The 724Access Downtime Viewer provides a snapshot of inpatient and emergency department patient data for use during downtimes.

Intended Use of 724Access:

Patient data is stored on designated local unit workstations to be accessed by clinicians during downtimes.

➤ Designated 724Access devices can be identified with a bright red label containing the following text:

➤ During a downtime, staff will use paper forms, such as paper Medication Administration Records (MAR) and Order sheets, to document care given in the event of a downtime.

➤ The 724Access Downtime Viewer provides a way to view previously entered/resulted patient data.

➤ 724Access will be used during the first few hours of an unplanned downtime or until read-write functionality is determined to be required and becomes available.

➤ 724Access will also be used for planned downtimes expected to last less than 2 hours. If the planned downtime is expected to be longer than 3 hours, end-users may have "read only access" to Millennium once it is provided by Cerner.

Benefits of 724Access:

➤ Provides a snapshot of information that will be immediately available at the onset of a downtime.

➤ Decreases printing of patient information.

➤ Acts as a bridge to read-write functionality (when available) for unplanned downtime.

724Access can be accessed to view patient information when the following are unavailable:

- Cerner Millennium applications

- Network

➤ 724Access allows designated computers to "backup" a subset of clinical patient data and will be used during Millennium downtimes. The data is viewable in a program called 724Access Downtime Viewer.

➤ 724Access designated computers function as normal workstations to access Millennium during uptime.

➤ 724Access is only a "snapshot" of patient data at the point two minutes prior to the downtime.

➤ Selected information from the previous 30 days (current inpatient encounter specific) will be available for staff to view during downtime.

➢ Information is initially pulled in from the last 24 hours.

➢ Appointments scheduled (outpatient) within the next 4 days are viewable in 724Access.

➢ 724Access designated computers on a particular unit will only provide access to data for patients registered to that area. Designated areas (i.e. Pharmacy and PACU) will have access to a search feature to view other areas.

➢ The 724Access Downtime Viewer is an application which allows designated computers in INPATIENT care areas to "backup" a subset of clinical patient data. The 724Access Downtime Viewer will be used in clinical areas to view patient data during a Millennium downtime.

How to Access 724Acess Downtime Viewer:

➢ Identify your unit's 724Access Downtime machine.

➢ To start the 724Access Downtime Viewer application, click the Windows start button in the lower left-hand corner of the monitor screen.

➢ Locate and click the **724AccessViewer** icon on the PCs desktop.

Signing in to 724Access Downtime Viewer:

➢ After clicking the link you will be prompted to enter the **Downtime Viewers username and recently issued password**.

- The **Downtime Viewers username** is "**724access**" (use lower case letters).

- The recently issued password can be found:
  - on the IS HelpDesk Systems Status page.
  - by calling the HelpDesk and listening to the 724Access password recording.
  - in a sealed envelope in the downtime toolkit located on each unit.

NOTE: The issued password used to access the 724AccessViewer will change after each downtime.

NOTE: A 724Access Downtime Viewer user manual should be available in each downtime toolkit.

➢ You will then be prompted to enter **your full name** and an **audit reason** from the drop down.

NOTE: Users name and audit reasons for opening the 724Access Downtime Viewer are stored and can be tracked by IS Security.


How to View Clinical Patient Data in 724Access During Downtime:

➢ The 724Access Downtime Viewer will display a list of patients registered to your unit location.

➢ Double-click a patient's name to open the patient's chart.

Patient Search for the Pharmacy and PACU Locations:

➢ The Pharmacy and PACU locations have the capability to search for patients located in other areas of the facility using the **Patient Search** icon.

- Click the **Patient Search** icon.

- Search for your patient using their first, last name, DOB, and/or MRN.

- Select the correct patient AND encounter from the search results.
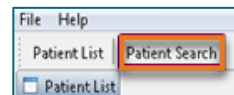
Patient Results Overview:

➢ Patient information is displayed on a menu navigator similar to the Millennium links.

➢ Demographic information is located on the blue banner.

➢ Date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous information.
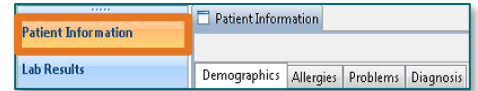
NOTE: The larger the selected timeframe, the longer the load time.

➢ Select category columns can be sorted.

➢ Select links have filter options available.

Links Available in 724Access:

➢ **Patient Information**

- Contains Demographics, Allergies, and Problems and Diagnosis tabs. To view information, click the appropriate tab(s).

➢ **Lab Results**

- The date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous results.

- Use the Lab Results Filter to search by a particular test type.

- Hovering over a result will display additional information, including reference ranges.

- Values outside of the normal range post in red.

➢ **Patient Care Results (Hgt/Wgt, Select Assessment Data, Vent Settings, Pain Assessment, etc.)**

- The date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous results.

- Information is sorted by Category and Event Name.

- To view all results, use the Patient Care Results Filter dropdown to select: **All Patient Care Results.**
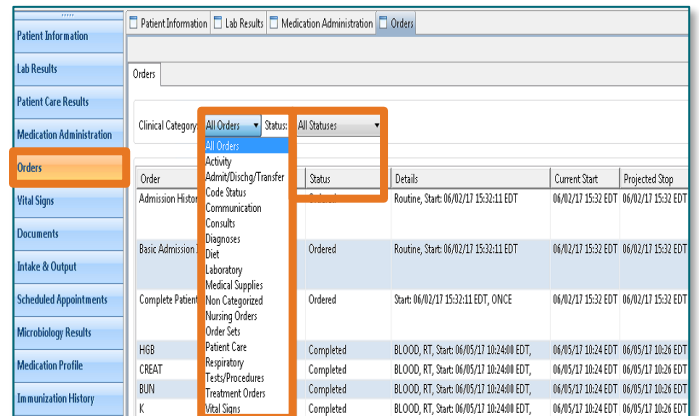
➢ **Medication Administration**

- The date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous results.

- Allows you to view active orders and review the last doses administered.

- Order Type filter drop down allows for selection of All, Current, Future, or Discontinued.

- Note that cancelled orders will be grayed out.
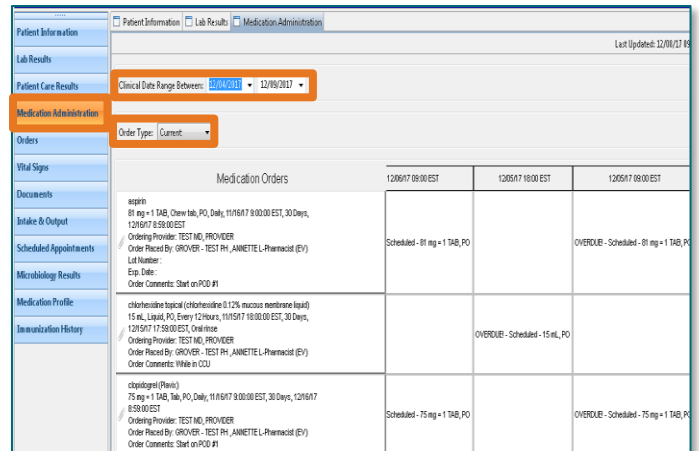
➢ **Orders (displays all active orders except medications).**

- View Active and Future orders (i.e. Diet, Activity, Labs, Procedures, Communication, etc.).

- Orders will include the order name and details.

- Sort information by clicking column headers.

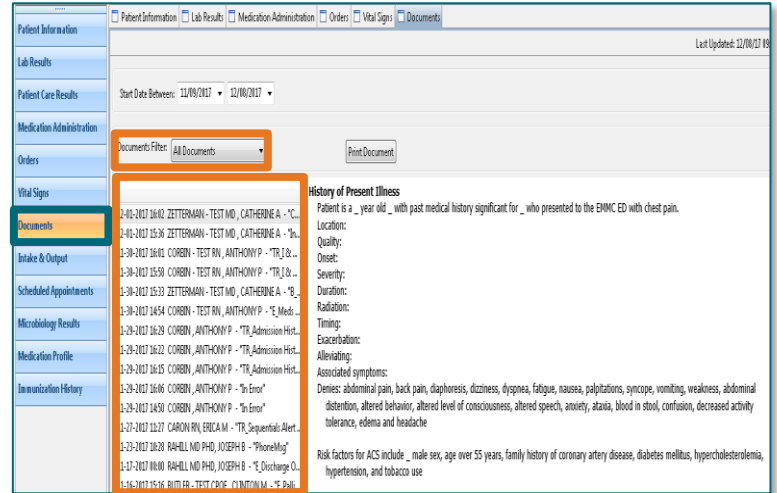- Filter orders by Clinical Category or by Status.

➢ **Vital Signs**

- The date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous results.

- Values outside of the normal range post in red.

- Hovering over values will display additional information, including reference ranges and notes.

- Includes Height/Weight.
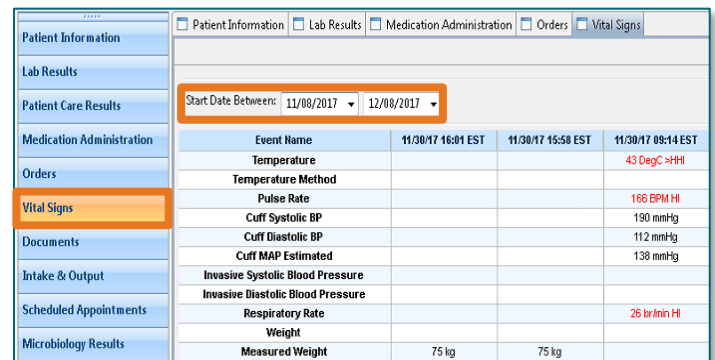
➢ **Documents**

- Information from selected PowerForms will be in a text rendition (TR) format.

- Radiology results reports are available.

- View documents that have been dictated (i.e. H&P & Discharge Summaries).

- Scanned documents will post as a final copy with header but no data.

- Set date range to view up to previous 30 days.

- Filter by: Document Type.

- Click **Document and View** located in the right-hand box.
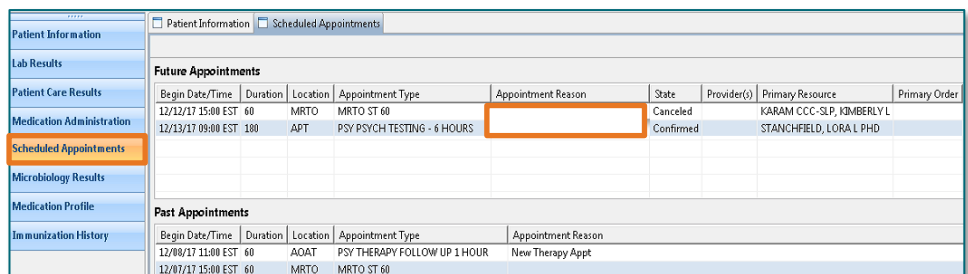
➢ **Intake and Output**

- 24-hour totals are set from 0700-0700.

  NOTE: **The I&Os will post from 0700-0700, please disregard the time stamp above the display is it states otherwise.**
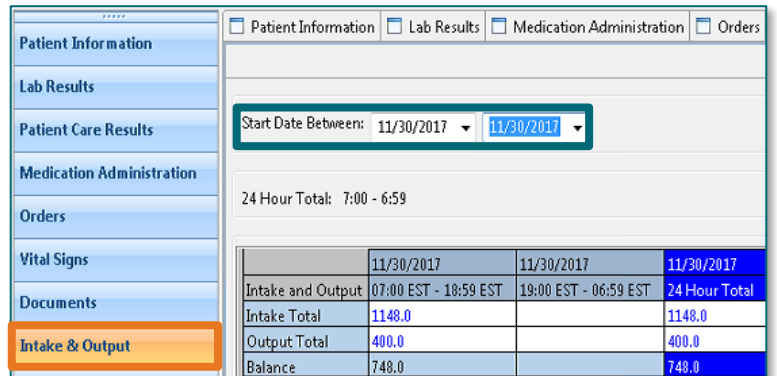
➢ **Scheduled Appointments**

- View future appointments scheduled (outpatient) in the upper section.

- View previous appointments in the lower section.

➢ **Microbiology Results**

- The date range initially pulls in the last 24 hours; however, this can be filtered to view up to 30 days of previous results.

- View all specimen types or filter order type from the drop-down options available.

- Double-click **Growth Ind** to view the report.

- Sort information by clicking column headers.
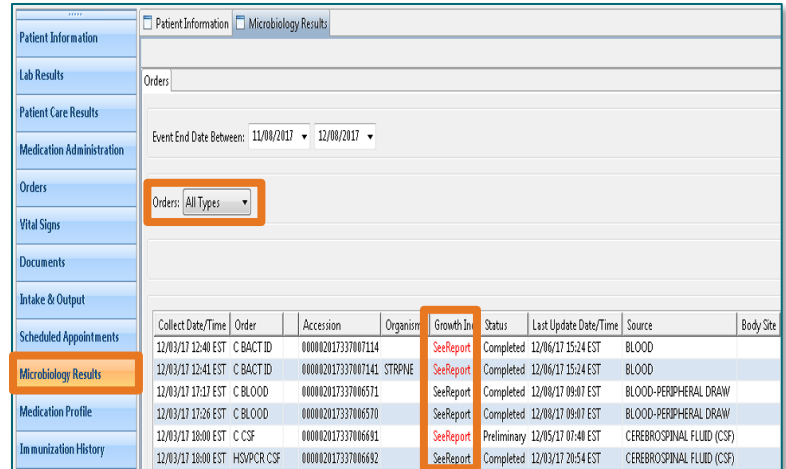
➢ **Medication Profile**

- View of the Medication List.

- Medications are sorted by:

- Inpatient Pending

- Medications Being Given (active)
  - Current
  - Past

- Prescriptions/Home Medications
  - Current
  - Past

- If there are comments associated with the medication, you will see a paperclip icon in the Comment column. Right-click to view the comments
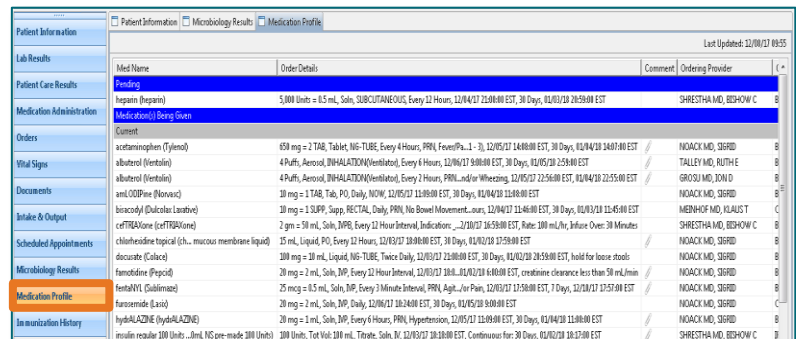
➢ **Immunization History**

- Displays patient's immunization information.

- Sort information by clicking column headers.
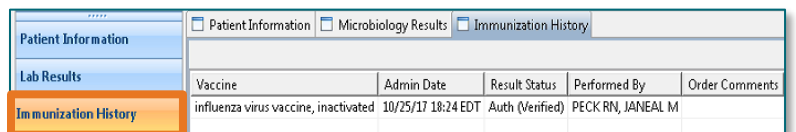
IMPORTANT: Be sure to sign off when you are finished by clicking on the "X" in the top right-hand corner. If you fail to close out of 724Access, your username and the reason you are viewing a patient's record will remain in the system for subsequent users!

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.