

Use of the Downtime Add Encounter Conversation

During a CIS/Cerner downtime, when a patient presents to a CST facility a search is performed in the Cerner 724 system or on a pre-printed arrival list to find an existing pre-registration for the patient. If no existing pre-registration is found, the patient is assigned a new encounter number from a list of downtime encounter numbers stored in the code grey box in the following areas of the hospital: Emergency Department, Central Registration, Maternity, Lab and Medical Imaging. Other areas that do not have access to downtime encounter numbers can obtain them from Central Registration or Emergency Department when the need arises.

The **Downtime Add Encounter** conversation is used to add a downtime encounter in Cerner during recovery after the downtime is completed and system is back up. This conversation does not allow adding a new person to Cerner who was assigned a downtime MRN. Refer to *Use of Downtime Add Person Conversation* quick reference guide for detailed steps to add a person in Cerner who was assigned a downtime MRN prior to adding a downtime encounter.



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

Downtime Add Encounter conversation is used to register the following types of encounters assigned during downtime:

- ALC
- Assisted Living
- Day Surgery
- Deceased
- Home Care
- Inpatient
- Minor Surgery
- Newborn : mother is not admitted to same hospital, but baby meets the newborn encounter type
- Outpatient
- Outpatient in a bed
- Outpatient OB
- Outside Images
- Recurring
- Referral
- Residential
- Specimen
- Telehealth
- Tertiary MH



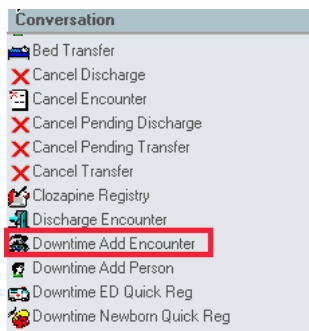
NOTE: Newborns born during downtime in the hospital are registered using the **Downtime Newborn Quick Reg** conversation as it creates an electronic link to the birth mother admitted in the same hospital. Refer to *Downtime Recovery: Newborn Quick Reg* quick reference guide for detailed steps to register newborns.

Emergency Department encounters assigned during downtime are registered using the **Downtime ED Quick Reg** conversation. It is a quick way to get the patient on the ED tracking shell after downtime. Refer to *Downtime Recovery: Emergency Department Registration* quick reference guide for detailed steps to register emergency encounters.

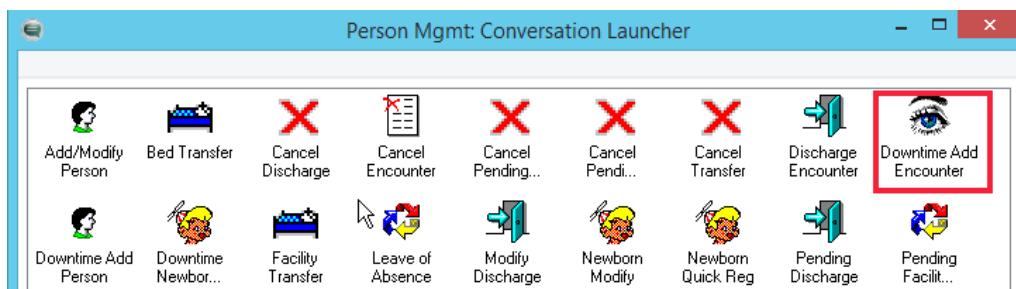
Downtime Add Encounter Conversation

1. Access the **Downtime Add Encounter** conversation

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



Via **Conversation Launcher** in **PowerChart**



2. Search for the patient using CIS and EMPI search criteria. (Refer to the *CIS and EMPI Search Criteria* quick reference guide for more details.)
3. Select the correct patient and click **Add Encounter**. 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**.

The 'Person Search' window displays search criteria on the left and a results table on the right. The search criteria include BC PHN, MRN, Last Name, First Name, DDB, Gender, Postal/Zip Code, Any Phone Number, Encounter #, Visit #, and Historical MRN. The results table has columns for VIP, Deceased, Alerts, BC PHN, MRN, Name, DDB, and Age. A single patient is listed with BC PHN 9876210395 and MRN 874000010. The 'Add Encounter' button at the bottom right is highlighted with a red box.



NOTE: If a **Pre-registration** already **exists** for this patient but a downtime encounter was assigned during downtime, continue to **Add Encounter** and use the downtime encounter number. Discharge/Cancel the previous pre-registered encounter, as applicable.



NOTE: If there are differences in the patient demographics between CIS and EMPI, a comparison screen will appear with both Cerner and EMPI information. Confirm this information with the Downtime Patient Facesheet, if possible, and choose the appropriate fields. If you are unable to confirm this information, select **retain all Cerner values** until the patient or family member can be contacted.

4. Enter information into the **Downtime Add Encounter** conversation. Refer to information captured during downtime on the **Downtime Patient Facesheet**, **Downtime Registration/ADT Activity Log**, **Downtime Registration Patient Tracker** and **Accident Related Information Form** (as applicable). The Tabs (Patient Information, Encounter Information, Insurance, Insurance Summary, and Additional Contacts) will direct you to screens that need to be filled out.
5. In the conversation, manually enter the downtime 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.

The 'Downtime Add Encounter' form shows patient information. The 'Encounter Number' field is highlighted in red and contains two empty input boxes. Other fields include Medical Record Number (874000010), Last Name (CSTBUILDREG), First Name (DOWNTIMEAP), Date of Birth (01-Jan-1980), Age (38Y), and Gender (Male). The bottom navigation bar includes tabs for ALERTS, Patient Information, Encounter Information, Insurance, Insurance Summary, Additional Contacts, and Waitlist Info.

6. Complete and/or verify the required fields in the conversation header for the following as applicable. Mandatory fields are highlighted in yellow.
 - Last Name
 - First Name
 - Middle Name
 - Preferred Name
 - Date of Birth
 - Gender

7. 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 captured during downtime):
 - **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**

- **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:

- In the **Encounter Tab**, choose the applicable **Encounter Type**, **Medical Service**, and **Reason for Visit**. Refer to the Downtime Registration/ADT Activity Log; Downtime Registration Patient Tracker and Downtime Patient Facesheet for the information.



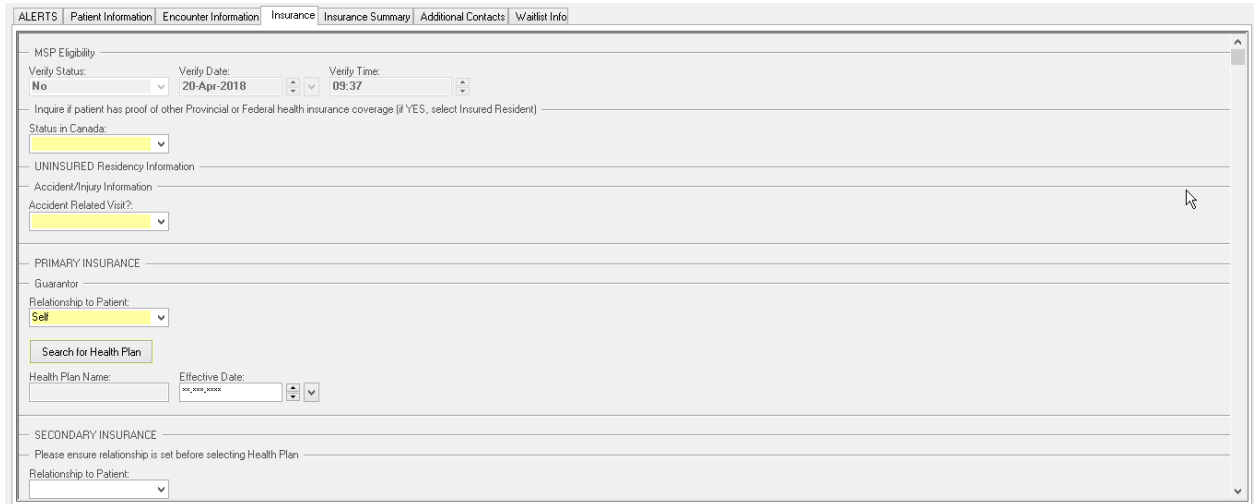
NOTE: The fields that display and are mandatory will vary according to the Encounter Type selected. For example: Outpatient encounter type will have different set of available and mandatory fields versus an Inpatient encounter type.

- Click on the **Bed Availability** button to choose Room & Bed. If the patient requested a Semi-Private or Private room, they are required to sign the Preferred Accommodation Form. In the **Accom Form Signed** field, select the appropriate response


- Enter **Admitting Provider**, **Attending Provider**, **Primary Care Provider** as captured in the Downtime Patient Facesheet. Select **PCP Verified?** as **Yes** if this information was verified with Patient/Family during downtime, otherwise select **No**.

- Back date/time the **Registration Date** and **Registration Time** to match what's captured on the Downtime Patient Facesheet. Back date/time the **Admit Date** and **Admit Time** to match what's captured on the Downtime Registration Patient Tracker and Downtime Registration/ADT Activity Log for activity types of admission.

9. In the **Insurance Tab**, complete/verify the Primary, Secondary and Extended insurance as applicable and as captured on the Downtime Patient Facesheet. If the encounter/visit is related to an accident, complete the Accident Related fields as captured on the Accident Related Information Form completed during downtime.
- If **Status in Canada** is mandatory, select the appropriate option if captured during downtime. If this information is not known, select Unknown.



10. In the **Insurance Summary Tab**, verify the insurance information.
11. In the **Additional Contacts Tab**, complete/verify the **Emergency Contact; Next of Kin; Legal Guardian** information as applicable and as captured on the Downtime Patient Facesheet.



12. Click **Complete**.
13. Print any necessary documents and labels as required. Re-band the patient as needed.



NOTE: If a pre-registration was found for the patient during downtime, and a downtime encounter number was NOT assigned, use the normal process to find the pre-registered encounter in the system after the downtime and fully register the patient through the normal conversations i.e. Register Patient to Bed, Register Outpatient etc.



NOTE: Transfers, Discharges and Leave of Absence that occurred during downtime are to be entered sequentially using the normal steps once the system is back up. These activities **MUST BE** back dated and back timed in the system based on the transaction date/time captured in the Downtime Registration Patient Tracker & Downtime Registration/ADT Activity Log.

Encounter level changes such as Encounter type changes, Attending provider changes and Medical Service changes that occurred during downtime cannot be back dated and back timed in the system, hence the most recent change will be entered in the system during recovery post downtime. Refer to the Downtime Registration Patient Tracker & Downtime Registration/ADT Activity Log for the encounter level changes for the patient during downtime.

Related Topics

- Downtime Recovery - Use of Downtime Add Person conversation
- Downtime Recovery - Emergency Department Registration
- Downtime Recovery - Newborn Quick Reg
- CIS and EMPI Search Criteria
- EMPI Comparison Window