



Oracle Health (Cerner) Millennium EHR Updates

Week of November 27 – December 3, 2025

For more information on how to navigate this Flash Flyer effectively, click [here](#).

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Behavioral Health Staff

Inpatient Only

Interactive View I&O: Patient ID Band on and Verified Update

WHAT: Patient ID Band on and Verified within the Nursing Handoff/Transport Communication section will be updated to include Yes and No answers, when No is selected, conditional logic will display to further document why a Patient ID Band is not on a patient.

Nursing Handoff/Transport Communication	
Anticipated Discharge Date	
Patient ID Band on and Verified	No
Reason Patient ID Band Declined	Reason Patient ID Band Declined ✕
Report Given	Sensory concerns
Transfer	Behavioral diagnosis
Mode of Arrival	No reason given
Transport Destination	

WHY: This change provides the ability to document clearly for behavioral health patients as there are situations where it is impossible to place a wristband on a patient.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Nursing

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
-

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- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

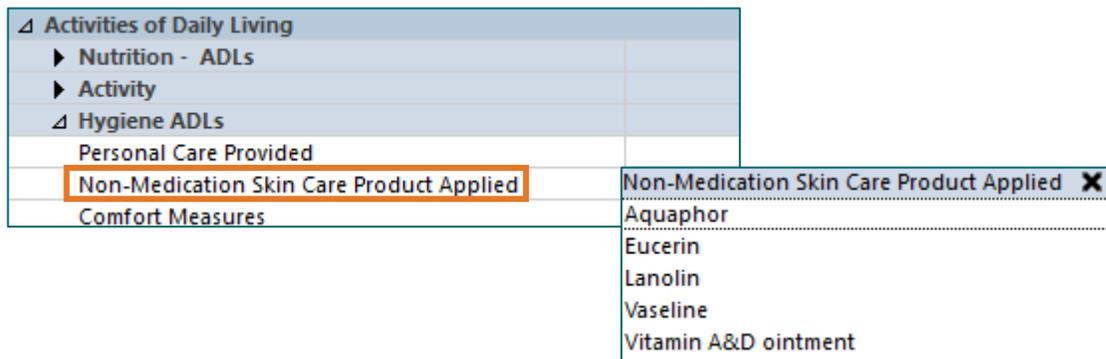
Pharmacy Product	Supply Chain Description	Infor Item #	MFG
Eucerin Cream	Eucerin Lotion 8.4 oz	547227	Beiersdorf Inc
Lanolin Cream	Purelan Lanolin Cream 7g	547232	Medela
Vaseline	Jelly Petroleum 1 oz	541641	Medline
Vaseline	Jelly Petroleum Remedy Essentials 4 oz	546768	Medline
A&D	Ointment Soothe & Cool 2 oz	541567	Medline

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

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- Nursing
- Pharmacy
- Providers

Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
-

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- Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
- Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.
Capacity Management , including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.
Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution. Downtime Procedures: <ul style="list-style-type: none">● Import cameras to CPO Manually without adding patient context. Document patient name on paper.
NOTE: Do not log users off from the application.
Recovery Procedures: <ul style="list-style-type: none">● Once Millennium is operational, remove cameras without patient context.● Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.● If a new user needs to login, log off the old user and log back in with the new user’s credentials.
Clairvia: Will not be available.
Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.
Clinical AI Agent (CAA): Will not be available.
DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.

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FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
- Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.
- Once the downtime is complete the ability to monitor and associate will come back room by room.

MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

- Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.
 - Any new patients registered during this downtime window will not flow to Pyxis.
- Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.

Resulted Lab Results: Will not flow to the EHR during this time. Follow your downtime procedure for communicating lab results.

- Once back up, the lab results that have been collected in the queue, will begin to populate to the EHR.

Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.

Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime.

- It should be published on all the **Clinical Systems** pages under **XERO Viewer**.
- The link is also available on Citrix and the TAG environment.
- **URL:** [XERO Viewer \(emh.org\)](http://emh.org)

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EHR Updates

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At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- All Staff
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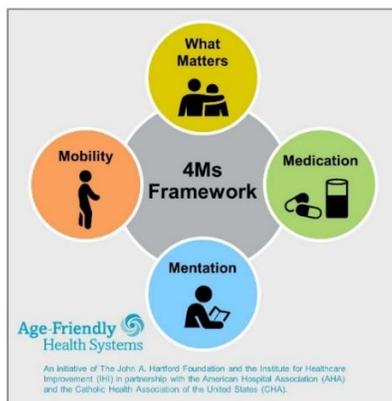
Care Managers

Inpatient

Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
 - Available as a stand-alone PowerForm
-

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.
- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
- The Age Friendly Worklist has been added to the **Toolbar** for easy access for those care providers who do not have the Provider Handoff or Clinical Leader Organizer.

Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

Age Friendly MPage Component

- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

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Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

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WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Planned Oracle Cerner Millennium Downtime (*EMMC and Mercy Only*)

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

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-

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WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
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Additional Downtime Considerations:

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Capacity Management, including **EVS** and **Transport Patient Flow app** on the **Zebra shared device:** Follow your downtime process for communicating patient transfer requests.

Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.

Downtime Procedures:

- Import cameras to CPO Manually without adding patient context. Document patient name on paper.

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
-

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- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
- If a new user needs to login, log off the old user and log back in with the new user's credentials.

Clairvia: Will not be available.

Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.

Clinical AI Agent (CAA): Will not be available.

DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.

FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
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- All Staff

Clinical Decision Support Updates

Weekly Newsletter

- Please reference our [CDS Portal](#) for additional information and previous newsletters.
- Any questions should be directed to our [CDS Team](#) for review.

To open the links in the table, right-click and select "Open link in new tab."

Release Date	Venues Affected	CDS Tool	Summary
12/2/2025	All	PRN Pain Alert	Previously piloted alert going live for all sites. Alert will fire when attempting to order or verify pain medications when there is already an active order on the chart with the same PRN Pain score and route

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Imaging Staff & Radiologists

Planned Oracle Cerner Millennium Downtime

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NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
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Downtime Procedures:

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Recovery Procedures:

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Lab

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WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- All Staff
-

EHR Updates

Week of November 27 – December 3, 2025

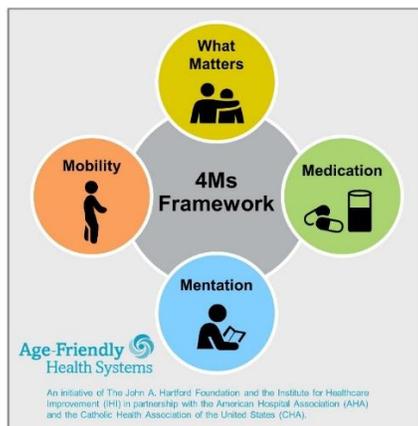
Leadership

Emergency

Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.
-

- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
- The Age Friendly Worklist has been added to the **Toolbar** for easy access for those care providers who do not have the Provider Handoff or Clinical Leader Organizer.

Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

Age Friendly MPage Component

- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal.

CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program. This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and

EHR Updates

Week of November 27 – December 3, 2025

older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

EHR Updates

Week of November 27 – December 3, 2025

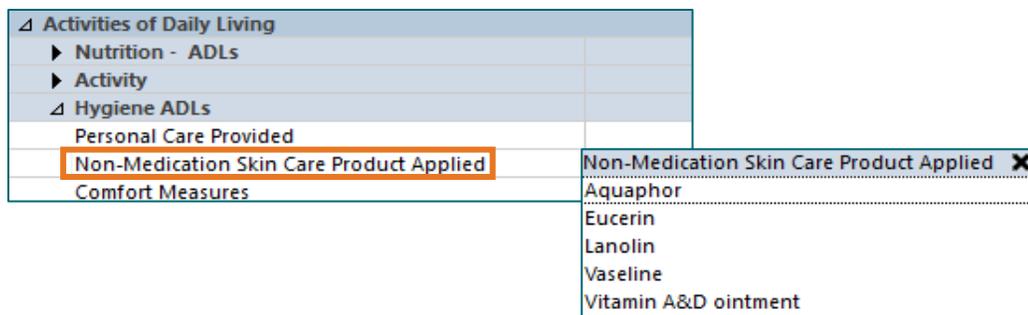
Pharmacy Product	Supply Chain Description	Infor Item #	MFG
Eucerin Cream	Eucerin Lotion 8.4 oz	547227	Beiersdorf Inc
Lanolin Cream	Purelan Lanolin Cream 7g	547232	Medela
Vaseline	Jelly Petroleum 1 oz	541641	Medline
Vaseline	Jelly Petroleum Remedy Essentials 4 oz	546768	Medline
A&D	Ointment Soothe & Cool 2 oz	541567	Medline

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

EHR Updates

Week of November 27 – December 3, 2025

WHO: The change will affect the following staff at the above noted locations:

- Nursing
- Pharmacy
- Providers

Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
 - Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
 - Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
<p>Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.</p> <p>Downtime Procedures:</p> <ul style="list-style-type: none">• Import cameras to CPO Manually without adding patient context. Document patient name on paper. <p>NOTE: Do not log users off from the application.</p> <p>Recovery Procedures:</p> <ul style="list-style-type: none">• Once Millennium is operational, remove cameras without patient context.• Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.• If a new user needs to login, log off the old user and log back in with the new user’s credentials.
<p>Clairvia: Will not be available.</p>
<p>Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.</p>
<p>Clinical AI Agent (CAA): Will not be available.</p>
<p>DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.</p>
<p>FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.</p> <ul style="list-style-type: none">• Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.• Run paper strips for patients arriving during the downtime.• Fetal monitoring associations can be back-timed once EHR connection is restored.• Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.

EHR Updates

Week of November 27 – December 3, 2025

<ul style="list-style-type: none">• Once the downtime is complete the ability to monitor and associate will come back room by room.
MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.
Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time. <ul style="list-style-type: none">• Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.• Any new patients registered during this downtime window will not flow to Pyxis.<ul style="list-style-type: none">○ Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.
Resulted Lab Results: Will not flow to the EHR during this time. Follow your downtime procedure for communicating lab results. <ul style="list-style-type: none">• Once back up, the lab results that have been collected in the queue, will begin to populate to the EHR.
Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.
Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime. <ul style="list-style-type: none">• It should be published on all the Clinical Systems pages under XERO Viewer.• The link is also available on Citrix and the TAG environment.• URL: XERO Viewer (emh.org)

WHEN: Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

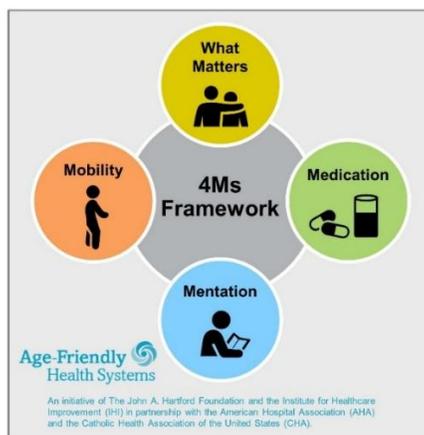
- All Staff
-

Inpatient

Age Friendly Health System - Go-Live December 2

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.

EHR Updates

Week of November 27 – December 3, 2025

- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
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Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

Age Friendly MPage Component

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NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and

older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: **Orders**

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

EHR Updates

Week of November 27 – December 3, 2025

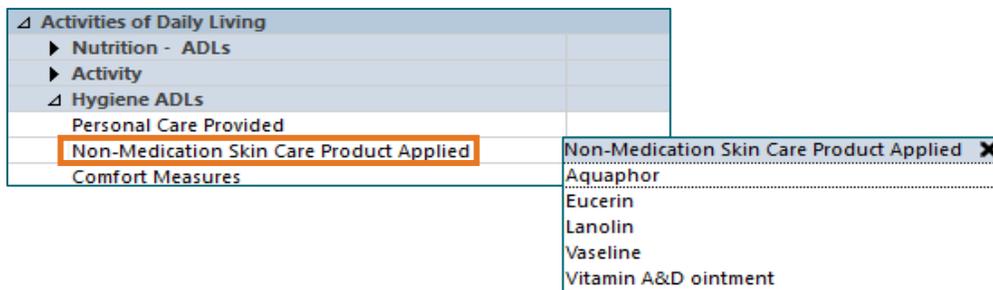
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A&D	Ointment Soothe & Cool 2 oz	541567	Medline

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

WHEN: Tuesday, December 2, 2025

- WHERE:** The change will affect the following venue(s):
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WHO: The change will affect the following staff at the above noted locations:

- Nursing
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Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
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-

EHR Updates

Week of November 27 – December 3, 2025

Additional Downtime Considerations:

BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.

Capacity Management, including **EVS** and **Transport Patient Flow app** on the **Zebra shared device:** Follow your downtime process for communicating patient transfer requests.

Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.

Downtime Procedures:

- Import cameras to CPO Manually without adding patient context. Document patient name on paper.

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
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EHR Updates

Week of November 27 – December 3, 2025

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EHR Updates

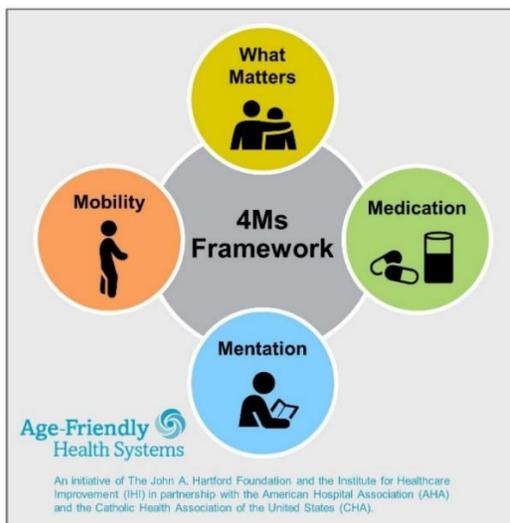
Week of November 27 – December 3, 2025

Peri-Op

Age Friendly Health System - **Go-Live December 2**

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EHR Updates

Week of November 27 – December 3, 2025

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Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

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EHR Updates

Week of November 27 – December 3, 2025

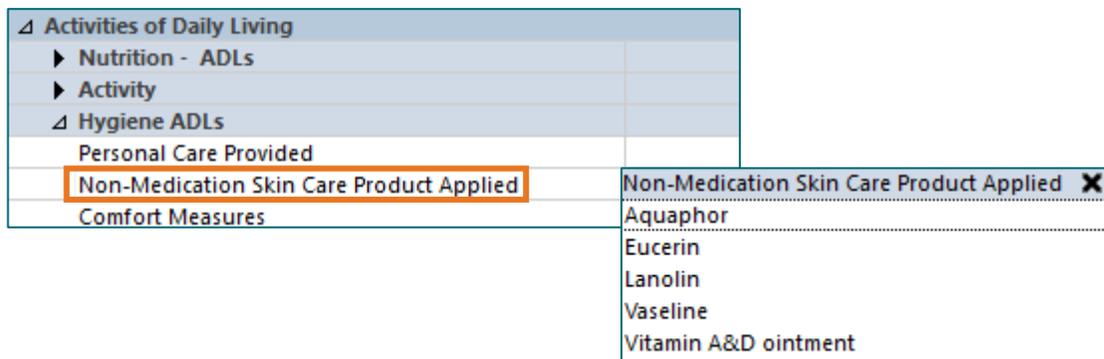
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EHR Updates

Week of November 27 – December 3, 2025

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Additional Downtime Considerations:

<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
<p>Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.</p> <p>Downtime Procedures:</p> <ul style="list-style-type: none">• Import cameras to CPO Manually without adding patient context. Document patient name on paper. <p>NOTE: Do not log users off from the application.</p> <p>Recovery Procedures:</p> <ul style="list-style-type: none">• Once Millennium is operational, remove cameras without patient context.• Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.• If a new user needs to login, log off the old user and log back in with the new user’s credentials.
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<p>FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.</p> <ul style="list-style-type: none">• Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.• Run paper strips for patients arriving during the downtime.• Fetal monitoring associations can be back-timed once EHR connection is restored.• Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.

EHR Updates

Week of November 27 – December 3, 2025

<ul style="list-style-type: none">• Once the downtime is complete the ability to monitor and associate will come back room by room.
MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.
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Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.
Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime. <ul style="list-style-type: none">• It should be published on all the Clinical Systems pages under XERO Viewer.• The link is also available on Citrix and the TAG environment.• URL: XERO Viewer (emh.org)

WHEN: Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- All Staff
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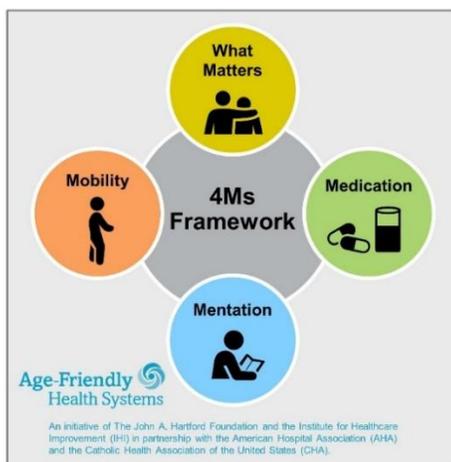
Nursing, CNA, Medical Assistants

Emergency

Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.

EHR Updates

Week of November 27 – December 3, 2025

- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
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- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
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 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and

EHR Updates

Week of November 27 – December 3, 2025

older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient’s wishes.

WHEN: Tuesday, December 2, 2025

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At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Interactive View I&O: Patient ID Band on and Verified Update

WHAT: Patient ID Band on and Verified within the Nursing Handoff/Transport Communication section will be updated to include Yes and No answers, when No is selected, conditional logic will display to further document why a Patient ID Band is not on a patient.

Nursing Handoff/Transport Communication	
Anticipated Discharge Date	
Patient ID Band on and Verified	No
Reason Patient ID Band Declined	Reason Patient ID Band Declined X
Report Given	Sensory concerns
Transfer	Behavioral diagnosis
Mode of Arrival	No reason given
Transport Destination	

WHY: This change provides the ability to document clearly for behavioral health patients as there are situations where it is impossible to place a wristband on a patient.

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EHR Updates

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WHO: The change will affect the following staff at the above noted locations:

- Nursing

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

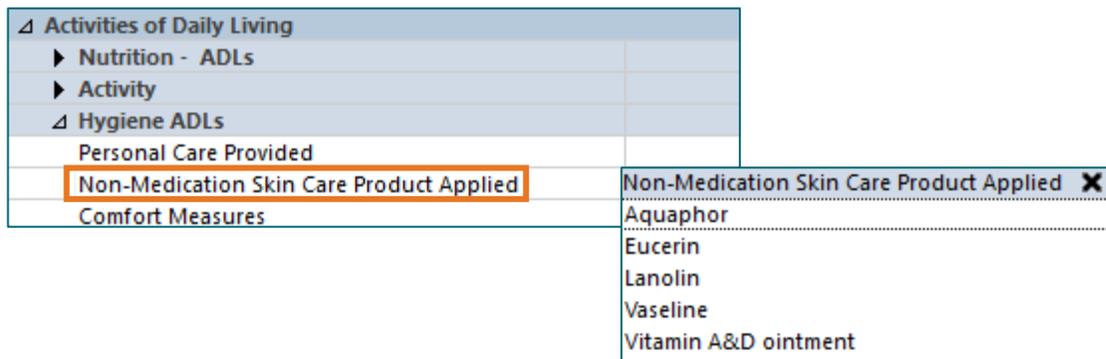
Pharmacy Product	Supply Chain Description	Infor Item #	MFG
Eucerin Cream	Eucerin Lotion 8.4 oz	547227	Beiersdorf Inc
Lanolin Cream	Purelan Lanolin Cream 7g	547232	Medela
Vaseline	Jelly Petroleum 1 oz	541641	Medline
Vaseline	Jelly Petroleum Remedy Essentials 4 oz	546768	Medline
A&D	Ointment Soothe & Cool 2 oz	541567	Medline

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

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WHO: The change will affect the following staff at the above noted locations:

- Nursing
- Pharmacy
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Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

EHR Updates

Week of November 27 – December 3, 2025

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
 - Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
 - Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.
Capacity Management , including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.
Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.
Downtime Procedures: <ul style="list-style-type: none">• Import cameras to CPO Manually without adding patient context. Document patient name on paper.

EHR Updates

Week of November 27 – December 3, 2025

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
- If a new user needs to login, log off the old user and log back in with the new user's credentials.

Clairvia: Will not be available.

Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.

Clinical AI Agent (CAA): Will not be available.

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FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
- Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.
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MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

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-

EHR Updates

Week of November 27 – December 3, 2025

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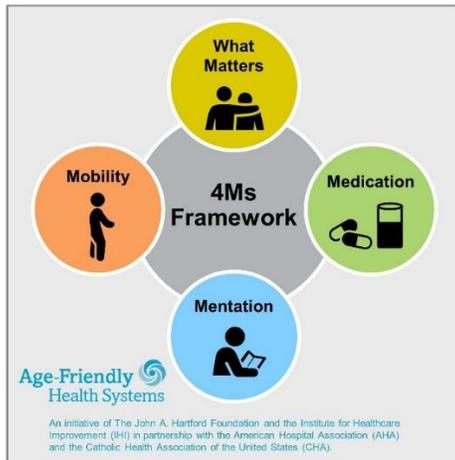
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Inpatient

Age Friendly Health System - **Go-Live December 2**

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What Matters

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What Matters Documentation

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 - Admission History Adult
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EHR Updates

Week of November 27 – December 3, 2025

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

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EHR Updates

Week of November 27 – December 3, 2025

WHO: The change will affect the following staff at the above noted locations:

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Interactive View I&O: Patient ID Band on and Verified Update

WHAT: Patient ID Band on and Verified within the Nursing Handoff/Transport Communication section will be updated to include Yes and No answers, when No is selected, conditional logic will display to further document why a Patient ID Band is not on a patient.

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EHR Updates

Week of November 27 – December 3, 2025

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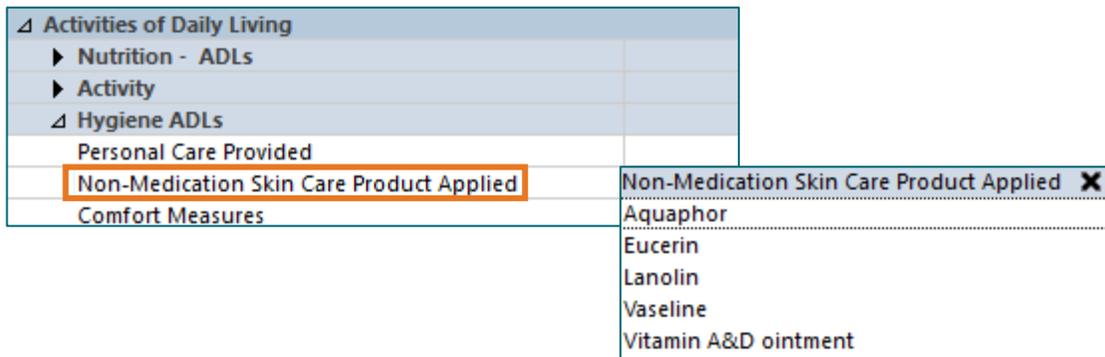
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EHR Updates

Week of November 27 – December 3, 2025

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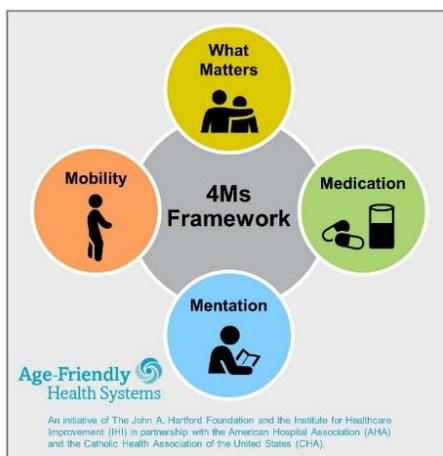
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Peri-Op

Age Friendly Health System - **Go-Live December 2**

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For related work, this graphic may be used in its entirety without requesting permission. Graphic files and guidance at [ihf.org/geri](https://www.ihf.org/geri)

What Matters Documentation

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EHR Updates

Week of November 27 – December 3, 2025

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Interactive View I&O: Patient ID Band on and Verified Update

WHAT: Patient ID Band on and Verified within the Nursing Handoff/Transport Communication section will be updated to include Yes and No answers, when No is selected, conditional logic will display to further document why a Patient ID Band is not on a patient.

Nursing Handoff/Transport Communication	
Anticipated Discharge Date	
Patient ID Band on and Verified	No
Reason Patient ID Band Declined	Reason Patient ID Band Declined ✕
Report Given	Sensory concerns
Transfer	Behavioral diagnosis
Mode of Arrival	No reason given
Transport Destination	

WHY: This change provides the ability to document clearly for behavioral health patients as there are situations where it is impossible to place a wristband on a patient.

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- Nursing

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

Pharmacy Product	Supply Chain Description	Infor Item #	MFG
Eucerin Cream	Eucerin Lotion 8.4 oz	547227	Beiersdorf Inc
Lanolin Cream	Purelan Lanolin Cream 7g	547232	Medela
Vaseline	Jelly Petroleum 1 oz	541641	Medline
Vaseline	Jelly Petroleum Remedy Essentials 4 oz	546768	Medline
A&D	Ointment Soothe & Cool 2 oz	541567	Medline

EHR Updates

Week of November 27 – December 3, 2025

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.

▾ Activities of Daily Living	
▶ Nutrition - ADLs	
▶ Activity	
▾ Hygiene ADLs	
Personal Care Provided	
Non-Medication Skin Care Product Applied	
Comfort Measures	

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NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

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 - Providers
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Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
 - Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
 - Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
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<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
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EHR Updates

Week of November 27 – December 3, 2025

Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.

Downtime Procedures:

- Import cameras to CPO Manually without adding patient context. Document patient name on paper.

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
- If a new user needs to login, log off the old user and log back in with the new user's credentials.

Clairvia: Will not be available.

Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.

Clinical AI Agent (CAA): Will not be available.

DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.

FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
- Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.
- Once the downtime is complete the ability to monitor and associate will come back room by room.

MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

EHR Updates

Week of November 27 – December 3, 2025

- Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.
- Any new patients registered during this downtime window will not flow to Pyxis.
- Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.

Resulted Lab Results: Will not flow to the EHR during this time. Follow your downtime procedure for communicating lab results.

- Once back up, the lab results that have been collected in the queue, will begin to populate to the EHR.

Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.

Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime.

- It should be published on all the **Clinical Systems** pages under **XERO Viewer**.
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WHO: The change will affect the following staff at the above noted locations:

- All Staff

Pharmacists & Pharmacy Technicians

Inpatient/ED/Peri-Op

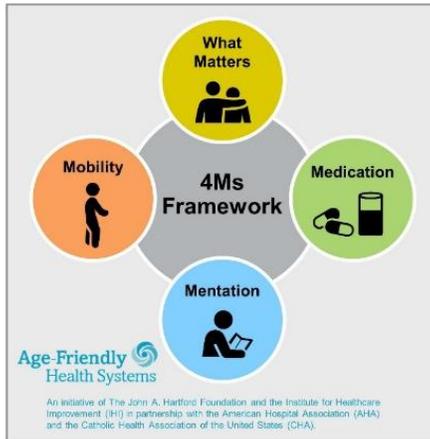
Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

EHR Updates

Week of November 27 – December 3, 2025

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.
- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
- The Age Friendly Worklist has been added to the **Toolbar** for easy access for those care providers who do not have the Provider Handoff or Clinical Leader Organizer.

Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

Age Friendly MPage Component

- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

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EHR Updates

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WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
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Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
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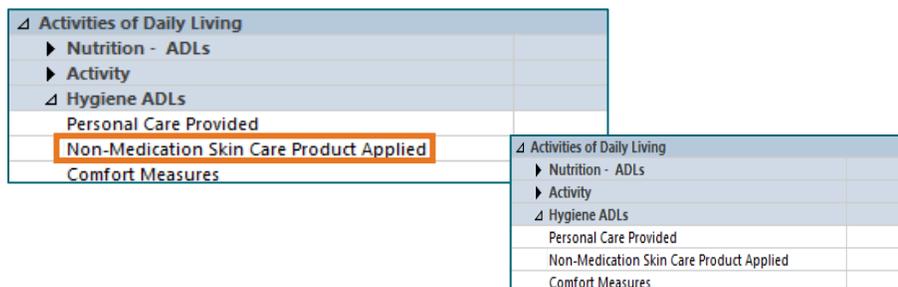
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NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

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Documentation of Non-Medication Skin Care Products

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 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
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Planned Oracle Cerner Millennium Downtime

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EHR Updates

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Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.
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NOTE: Do not log users off from the application.

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EHR Updates

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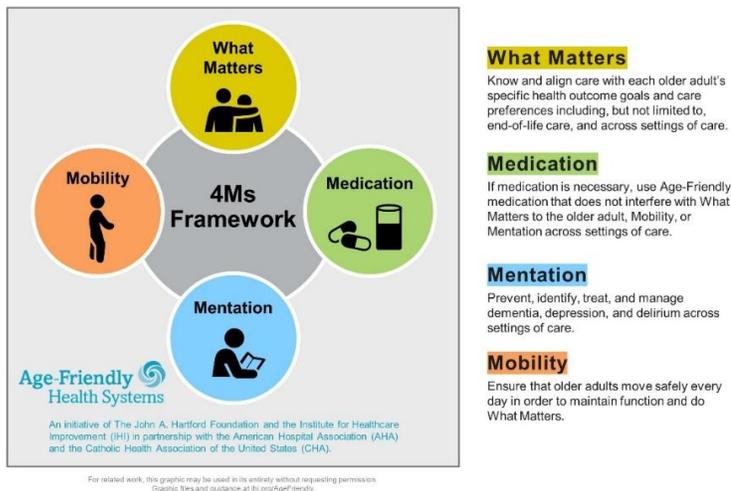
Physicians, Physician Assistants, Nurse Practitioners

Emergency

Age Friendly Health System - **Go-Live December 2**

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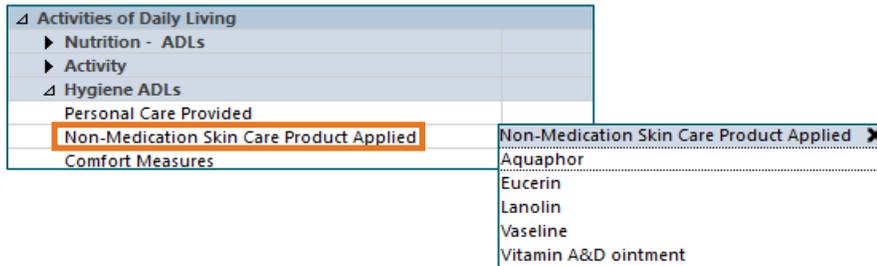
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EHR Updates

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WHO: The change will affect the following staff at the above noted locations:

- All Staff

Inpatient

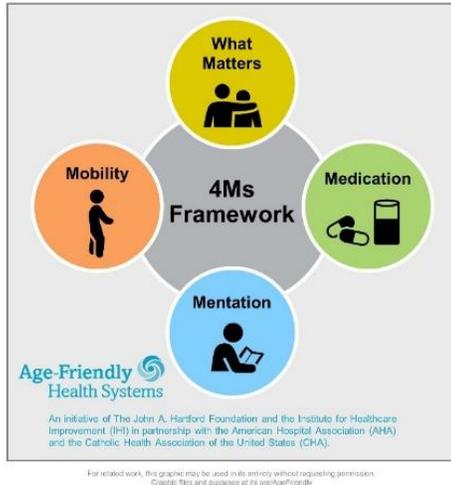
Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.

EHR Updates

Week of November 27 – December 3, 2025



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.
- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
- The Age Friendly Worklist has been added to the **Toolbar** for easy access for those care providers who do not have the Provider Handoff or Clinical Leader Organizer.

Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

Age Friendly MPage Component

- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.
-

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal. **CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program.** This means that our hospitals commitment to safe, high quality, patient centered care for adults aged 65 and older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)
-

EHR Updates

Week of November 27 – December 3, 2025

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: Orders

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
- Vitamin A&D Ointment

Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

Pharmacy Product	Supply Chain Description	Infor Item #	MFG
Eucerin Cream	Eucerin Lotion 8.4 oz	547227	Beiersdorf Inc
Lanolin Cream	Purelan Lanolin Cream 7g	547232	Medela
Vaseline	Jelly Petroleum 1 oz	541641	Medline
Vaseline	Jelly Petroleum Remedy Essentials 4 oz	546768	Medline
A&D	Ointment Soothe & Cool 2 oz	541567	Medline

NOTE: Work with nursing leadership and supply chain to get these items stocked where needed.

Click [here](#) to access the Supply Chain Portal.

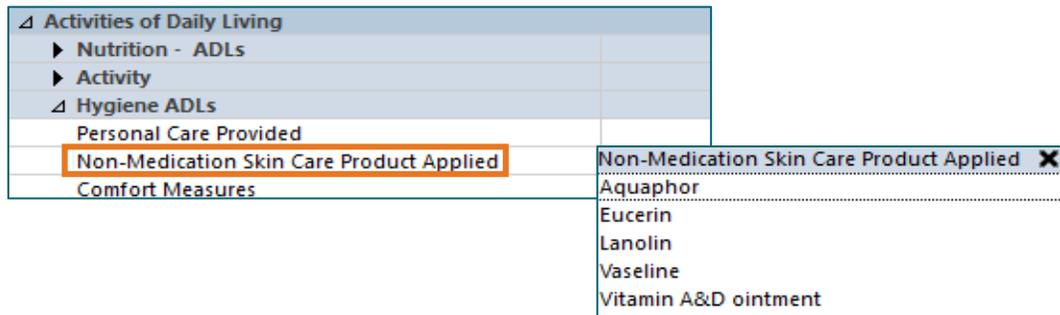
Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
-

EHR Updates

Week of November 27 – December 3, 2025

- Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

WHEN: Tuesday, December 2, 2025

- WHERE:** The change will affect the following venue(s):
- Acute/Inpatient (to include ED & Peri-Op)
- At the following NLH Member Organization(s):
- All NLH Hospitals (excluding Mayo)

- WHO:** The change will affect the following staff at the above noted locations:
- Nursing
 - Pharmacy
 - Providers

Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.

EHR Updates

Week of November 27 – December 3, 2025

- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
 - Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
 - Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
<p>Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.</p>
<p>Downtime Procedures:</p> <ul style="list-style-type: none">• Import cameras to CPO Manually without adding patient context. Document patient name on paper.
<p>NOTE: Do not log users off from the application.</p>

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
- If a new user needs to login, log off the old user and log back in with the new user's credentials.

Clairvia: Will not be available.

Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.

Clinical AI Agent (CAA): Will not be available.

DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.

FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
- Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.
- Once the downtime is complete the ability to monitor and associate will come back room by room.

MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

- Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.
 - Any new patients registered during this downtime window will not flow to Pyxis.
 - Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.
-

EHR Updates

Week of November 27 – December 3, 2025

Resulted Lab Results: Will not flow to the EHR during this time. Follow your downtime procedure for communicating lab results.

- Once back up, the lab results that have been collected in the queue, will begin to populate to the EHR.

Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.

Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime.

- It should be published on all the **Clinical Systems** pages under **XERO Viewer**.
- The link is also available on Citrix and the TAG environment.
- **URL:** [XERO Viewer \(emh.org\)](http://emh.org)

WHEN: Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

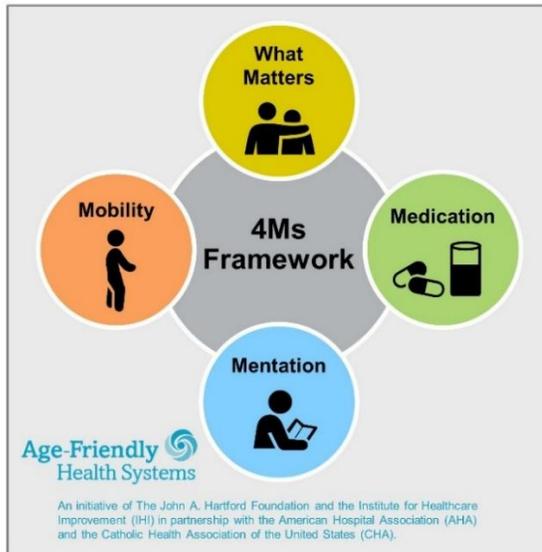
- All Staff

Peri-Op

Age Friendly Health System - **Go-Live December 2**

WHAT: The Age Friendly Health System is built on decades of geriatric research and focuses on delivering safe, reliable, patient centered care for older adults through the 4M's Framework.

What Matters documentation, Age Friendly Worklist, Age Friendly MPage component, and a template in provider Dyn Doc Notes are being implemented to support the Age Friendly Health System.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

What Matters Documentation

- What Matters documentation is being added to the following PowerForms:
 - Admission History Adult
 - Preprocedure Checklist
- Available as a stand-alone PowerForm

Click [here](#) for more detailed information on how to talk to the patient about What Matters and the Age Friendly implementation.

Age Friendly Worklist

- The Age Friendly Worklist displays documentation from the 4M's Framework.
- The Age Friendly Worklist has been added as an additional tab in the **Provider Handoff** and the **Clinical Leader Organizer** for ease in viewing this data.
- The Age Friendly Worklist has been added to the **Toolbar** for easy access for those care providers who do not have the Provider Handoff or Clinical Leader Organizer.

Click [here](#) for more detailed information on how to use the Age Friendly Worklist.

EHR Updates

Week of November 27 – December 3, 2025

Age Friendly MPage Component

- The Age Friendly MPage component pulls in high level documentation from the 4M's Framework.

NOTE: Use the Age Friendly Worklist to review the identified High-Risk medications and other data in more detail.

- The Age Friendly MPage component has been added to **Provider View** workflow pages and to the **Nurse Handoff** tab in **Nurse View**. The component has also been added to the workflow MPages for the entire care team.

Provider Dyn Doc Notes

- Age Friendly Health System template will pull into the bottom right side of the following Dyn Doc notes:
 - Admission H&P Notes
 - Progress Notes
 - Consult Notes
 - Transfer and Discharge Summary Notes

WHY: Maine has the oldest population in the nation. Older adults bring experience, complexity, and deeply personal definitions of quality of life.

Age Friendly care starts with understanding what matters to each patient, then aligning our clinical decisions around that. It's about making medicine personal.

CMS now recognizes Age Friendly Health Systems as part of the Hospital Inpatient Quality Reporting (IQR) Program. This means that our hospitals

commitment to safe, high quality, patient centered care for adults aged 65 and older will be assessed using four evidence-based domains known as the 4Ms in the framework; what matters, medication, mentation, and mobility.

Provider Dyn Doc Notes

- Age Friendly Health System documentation flows to the Provider Dyn Doc Notes for full visibility and to ensure the provider understands the patient's wishes.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

- Clinical Care Team
- Nurses
- Providers

Non-Medication Skin Care Products Removed From Order Catalog and added to iView for Documentation

WHAT: **Orders**

The following **non-medication skin care products** used for skin hydration and not the treatment of a disease state have been **removed** from **PowerPlans** and the **order catalog**:

- Aquafor
- Eucerin
- Lanolin
- Vaseline
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Obtaining the Non-Medication Skin Care Products

The non-medication skin care products will become floor stock items and nursing should follow the current process of obtaining floor stock items.

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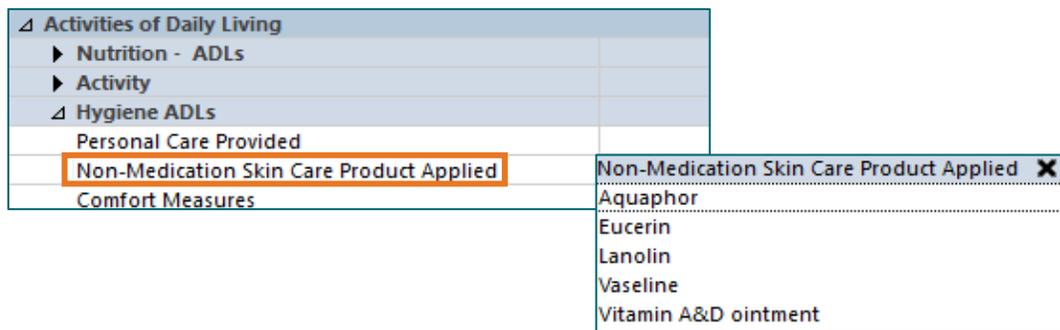
Click [here](#) to access the Supply Chain Portal.

EHR Updates

Week of November 27 – December 3, 2025

Documentation of Non-Medication Skin Care Products

- **Non-Medication Skin Care Product Applied** has been added to **Activities of Daily Living Hygiene ADLs** in Interactive View and I&O.
 - Nursing and CNAs are to use this documentation field when these products are used.



NOTE: The existing **orders** for these products **will be discontinued** at the time of go-live. Nursing/CNAs will **continue to use these products** on their patients and **document their usage in iView**.

- WHY:**
- Improves nursing and CNA workflows.
 - Improves patient experience by allowing these products to be at the bedside.

WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- Nursing
 - Pharmacy
 - Providers
-

Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

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 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
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 - Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
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<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
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EHR Updates

Week of November 27 – December 3, 2025

Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.

Downtime Procedures:

- Import cameras to CPO Manually without adding patient context. Document patient name on paper.

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
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MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

EHR Updates

Week of November 27 – December 3, 2025

- Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.
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EHR Updates

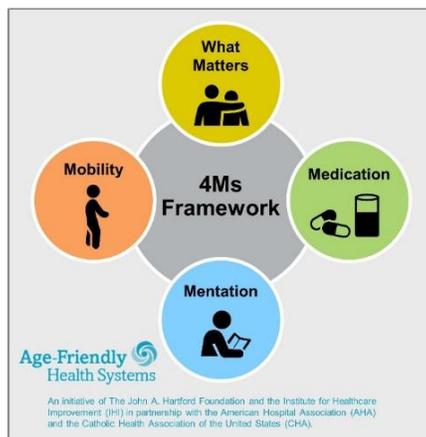
Week of November 27 – December 3, 2025

Therapies: Occupational, Physical, Speech, & Respiratory Inpatient/ED Only

Age Friendly Health System - **Go-Live December 2**

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EHR Updates

Week of November 27 – December 3, 2025

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WHEN: Tuesday, December 2, 2025

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo and Acadia)

WHO: The change will affect the following staff at the above noted locations:

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WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
-

EHR Updates

Week of November 27 – December 3, 2025

- Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
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<p>BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.</p>
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<p>Capacity Management, including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.</p>
--

<p>Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution.</p>
--

Downtime Procedures:

- Import cameras to CPO Manually without adding patient context. Document patient name on paper.

NOTE: Do not log users off from the application.

Recovery Procedures:

- Once Millennium is operational, remove cameras without patient context.
- Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.
- If a new user needs to login, log off the old user and log back in with the new user’s credentials.

<p>Clairvia: Will not be available.</p>
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<p>Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.</p>

<p>Clinical AI Agent (CAA): Will not be available.</p>

EHR Updates

Week of November 27 – December 3, 2025

<p>DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.</p>
<p>FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.</p> <ul style="list-style-type: none">• Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.• Run paper strips for patients arriving during the downtime.• Fetal monitoring associations can be back-timed once EHR connection is restored.• Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.• Once the downtime is complete the ability to monitor and associate will come back room by room.
<p>MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.</p>
<p>Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.</p> <ul style="list-style-type: none">• Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.• Any new patients registered during this downtime window will not flow to Pyxis.<ul style="list-style-type: none">○ Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.
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<p>Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime.</p> <ul style="list-style-type: none">• It should be published on all the Clinical Systems pages under XERO Viewer.• The link is also available on Citrix and the TAG environment.

- | |
|---|
| <ul style="list-style-type: none">• URL: XERO Viewer (emh.org) |
|---|

WHEN: Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.

WHERE: The change will affect the following venue(s):

- Acute/Inpatient (to include ED & Peri-Op)

At the following NLH Member Organization(s):

- All NLH Hospitals (excluding Mayo)

WHO: The change will affect the following staff at the above noted locations:

- All Staff
-

Environmental Services and Transport

Inpatient

Planned Oracle Cerner Millennium Downtime

WHAT: To perform a necessary Data Center migration, **Oracle Cerner Millennium** will be unavailable on **Tuesday, December 2 from 11:00 p.m. – 2:00 a.m.**

Oracle Cerner Millennium Planned Downtimes:

- Downtime documentation begins at the initiation of the downtime.
- Nursing units have required paperwork in their downtime “toolkit.”
- **724Access Downtime Viewers** are available at the beginning of all downtimes on **inpatient units** and **Emergency Departments**.

NOTE: Patient data for those admitted within the 15 minutes prior to the downtime may not be available on 724Access Viewer.

WHY: This planned upgrade will allow newer technology for better performance and support.

724Access Viewer

- Each unit will need to print and distribute its own downtime print job prior to the downtime.
 - Consider printing only the paper MAR for this downtime. Instructions on how to print the MAR can be found [here](#).
-

EHR Updates

Week of November 27 – December 3, 2025

- Additional printing consideration should be given to the “Orders Profile” on all patients with orders entered after 22:00 to ensure all active orders are available. Active orders are also available via 724Access Viewers.
- Downtime flyers can be found [here](#).
- Lab results are sent to all units on paper during the downtime.
- EI Medical Imaging: refer to downtime procedures.
- [Clinical Systems Downtime Policy – 22-048](#)

Additional Downtime Considerations:

BMDI/EP2DA: Bedside monitor/ventilator data measured during the downtime window will not pull into the chart after the EHR is available again.
Capacity Management , including EVS and Transport Patient Flow app on the Zebra shared device: Follow your downtime process for communicating patient transfer requests.
Cerner Patient Observer (CPO): All CPO functionalities should work besides patient onboarding. Proceed monitoring patients with caution. Downtime Procedures: <ul style="list-style-type: none">● Import cameras to CPO Manually without adding patient context. Document patient name on paper.
NOTE: Do not log users off from the application.
Recovery Procedures: <ul style="list-style-type: none">● Once Millennium is operational, remove cameras without patient context.● Onboard cameras to CPO following the standard procedures to pull patient context from Millennium.● If a new user needs to login, log off the old user and log back in with the new user’s credentials.
Clairvia: Will not be available.
Cleo Health: Switch to cellular service; once downtime is complete, documentation will be available for upload.
Clinical AI Agent (CAA): Will not be available.
DAX Co-pilot: Switch to cellular service; once downtime is complete, documentation will be available for upload.
FetaLink: All associated patients will still receive central monitoring and alerts to acknowledge and respond to.

EHR Updates

Week of November 27 – December 3, 2025

- Patient Archive and the ability to export live strips to PDF will be unavailable during downtime.
- **Run paper strips for patients arriving during the downtime.**
- Fetal monitoring associations can be back-timed once EHR connection is restored.
- Annotations, Vital signs, Cervical exams, Medication administrations, or IV titrations will post to Cerner Millennium once the downtime is complete.
- Once the downtime is complete the ability to monitor and associate will come back room by room.

MERGE Hemodynamics: Will not be able to receive orders from Millennium and the completed documentation will not flow into Millennium. Please follow downtime procedures for this solution.

Pyxis MedStations: Data will not flow from Cerner to Pyxis at this time.

- Pyxis devices will be placed in critical override to ensure nursing and other clinical staff can remove medications.
- Any new patients registered during this downtime window will not flow to Pyxis.
 - Temporary Patients should be created, and medications removed under temporary patient profiles if profiles do not appear from Cerner.

Resulted Lab Results: Will not flow to the EHR during this time. Follow your downtime procedure for communicating lab results.

- Once back up, the lab results that have been collected in the queue, will begin to populate to the EHR.

Roomlink and CareView: Information displayed may be inaccurate as updates will not appear during the downtime window.

Xero Viewer: The image Viewer link will be unavailable through PowerChart during the downtime.

- It should be published on all the **Clinical Systems** pages under **XERO Viewer**.
- The link is also available on Citrix and the TAG environment.
- **URL:** [XERO Viewer \(emh.org\)](http://XERO Viewer (emh.org))

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EHR Updates

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