

724 Quick Reference Guide – 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.

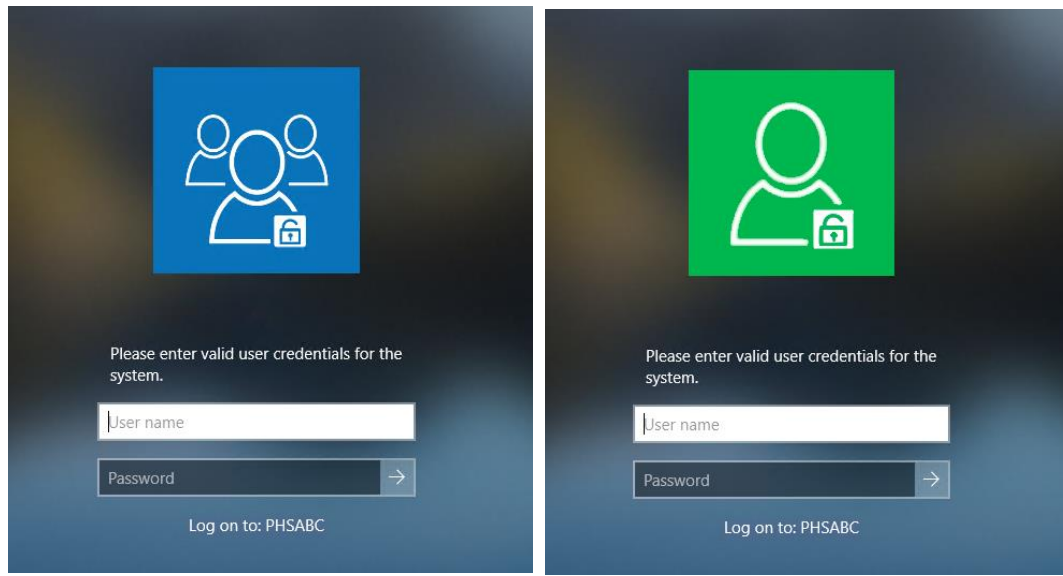
NETWORK UP / CERNER DOWN - Login to the 724 Computer and the 724Access® Downtime Viewer

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.

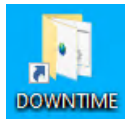


WARNING: Do not Shutdown or Restart the computer. Doing so can corrupt the 724 computer patient data locally installed on the computer.

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



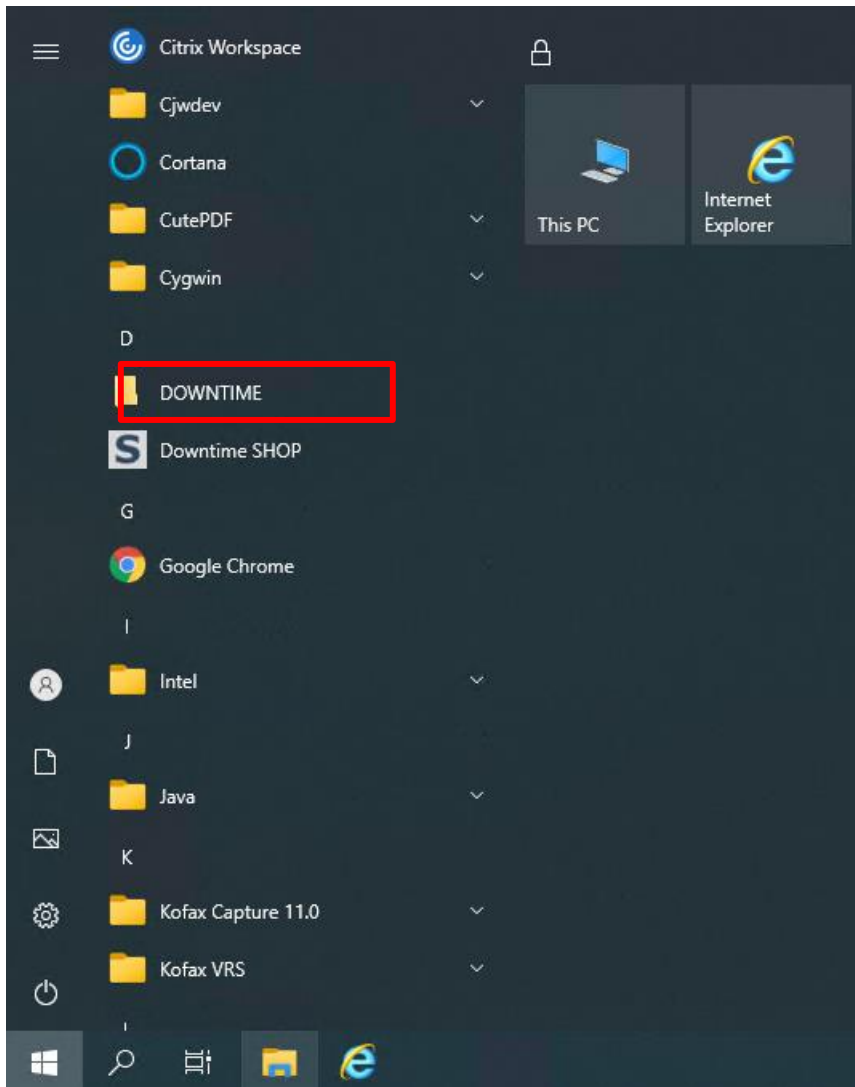
3. Username: .\724Access
4. Password: \$724Downtime\$
5. Double click the **DOWNTIME** folder from the desktop.



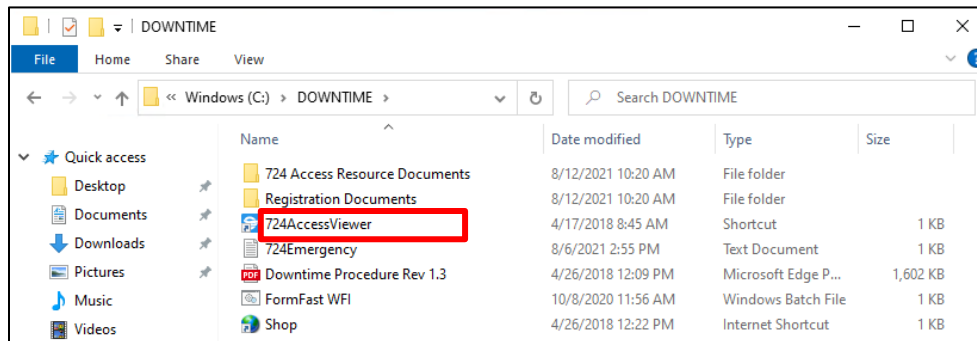
6. Alternatively, access the **DOWNTIME** folder from the Start Menu. The Start Menu is on the lower left corner of the computer and is identified by the icon below. Click the icon.



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

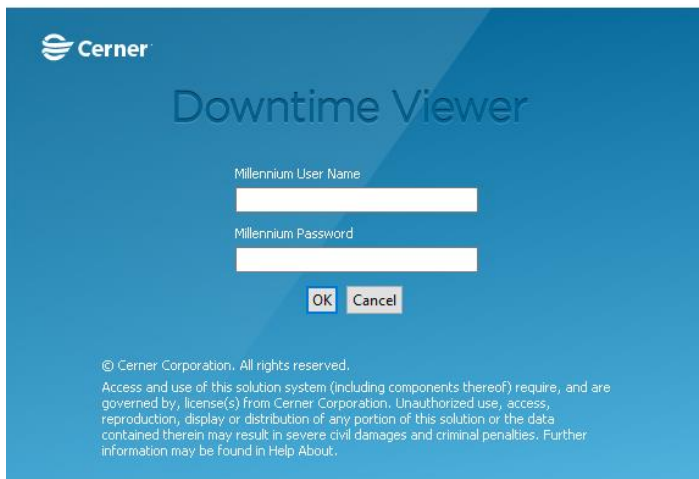


8. Double-click 724AccessViewer.



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.



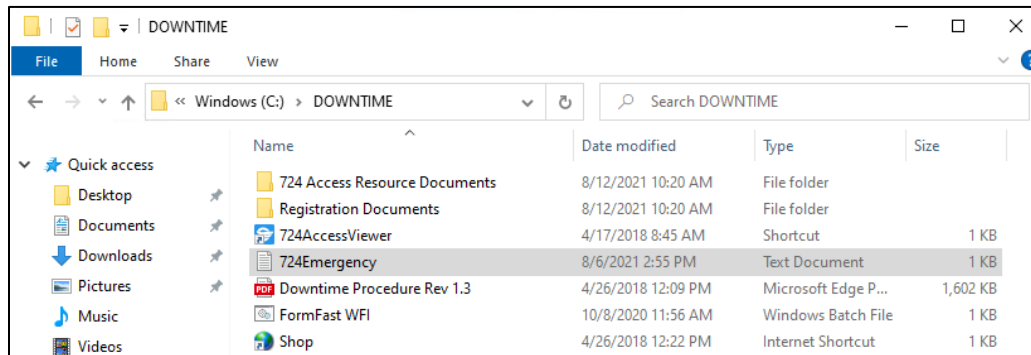
10. The screen below will appear.



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:

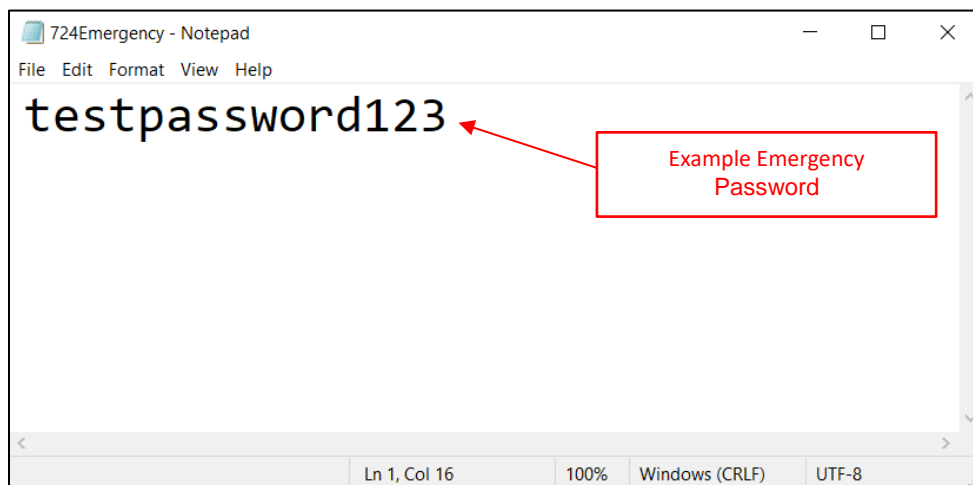




NOTE: If the 724Emergency file is missing from your 724 Computer, please contact another health unit that has a 724 computer to obtain the Emergency Password or the Service Desk of your Health Institution as follows:

- 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.

Cerner

Downtime Viewer

Millennium User Name
jane.doe

Audit Reason
Downtime
Downtime
Testing
Other

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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.

Please enter valid user credentials for the system.

User name

Password →

Log on to: PHSABC

Please enter valid user credentials for the system.

User name

Password →

Log on to: PHSABC

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.

The screenshot shows the 724Access Viewer interface with the 'Appointment Search' tab selected. The 'Appointment Date Between' is set to 10/19/2021. The 'Status' section has checkboxes for Cancelled, Checked In, and Checked Out. The table below lists appointments with columns for Name, DOB, MRN, PTID, FIN, Date/Time, Duration, State, and Type.

Name	DOB	MRN	PTID	FIN	Date/Time	Duration	State	Type
MERMAID, SEBASTIAN	14-OCT-1956				10/19/202...7:00 PDT	240	Confirmed	HD Hemodialysis
ZZTEST, RAIN	26-JUL-2011				10/19/202...9:00 PDT	50	Checked In	Surgery Rapid
HEMOGLOB, DEMO	01-JAN-1980				10/19/202...9:00 PDT	60	Confirmed	MD New Consult
HEMOGLOB, DEMO	01-JAN-1980				10/19/202...9:00 PDT	60	Rescheduled	MD New Consult

3. Configure search for the corresponding:

- **Appointment Date Between**
- **Status**
- **Location**

The screenshot shows the 724Access Viewer interface with the 'Appointment Search' tab selected. The 'Appointment Date Between' is set to 10/19/2021. The 'Status' section has checkboxes for Cancelled, Checked In, Checked Out, Confirmed, No Show, Rescheduled, and Scheduled. The 'Location' dropdown is set to 'LGH Lions Gate-LGH Main OR'. The 'Search' button is highlighted.

Name	DOB	MRN
MERMAID, SEBASTIAN	14-OCT-1956	
ZZTEST, RAIN	26-JUL-2011	
HEMOGLOB, DEMO	01-JAN-1980	
HEMOGLOB, DEMO	01-JAN-1980	
CSTBUILDREG, ALEXTHREE	10-M...1990	740005

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

Printing Preferences

Select the columns from the Appointment Search table to be printed.

[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

☐ Landscape

[Finish](#) [Cancel](#)

6. Click **Print**.

724Access Viewer

File Help

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

Appointment Search

Appointment Date Between: 10/19/2021 10/19/2021

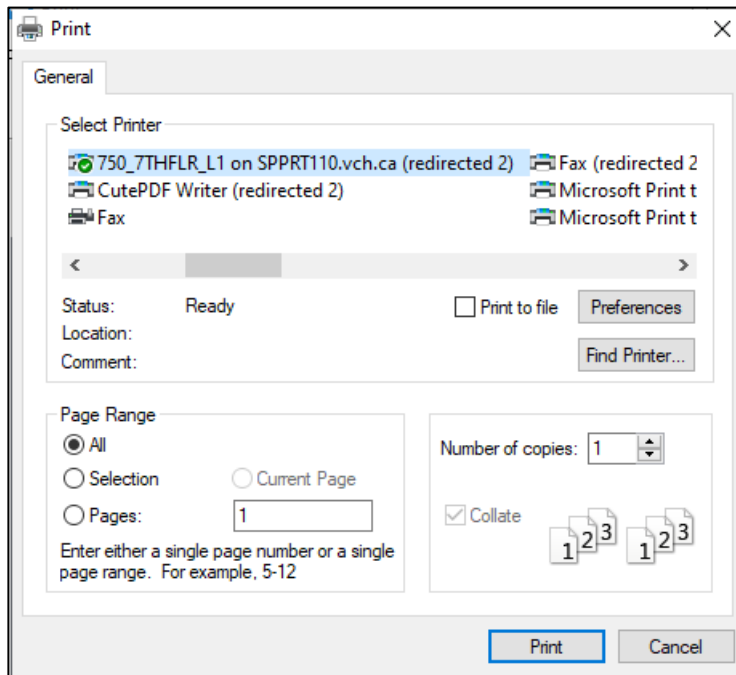
Status:

- ☒ Cancelled
- ☒ Checked In
- ☒ Checked Out
- ☒ Confirmed
- ☒ No Show
- ☒ Rescheduled
- ☒ Scheduled

[Print](#)

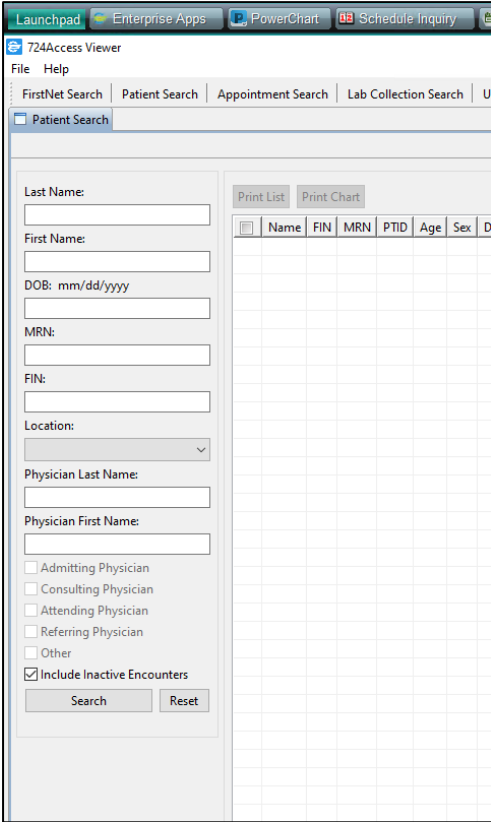
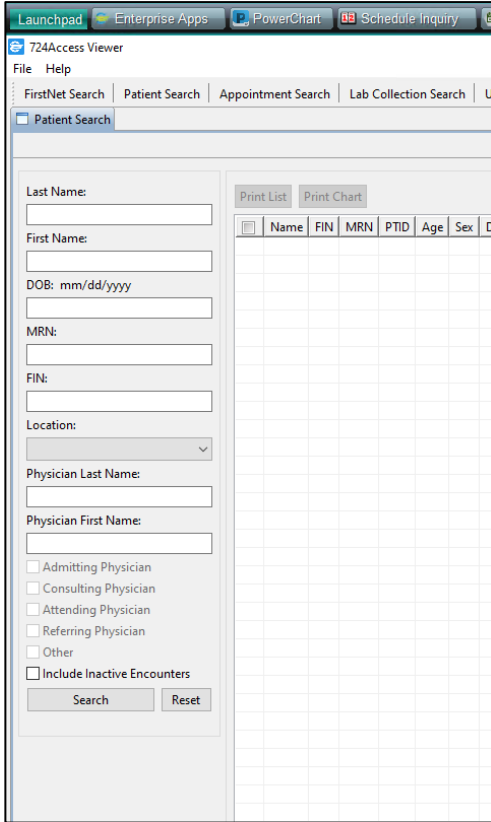
Name	DOB	MRN	PTID	FIN	Date/Time
MERMAID, SEBASTIAN	14-OCT-1956				10/19/202...7:00 PD
ZZTEST, RAIN	26-JUL-2011				10/19/202...9:00 PD
HEMOGLOB, DEMO	01-JAN-1980				10/19/202...9:00 PD
HEMOGLOB, DEMO	01-JAN-1980				10/19/202...0:00 PD
CSTBUILDREG, ALEXTHREE	10-M...1990	740005414; 740005415			10/19/202...0:15 PD

7. Select printer and click **Print**.



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
 <p>The screenshot shows the 724Access Viewer interface. The 'Patient Search' tab is selected. The 'Include Inactive Encounters' checkbox is checked. The search criteria fields are empty. The results table has columns: Name, FIN, MRN, PTID, Age, Sex, D.</p>	 <p>The screenshot shows the 724Access Viewer interface. The 'Patient Search' tab is selected. The 'Include Inactive Encounters' checkbox is unchecked. The search criteria fields are empty. The results table has columns: Name, FIN, MRN, PTID, Age, Sex, D.</p>

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.

TDAAccess Viewer

File Help | FirstVisit Search | Patient Search | Appointment Search | Lab Collection Search | Unverified Medications | Pharmacy Fill List

— Patient Search —

Last Updated: 06/10/22 13:02

Last Name:

First Name:

DOB: mm/dd/yyyy

MRN:

FIN:

Location:

VGH Gen General-VGH TAC

Physician Last Name:

Physician First Name:

☐ Admitting Physician
☐ Consulting Physician
☐ Attending Physician
☐ Referring Physician
☐ Other
☒ Include Inactive Encounters

Search Reset

Name	FIN	MRN	PTID	Age	Sex	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service	Admitted	Length of Stay	Attending Physician	Consulting Physician
REG FOUNDATION, ELIZABETH	740000000030	740011641		40 years	Female	02/02/1982	vaginal bleeding	Inpatient	VGH TAC	330-01	Gynecology	05/12/22...17 PPT	23 days 1 hour	PUSIVP, STEPHEN MD, MD	
GYNEPAT ONE	740000000031	740004833		32 years	Female	04/15/1990	vaginal bleeding	Inpatient	VGH TAC	330-04	Emergency	05/09/22...09 PPT	28 days 7 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
REGISTRATION, PATIENTS/01	740000000032	740004833		37 years	Female	04/09/1985	vaginal bleeding	Inpatient	VGH TAC	400-01	Gynecology	05/04/22...51 PPT	8 days 2 hours		
REGISTRATION, PATIENTS/02	740000000033	740004833		37 years	Female	02/09/1985	direct admit	Inpatient	VGH TAC	330-03	Gynecologic Oncology	05/02/22...26 PPT	1 day 36 hours		
PATVGH GYNE	740000000033	740023008		46 years	Female	04/29/1976	Endometriosis	Inpatient	VGH TAC	220-01	Gynecology	04/28/22...51 PPT	39 days 3 hours	Graftstein, Eric Jonathan, MD	PUSIVCA, ROCCO, MD, Test
PATVGH PLASTICS	740000000039	740023008		40 years	Male	04/27/1982	Crush Injury - Hand	Inpatient	VGH TAC	330-01	Plastic Surgery	04/28/22...28 PPT	39 days 4 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
PATVGH URO	740000000039	740023008		40 years	Male	04/28/1982	Benign prostatic hyperplasia	Inpatient	VGH TAC	330-01	Urology	04/28/22...05 PPT	39 days 3 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
VGH BULMED, TFOURC	740000000033	740024859		12 years	Male	04/21/2010	TEST	Inpatient	VGH TAC	200-02	Bone Marrow Transplant	04/21/22...13 PPT	46 days 0 hours	PUSIVCA, ROCCO, MD	
GYNEPAT ONE	740000000030	740004833		32 years	Female	04/15/1990	Ovarian Torsion	Inpatient	VGH TAC	330-01	Gynecology	04/21/22...13 PPT	10 days 12 hours		
CSTESTSCH GENE	740000000040	740006455		21 years	Male	09/01/2000	Hip Pain	Inpatient	VGH TAC	200-04	Geriatric Medicine	04/14/22...28 PPT	53 days 2 hours	TestAMR, GeneralMe, one Physician1, MD	TestCST, Surgeon-Physician
VGH HIVE, INPATIENT	740000000030	740023266		30 years	Female	12/07/1991	PID	Inpatient	VGH TAC	300-01	Gynecology	01/28/22 15:23 PST	128 days 23 hours	Lee, Mervette Hazel, MD	TestCST, Surgeon-Physician
CSTESTSCH, MOTHERN/TEST	740000000070	740019741		32 years	Female	01/01/1990	test	Outpatient in a Bed	VGH TAC	200-01	Obstetrics	10/12/21...57 PPT	237 days 0 hours		
VGH HIVE, INPATIENT	740000000037	740023266		30 years	Female	12/07/1991	surgery stage 1 cancer	Pre-Inpatient	VGH TAC		Gynecologic Oncology				

- To exclude Discharged Encounters, make sure the **Include Inactive Encounters** check box has no check mark in it.

TDAAccess Viewer

File Help | FirstVisit Search | Patient Search | Appointment Search | Lab Collection Search | Unverified Medications | Pharmacy Fill List

— Patient Search —

Last Updated: 06/10/22 13:02

Last Name:

First Name:

DOB: mm/dd/yyyy

MRN:

FIN:

Location:

VGH Gen General-VGH TAC

Physician Last Name:

Physician First Name:

☐ Admitting Physician
☐ Consulting Physician
☐ Attending Physician
☐ Referring Physician
☐ Other
☐ Include Inactive Encounters

Search Reset

Name	FIN	MRN	PTID	Age	Sex	DOB	Visit Reason	Encounter Type	Location	Room/Bed	Med Service	Admitted	Length of Stay	Attending Physician	Consulting Physician
REG FOUNDAT., ELIZABETH	740000000030	740011641		40 years	Female	02/02/1982	vaginal bleeding	Inpatient	VGH TAC	330-01	Gynecology	05/12/22...17 PPT	23 days 1 hour	PUSIVP, STEPHEN MD, MD	
GYNEPAT ONE	740000000031	740004833		32 years	Female	04/15/1990	vaginal bleeding	Inpatient	VGH TAC	330-04	Emergency	05/09/22...09 PPT	28 days 7 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
PATVGH GYNE	740000000033	740023008		46 years	Female	04/29/1976	Endometriosis	Inpatient	VGH TAC	220-01	Gynecology	04/28/22...51 PPT	39 days 3 hours	Graftstein, Eric Jonathan, MD	PUSIVCA, ROCCO, MD, Test
PATVGH PLASTICS	740000000039	740023008		40 years	Male	04/27/1982	Crush Injury - Hand	Inpatient	VGH TAC	330-01	Plastic Surgery	04/28/22...28 PPT	39 days 4 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
PATVGH URO	740000000039	740023008		40 years	Male	04/28/1982	Benign prostatic hyperplasia	Inpatient	VGH TAC	330-01	Urology	04/28/22...05 PPT	39 days 3 hours	Graftstein, Eric Jonathan, MD	TestPET, Surgeon-Physician
VGH BULMED, TFOURC	740000000033	740024859		12 years	Male	04/21/2010	TEST	Inpatient	VGH TAC	200-02	Bone Marrow Transplant	04/21/22...13 PPT	46 days 0 hours	PUSIVCA, ROCCO, MD	
CSTESTSCH GENE	740000000040	740006455		21 years	Male	09/01/2000	Hip Pain	Inpatient	VGH TAC	200-04	Geriatric Medicine	04/14/22...28 PPT	53 days 2 hours	TestAMR, GeneralMe, one Physician1, MD	TestCST, Surgeon-Physician
VGH HIVE, INPATIENT	740000000030	740023266		30 years	Female	12/07/1991	PID	Inpatient	VGH TAC	300-01	Gynecology	01/28/22 15:23 PST	128 days 23 hours	Lee, Mervette Hazel, MD	TestCST, Surgeon-Physician
CSTESTSCH, MOTHERN/TEST	740000000070	740019741		32 years	Female	01/01/1990	test	Outpatient in a Bed	VGH TAC	200-01	Obstetrics	10/12/21...57 PPT	237 days 0 hours		
VGH HIVE, INPATIENT	740000000037	740023266		30 years	Female	12/07/1991	surgery stage 1 cancer	Pre-Inpatient	VGH TAC		Gynecologic Oncology				

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	<u>Steps to print Labels:</u>												
8	Step 1: Click on 'Enter Patient information here' below.												
9													
10	Step 2: Type Patient information in the fields marked (<i>Prints on labels</i>)												
11													
12	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.												
13													
14	Step 4: Click on 'Labels (Read Only)' below.												
15													
16	Step 5: Click on File on top left corner. Click Print and ensure that the correct printer is selected.												
17													
18	Click Print.												
19													
20													
21													
22													
23													
24													
25													
26													

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 (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	
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.

- 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:

◀ ▶ ...
Enter Patient Information here
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		VIP:	
6		Patient Demographic Information	
7		Name:	
8		MRN:	
9		Encounter:	
10		Preferred Name:	
11		DOB:	
12		BC PHN:	
13		Phone Numbers	
14		Preferred:	
15		Home:	
16		Mobile:	
17		Work:	
18		Alternate:	
19		Primary Care Provider:	
20		Encounter Demographic Information	
21		Registration Date:	
22		Admitting Provider:	
23		Registration Time:	
24		Attending Provider:	
25		Accident Related? Y/N	
26		Referring Provider:	
27		Insurance Information	
28		Guarantor Relation to Patient:	
29		Primary Insurance:	
30		Health Card/Claim#:	
31		Secondary Insurance:	
32		Health Card/Claim#:	
33		Extended Insurance:	
34		Health Card/Claim#:	
35		Enter Patient Information here	
36		Labels(Read Only)	
37		Facesheet(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.

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

Menu: Patient Information, Lab Results, Patient Care Results, Medication Administration, Orders, Vital Signs, Documents, Intake & Output, Scheduled Appointments, Microbiology Results, Medication Profile, Immunization History

Patient Information (Last Updated: 09/08/21 09:14)

Demographics Allergies Problems Diagnosis

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, BUILD CARDIO 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
Referral Coordinator	CSTTEST, BUILD CARDIO	Self					444 Main St, Vancouver, BC

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).

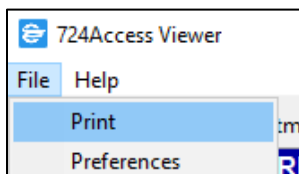
Print the Patient Chart for 1 Patient

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.



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 contains several options: 'Print From' is set to '09/07/2021' and 'to' is '09/08/2021'. There are three checkboxes: 'Print Documents By Date' (unchecked), 'Print Time Zone' (unchecked), and 'Print Sections Without Data' (unchecked). Below these is a 'Check/Uncheck All' button. A section titled 'Sections' contains a list of items with checkboxes: '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.

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**.

The screenshot displays the 724Access Viewer application. At the top, there is a navigation bar with the following tabs: Patient Search, Appointment Search, Lab Collection Search, Unverified Medications, and Pharmacy Fill List. The 'Patient Search' tab is currently selected.

Below the navigation bar, there is a form for patient search. The form includes the following fields:

- Last Name: [Text Input Field]
- First Name: [Text Input Field]
- DOB: mm/dd/yyyy [Text Input Field]
- MRN: [Text Input Field]
- FIN: [Text Input Field]
- Location: [Dropdown Menu]

The 'Location' dropdown menu is open, showing a list of locations. The location 'BCH BC Children-BCH Long Term' is highlighted in blue.

Below the form, there is a table with the following columns: Name, FIN, MRN, PTID, Age, Sex, DOB, Visit Reason, and Encounter T. The table is currently empty.

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

☐ Patient Search

Last Name:

First Name:

DOB: mm/dd/yyyy

MRN:

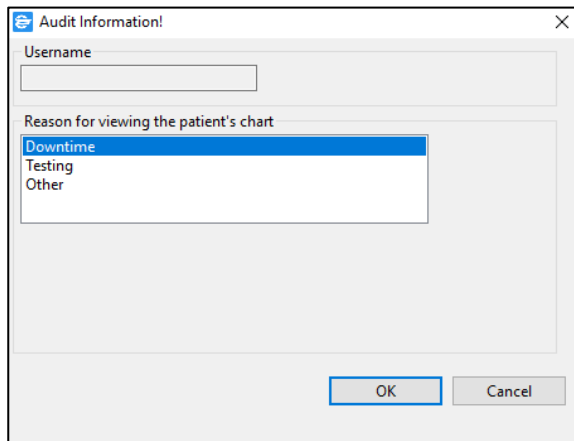
FIN:

Location:

Print List **Print Chart**

<input checked="" type="checkbox"/>	Name	FIN	MRN	PTID	Age	Sex
<input checked="" type="checkbox"/>	CSTBCHTEIGHT, LONGTERM ONE	7400000043343	740017707		16 years	Male
<input checked="" type="checkbox"/>	CSTBCHTEIGHT, LONGTERM ONE	7400000045025	740017707		16 years	Male
<input checked="" type="checkbox"/>	CSTBCHTEIGHT, YANKUO	7400000049659	740017631		22 years	Female
<input checked="" type="checkbox"/>	CSTBCHTEIGHT, YANKUO	7400000049678	740017631		22 years	Female
<input checked="" type="checkbox"/>	CSTBUILDONG, ARSHIT	7400000047810	740019203		9 years	Male
<input checked="" type="checkbox"/>	CSTLAB, NBSTESTBABY	7400000058903	740024899		4 weeks	Female
<input checked="" type="checkbox"/>	CSTLAB, TESTLIO	7400000055606	740023763		8 years	Female
<input checked="" type="checkbox"/>	ISTITEST, ONE	7400000052315	740017370		42 years	Male
<input checked="" type="checkbox"/>	SQPCLAB, ANEWBORN	7400000052574	740021838		6 months	Female
<input checked="" type="checkbox"/>	TEST, AARI	7400000052000	740015947		32 years	Female
<input checked="" type="checkbox"/>	TEST, AARJ	7400000052002	740015948		31 years	Female

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



Audit Information!

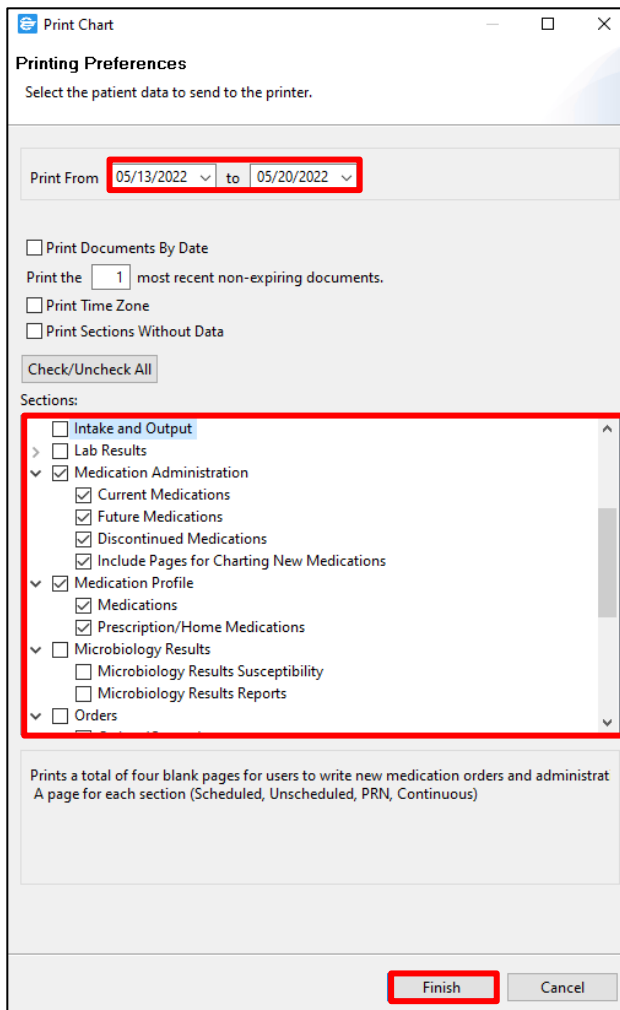
Username:

Reason for viewing the patient's chart:

- ☒ Downtime
- ☐ Testing
- ☐ Other

OK 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**.



Print Chart

Printing Preferences
Select the patient data to send to the printer.

Print From: 05/13/2022 to 05/20/2022

☐ Print Documents By Date
Print the most recent non-expiring documents.

☐ Print Time Zone
☐ Print Sections Without Data

Check/Uncheck All

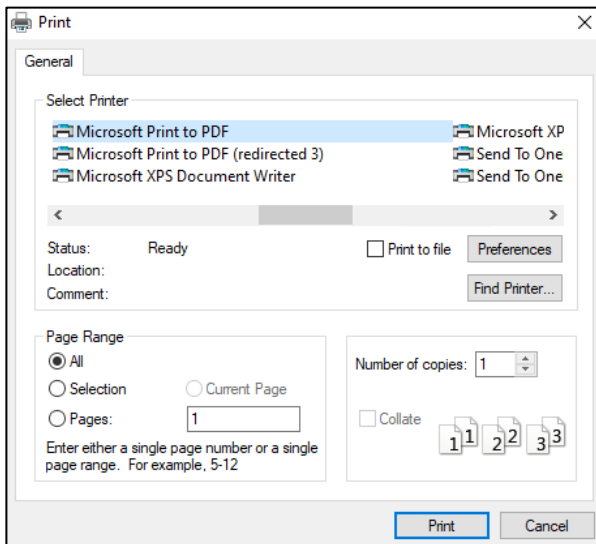
Sections:

- ☐ Intake and Output
- ☐ Lab Results
- ☒ Medication Administration
 - ☒ Current Medications
 - ☒ Future Medications
 - ☒ Discontinued Medications
 - ☒ Include Pages for Charting New Medications
- ☒ Medication Profile
 - ☒ Medications
 - ☒ Prescription/Home Medications
- ☐ Microbiology Results
 - ☐ Microbiology Results Susceptibility
 - ☐ Microbiology Results Reports
- ☐ Orders

Prints a total of four blank pages for users to write new medication orders and administrat
A page for each section (Scheduled, Unscheduled, PRN, Continuous)

Finish Cancel

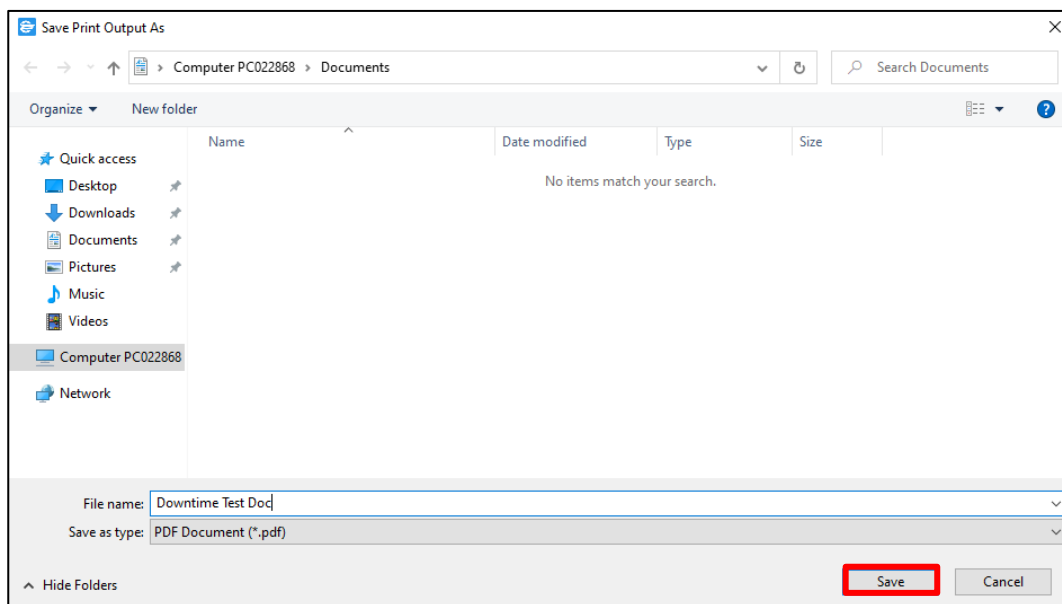
5. Select **Microsoft Print to PDF** as the printer. Click **Print**.



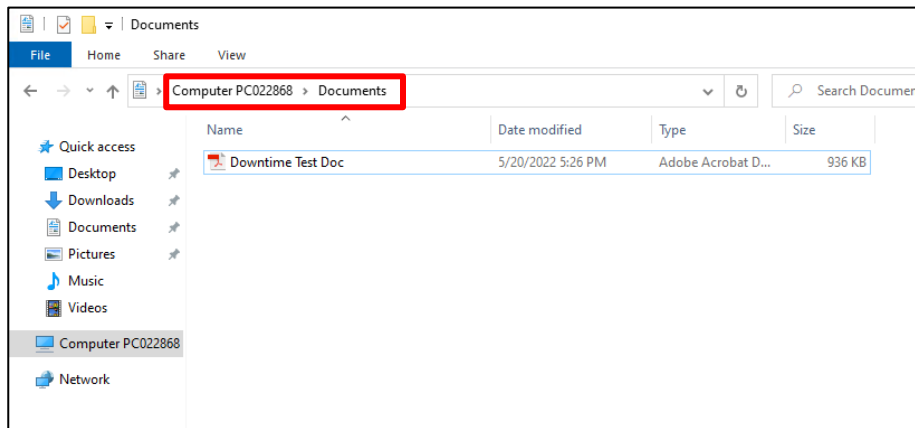
6. Select destination to save file as outlined. Click **Save**. This may take few minutes depending on how many patients have been selected.



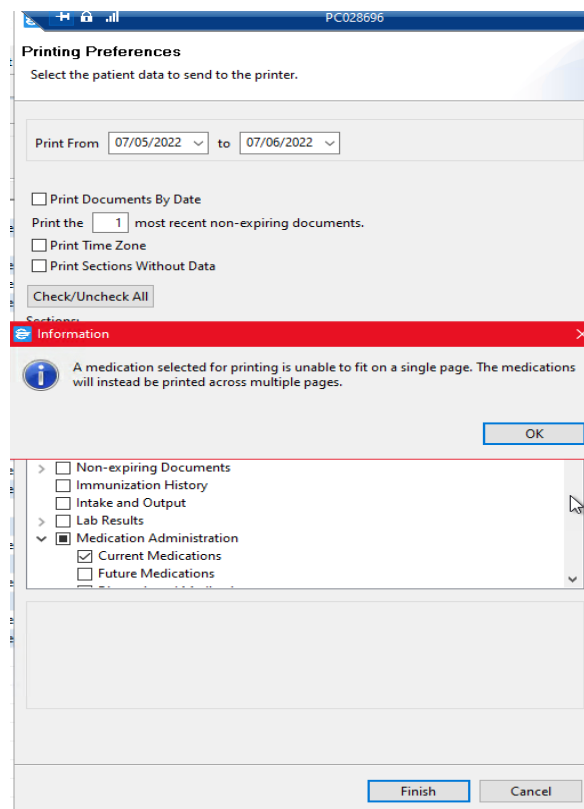
WARNING: Write down the File Path and File name to remember where the PDF is saved.



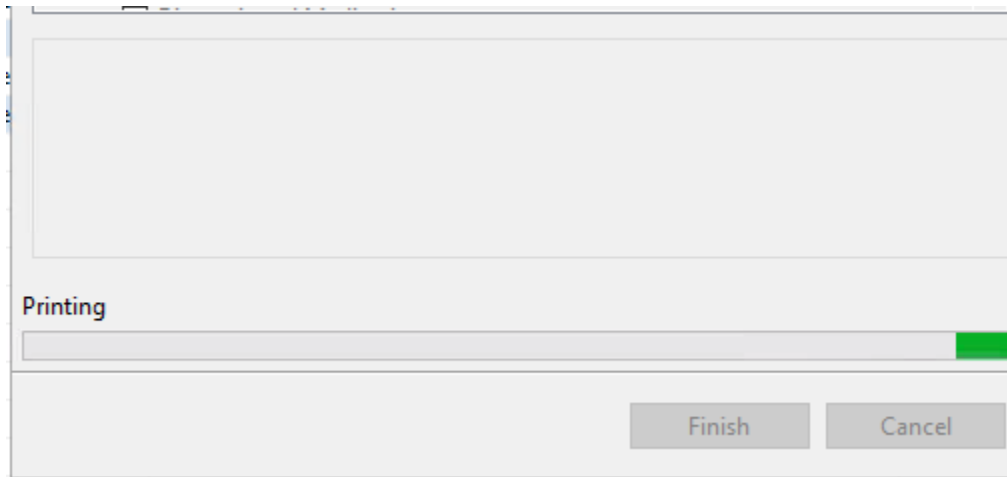
7. PDF should appear in the destination that it was saved if needed to access during downtime.



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



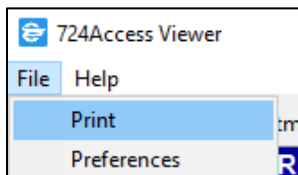
- Wait for the “Printing Load Bar” to complete the printing. Do not close it. Otherwise, you might save the data as a corrupted file.



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.**

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



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

Print

Printing Preferences

Select the patient data to send to the printer.

Print From: 09/07/2021 to 09/08/2021

☐ Print Documents By Date
Print the 1 most recent non-expiring documents.

☐ Print Time Zone

☐ Print Sections Without Data

Sections:

- ☐ Lab Results
- ☒ **Medication Administration**
 - ☒ Current Medications
 - ☒ Future Medications
 - ☒ Discontinued Medications
 - ☒ Include Pages for Charting New Medications
- ☒ Medication Profile
 - ☐ Medications
 - ☐ Prescription/Home Medications
- ☒ Microbiology Results
 - ☐ Microbiology Results Susceptibility
 - ☐ Microbiology Results Reports
- ☒ Orders
 - ☐ Orders (Current)

Prints a total of four blank pages for users to write new medication orders and administrat
A page for each section (Scheduled, Unscheduled, PRN, Continuous)



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 ✓ 22:14 2 puff inhalation	✓ 08:32 2 puff inhalation [] 21:00	[] 08:00	

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	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 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.

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	19:00 -06:59	Dec 13, 2019 07:00 -18:59	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	Performed By:

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