

The EMR/Cerner application will be upgraded **Saturday, October 30, 2021**. During this upgrade, the core Cerner applications (e.g. PowerChart, FirstNet, Patient Registration, PharmNet, RadNet, etc.) are expected to be available. However, there will be downtime for specific components within Cerner.

Staff will be asked to close Cerner and log in again after the upgrade is completed.

The following will be unavailable at the specified times during this upgrade:

- Impact from 0015 – 0115:
 - Interfaces between Cerner and Ancillary systems
- Impact from 0130 – 0430 – CareAware solutions including:
 - iAware and Medical Device integration (physiologic monitors, CareFusion smart pumps, anesthesia data and vents)
 - Capacity Management
 - Bridge (barcode human milk)
 - Clairvia: Nurse/patient assignments will not populate PowerChart
 - Telemetry: alarms will not route to Cisco phones and phone assignments can't be updated in StaffLink

Prior to the upgrade and before Interfaces and CareAware solutions are unavailable, all patient care units and EVS leads will be notified by Cisco phone message and an automated message to the department's main phone number.

Issues and questions should be called into the IT Service Desk at 4-5000.

Please see below for details.

Interface Downtime: 0015 - 0115

Interfaces between Cerner and Ancillary systems will be down Saturday, October 30, 2021 between 0015 and 0115.

PLEASE NOTE: The EMR/Cerner application **will be** available during this time; this downtime impacts interfaces between Cerner and Ancillary systems only.

Because communication will not occur between these systems during the downtime, appropriate downtime procedures must be used. Please make sure your department has adequate supplies of downtime forms.

Impact during the interface downtime window:

- Cerner **Orders for lab, dietary, cardiology** (echo and EKG)
 - New orders that need to be completed between 0015 and 0115 should be communicated using downtime forms
 - Orders that are to be completed after 0115 (lab, dietary, etc.) can be placed in Cerner during the interface downtime. All orders will flow to the ancillaries after the downtime.
- Ancillary **results to Cerner** (lab results, PACS images, Cardiology reports, transcribed documents)

- Critical results and STATs will be called back to the departments
- All results will flow into Cerner after the downtime
- POC Testing
 - **The downtime will NOT affect normal operating function of the POC meters or WebMRE.** You may need to use “Downtime Override” on the glucometers for new admits during this time.
 - Results are available visually on all meters – use the printing function where available for the iSTAT.
 - Continue to result manual tests in WebMRE. Do NOT re-enter results after the downtime. You may not be able to verify the patient encounter during this time. Make sure you have entered the MRN correctly and send the result through.
 - All POC results will queue in the lab computer system. When the interface is back up, all results will cross into Cerner.

If you have any questions prior to the downtime, please contact Danyel at 5-6072 or danyel.olson@childrensmn.org.

- Cerner ADT to all ancillaries:
 - Laboratory systems (Sunquest, Telcor, Radiance, Clinical Collect)
 - Radiology systems (GE PACS, PS360)
 - Medication systems (Pyxis, DoseEdge)
 - Dictation/transcription system (MModal)
 - Dietary system (At Your Request)
 - EKG systems (GE MUSE)
 - Cardiology imaging system (Agfa)
 - Case management system (MCCM)
 - Coding system (3M)
 - Retail pharmacy system (ScriptPro)
 - Infection control system (Vigilanz)
 - Clinical access system (Spacelabs)
 - Assent management system (InCare)
 - Newborn screening system (MDH)
 - GE Revenue
 - Patient Acuity (Clairvia)

Downtime information is available on Star Net on the [EMR Center](#) page in the EMR Downtime Resources section:

- Downtime references and user guides are available
- For downtime specific information and checklists, click on your applicable area on the right side of the page

CareAware Solutions: 0130 - 0430

Medical Device integration

All Areas

Spacelabs Functionality

- Charting of Vital sign information will need to be entered manually in Cerner during this time
- The monitors will function normally
- NOTE: Spacelabs data from this time period will **not** be available in Cerner following the downtime.

CareFusion Smart Pumps

- The CareFusion smart pumps will function normally
- **Smart pump programming functionality from Cerner to the CareFusion smart pumps will be unavailable during this time**
- All **IV** medications/infusions that need to be hung on the smart pump during the downtime need to be scanned using the Alaris Auto-ID scanner or manually programmed to place into Guardrails

NOTE: Bedside Barcode Medication Administration (scanning patient wristband and medication bar code) will continue to function normally

Critical Care and SPS Units

Infusion Management

iAware and infusion management will be unavailable from 0130 until 0430 Saturday, October 30. All volumes and rate changes prior to 0130 should be signed in iAware by 0130

- Documentation of volumes infused and dose or rate changes should be entered manually in the MAR between 0130 - 0430
- **NOTE:** volumes and rate changes during the downtime will be available in Infusion Management after the downtime window. Be careful when signing documentation in Infusion Management after the downtime to ensure that volumes are not duplicated.

Critical Care Units Only

Vent Integration

- **Charting of vent data will need to be entered manually in Cerner during this time**
- The vents will function normally

Capacity Management

Environmental Services Requests

- Communicate via text or in person with the HNS
- Call the Lead EVS for bed and linen or urgent requests
 - o Minneapolis campus: 5-8291
 - o St. Paul – 6-0901
- Use a paper process for communicating with your unit EVS

Patient transfers

- Use Location Check In found under the PM Conversation (head icon) to move Outpatient and Observation patient encounters
- Use Downtime Transfer or Downtime Cross Campus Inpatient Transfer to move existing Inpatient type patient encounters. These conversations can be found under the Conversation Launcher.

Telemetry Monitoring

- The USTs on the shift will follow downtime procedures for all CVCC and telemetry patients

Clairvia Patient Assignments

- The Clairvia application will be available during this window but Nurse to Patient assignment information will not flow back into PowerChart patient lists during this timeframe.

Post Downtime

All patient care units and EVS leads will be notified by Cisco phone message and an automated message to the department's main phone number that the upgrade is complete and all applications are available. Ancillary departments (i.e. lab, patient registration, pharmacy, and radiology) will receive an automated message to their main phone number.

Capacity Management

- Environmental Services will be responsible for reconciling bed statuses and cleaning jobs that occurred during the downtime

Infusion Management

- Volume and rate change information from the pumps will flow into Infusion Management after the downtime window. Be careful when signing documentation in Infusion Management after the downtime to ensure that volumes are not duplicated.

Telemetry Monitoring

- Validate that phone assignments to bedside nurses are accurate post downtime

If you have any questions or concerns, please contact the IT Service Desk at 4-5000.