Downtime: Documentation

Documentation instructions:

1. When PowerChart is unavailable charting is done on paper forms
2. Gather forms from Downtime Kit, unit storage area, or print forms (if network available) from Intranet/Tools & Resources/Forms 4607, 6267, 11060, 1130 (intranet)
   a. Medical surgical units: assessment/short stay graphic form #4607 (intranet/Mckesson)
   b. Rehab unit: 4044 (intranet)
   c. Critical care: 4607 (intranet/McKesson)
   d. NICU: 3874 (McKesson)
3. Begin paper charting and continue paper charting until the system comes back up
4. For downtime >2h the paper charting stays on paper
   a. Fill out a PowerChart Downtime form from AdHoc to indicate there is paper charting
      i. Time the Downtime form with the start time of the downtime to assist persons viewing the EHR to recognize the gap of information
5. For **downtime <2h back chart into PowerChart** and shred paper charting
   a. **Exception**: If an employee is no longer available (downtime occurred during shift change and employee has left the unit), the paper documentation becomes a permanent part of the paper chart.
      i. The Nurse that is on shift completes the Downtime form in PowerChart.
      ii. Downtime information displays on the Form Browser tab.
      iii. **Paper documentation that is performed during downtime is kept in the green bedside chart until the patient is discharged**
6. **Back chart Medications/IV's** from paper MAR when system back up (see Charting Medication During and After Downtime instructions)
7. See next page for specific information regarding admission and discharge documentation during downtime.
   a. **Back chart Med history for admissions** when system back up (see next page)

Additional information

1. For assistance call the Clinical Bride Line : **dial 3-0100** enter passcode **5-7031#**
   a. Calling the Status Line is joining a conference call; people may be talking or not; and you may have to begin speaking to get someone's attention.
2. Keep paper log for STAR/Network downtimes of all patients admitted, discharge, or transferred during downtime and share with the admitting department.
3. For policies or procedures needed during a network downtime call the Nursing Administration Supervisor ext. 56203 or pager 318-9079

All Patients after downtime

(Does not apply to ED-where all paper charting including medication stays on paper)

1. When PowerChart becomes available, enter**: medications** given during down time, **home medications** (form #11060), **charting** if Downtime <2 hours
2. When the downtime is greater than 2 hours long, charting stays on the paper forms used during the downtime and placed into the patient chart. **Complete downtime form** in PowerChart.
3. Enter all non-medication orders (pharmacy enters med orders) that were not completed during downtime (includes recurring orders) into PowerChart.

Admission and Discharge Documentation Instructions:

Patient admitted during downtime:

1. Use form #11060 (PowerChart Downtime: Admission Allergy History and Medication Reconciliation Instructions) to document Allergy information and to get downtime instructions.
2. Use form #6267 (Admission Medication History and Reconciliation) to document Medication by History, this form is also used by the admitting physician to do the Admission Medication Reconciliation
3. **When downtime is over the nurse in the care of the patient enters the Medications by History into the computer. (Inpatient or ED nurse may request pharmacy assistance if available)**
4. The forms can be found in the Downtime Kit or printed from Forms off the intranet.

Patient discharged during downtime

1. Use form #1130 (PowerChart Downtime: Patient Discharge Instructions) for patient instructions, discharge notes, and Discharge Medication Reconciliation.
2. Assist provider in finding/using form #1130.
3. **Make a copy of the completed form to give to the patient. Place the original in the patient chart.**
4. Access Krames to print patient education during the downtime by
   a. Use the internet to open this website: www.kramesondemand.com
   b. Enter the following to log in:
      - account name: cerner
      - User Name: cernerclinical
      - Password: review