

## Use of Downtime Add Person Conversation

During a CIS/Cerner downtime, when a patient presents to a CST facility, the registration clerk performs a thorough search for an existing Cerner MRN for the patient in a system external to Cerner using PHN, DOB, First Name, Last Name, and Gender. These systems include; Cerner 724, HealthNet, CareConnect. If no existing Cerner MRN is found, the patient is assigned a new MRN from the **List of CST/Cerner Downtime Medical Record Numbers (MRNs)** stored in code grey box in Emergency Department, Central Registration, Maternity, Lab and Medical Imaging departments. Other areas that do not have access to downtime MRNs can obtain them from Central Registration and/or Emergency Department when the need arises.

The **Downtime Add Person** conversation is used to add a person record to Cerner for a patient who was assigned a downtime MRN during a CIS/Cerner downtime. This conversation will not generate a new encounter nor is it linked to an existing encounter.



**NOTE:** It is critical to use the **Downtime Add Person** conversation to add a NEW person who was registered during downtime. This conversation allows manual entry of MRN that was assigned during downtime to ensure that the same MRN is used for the patient for clinical documentation, labs etc. DO NOT use the normal conversations to add a person in Cerner who was assigned a downtime MRN as this will auto-assign a new MRN to the patient causing a duplicate patient record to be created.

If a downtime MRN was not assigned during downtime (existing MRN was found for the patient), this means the patient already exists in Cerner, hence the **Downtime Add person** is not required. Refer to *Downtime Recovery: Emergency Department Registration; Use of Downtime Add Encounter Conversation* quick reference guides for detailed steps on how to add a downtime encounter to Cerner.



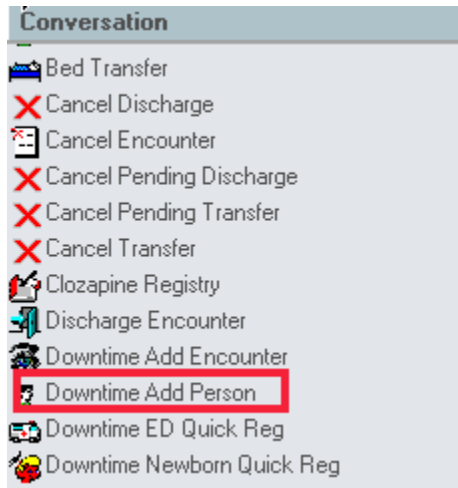
**NOTE:** Newborns born during downtime and assigned a downtime MRN are registered using the **Downtime Newborn Quick Reg** conversation during recovery as it creates an electronic link to the birth mother. Refer to *Downtime Recovery: Newborn Quick Reg* quick reference guide for detailed steps to register newborns. DO NOT use the Downtime Add Person conversation to register newborns born during downtime.

## Downtime Add Person Conversation

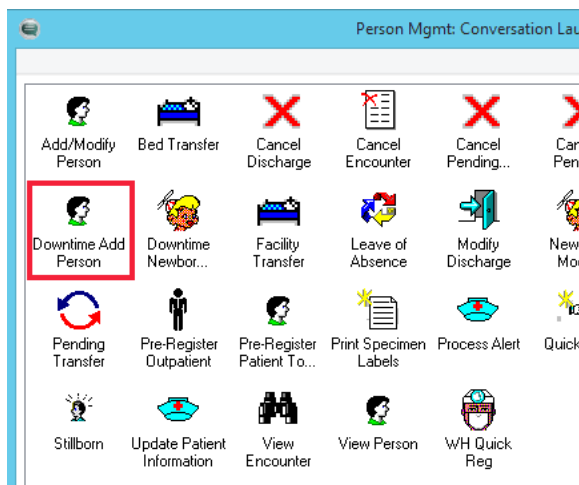
After a Cerner downtime is completed and the system is back up, the downtime MRNs assigned to patients during downtime are entered into Cerner using the **Downtime Add Person** conversation. This **MUST** be completed before any encounters can be added for the patient in Cerner.

1. Launch **Downtime Add Person** conversation

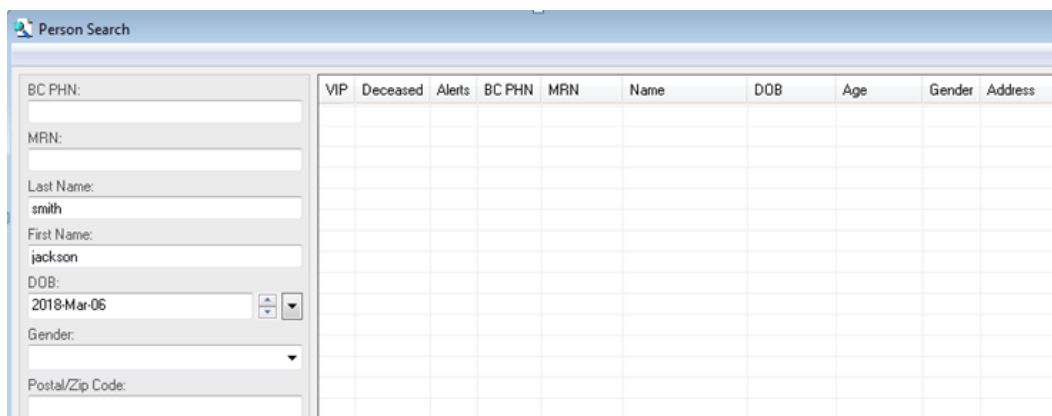
Via **Conversation Menu** in **PMOffice**



Via **Conversation Launcher** in **PowerChart** or **FirstNet**



2. Perform the appropriate CIS and/or EMPI Search in the **Person Search** window for the corresponding patient (Refer to the *CIS and EMPI Search Criteria* quick reference guide for more detailed instructions.)

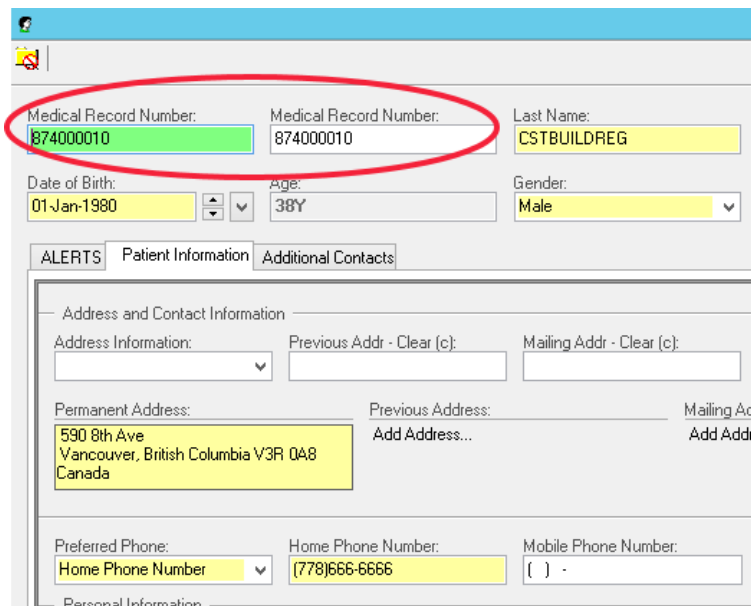


Enter the 3 letter code in the **Organization** window for the health care facility you wish to search in, then click on the ellipsis button. Click on **OK**



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

- In the conversation, 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.



The screenshot shows a patient information form. At the top, there are two 'Medical Record Number' fields, both containing '874000010', which are circled in red. To the right is a 'Last Name' field with 'CSTBUILDREG'. Below these are 'Date of Birth' (01-Jan-1980), 'Age' (38Y), and 'Gender' (Male). The form has tabs for 'ALERTS', 'Patient Information', and 'Additional Contacts'. Under 'Patient Information', there is an 'Address and Contact Information' section with fields for 'Address Information', 'Permanent Address' (590 8th Ave, Vancouver, British Columbia V3R 0A8, Canada), 'Home Phone Number' ([778]666-6666), and 'Mobile Phone Number'.

- Complete and/or verify the required fields in the conversation header for the following as applicable (Refer to the **Downtime Patient Facesheet** for the below information):
  - Last Name
  - Fist Name
  - Middle Name
  - Preferred Name
  - Date of Birth
  - Gender
- Complete and/or verify all fields in the **Patient Information** tab including, but not limited to the following (Refer to Downtime Patient Facesheet for the below information):
  - Permanent Address:** If the information populated is not correct or requires a change select the appropriate value from the **Address Information** drop-down or double-click under the corresponding field to enter/update the address information in the **Formatted Address Form**

Address and Contact Information

Address Information:  Previous Addr - Clear (c):  Mailing Addr - Clear (c):  Temporary/Secondary Addr - Clear (c):

Address Changed  
Incorrect Address  
No Fixed Address  
Unknown

Previous Address:  Mailing Address:  Temporary/Secondary Address:

Add Address... Add Address... Add Address...

Formatted Address Form

\* Address Type:  \* Street Address:

Home Street Address2:  \* Country:

\* City:  Province/State:

Postal/Zip Code:

OK Cancel

- **Preferred Phone:** As appropriate
- **Home/Mobile/Work/Alternate Phone Number:** As appropriate
- **VIP – Person Level:** As appropriate for patients who require heightened security and/or privacy.
- **Primary Care Provider (PCP):** As appropriate

**Patient information Tab:**

Downtime Add Person

Medical Record Number:  Medical Record Number:  Last Name:  First Name:  Middle Name:  Preferred Name:  Previous Last Name:  Maiden Name:

Date of Birth:  Age:  Gender:  BC PHN:

01-Jan-1980 38Y Male

ALERTS Patient Information Additional Contacts

Address and Contact Information

Address Information:  Previous Addr - Clear (c):  Mailing Addr - Clear (c):  Temporary/Secondary Addr - Clear (c):

Permanent Address:  Previous Address:  Mailing Address (if different from Permanent):  Temporary/Secondary Address:

12345 67 St  
Vancouver, British Columbia V1T 2Z3  
Canada

Preferred Phone:  Home Phone Number:  Mobile Phone Number:  Work Phone Number:  Work Extension:  Alternate Phone Number:  Email Address:

Home Phone Number (778)333-3333

Personal Information

Marital Status:  Religion:  Interpreter Required:  Language:  VIP - Person Level:

Primary Care Provider (PCP):

Deceased Details

Deceased?:  Official Confirmation:  Deceased Advising Source:

BC Cancer Agency

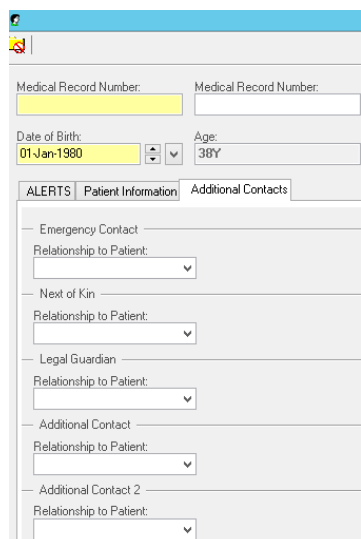
Dual Modality:

Complete Cancel

4. Complete fields in the **Additional Contacts** tab as captured on the **Downtime Patient Facesheet**:

- **Emergency Contact**
  - **Relationship to Patient:** As appropriate
  - **Last/First Name:** As appropriate
  - **Preferred Phone:** As appropriate
  - **Home/Mobile/Work/Alternate Phone Number:** As appropriate
  
- **Next Of Kin:** Person who is legally responsible for decision making if the patient is not capable.
  - **Relationship to Patient:** As appropriate
  - **Last/First Name:** As appropriate
  - **Preferred Phone Number:** As appropriate
  - **Home/Mobile/Work/Alternate Phone Number:** As appropriate
  
- **Legal Guardian:** A legal/court-appointed guardian who is in a position of authority to consent for a child’s care.
  - **Relationship to Patient:** As appropriate
  - **Last/First Name:** As appropriate
  - **Preferred Phone Number:** As appropriate
  - **Home/Mobile/Work/Alternate Phone Number:** As appropriate

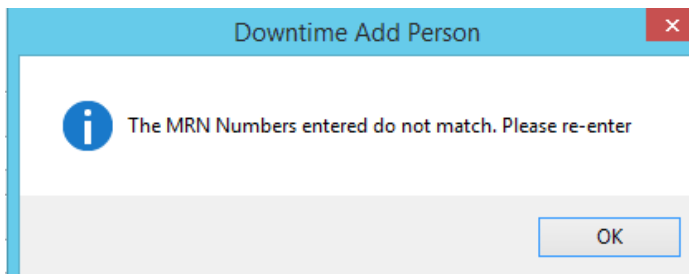
**Additional Contacts Tab:**



5. 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.



### Related Topics

- CIS and EMPI Search Criteria
- Use of Downtime Add Encounter conversation
- Downtime Recovery: Newborn Quick Reg
- Downtime Recovery: Emergency Department Registration