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Northern Light Health

- Acadia Hospital
- A.R. Gould Hospital
- Beacon Health
- Blue Hill Hospital
- C.A. Dean Hospital
- Eastern Maine Medical Center
- Home Care & Hospice
- Inland Hospital
- Maine Coast Hospital
- Mercy Hospital
- Northern Light Health Foundation
- Sebasticook Valley Hospital

Date: June 29, 2023

To: All Cerner Millennium End Users

From: Office of Clinical Informatics

RE: Millennium Upgrade, July 18, 19:00 – July 19, 04:45

Beginning **Tuesday, July 18**, Northern Light Health Information Systems staff will be performing a code level upgrade. The upgrade to a new code level will bring enhancements and corrections to Cerner Millennium. Documentation and ordering within the EMR will be available as a full downtime will not be required for this Code Upgrade. Some systems will not be available or will only be unavailable for a short time. Any visible changes to Millennium will be communicated by Clinical Informatics in a separate distribution. Education on any changes can also be found on the [Clinical Informatics Education Portal](#).

What to expect during the Code Upgrade: Tuesday, 7/18 – Wednesday, 7/19

- **Cerner Millennium will be available** for documentation and ordering throughout the 19:00-04:45 timeframe.
 - Certain applications will be downtime for specific periods of time. These, as well those which require preparatory/acceptance steps, are detailed below.)
 - Should a downtime occur, refer to [Clinical Systems Downtime Policy - 22-048](#). Additional information is provided on page 2 of this communication.
- By **04:45**, personnel will have received prompts to sign off at 15, 5 and 1-minute increments before the system will log users out. Upon signing back in, team members will be on the new code level.

Estimated Timeframe	What will be in Downtime:
19:00 – 21:00	Bridge Medical (Blood & Breastmilk) – Will be unavailable during the timeframe listed to the left. Team members administering blood will document using the Blood Product Administration iView band and personnel working with breastmilk will use the Newborn Quick View iView band.
21:15 – 06:00	Clairvia – will be unavailable. Action to take prior to the downtime: <ul style="list-style-type: none"> • Charge Nurses – Please update patient assignments prior to 21:00 on July 18. • Consider running the Schedule report in Clairvia Web: Clairvia Web Schedule Report. This will provide a copy of the schedule to reference during the downtime.
22:30 – 23:15	Interfaces will be down briefly. This means that labs resulted during this time will not automatically cross to the EMR. Once back up, the labs that have collected in the queue will begin to populate the EMRs. Follow your downtime procedure for communicating lab results during this time.
	<ul style="list-style-type: none"> • FetaLink: There should not be a downtime for FetaLink. However, team members will receive a prompt around 02:30 to accept the updates. Managers for OB units will receive a separate email with additional details regarding the specifics for the FetaLink upgrade.

- The following CareAware solutions are now cloud-based, therefore **no downtime** is required:
 - **BMDI**
 - **Capacity Management**
 - **RoomLink**
 - **Transfer Center**

In the unlikely event the Millennium System needs to be taken down:

- [Clinical Systems Downtime Policy - 22-048](#)
- To view all available **724Access Downtime** educational flyers, please refer to the [Downtime References](#) section on the **CI Education Portal**, to assist staff on appropriate use in the event of a downtime.
- A **Millennium Status Unavailable** notification will be announced if the system needs to be taken down.
- The **724 passwords** will be placed on the **Millennium Status Page**.
- Should the system go down, 724Access Downtime Viewers will be available on inpatient units, EDs, and NL EMMC, NL AR Gould, and NL Mercy PACU & Cath Labs.
NOTE: Information on patients admitted within 2 minutes prior to the downtime may not be available on 724AccessDowntime Viewer.
- Paper MARs can be printed for use for 24:00-07:00 (previous day MAR).
 - Staff should ensure when printing the Active Orders and/or MAR, that the date range fields titled “Print From” are reflective of the downtime date(s).
 - Consider printing only the paper MAR for this downtime. Instructions on how to print patient MARs can be found on the Printing Patient MARs from 724 Downtime Viewers flyer.
 - Additional printing consideration for “Orders Profile” on all patients with CPOE orders entered after 22:00 to assure all active orders are available. Active orders will also be available via 724Access Viewers.
- Consider printing an “Orders Profile” (Tasks→ Reports→Orders Profile) on all patients with CPOE orders entered after 22:30 to assure all active orders are available. Active orders will also be available via 724Access Downtime Viewer.
- Clinical units should confirm availability of required paperwork in their downtime “toolkit.”
 - Lab results will be sent to all units on paper during the downtime.
 - Discharge paperwork will be sent to the clinical units (if required).
 - Newly transcribed documents will not post to PowerChart during the downtime. All reports will cross to PowerChart when it becomes available.
 - **Order Templates** are available in the Order sets and Pathway’s link on your Intranet page.