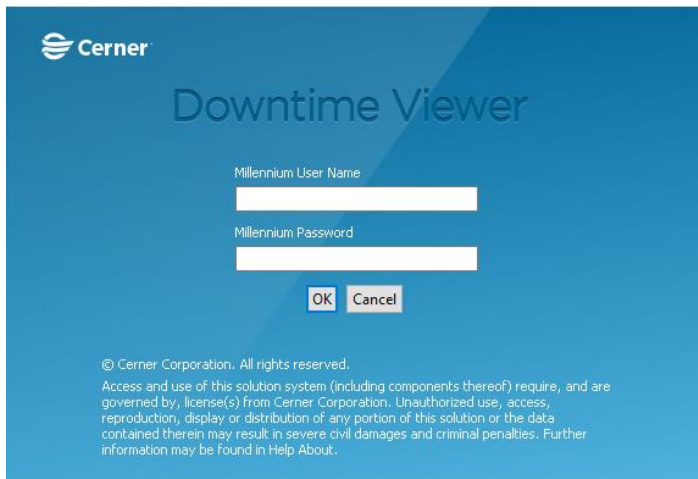


8. Double-click 724AccessViewer.



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

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10. The screen below will appear.



Unable to complete Millennium Authentication due to LDAP connection errors. Please login with Millennium username and required credentials.

Downtime Viewer

Millennium User Name

Emergency Password

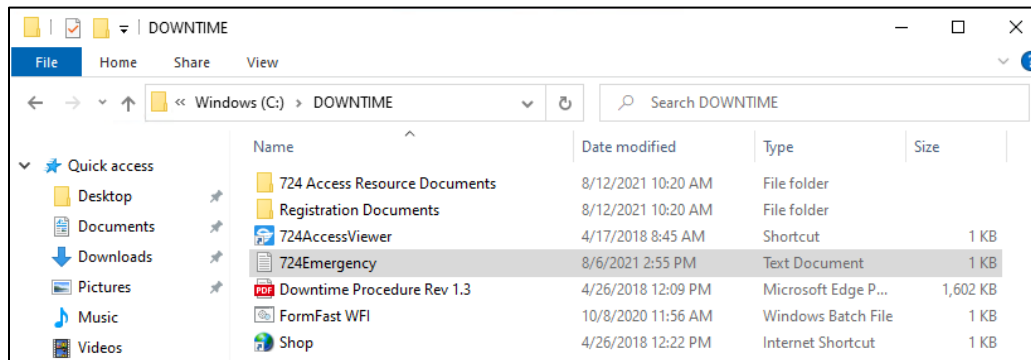
OK Cancel

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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)

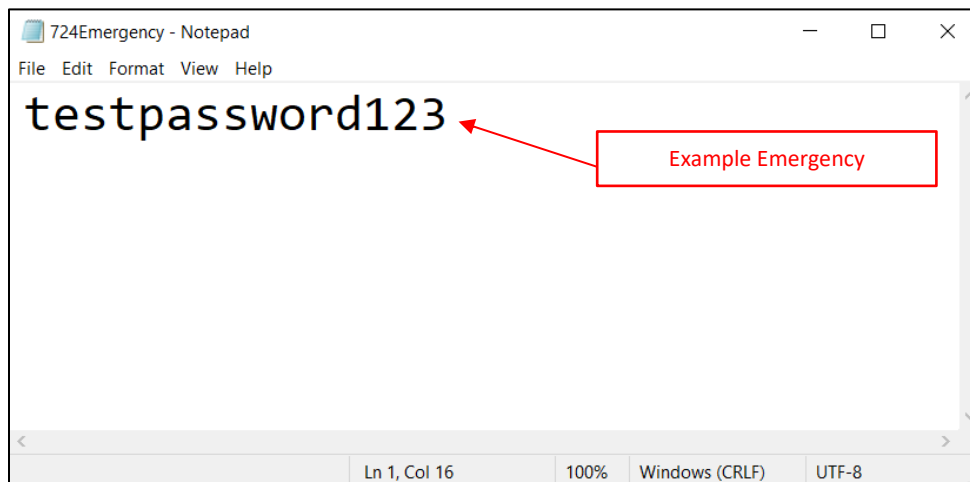
Emergency Password: For the Emergency Password, open the 724Emergency file from the DOWNTIME folder:



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.



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.



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.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CST Downtime Patient Label and Facesheet Generator												
2	This document is used to create patient Facesheet and Labels during CST Center downtime. Downtime policy and procedure should be followed.												
3	NOTE: DO NOT save this document with any patient information. Clear the Patient information after printing labels and facesheet.												
4													
5	If prompted, click on 'Enable Content' and 'Yes'.												
6													
7	Steps to print Labels:						Steps to print Facesheet:						
8	Step 1: Click on 'Enter Patient information here' below.						Step 1: Click on 'Enter Patient information here' below.						
9	Step 2: Type Patient information in the fields marked (<i>Prints on labels</i>)						Step 2: Type patient information in all fields						
10	Step 3: Open Tray 1 of the printer. Load Tray 1 with label sheet (blank side up). Place ONLY ONE label sheet at a time. DO NOT close the tray.						Step 3: Click on Facesheet (Read Only) below.						
11	Step 4: Click on Labels (Read Only) below.						Step 4: Click on File on top left corner. Click Print and ensure that the correct printer is selected. Click Print .						
12	Step 5: Click on File on top left corner. Click Print and ensure that the correct printer is selected. Click Print .												
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													

Instructions
Enter Patient Information here
Labels(Read Only)
Facesheet ...

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

Enter Patient information here. DO NOT print this sheet		Clear Form
1		
2	Last Name (<i>Prints on labels</i>)	
3	First Name (<i>Prints on labels</i>)	
4	DOB (DD-MMM-YYYY) (<i>Prints on labels</i>)	
5	Gender (M/F/UND/UNK) (<i>Prints on labels</i>)	
6	BC PHN (<i>Prints on labels</i>)	
7	MRN (<i>Prints on labels</i>)	
8	Encounter (<i>Prints on labels</i>)	
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	
22	Guarantor Relation to Patient (If not Self, enter 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.

	A	B	C	D	E	F	G	H	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:				MRN:
17	Encounter:				Encounter:				Encounter:
18									
19	,				,				,
20	DOB:				DOB:				DOB:
21	PHN:				PHN:				PHN:
22	MRN:				MRN:				MRN:
23	Encounter:				Encounter:				Encounter:
24									
25	,				,				,
26	DOB:				DOB:				DOB:
27	PHN:				PHN:				PHN:
28	MRN:				MRN:				MRN:

◀ ▶ ...
Labels(Read Only)
Facesheet(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.

1		A B C D E F G	
2		Downtime Patient Facesheet	
3		Recorded by:	
4		Document not retained as part of legal record	
5		Visitor Status: VIP:	
6		<i>Patient Demographic Information</i>	
7		Name: MRN:	
8		Preferred Name: Encounter:	
9		DOB: BC PHN:	
10		Age: <i>Phone Numbers</i>	
11		Gender: Preferred:	
12		Address: Home:	
13		Primary Care Provider: Alternate:	
14		<i>Encounter Demographic Information</i>	
15		Registration Date: Admitting Provider:	
16		Registration Time: Attending Provider:	
17		Accident Related? Y/N Referring Provider:	
18		<i>Insurance Information</i>	
19		Guarantor Relation to Patient:	
20		Primary Insurance Health Card/Claim#:	
21		Secondary Insurance Health Card/Claim#:	
22		Extended Insurance Health Card/Claim#:	
23			
24		Enter Patient Information here Labels(Read Only) Facesheet(Read Only)	

Requesting additional CST Downtime MRN 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.

Emergency Department Patients

Search for an Emergency Patient

Complete the following steps to search in the *FirstNet* view:

1. Click **FirstNet Search**.
2. Select a tracking group from the Tracking Group list. Data loads for that list.

3. Refine search criteria if needed.
4. Click **Search**.

The screenshot shows the 724Access Viewer application. The top menu bar includes 'File' and 'Help'. Below it, a navigation bar contains 'FirstNet Search', 'Patient Search', 'Appointment Search', 'Lab Collection Search', 'Unverified Medications', and 'Pharmacy Fill List'. The 'FirstNet Search' tab is selected and highlighted with a red box. On the left side, the 'Tracking Group:' dropdown menu is open, showing 'ED St Pauls Tracking Group' selected, also highlighted with a red box. Below this are input fields for 'First Name:', 'DOB: mm/dd/yyyy', and a checkbox for 'Include Departed Patients'. At the bottom of the left panel are buttons for 'Search', 'Reset', 'Add', 'Edit', 'Patient Ed', 'Depart', 'Undo Depart', and 'Bed Management'. The main area displays a table with columns: Tracking Location, Name, Acuity, DOB, Sex, Chief Complaint, NHS, Comments, Arrive Dt/Tm, Depart Dt/Tm, Discharge Disp, and Discharge Diagnosis. A message above the table states 'No persons found for given search criteria.' The table itself is empty.



NOTE: To include patients departed during downtime, click the check box for “Include Departed Patients” in the left panel shown in the diagram above.

Add an Emergency Department Patient

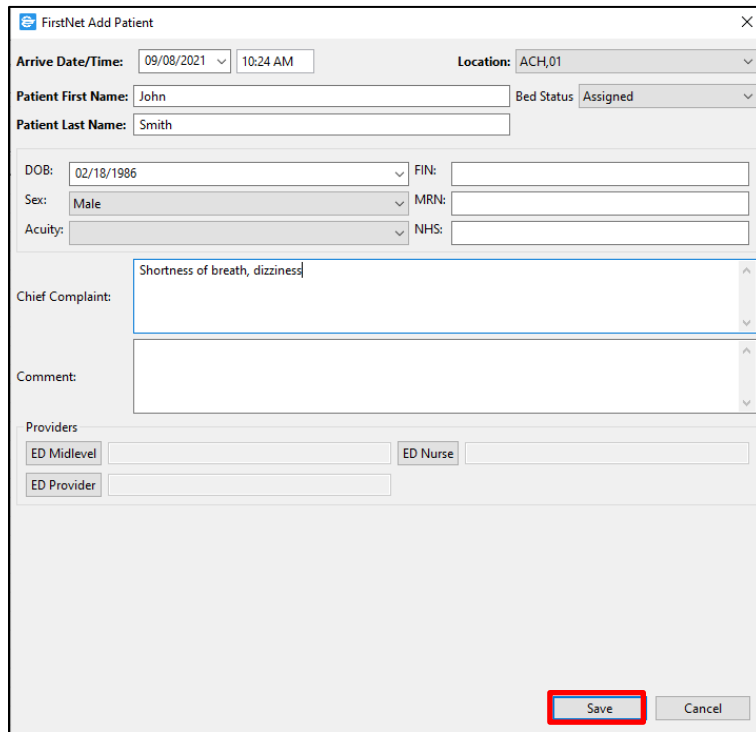


NOTE: This functionality can be used on a single 724 computer. Any additions to the FirstNet tracking board in the 724 system will not be updated in the other computers in the ED, regardless of type of downtime (network, power outage, Cerner downtime).

Complete the following steps to add a patient in the *FirstNet* view:

1. Select the tracking group to which you want to add the patient from the Tracking Group list.

2. Click **Add**. The Add dialog box is displayed.
3. Enter the information you want. Required fields are in bold.
4. Click **Save**.



The image shows a 'FirstNet Add Patient' dialog box. It contains the following fields and controls:

- Arrive Date/Time:** 09/08/2021 (dropdown), 10:24 AM (text)
- Location:** ACH,01 (dropdown)
- Patient First Name:** John (text)
- Bed Status:** Assigned (dropdown)
- Patient Last Name:** Smith (text)
- DOB:** 02/18/1986 (dropdown)
- FIN:** (text)
- Sex:** Male (dropdown)
- MRN:** (text)
- Acuity:** (dropdown)
- NHS:** (text)
- Chief Complaint:** Shortness of breath, dizziness (text area)
- Comment:** (text area)
- Providers:**
 - ED Midlevel: (text)
 - ED Nurse: (text)
 - ED Provider: (text)
- Buttons:** Save (highlighted with a red box), Cancel

Edit an Emergency Department Patient



NOTE: This functionality can be used on a single 724 computer. Any additions to the FirstNet tracking board in the 724 system will not be updated in the other computers in the ED, regardless of type of downtime (network, power outage, Cerner downtime).

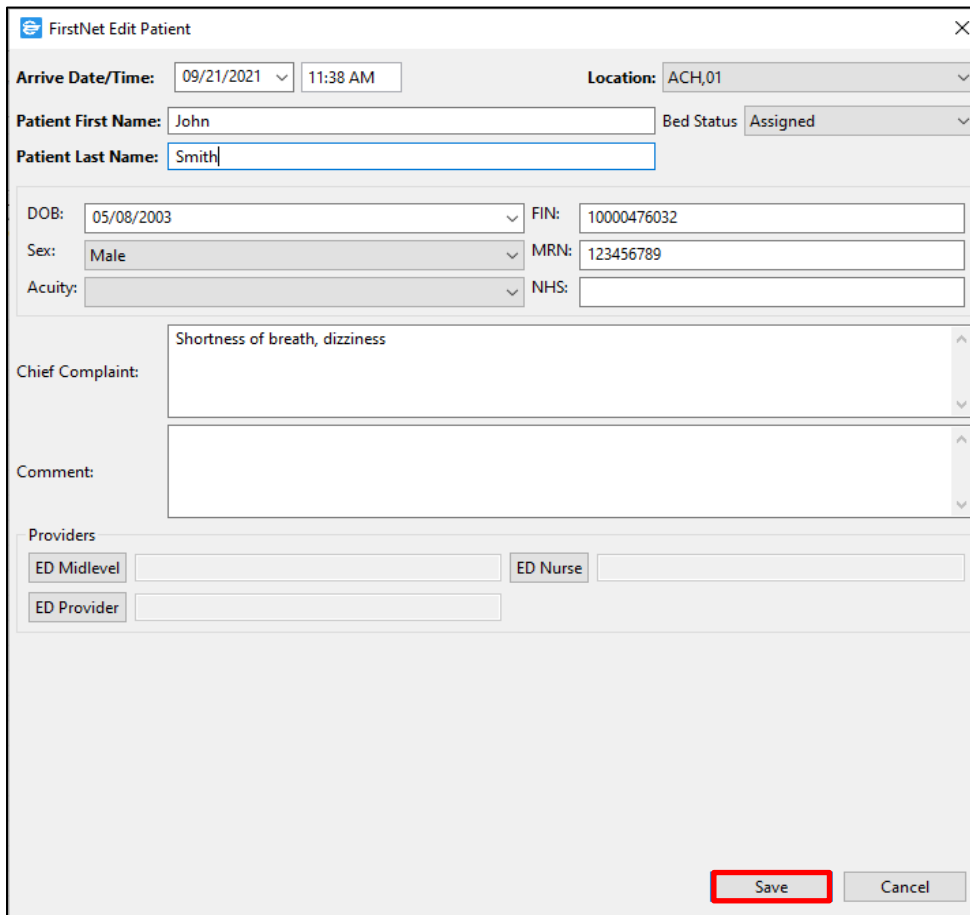
Complete the following steps to edit a patient in the *FirstNet* view:

1. In the *FirstNet* patient tracking list, select a patient row.

2. Click **Edit**. The Edit dialog box is displayed.

[illegible]

3. Add or update the information as needed and click **Save**.



The image shows a screenshot of the 'FirstNet Edit Patient' form. The form is titled 'FirstNet Edit Patient' with a close button (X) in the top right corner. It contains several input fields and dropdown menus for patient information. The 'Arrive Date/Time' is set to '09/21/2021' and '11:38 AM'. The 'Location' is 'ACH,01'. The 'Patient First Name' is 'John' and the 'Bed Status' is 'Assigned'. The 'Patient Last Name' is 'Smith'. The 'DOB' is '05/08/2003', 'FIN' is '10000476032', 'Sex' is 'Male', 'MRN' is '123456789', and 'NHS' is empty. The 'Acuity' is a dropdown menu. The 'Chief Complaint' is 'Shortness of breath, dizziness'. The 'Comment' field is empty. The 'Providers' section has three input fields: 'ED Midlevel', 'ED Nurse', and 'ED Provider'. The 'Save' button is highlighted with a red border, and the 'Cancel' button is next to it.

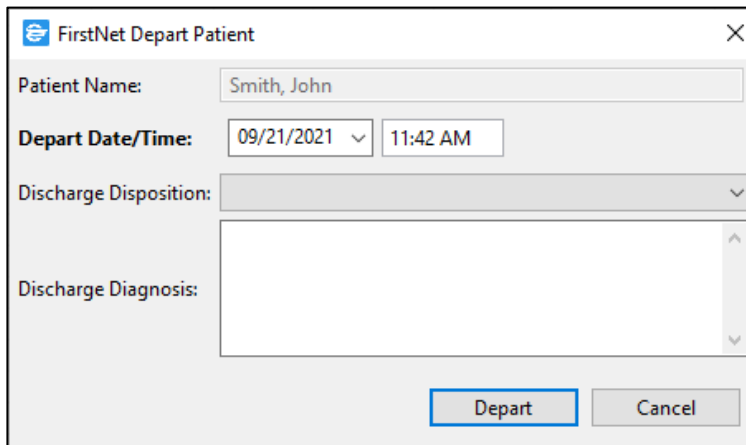
Depart an Emergency Patient



NOTE: This functionality can be used on a single 724 computer. Any additions to the FirstNet tracking board in the 724 system will not be updated in the other computers in the ED, regardless of type of downtime (network, power outage, Cerner downtime).

Complete the following steps to depart a patient from the *FirstNet* view:

1. In the *FirstNet* patient tracking list, select a patient row.
2. Click **Depart**.
3. Select a depart date and time. The current date and time are displayed by default.



The image shows a software dialog box titled "FirstNet Depart Patient". It contains the following fields and controls:

- Patient Name:** A text input field containing "Smith, John".
- Depart Date/Time:** Two adjacent input fields. The first is a date dropdown showing "09/21/2021" with a downward arrow. The second is a time input field showing "11:42 AM".
- Discharge Disposition:** A dropdown menu with a downward arrow.
- Discharge Diagnosis:** A large, empty text area with a vertical scrollbar on the right side.
- Buttons:** At the bottom right, there are two buttons: "Depart" (highlighted with a blue border) and "Cancel".

4. Select a Discharge Disposition.
5. Enter a Discharge Diagnosis.
6. Click **Depart**.

**NOTES:**

- To include patients departed during downtime, click the check box for "Include Departed Patients" in the left panel shown in the diagram above. Avoid having long Note tables.
- Departed patients are displayed with an asterisk next to their name and are only displayed in searches performed when Include Departed Patients is selected.
- When a patient is departing from any location other than a waiting room, the bed status of the location the patient is departed from is saved as dirty. If it is a waiting room, it is saved as available.

Undo an Emergency Department departure



NOTE: This functionality can be used on a single 724 computer. Any additions to the FirstNet tracking board in the 724 system will not be updated in the other computers in the ED, regardless of type of downtime (network, power outage, Cerner downtime).

Complete the following steps to undo an emergency department departure:

1. Select a departed patient row.
 - Departed patients are displayed only when you select **Include Departed Patients** and then click **Search**.
 - Departed patients have an asterisk in front of their name.

2. Click Undo Depart. The Undo Depart dialog box is displayed.
3. Click OK to confirm undo departure.

Print Patient Educational Material

1. Click **Patient Ed**.

The screenshot shows the 724Access Viewer application window. The title bar reads "724Access Viewer". The menu bar includes "File" and "Help". The main menu contains "FirstNet Search", "Patient Search", "Appointment Search", "Lab Collection Search", "Unverified Medications", and "Pharmacy Fill List". Below the menu is a "FirstNet" tab. The left sidebar contains a "Tracking Group:" dropdown set to "ED St Pauls Tracking Group". Below this are input fields for "Last Name:", "First Name:", and "DOB: mm/dd/yyyy", along with an "Include Departed Patients" checkbox. At the bottom of the sidebar are buttons for "Search", "Reset", "Add" (highlighted with a red rectangle), "Edit", "Patient Ed" (highlighted with a blue rectangle), "Depart", "Undo Depart", and "Bed Management". The main area displays a table with columns: "Tracking Location", "Name", "Acuity", "DOB", "Sex", "Chief Complaint", "NHS", and "ED Midlevel". The first row contains data for "Smith, John" with a date of birth of "02/18/1986" and a chief complaint of "Shortness of breath, dizziness". Above the table are "Print List" and "Print Chart" buttons.

2. Select a category from the top-left box in the **Instructions** tab to search for patient education documents.
3. Double-click a document to create an instance of the document in the Selected Instructions box.
4. Double-click the document entry in the Selected Instructions to pull the document contents into the editor. Edit the document if necessary.
5. Click the **Follow-Up** tab and edit the free text fields if necessary.
6. Click **Print** to print the patient education content.
 - Document entries from the Selected Instructions tab print first.

- Follow-Up information prints after Selected Instructions.
- If the Cover Page box is selected, the cover page prints first. The cover page is a document created by each client.
- If the Cover Page box is selected, the cover page prints first. The cover page is a document created by each client.
- If the Signature Line box is selected, the signature line page prints last. The signature line document is a document created by each client and needs to be named SignatureLine in the patient education content folder.

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.

724Access Viewer

File Help

Patient Search Appointment Search Lab Collection Search Unverified Medications Pharmacy Fill List

Patient Search

Last Name:

First Name:

DOB: mm/dd/yyyy

MRN:

FIN:

Location:

MHB Burnaby-MHB TUA

Physician Last Name:

Physician First Name:

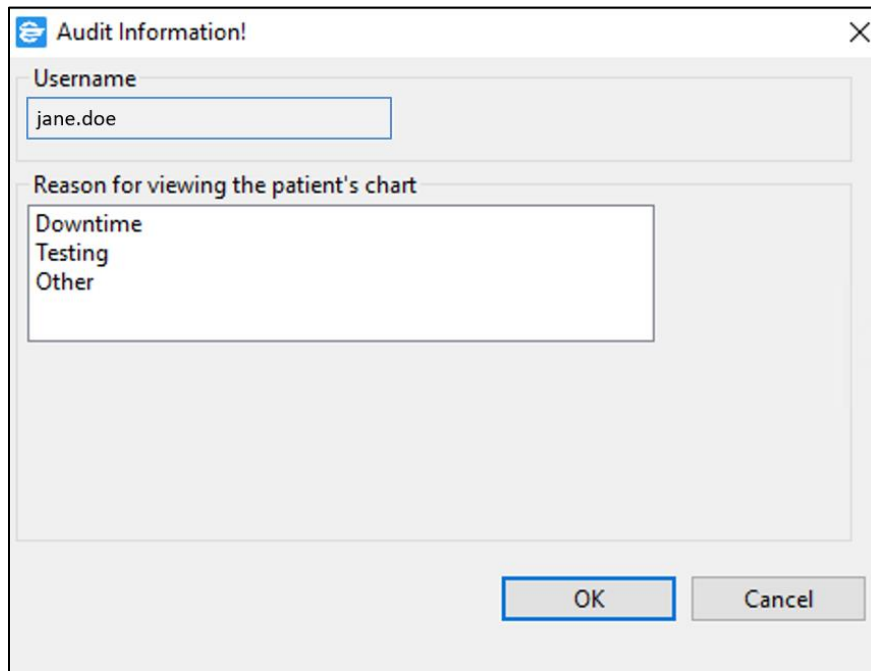
☐ Admitting Physician

☐ Consulting Physician

Print List Print Chart

	Name	FIN	MRN	PTID	Age	Sex	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service
<input type="checkbox"/>	CSTINT, FIXIT	7400000046290	740020213		21 years	Female	08/05/2000	test	Tertiary MH	MHB TUA	249 A	Psychiatry
<input type="checkbox"/>	MAR, MALADE	7400000043637	740019214		41 years	Female	06/06/1980	substance use	Tertiary MH	MHB TUA	297 A	Psychiatry
<input type="checkbox"/>	BUILDCTMED, MICKEY	7400000043223	740019064		35 years	Male	10/07/1985	TEST	Tertiary MH	MHB TUA	253 A	Psychiatry
<input type="checkbox"/>	TEST, CSTBABY	7400000037873	740017195		2 years	Female	08/22/2019	testing purposes	Inpatient	MHB TUA	299 A	Psychiatry
<input type="checkbox"/>	TESTPATIENT, FPH	7400000036979	740016896		31 years	Male	01/28/1990	Depression	Inpatient	MHB TUA	293 A	Psychiatry
<input type="checkbox"/>	ECTEST, TONY STARK	7400000030980	740008044		38 years	Male	10/22/1982	testing	Inpatient	MHB TUA	256 A	Psychiatry
<input type="checkbox"/>	CSTLABTEST, INFCTL	7400000027971	740002821		26 years	Female	05/13/1995	Test	Inpatient	MHB TUA	258 A	Psychiatry
<input type="checkbox"/>	LABTEST, MH	7400000026612	740012468		66 years	Female	03/03/1955		Inpatient	MHB TUA		Psychiatry
<input type="checkbox"/>	HEARTWOOD, ALYSSA	7400000026336	740012410		20 years	Female	07/15/2001	Suicidal Ideations	Tertiary MH	MHB TUA	288 B	Psychiatry
<input type="checkbox"/>	HEARTWOOD, MELANIE	7400000026335	740012409		50 years	Female	11/04/1970	Depression	Tertiary MH	MHB TUA	284 A	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTHIRTY	7400000022615	740010823		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	288 A	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTWENTYEIGHT	7400000022609	740010817		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	284 B	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTWENTYTWO	7400000022587	740010800		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL D	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTWENTYONE	7400000022585	740010795		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL C	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTWENTY	7400000022581	740010792		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL B	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYNINETEEN	7400000022579	740010790		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	TUAL A	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYSEVENTEEN	7400000022575	740010787		71 years	Female	11/06/1949	MOCK	Inpatient	MHB TUA	298 A	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYFIFTEEN	7400000022570	740010782		71 years	Female	11/07/1949	MOCK	Inpatient	MHB TUA	296 A	Psychiatry
<input type="checkbox"/>	CSTMHBMOCK, PHARMACYTHIRTEEN	7400000022566	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

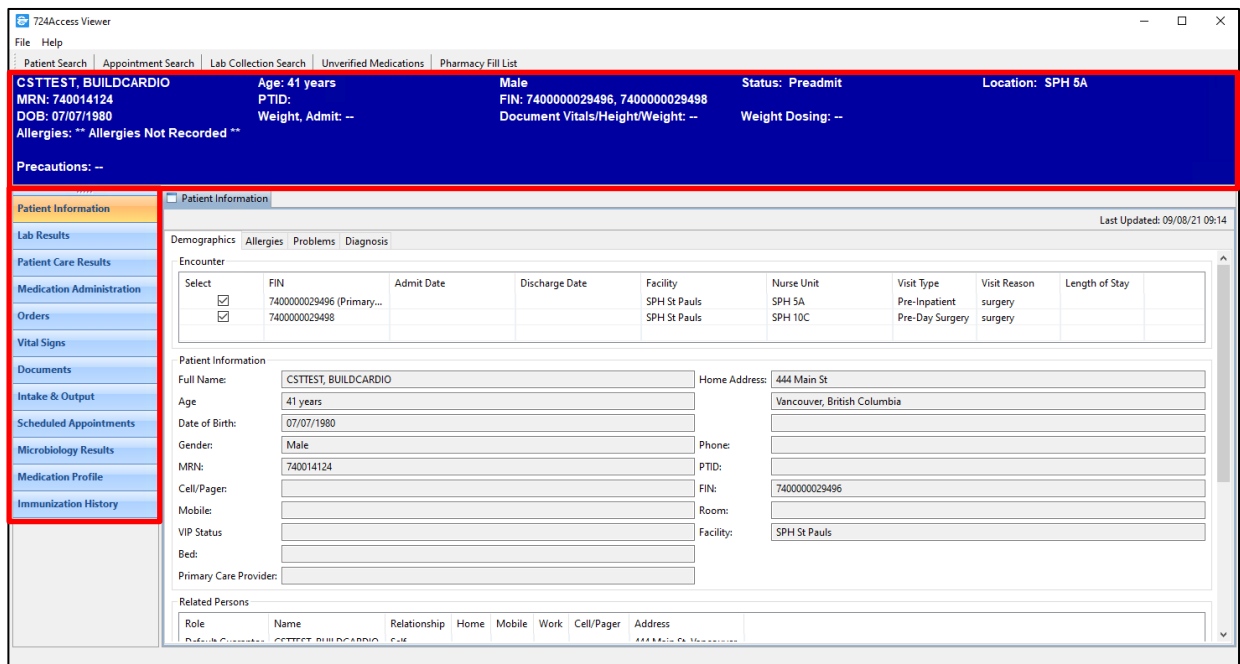
Reason for viewing the patient's chart

Downtime
Testing
Other

OK Cancel

- 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.



724Access Viewer

File Help

Patient Search Appointment Search Lab Collection Search Unverified Medications Pharmacy Fill List

CSTTEST, BUILDCARDIO Age: 41 years Male Status: Preadmit Location: SPH 5A
 MRN: 740014124 PTID: FIN: 7400000029496, 7400000029498
 DOB: 07/07/1980 Weight, Admit: -- Document Vitals/Height/Weight: -- Weight Dosing: --
 Allergies: ** Allergies Not Recorded **
 Precautions: --

Demographics Allergies Problems Diagnosis

Encounter

Select	FIN	Admit Date	Discharge Date	Facility	Nurse Unit	Visit Type	Visit Reason	Length of Stay
<input checked="" type="checkbox"/>	7400000029496 (Primary...			SPH St Pauls	SPH 5A	Pre-Inpatient	surgery	
<input checked="" type="checkbox"/>	7400000029498			SPH St Pauls	SPH 10C	Pre-Day Surgery	surgery	

Patient Information

Full Name: CSTTEST, BUILDCARDIO Home Address: 444 Main St
 Age: 41 years Vancouver, British Columbia
 Date of Birth: 07/07/1980
 Gender: Male Phone:
 MRN: 740014124 PTID:
 Cell/Pager: FIN: 7400000029496
 Mobile: Room:
 VIP Status: Facility: SPH St Pauls
 Bed:
 Primary Care Provider:

Related Persons

Role	Name	Relationship	Home	Mobile	Work	Cell/Pager	Address
Referring Physician	CSTTEST, BUILDCARDIO	Ref					444 Main St, Vancouver

Navigate the Patient's Chart

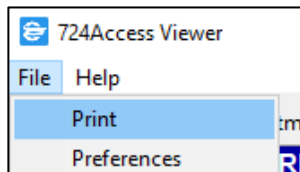
The following are available in the Table of Contents Menu. You can view sections of the patient's chart by clicking a menu item on the left side of the 724Access® Downtime Viewer window to open the corresponding tab. By default the 724Access® Downtime Viewer will display the most current data.

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).

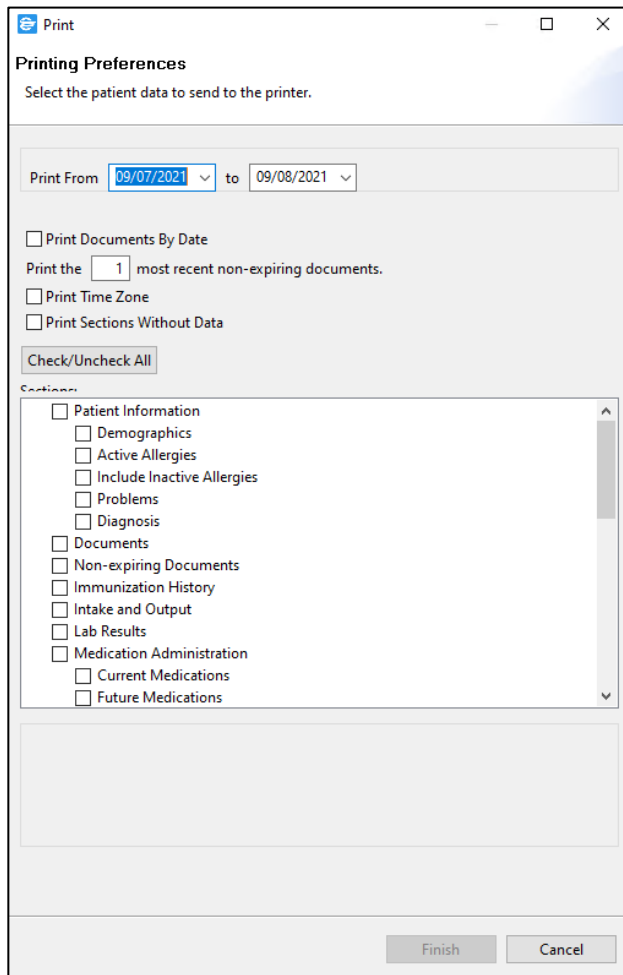
Print the Patient Chart

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.

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



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.



The screenshot shows a 'Print' dialog box with the title 'Printing Preferences'. Below the title is the instruction 'Select the patient data to send to the printer.' The dialog includes a date range selector with 'Print From' set to '09/07/2021' and 'to' set to '09/08/2021'. There are four checkboxes: 'Print Documents By Date' (unchecked), 'Print the 1 most recent non-expiring documents.' (with '1' in a text box), 'Print Time Zone' (unchecked), and 'Print Sections Without Data' (unchecked). A 'Check/Uncheck All' button is located below these checkboxes. A 'Sections' list is shown with a scroll bar, containing the following items: 'Patient Information' (unchecked), 'Demographics' (unchecked), 'Active Allergies' (unchecked), 'Include Inactive Allergies' (unchecked), 'Problems' (unchecked), 'Diagnosis' (unchecked), 'Documents' (unchecked), 'Non-expiring Documents' (unchecked), 'Immunization History' (unchecked), 'Intake and Output' (unchecked), 'Lab Results' (unchecked), 'Medication Administration' (unchecked), 'Current Medications' (unchecked), and 'Future Medications' (unchecked). At the bottom of the dialog are 'Finish' and 'Cancel' buttons.



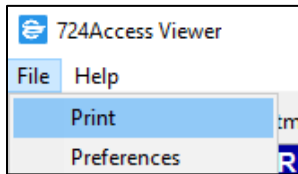
NOTE: A patient's chart can contain over 100 pages of documentation.

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.

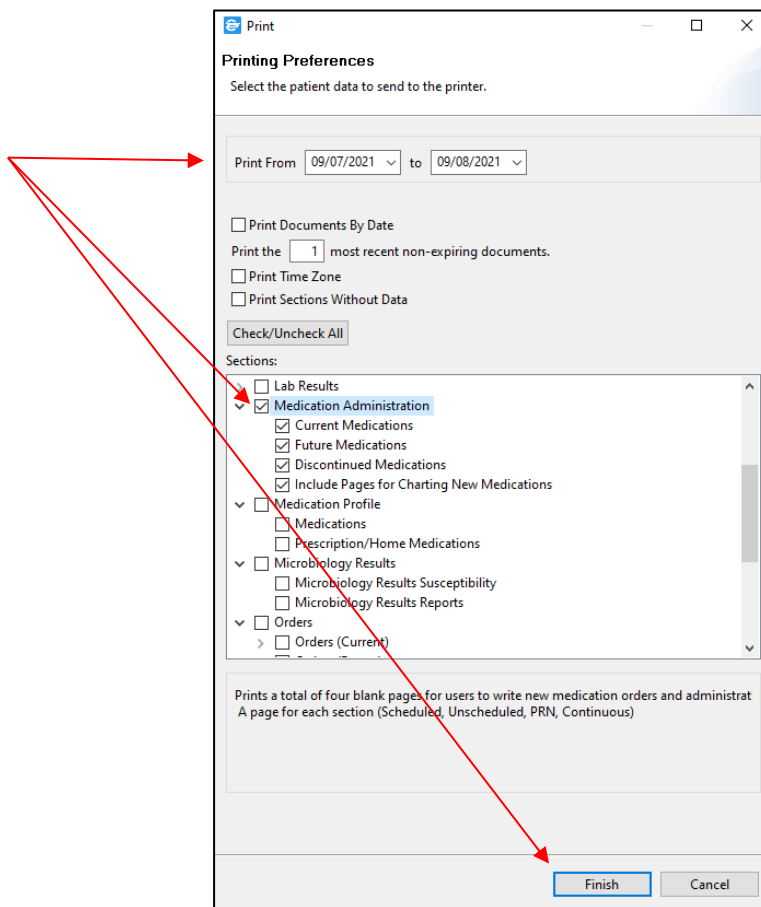
Print the MAR

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**.



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 Orders			✓=completed []=due ▲=modified
budesonide-formoterol (budesonide-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	
✓ 13:44 2 puff inhalation	✓ 08:32 2 puff inhalation	[] 08:00	
✓ 22:14 2 puff inhalation	[] 21:00		

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	

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			
650 mg, PO, q4h, PRN pain-mild or fever, drug form: tab, start: 12-Dec-2019 21:18 PST			Ordering Provider: MD
Temperature Axillary Temperature Oral			
Order Comment: Maximum acetaminophen 4g/24 h from all sources			
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.

Emergency Department Patients

Continuous Medication Orders ✓=completed []=due ▲=modified					
sodium chloride 0.9% 1,000 mL [2 mL/kg/h] (sodium chloride 0.9% (NS) continuous infusion 1,000 mL [2 mL/kg/h])					
IV, drug form: bag, start: 05-Dec-2019 17:10 PST, bag volume (mL): 1,000				Ordering Provider: MD	
Order Comment: Until patient discharged					
Dec 12, 2019 07:00 -18:59		Dec 13, 2019 07:00 -18:59		Dec 14, 2019 07:00 -18:59	
19:00 -06:59		19:00 -06:59		19:00 -06:59	

PRN	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

For a complete guide on how to access and use the **724Access® Downtime Viewer**, you can download the [724Access Viewer User Guide Manual](#).

Related Topics

- [Downtime Help Topics](#)
- [724Access Viewer User Guide Manual](#)
- [Check 724Access Viewer Data](#)
- [Check 724Access Viewer Data \(Medical Imaging\)](#)
- [Check 724Access Viewer Data \(Pharmacy\)](#)

Related Positions

- PowerChart Users

Key Words

- Downtime
- 724Access
- Help desk