

Registration During Downtime: Emergency Department

During a CIS/Cerner downtime (planned or unplanned) refer to the downtime policy and procedure document stored in the downtime toolkit/code grey box in your area for complete procedures to follow during downtime. This document is also available on the Cerner 724 workstations. Every staff member should familiarize themselves with the location of the downtime toolkit/code grey box and procedures to follow during downtime.

In case of a **planned downtime**, Service Desk/IMITs will notify all areas in advance of a scheduled downtime. Staff should review downtime policy and procedure before the downtime starts.

Registration During Downtime

1. All arrivals to the emergency department over the course of a downtime must be recorded in the **Downtime ED Quick Reg Log**.
2. Search for the patient in HealthNet and check if the patient has an existing CIS/Cerner MRN (Refer to *Looking up person's MRN using HealthNet* quick reference guide located on 724 workstations for detailed steps).
3. If an existing MRN is found for the patient, use the existing MRN.
If no existing MRN is found for patient, assign a new MRN from the **List of CST/Cerner Downtime Medical Record Numbers (MRNs)** stored in the code grey box in Emergency Department. Fill the patient's information next to the MRN assigned and include your name in the 'Assigned by' column.
4. Assign an encounter number from the **List of CST/Cerner Downtime Encounter numbers** stored in the code grey box in Emergency Department. Fill the patient's information next to the encounter number assigned and include your name in the 'Assigned by' column.
5. Use the **CST Downtime Label & Facesheet Generator** program located on the 724 workstation to enter patient information and print label sheets for the patient. Band the patient. Place the label sheet(s) in the patient chart.
Information on Labels: Patient name, DOB, MRN, PHN, Gender, Encounter number
6. Obtain a **Downtime Registration Patient Tracker** from the code grey box and apply a patient label to it. Place it in the patient chart. This tracker is to be used to record all patient specific registration activity, for example, admission, transfer, LOA, discharge, provider changes, encounter type changes, service changes etc. during downtime.
7. For full registration, use the **CST Downtime Label & Facesheet Generator** program located on the 724 workstation to enter patient information and print the **Downtime Patient Facesheet**. Photocopy

the facesheet; one is kept in the patient chart, copy is provided to the clerk for data-recovery post downtime.



NOTE: After printing labels and facesheet, 'Clear' the patient information from the **CST Downtime Label & Facesheet Generator** program. DO NOT save patient information on the 724 workstation.

8. If applicable, obtain the '**Accident Related Information form**' from the code grey box and complete the form.
9. Complete any other paper forms, as applicable. For example, 'Governing Law & Jurisdiction Agreement' etc.

Related Topics

- [724 User Guide](#)
- [Looking up person's MRN using HealthNet](#)
- [Downtime Recovery - Emergency Department Registration](#)