

The EMR/Cerner application will be upgraded **Wednesday, November 15**. During this upgrade, the core Cerner applications (e.g. PowerChart, FirstNet, SurgiNet, 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 0001 – 0330 Bridge (barcode human milk) will be unavailable
- Impact from 0001 - 0400 Clairvia will be unavailable

Prior to the upgrade and before Interfaces, Bridge and Clairvia solutions are unavailable, all patient care units will be notified by Cisco phone message and an automated message to the department's main phone number. Ancillary departments (i.e. lab, patient registration, pharmacy, and radiology) will receive an automated message to their 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 Wednesday, November 15 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), **medications**
 - New orders that need to be completed between 0015 - 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 (patient registration information) 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)
 - 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

Post Downtime

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