FirstNet Downtime Application

The FirstNet Downtime application is a copy of the patient list from FirstNet. At downtime, the downtime patient list should be accurate, as the source database is updated every 2 minutes.

During a downtime, new patients will need to be manually added to the downtime Trackboard. Existing patients can also be updated as indicated.

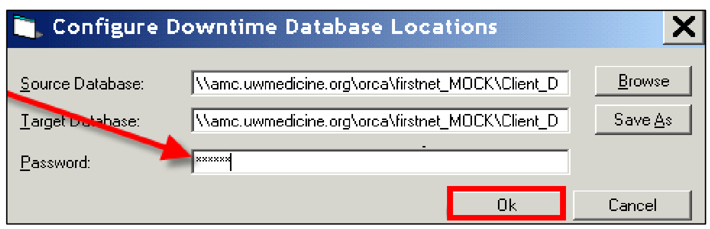
Data entered into the downtime application will not show in FirstNet production system when it comes back up. Therefore, after a downtime, specific patient data will need to be manually entered.

Logging Into FirstNet Downtime Application

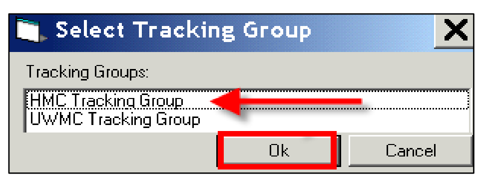
1. Double-click the **Blue Cross** (FirstNet Downtime application) icon on the desktop 

   Note: This application is only available during downtimes. If you attempt to access it outside of a downtime, a pop-up message will display. If a downtime has occurred and the application is not available, follow the instructions in the message to call the Helpdesk and request that the FirstNet downtime application be turned on.

2. Enter the Password: **Cerner**
3. Click **OK**

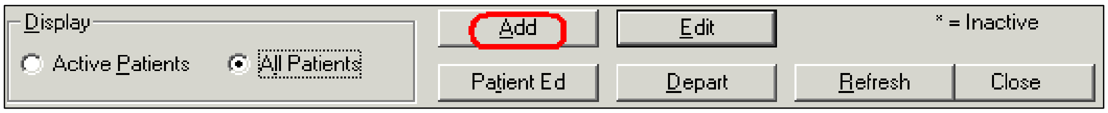


4. Select HMC or UWMC Tracking Group
5. Click **OK**

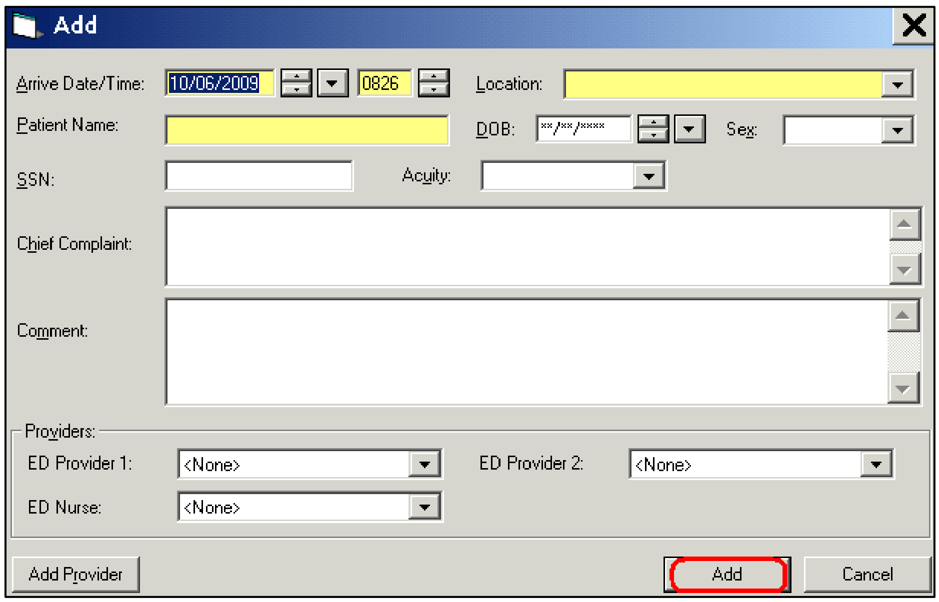


Adding a New Patient to the Trackboard

1. Click the Add button on the bottom of the trackboard



2. Enter the available patient information



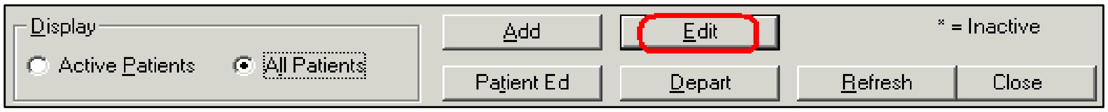
Note: Yellow fields are required and you must fill in the information.

Note: Chief Complaint is Reason for Visit.

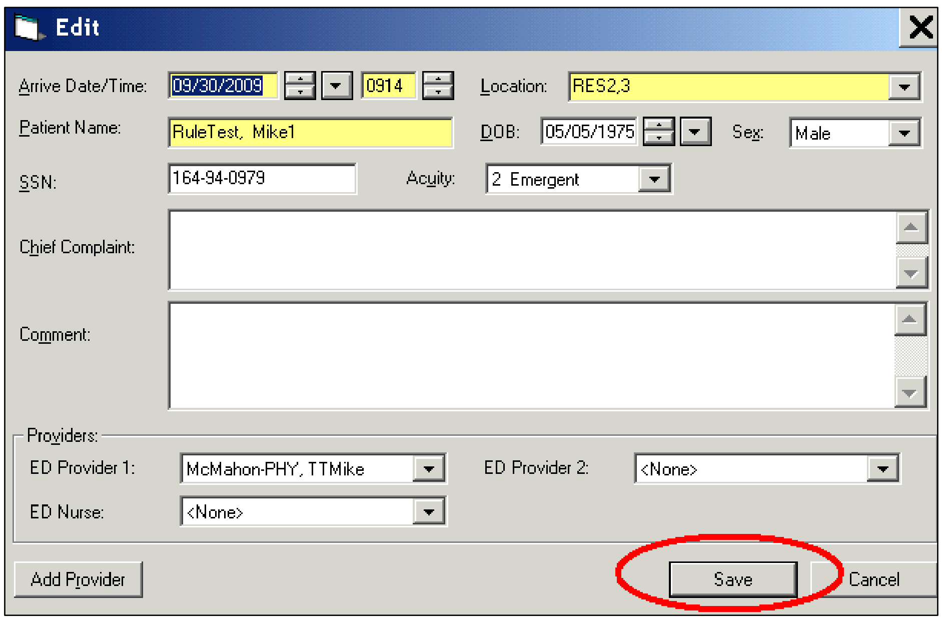
3. Click the Add button on the bottom when finished

Editing the Patient Information on the Trackboard

1. Select the patient that you want to edit
2. Click the Edit button on the bottom

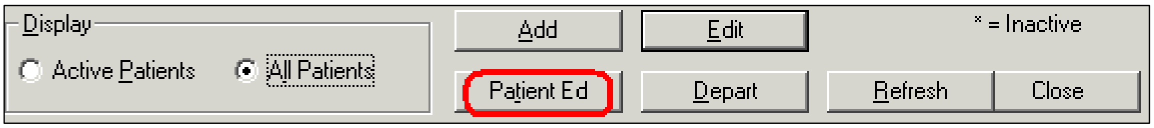


3. Update the patient information as needed
4. Click the Save button when finished editing

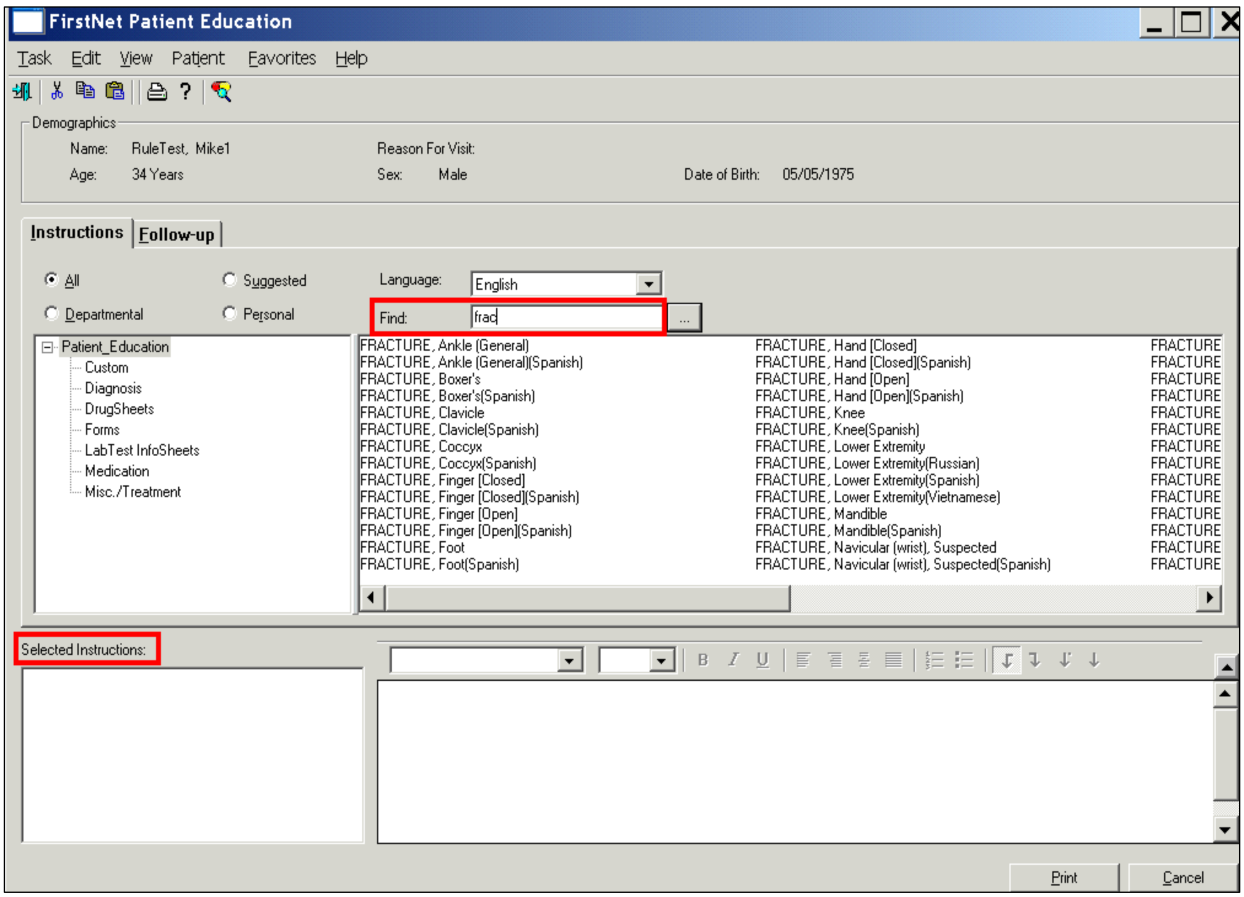


Patient Education and Follow Up Instructions

1. Click the patient for whom you want to print the discharge instructions
2. Click the Patient Ed button on the bottom

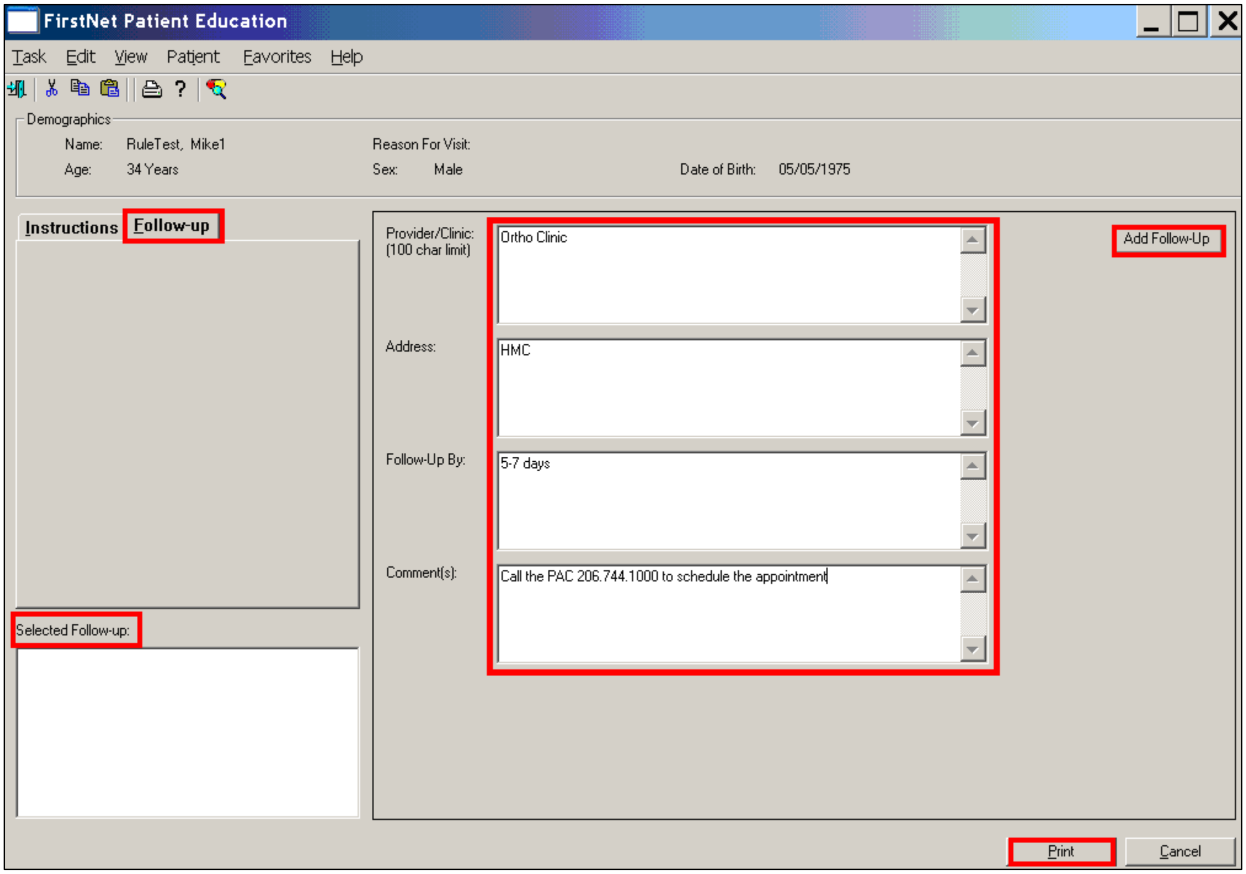


3. Search for the appropriate education instruction in the **Find** field



4. Double-click on the desired instruction so it displays under the **Selected Instructions** in the lower window

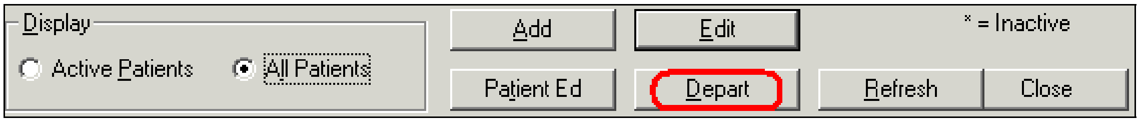
5. Select the **Follow-up** tab in the left upper corner



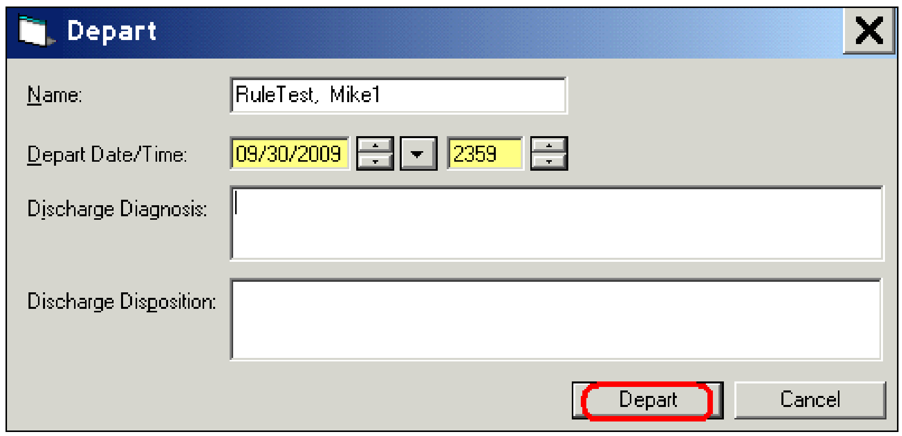
6. Enter the follow-up information in the boxes
7. Click the **Add Follow-Up** button in the right upper corner
8. Click the **Print** button when ready to print

Departing (Checking Out) a Patient

1. Select the correct patient on the downtime Trackboard
2. Click the **Depart** button on the bottom



3. Verify the **Depart Date & Time**



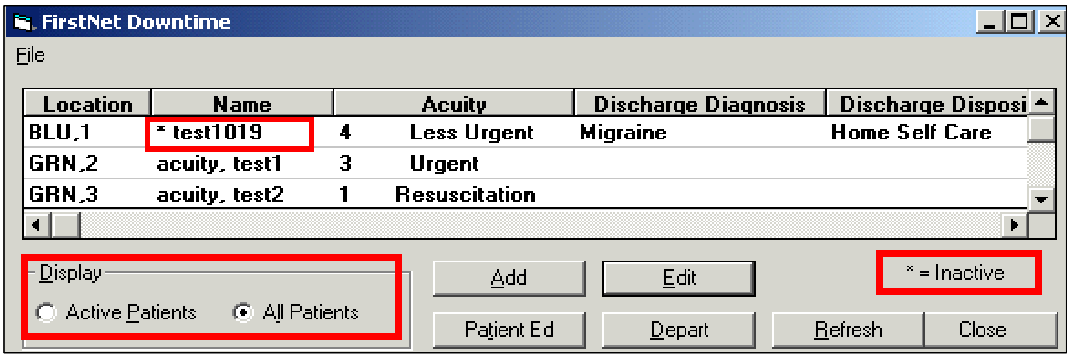
4. Enter the **Discharge Diagnosis** and the **Discharge Disposition**
5. Click the **Depart** button on the bottom when Patient physically left ED

Note: The Departed or Checked Out patient has an asterisk ***** *before the name. Set Display to* ***All Patients*** *to view (See next instruction).*

Changing Trackboard Display

1. To display all patients, including the departed patients, select **All Patients** in the left lower corner of the window

Note: The Departed patient has an asterisk ***** *before the name*

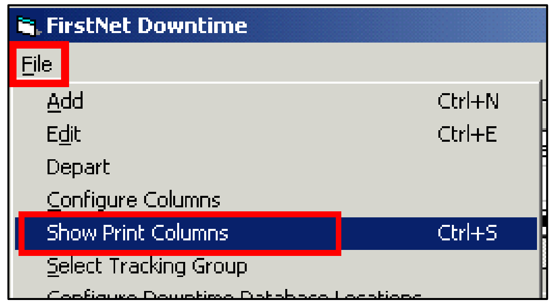


2. Select **Active Patients** to display only active patients

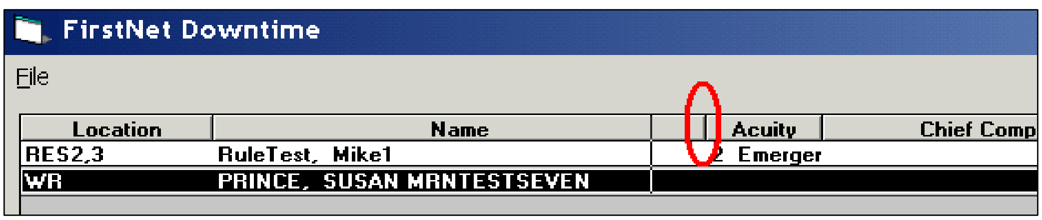
Printing FirstNet Downtime Application Report

At the end of downtime, the charge nurse will print the FirstNet Downtime Application Report for downtime data recovery.

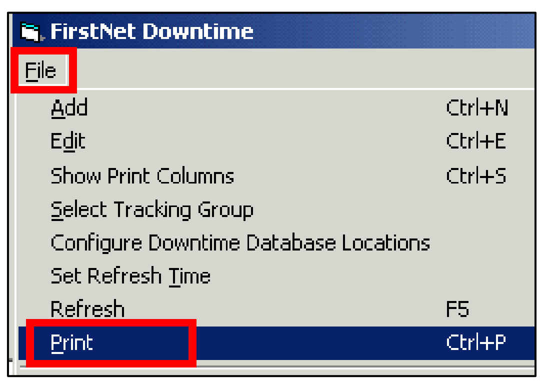
1. Select **All Patients** Display in the left lower corner
2. Click the **File** menu in the left upper corner of the window
3. Select **Show Print Columns**



4. The columns needed for printing are: Name, Chief Complaint (Reason for Visit), Acuity, Discharge Diagnosis, Depart Date/Time and Discharge Disposition
5. Click the border line between two column headings, hold and drag to hide the columns that you do not wish to print



6. After the Trackboard is formatted for printing, click the **File** menu in the left upper corner
7. Select **Print**
8. Select the desired printer and then click **Print** button on the bottom



Note: If another copy of the downtime report is needed after the downtime is ended contact the helpdesk to request it.