

STAR Downtime

All users should be off the system and be on downtime procedures for the duration of the downtime period. Please notify all Star users in your respective areas of this pending downtime so they may prepare for it. The downtime is needed to perform any software updates.

The following is information on how this downtime could affect other systems.

Patient admissions, discharges, and transfers (ADT):

- If you receive patient ADT from Star you will not be receiving this information until the system is back up. Please use caution when selecting your patients to make sure it is the correct visit. When Star is back up, there may be a delay in seeing the ADT until the information has been entered in Star.

Lab and Radiology Orders:

- PowerChart users: The Star downtime will not affect Lab/Radiology orders or results except for new admits that occur during the Star downtime.

Tempus One Scheduling:

- Users can continue to schedule in Tempus One.
- T-accts will be queued and sent over to Star when Star is available. T-accts may not be immediately available for use depending on the amount of queued transactions.
- If a patient is not in Tempus One, users will need to contact a Super User with the ability to create new patients in Tempus One. After the patient is created, user can continue to schedule the patient.

Nursing Documentation:

- Due to the Star System being down, you will not see new patients in PowerChart until Star admissions are caught up, unless they are seen in the Emergency Department. You will need to use downtime procedures for Nursing Documentation for new patients that do not come through the Emergency Department. Existing patients transferred to your unit during this downtime will not appear on your patient lists, but can be found by performing a person search.

Star SQL Reports-Programmers and Customers:

- We will be halting the scheduled SQL queries 1 hour prior to the scheduled down time. The queries that are running prior to halting will continue to run, up to within 15 minutes of the scheduled downtime start. At that time, any queries that have not completed will be halted and will need to be restarted after the system comes back online. A notice will be sent to the responsible SQL programmer in this instance, so they can rerun the SQL process and resubmit it to the daily background scheduler. You may want to alert your users that reports scheduled to print during this downtime period, may be delayed for up to an hour. However, we expect most reports will be delivered within 30 minutes of their scheduled time.

****A notice will be sent out when the system downtime has completed and SQL reporting is back online****

Star ODBC Users- Applications using MS Access Database via an ODBC connection to Star:

- The Star ODBC connection will not be available during the downtime period. If you are a user of any of the following applications, you may have access to your database, but will not have access to Star data via the ODBC connection. This applies to all applications of Star ODBC, some of which may not be listed below:
 - Census Database
 - MPI Records Reporting
 - Release of Information
 - Healthy Futures
 - A/R Transaction Analysis/Reporting
 - Disclosure Tracking Database
 - Other miscellaneous user applications

We will let you know as soon as ODBC access is available

If you have any questions, please contact:

Chad Booden at cbooden@mhc.net and/or Lorrie Seekamp at lseekamp@mhc.net