SkyVue Troubleshooting for Providers, Nurses, Clinical Staff

Cerner PowerChart, Firstnet and Ambulatory **EDUCATION**

Problems

1. **Images do not open when clicking the Image icon.**
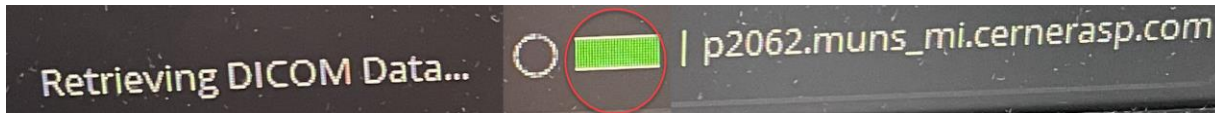   a. Solution
      - Exit SkyVue.
      - Close report window.
      - Reopen report and click the image icon .

2. **Images not loading quickly**
   a. Load times for historical images can take up to 5 minutes to load.
   b. SkyVue will open and the user will see a green status bar in the lower right indicating that SkyVue is transferring and loading the images.
   c. A team has been engaged in the migration of historical images to a new server and anticipates completion by late summer 2022.
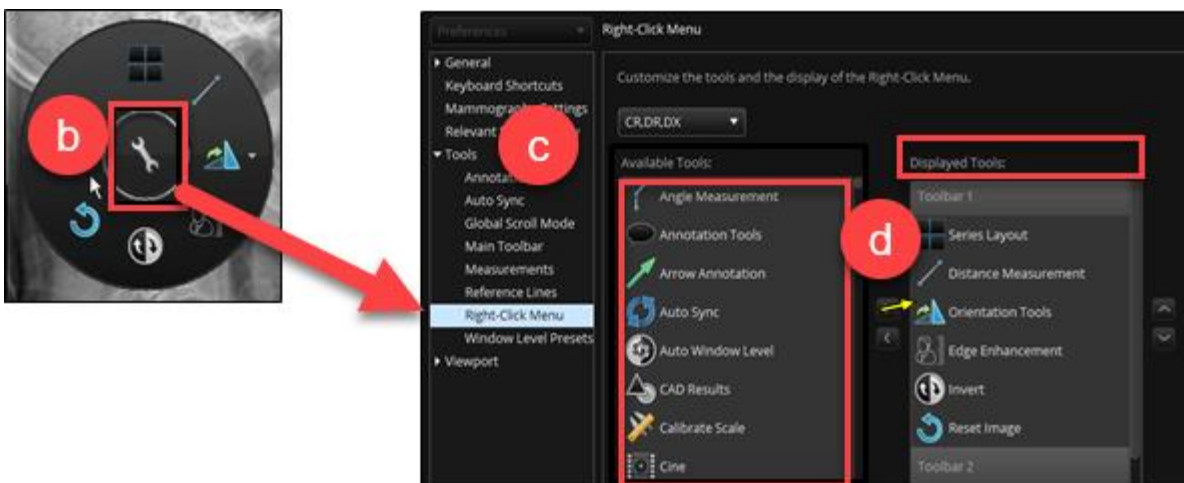

Retrieving DICOM Data... | p2062.muns_mi.cernerasp.com

3. **CINE**-when done viewing, the user clicks X to close view. The screen goes blank.
   o Solution
      - **CINE**-when done viewing, **click the CINE icon** again.
      - **Do NOT click X**, which closes the viewer and results in a blank screen.

4. **Customizing Shortcut tools**
   a. **Right click image**. Depending upon the image, shortcut tools will vary.
   b. Click the **wrench icon** to customize tools.
   c. Select the desired tool from Available Tools.
   d. Click the arrow to move to the right Displayed Tools area.
      o Click OK.

5. **Printing Images from SkyVue**

- The print option does not work.
- Solution
  - Use the Snipping Tool to capture an image, copy it to a Word document, and print.

6. **To view other films on the same patient**:
   - Solution: Add and default the History Toolbar.
     - Click **Workspace** at the top of the page.
     - Select **Workspace Gadgets.**
     - Click **History.**
     - Images are selectable from the history toolbar at the bottom of the page.
     - Left click the **History** tab, drag and drop next to the Thumbnail tab.
     - Click **Workspace.**
     - **Click Save Workspace.**