From the Office of Clinical Informatics

PowerChart Ambulatory
AMB Downtime Recovery Process

February 6, 2024

After a Cerner downtime it is important to recover important documentation that was captured using the downtime process. Downtime Reconciliation includes Front Office, Clinical Staff, and Provider workflows.

Front Office Staff Downtime Recovery Process

Front office staff should electronically enter the items listed below:

- **Scanned Items:**
  - Consents
  - MSP
  - M1
  - Insurance Card
  - Paper Registration
- **Ensure FINs:**
  - Cancelled appropriately for patients who No Show or Cancel for appointments.
  - Patients not registered prior to downtime are assigned FIN numbers.
  - Patients who called to reschedule are called with a new appointment date.

Clinical Cerner Downtime Recovery Process

Reminder:	All recovery documentation must be on the correct encounter and back dated to the appropriate date/time of service.

- **Clinical Intake**

STEP 1: Navigate to **Intake form** to complete the following sections:

- ID Risk Screen
- Summary
  - Complete Vital Signs
- Advance Directive
- Depression Screening Tool
- General Anxiety Screening
- Social History
  - Tobacco
- Alcohol Screening
- Social Determinants of Health
- STEADI Fall Risk

  - CSSRS Frequent Screener

STEP 2: Navigate to AdHoc to complete the following PowerForm:
  - **Controlled Substance Management Form**
  - **Downtime Reference Form**

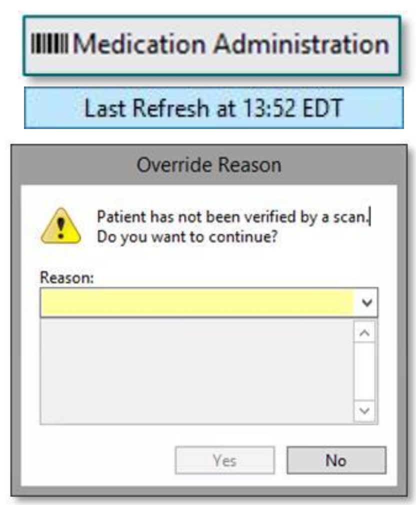
STEP 3: Navigate to Workflow MPage to complete the following components:
  - **Allergies**
    - Update and reconcile allergies.
  - **Medications**
    - Update medication and document compliance.

- **Order Entry**
  - Navigate to Quick Order MPage to enter orders:
    - POC Testing orders.
    - In-office medication orders.
    - In-office vaccine orders.
    - CV ECG order

- **POC Result Documentation**
  - Navigate to **Single Patient Task List**.
    - **Document POC** results.

- **ECG Reconciliation**
  - Navigate to **ECG Management Cardiovascular** tool.
    - Match unmatched studies.

- **Medication Administration Documentation**



STEP 1: Navigate to Medication Administration Wizard using the barcode button in the toolbar.

STEP 2: Refresh the Wizard to ensure the most up-to-date medication orders are viewed.

STEP 3: Bypass both the patient barcode and medication scanning.

STEP 4: The **Override Reason** window will display for each bypass to indicate the reason for overriding scanning.

STEP 5: Complete any required or missing fields and manage alerts, as applicable.

STEP 6: Review date, time, and name of who administered the medication for accuracy and update, as applicable.

STEP 7: Click the **Sign** button to document.

Provider Cerner Downtime Recovery Process

Reminder: All recovery documentation must be on the correct encounter and back dated to the appropriate time/date of service.

Providers should electronically enter the items listed below:

- **Medication Reconciliation**
- **Problem List Reconciliation**
- **E&M ChargesOffice Visit Note: complete one of the following options:**
    - Complete DynDoc note.
    - Complete on correct encounter.
    - Backdate if necessary.

OR:

- **Scan Free Text Note into EHR.**