Upcoming Cerner Electronic Health Record - Planned Downtime
Friday, February 23, at 2200h – Saturday, February 24, at 0600h

Please watch the 8-minute Medical Staff support video: Downtime Island Health

Carefully review the following guidance on how to prepare for the planned downtime of the Cerner Electronic Health Record.

Prior to the downtime:

1. Print your Physician Lists on Friday afternoon.
2. Locate and briefly log on to the ward(s) Downtime Computer/Viewer(s). These are also known as the 724 devices. The ward NUA will know which device(s) have downtime function. They usually have red tape on the outside bezel of the monitor. Briefly logging on in advance will cache your credentials making the device available for your use during the downtime.
3. Locate the CareConnect icon on your desktop.
4. Locate the CareConnect app in the favorites tab of the Citrix Workspace. Make it a favorite for ease of use.
5. Locate the InteleViewer app in the Citrix Workspace for manual access to historical images and reports.
6. Consider creating an *Inpatient Progress Summary* note for selected patients as this note type is sent to the Primary Care Provider and is also saved to CareConnect making it accessible during the downtime.
7. You will receive warnings in PowerChart/FirstNet beginning two hours before the system goes down. This advance notice will allow time to complete any pending notes or orders.
8. Please log off before the scheduled outage start time.

During the downtime:

To Access Historical Clinical Information

1. Access to historical clinical information during the downtime through the 724 Downtime Access Viewer
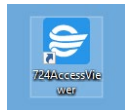
     (displayed on 724 downtime devices)

2. If you are not on a unit or don't have access to the 724 downtime device, access CareConnect for historical clinical information. CareConnect can be accessed both on site and remotely:

    a. On site you may see an icon on the desktop called CareConnect (also referred to as eHealth viewer
    b. Remote access through VPN:
    > Step 1: Use this link in your personal computer web browser: Gateway.islandhealth.ca
    > (If connected through VPN you do not need to go through Gateway.islandhealth.ca)
    > Step 2: Once connected, you can access CareConnect from a shortcut provided in the Citrix Workspace app (either as a favorite or on the apps tab)

    c. Inteleviewer PACS is available for historical medical imaging information.

To Access Information Generated During the Downtime

1. Laboratory
    > Lab will report laboratory results through paper processes and this information will be on the paper chart.

2. Medical Imaging

During the downtime, radiologists will not be able to dictate their reports into PACS. Please order only essential imaging. Any study that can safely wait until the morning should wait. Radiologists will only report studies (XRay/CT) when specifically requested to do so. Please contact the radiologist on call directly if a study review is required. If a radiologist read is not directly requested for a specific study, the study will be reviewed and reported the next morning, once Cerner is back online.

3. To Write Orders

Orders will be written using paper downtime clinical order sets or written on a regular orders sheet.

4. *To Create Notes/Documents*

Documentation requires a short note on paper and a phone dictation.

The Dictation instructions are found here: Dictation Instructions

After the Downtime:

Following the system downtime, there will be a delay in updating results for patients who underwent procedures during that period. Additionally, there will be a delay in registering ED patients or newly admitted patients and attaching their results to their electronic chart.

Please refer to the paper chart for information generated during the downtime.

SUPPORT:

Teams will be rounding at the large tertiary sites.

If you need to call for support during the downtime, please call the Central Command numbers:
On-site: 28555|Toll-free: 1.855.755.7001

We acknowledge the inconvenience this downtime may cause and sincerely appreciate your understanding as we strive to enhance our systems for a more resilient and secure future.