

Downtime Recovery: Emergency Department Registration

After a Cerner downtime, the patients and encounters registered during downtime **MUST** be entered back into Cerner using the Downtime conversations before any clinical documentation can be entered for these encounters. The registration clerk will use the **Downtime Add Person** to add a NEW patient to Cerner who was assigned a downtime MRN during Cerner downtime, and **Downtime ED Quick Reg** conversation to add an ED encounter for patients who arrived in the ED during downtime and were assigned a downtime encounter number. A full registration using the **ED Modify** conversation will still need to be completed after the patient encounter has been added into Cerner.

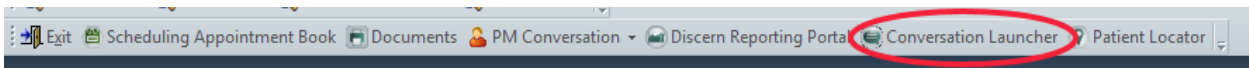


NOTE: It is critical to use the downtime conversations to add a person and/or encounter to Cerner during recovery after a downtime as this allows manual entry of MRN and encounter number assigned during downtime into Cerner. **DO NOT** use ED Quick Reg conversation to add an ED encounter that occurred during downtime as this will auto-assign a new encounter number causing a duplicate.

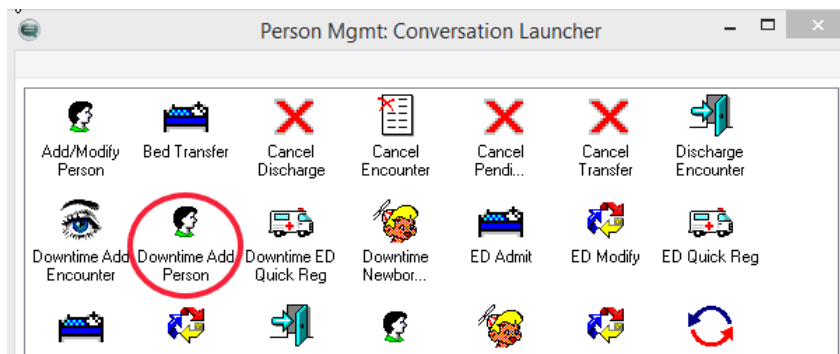
Downtime Add Person Conversation

During a Cerner downtime, patients arriving in the emergency department are searched in HealthNet or another system to look for an existing Cerner MRN. If no existing Cerner MRN is found, then a new downtime MRN is assigned to the patient from the code grey box. After the downtime when Cerner is back up, patients who were assigned a new MRN during downtime, **MUST** be added into Cerner using the **Downtime Add Person** conversation. If a new MRN was not assigned to the patient during downtime and the patient's existing MRN was used, then skip to the next section to add the ED encounter using the Downtime ED QuickReg conversation.

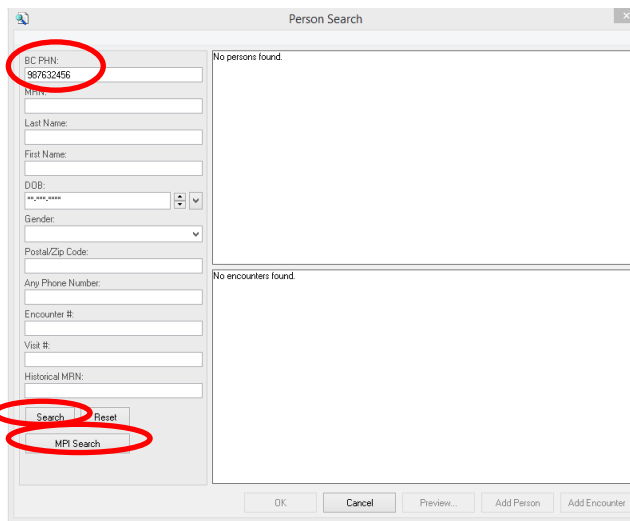
1. In **FirstNet**, click on **Conversation Launcher** from the toolbar. This conversation can also be accessed through PMOffice.



2. Double-click on **Downtime Add Person** conversation.



- Search for your patient using proper CIS and EMPI search criteria. Refer to *CIS and EMPI Search Criteria* quick reference guide for detailed steps.



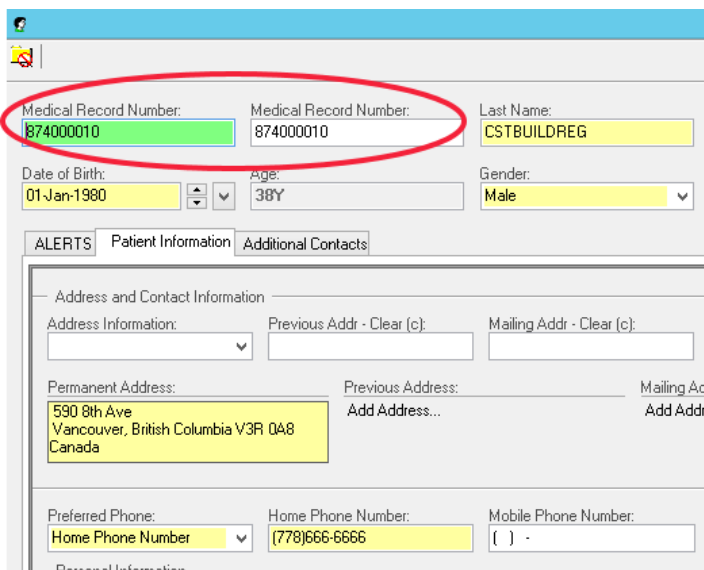

NOTE: If the person is found in CIS, this means the person already had an MRN and a duplicate MRN was assigned during downtime. If this happens, continue to add the person in Cerner using the downtime MRN and notify Data Quality to request a merge.



NOTE: In case of an unknown patient, use the unknown patient naming convention to **Add Person** in Cerner with the downtime MRN.

- **Last Name:** VPPUNKNOWN
- **First Name:** [Facility] [Alpha]
- **Date of Birth:** 01-Jan-1900
- **Gender:** As appropriate

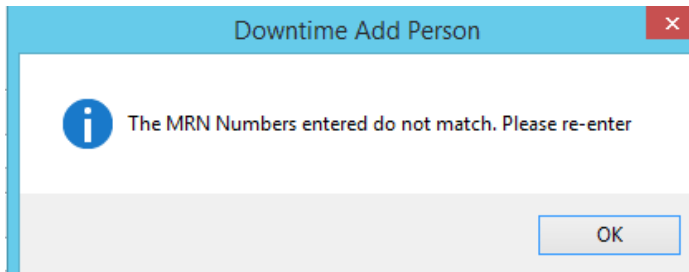
- Manually enter the MRN assigned to the patient during downtime in the 'Medical Record Number' fields on top left. You will need to enter it twice as a validation check.



5. Enter any other required fields in the conversation.
6. Click Complete.



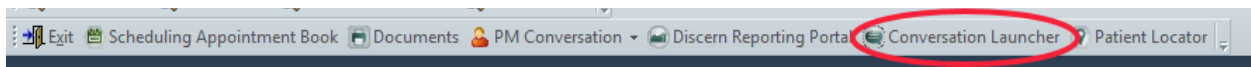
NOTE: If the MRNs entered in the two fields do not match, you will get an error pop-up asking you to re-enter the MRN in the two fields.



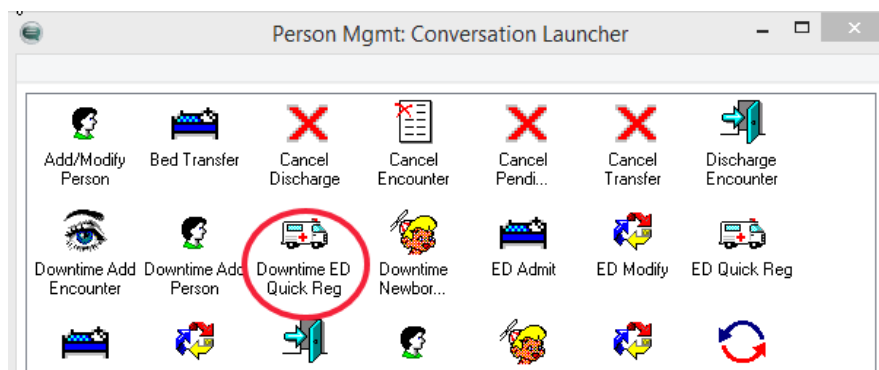
Downtime ED Quick Reg

The **Downtime ED Quick Reg** conversation is used to add an ED encounter to a patient who already exists in Cerner/CIS. This applies to patients who arrived in the ED during a Cerner downtime and were assigned a downtime encounter number. If a patient was also assigned a downtime MRN during Cerner downtime, then the patient must be first added into Cerner using the **Downtime Add Person** conversation (steps listed above) prior to using the Downtime ED Quick Reg conversation.

1. From the toolbar, click on **Conversation Launcher**. This conversation can also be accessed through PMOffice.



2. Double-click on **Downtime ED Quick Reg** conversation.



3. Search for your patient using proper CIS criteria. Select the patient and click on **Add Encounter**.

VIP	Deceased	Alerts	BC PHN	MRN	Name	DOB	Age	Gender	Address	Address (2)
			874000010	874000010	CSTBUILDREG, DOWNTIMEAP	01-Jan-1980	38 Years	Male	590 8th Ave	

4. Manually enter the encounter number that was assigned to the patient during downtime in the 'Encounter Number' fields on top left. You will need to enter it twice as a validation check.

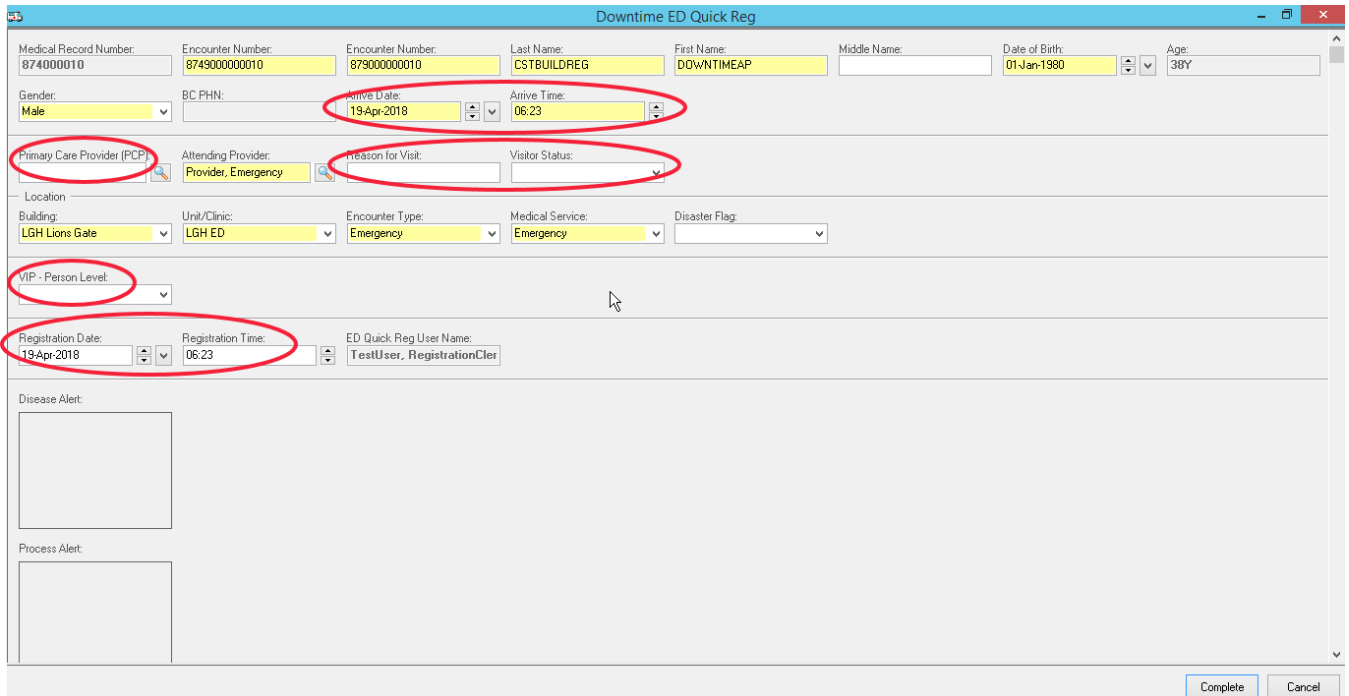
5. In the **Downtime ED Quick Reg** conversation, the patient demographics, Attending Provider, and Location fields will be auto-populated. Fill in the following fields as applicable:

- **Primary Care Provider (PCP):** As captured on the Downtime Patient Facesheet
- **Reason for visit:** As captured on the Downtime ED Quick Reg log
- **Visitor Status:** As captured on the Downtime Patient Facesheet
- **VIP – Person Level:** As captured on the Downtime Patient Facesheet



NOTE: A VIP status of **yes** indicates patients who require a heightened level of security (i.e. prisoners). VIP patient names will be masked on all tracking boards with *********, and a designated VIP icon will be populated in the alerts column.

- Back date/time the Arrive Date/Time to match the Arrive date & time captured on the **Downtime ED Quick Reg log**. Back date/time the Registration Date/Time to match the Registration date & Registration time captured on the **Downtime Patient Facesheet**.



The screenshot shows the 'Downtime ED Quick Reg' form with the following fields circled in red:

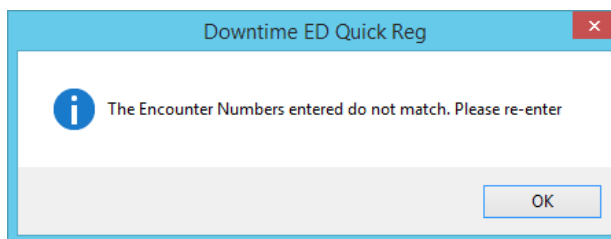
- Encounter Number (874900000010)
- Encounter Number (879000000010)
- Arrive Date (19-Apr-2018)
- Arrive Time (06:23)
- Primary Care Provider (PCP)
- Attending Provider (Provider, Emergency)
- Reason for Visit
- Visitor Status
- VIP - Person Level
- Registration Date (19-Apr-2018)
- Registration Time (06:23)

Other visible fields include: Medical Record Number (874000010), Last Name (CSTBUILDREG), First Name (DOWNTIMEAP), Date of Birth (01-Jan-1980), Age (38Y), Gender (Male), BC PHN, Location (Building: LGH Lions Gate, Unit/Clinic: LGH ED, Encounter Type: Emergency, Medical Service: Emergency), and ED Quick Reg User Name (TestUser, RegistrationCler).

- Click **Complete**, and **Print** an armband label, facesheet and any other required documents. Re-band the patient as needed.



NOTE: If the Encounter Number entered in the two fields do not match, you will get an error pop-up asking you to re-enter the encounter number in the two fields.



- The patient will fall to the bottom of the tracking board

ED Modify

In the **FirstNet** application, once the patient has been added to the tracking shell using the **Downtime ED Quick Reg** conversation, a full registration must be completed using the **ED Modify** conversation. Refer to quick reference guide *Use of ED Modify conversation* for complete steps on how to fully register the patient. Refer to the information captured on the downtime documents (Downtime Patient Facesheet, Accident Related Information form, triage record) for fully registering the patient.

- **Arrival by ambulance:** As specified in triage record
- **Validated with Patient/Family:** Select **No** unless specified in downtime documents
- **Source of ID:** As applicable. Select **None** if not known
- **PCP verified?:** Select **Yes** if Primary Care Provider is captured on the Downtime Patient Facesheet, otherwise select **No**
- **Status in Canada:** As applicable. Pick **Unknown** if information not known.



NOTE: For unknown patients, refer to *Register Unknown Patient* quick reference guide under section *Unknown Patient ED Modify* for steps to fully register unknown patients using **ED modify** conversation.

Related Topics

- CIS and EMPI Search Criteria
- Use of Downtime Add Person conversation
- Use of ED Modify conversation
- Register Unknown Patient