

Anesthesia: Service Interruption Workflow

Anesthesia Service Interruption Workflow

Call IT Support to report issues.

- M-F 9am-5pm: Call 612-237-9258
- After hours: Call the IT Service Desk at 4-5000 for non-urgent issues. Call 612-237-9258 for immediate live support for urgent issues such as unlocking a case that has not auto unlocked after waiting 5 min (see below).

Note: All records must be either 100% electronic or 100% paper documentation.

- Document on paper in the following scenarios:
 1. Very short case and SaAnesthesia is not responding at the start of the case.
 2. Long case and SaAnesthesia is not responding shortly after start of the case.
 3. After hours complicated case and there is no time for troubleshooting issues.
- For service interruptions under 5 minutes (locked case, frozen application, system interruption, computer update) or service interruptions at the end of the case:
 - a) Data transmitted from gas monitors and anesthesia devices, stored in the CCE monitor, will transmit to SaAnesthesia module when the issue is resolved. To move this data into the Anesthesia record:

Pull Values Steps

1. Click **Document**.
2. Click **Value**.
3. Highlight missing data timeframe.
4. Click **Pull Values**.
5. Click **Accept Imported values**.
- b) All manually documented data during the service interruption will need to be recharted.

Manual Documentation Steps

1. Click **Document**.
 2. Click **Value**.
 3. Highlight missing data timeframe.
 4. Enter free text for the missing data.
- If the application is working but data is not transmitting during a short case, follow the manual documentation steps.
 - If data is not transmitting from the gas monitor or the anesthesia device check, but the computer and network are working, check the CCE monitor:
 1. Is the network light on and green?
 2. Are the cords connected from the CCE monitor to the computer?
 3. Restart the CCE: disconnect and reconnect the cords.
 - For service interruptions at the end of a case that result in a locked case, call the IT Service Desk at 4-5000 and request the case to be unlocked. Proceed with manual documentation steps for missing vitals and PACU workflow.