

## Check 724Access Viewer Data

CST recommends that checks of the **724Access Downtime Viewer®** be completed to ensure that patient information is updated correctly on the workstations. This data check also ensures that staff in all clinical areas are familiar with the 724Access Downtime Viewer®.

It is recommended that the data check procedure be done:

- Weekly
- After an unplanned downtime
- After a planned downtime, excluding downtime for weekly maintenance

The data check is important to ensure the data on your 724 computer is no more than 2 minutes old and the patient lists for your area are correct.

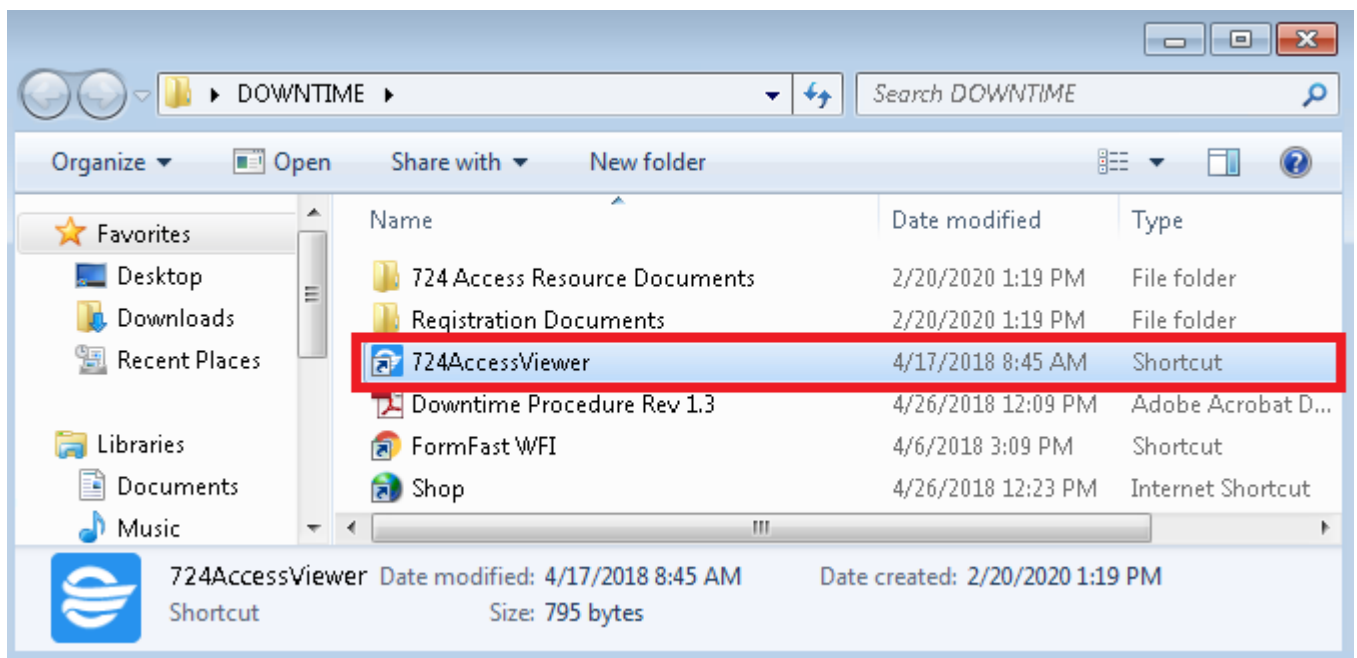
**Complete this procedure during normal uptime operations and NOT DURING CERNER OR NETWORK downtimes as the data will not be updated during Cerner downtimes and network outages.**

Follow the steps below to check the data on the 724 computer in your area.

1. Find each 724 computer that is labelled with a yellow sticker.



2. The first step you need to do is log off from the computers as you would normally. **Do not restart or shutdown the computer.**
3. Then log on again using your usual login credentials when prompted.
4. Once logged into the 724 computer, you need to log into the 724Access® Downtime Viewer application. Double click the **DOWNTIME** folder on the desktop.
5. Double-click 724AccessViewer as shown below.



6. Enter your **User Name** and **Password** as you would normally do when you log into the computer. Note: Do not place the domain name (e.g. VCH\ or INFOSYS\ in front of your username).
7. Click **OK**.



8. If login is successful, select **Testing** as **Audit Reason**.



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**WARNING:** Do **not** select Downtime as the Audit Reason.

The following screen will appear when you have successfully logged in.

9. If you have access to data from multiple locations in your area (such as ED or surgery), check the data for your location only.
10. Select the location you want to check from the Location drop-down as highlighted below.



Name	FIN	MRN	Age	Sex	DOB	Visit Reason	Encounter Type	Room/Bed	Med Service	Admitted	Length of Stay	Attending Physician	Admitting Ph
c diff EHS							Inpatient	AC 216	Hospitalist Medicine	02/10/20 11:01 PST	0 days 4 hours		
dizzy and unwell							Inpatient	INTK 307A	General Internal Medicine	02/10/20 08:50 PST	0 days 6 hours		
appy for surgery consult							Inpatient	INTK 305	General Surgery	02/10/20 07:53 PST	0 days 7 hours		
flank pain unable to void							Inpatient	INTK 309A	General Surgery	02/10/20 07:44 PST	0 days 7 hours		
chest pain							Inpatient	AC 217	Cardiology	02/10/20 06:52 PST	0 days 8 hours		
Pneumonia							Inpatient	AC 215	Hospitalist Medicine	02/10/20 01:14 PST	0 days 13 hours		
Bipolar affective disorder							Inpatient	AC 203	Psychiatry	02/09/20 23:37 PST	0 days 15 hours		
Fracture hip and ribs atrial fibrillation							Inpatient	AC 212	Orthopedic Surgery	02/09/20 23:05 PST	0 days 16 hours		
seizure							Inpatient	AC 219	General Internal Medicine	02/09/20 21:10 PST	0 days 18 hours		
dec loc / Seizure							Inpatient	RESUS 102	Critical Care	02/09/20 16:29 PST	0 days 22 hours		
Upper GI Bleed							Inpatient	INTK 302	Family Practice	02/09/20 15:54 PST	0 days 23 hours		
lung CA lethargic septic EHS							Inpatient	AC 209	Hospitalist Medicine	02/09/20 14:19 PST	1 day 0 hours		
fall general weakness EHS							Inpatient	AC 213	General Internal Medicine	02/09/20 09:17 PST	1 day 5 hours		
SI							Inpatient	AC 202	Psychiatry	02/09/20 05:12 PST	1 day 9 hours		
Fever without Focus							Inpatient	AC 206	General Internal Medicine	02/08/20 20:05 PST	1 day 19 hours		
Pneumonia							Inpatient	DTU 02	General Internal Medicine	02/08/20 14:31 PST	2 days 0 hours		
confusion EHS							Inpatient	AC 207	Family Practice	02/08/20 13:49 PST	2 days 1 hour		

13. If both or one of the data checks fails, call the Service Desk.

- The issue will be triaged to CST Integrated Technologies. The Service Desk or Integrated Technologies will work with users to conduct tests and ensure the data sync is restored.

### Service Desk Numbers

- PHC:** (604)-806-9333
- VCH:** (604)-875-4334
- PHSA:** (604)-675-4299

## Related Topics

- [724Access Viewer User Guide Manual](#)
- [Downtime – 724Access Downtime Viewer Quick Reference Guide \(version 5.12.0\)](#)
- [Downtime – 724Access Downtime Viewer Quick Reference Guide for ED \(version 5.12.0\)](#)
- [Downtime - 724AccessViewer Quick Reference Guide \(version 5.9\)](#)
- [Downtime - 724Access Viewer Quick Guide for ED \(version 5.9\)](#)

## Related Positions

- All users

## Key Words

- Downtime
- 724
- Service Desk
- Quality Check

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A joint initiative of:

