

Quick Steps for Accessing FirstNet Downtime Viewer

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- Charge nurse and lead MD decide to go to downtime
- No permission or password needed
- Communicate to staff

Steps to access FirstNet Downtime Viewer

1. Go to the Star Net home page.
2. Click **EMR Center** on the left-hand navigation menu.
3. Click **EMR Downtime Resources**.
4. In the **Open your downtime application** section (#2), click on **Downtime Viewer**.
5. Select **Emergency Department**.
6. Select your campus.
7. Enter your CE# and password. (No downtime password required.)
Wait! The Downtime Viewer takes about 30 seconds to display.



FOR EMPLOYEES

Children's Nurse Web

EMR Center

Redesign Resources

Star Net News

EMR Downtime Resources



Open your downtime application:

Downtime Viewer
(use immediately)

Read only PowerChart
(use only when directed)

Logging in to Downtime Viewer or Read Only PowerChart



**Emergency
Department**



Mpls Inpatient & Mercy

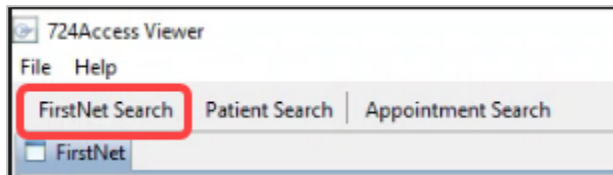
or



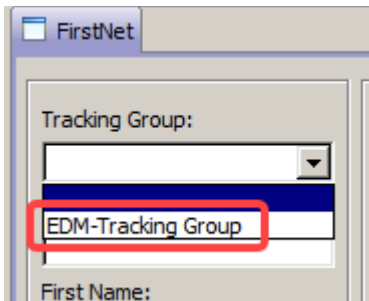
STP Inpatient Units

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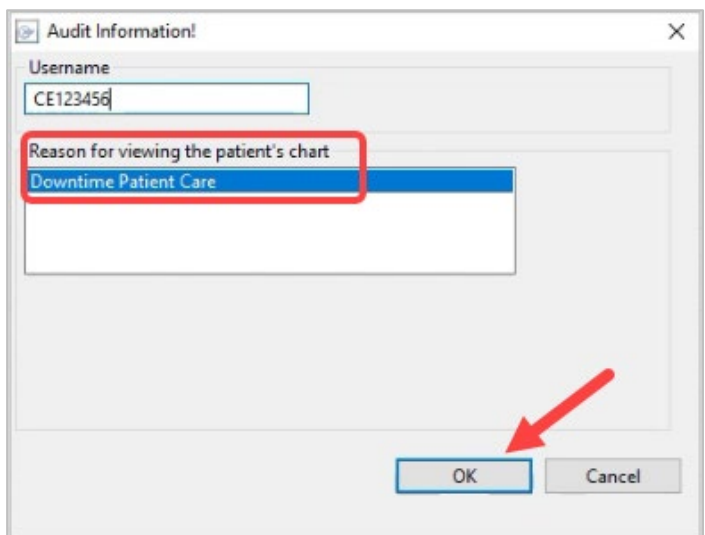
8. A blank screen displays. Select **FirstNet Search**.



9. Select **Tracking Group** for your campus.



10. Click on **Downtime Patient Care** as reason for chart entry. Click **OK**.



Tips

- Downtime Tracking Board is primarily for location; go to paper charting for all documentation and manual processes for labs, radiology, etc.
- *Less is more.* The fewer people logged into the application, the better it will perform.
- Registration staff is needed at triage to create MRN and stickers. For high acuity patients, this can take place in the room.
- If you need to see patient information documented prior to the downtime, double click on the patient's name. When finished, click on the **FirstNet Search** tab. Clicking the **X** will close the entire application.
- Print the current Tracking Board. Click **Include Departed Patients** and print the Tracking Board again. This will help to reconcile the uptime Tracking Board when the downtime is over.
- See checklist in downtime toolkit for required data entry.