


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.

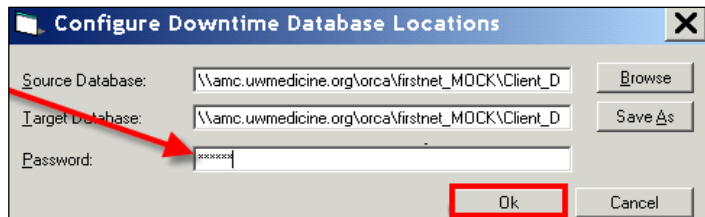
Data entered into the downtime application will not show in FirstNet production system when it comes back up. Therefore, after a downtime, specific patient data will need to be manually entered.

Logging Into FirstNet Downtime Application

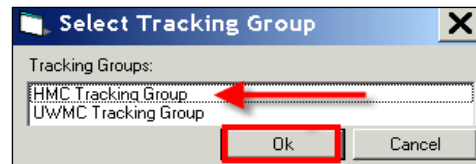
1. Double-click the **Blue Cross** (FirstNet Downtime application) icon  on the desktop

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**

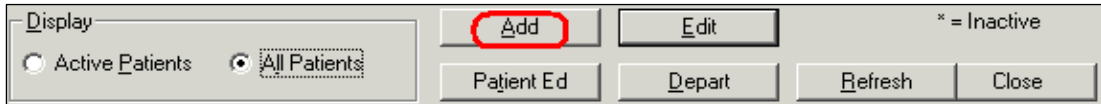


4. Select HMC or UWMC Tracking Group
5. Click **OK**



Adding a New Patient to the Trackboard

1. Click the  button on the bottom of the trackboard

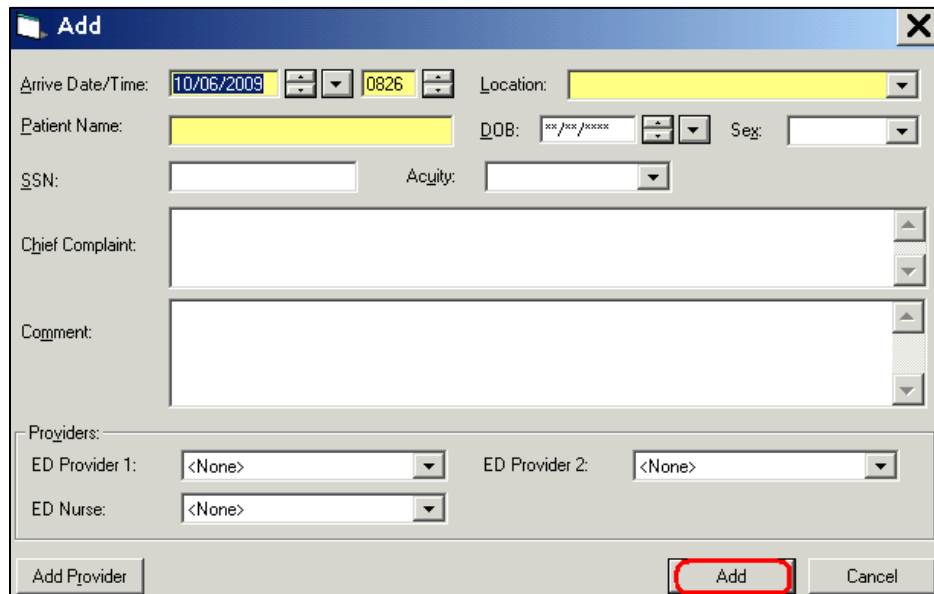


Display: Active Patients All Patients

Add Edit * = Inactive

Patient Ed Depart Refresh Close

2. Enter the available patient information



Add

Arrive Date/Time: 10/06/2009 0826 Location:

Patient Name: DOB: Sex:

SSN: Acuity:

Chief Complaint:

Comment:

Providers:


ED Provider 1: ED Provider 2:

ED Nurse:

Add Provider **Add** Cancel

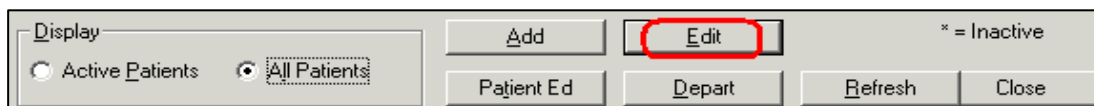
Note: Yellow fields are required and you must fill in the information.

Note: Chief Complaint is Reason for Visit.

3. Click the  button on the bottom when finished

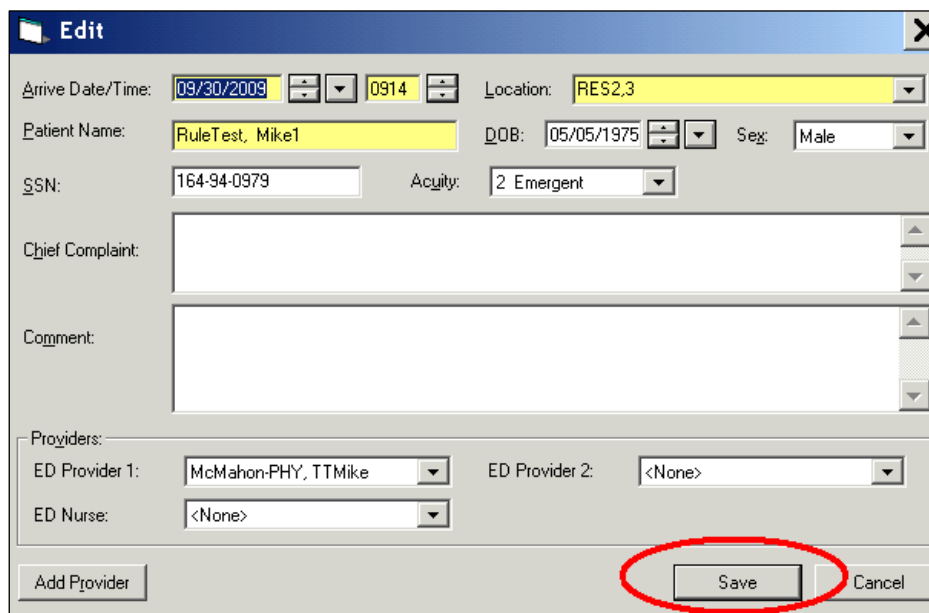
Editing the Patient Information on the Trackboard

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



A screenshot of the patient trackboard control panel. It features a 'Display' section with radio buttons for 'Active Patients' and 'All Patients', where 'All Patients' is selected. To the right are buttons for 'Add', 'Edit' (circled in red), 'Patient Ed', 'Depart', 'Refresh', and 'Close'. A note '* = Inactive' is visible in the top right corner.

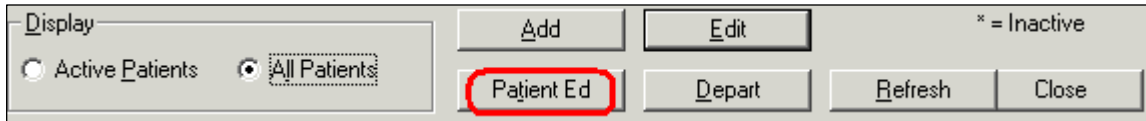
3. Update the patient information as needed
4. Click the **Save** button when finished editing



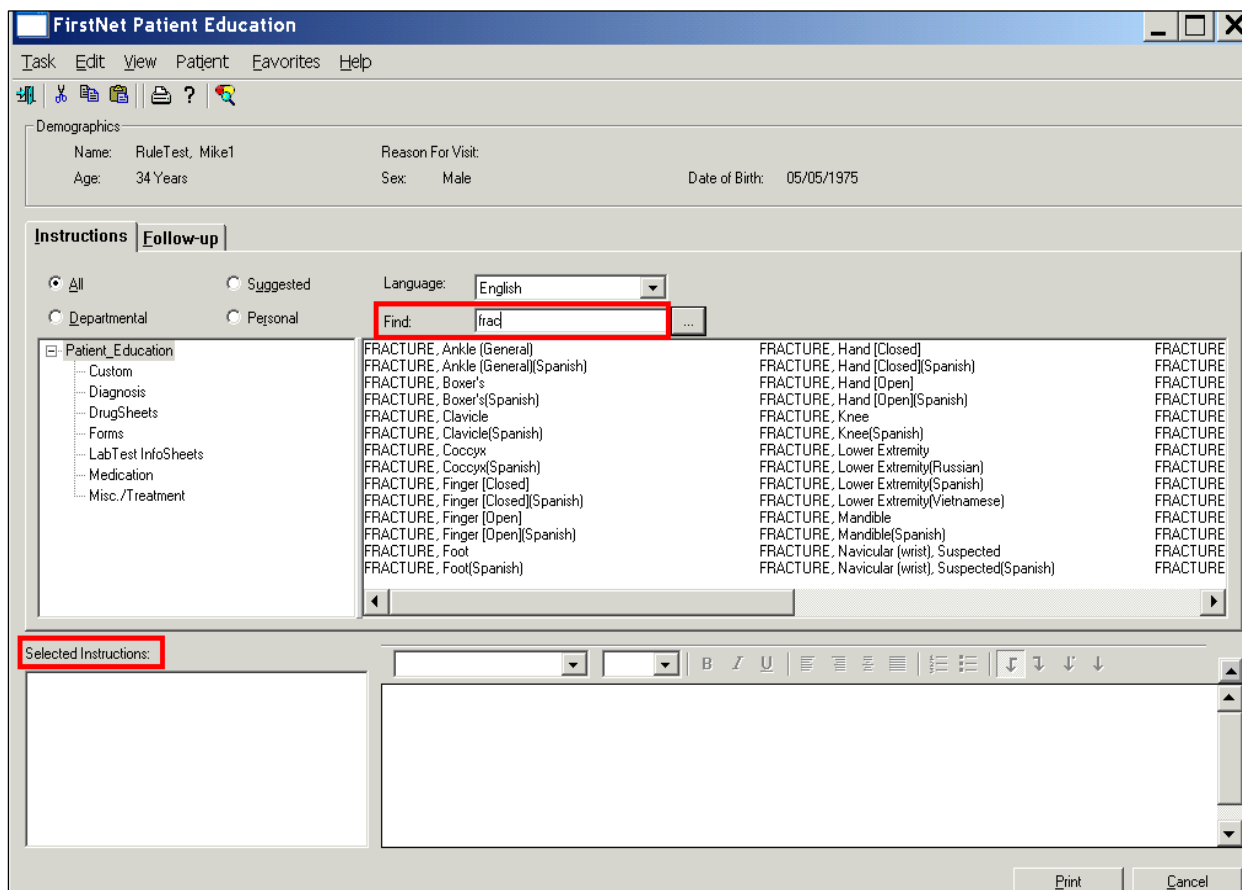
A screenshot of the 'Edit' patient information window. The window title is 'Edit'. It contains several fields: 'Arrive Date/Time' (09/30/2009, 0914), 'Location' (RES2.3), 'Patient Name' (RuleTest, Mike1), 'DOB' (05/05/1975), 'Sex' (Male), 'SSN' (164-94-0979), and 'Acuity' (2 Emergent). There are also text areas for 'Chief Complaint' and 'Comment'. Under 'Providers', there are dropdowns for 'ED Provider 1' (McMahon-PHY, TTMike), 'ED Provider 2' (<None>), and 'ED Nurse' (<None>). At the bottom, there is an 'Add Provider' button and a 'Save' button (circled in red) next to a 'Cancel' button.

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

The screenshot shows the 'FirstNet Patient Education' application window. The 'Follow-up' tab is selected in the left-hand navigation pane. The main content area is divided into two columns. The left column has an 'Instructions' section and a 'Selected Follow-up:' section. The right column contains a form with the following fields: 'Provider/Clinic: (100 char limit)' with the value 'Ortho Clinic', 'Address:' with the value 'HMC', 'Follow-Up By:' with the value '5-7 days', and 'Comment(s):' with the value 'Call the PAC 206.744.1000 to schedule the appointment'. A red box highlights the 'Follow-up' tab and the entire form area. An 'Add Follow-Up' button is located in the top right corner of the form area, and a 'Print' button is at the bottom right of the application window.

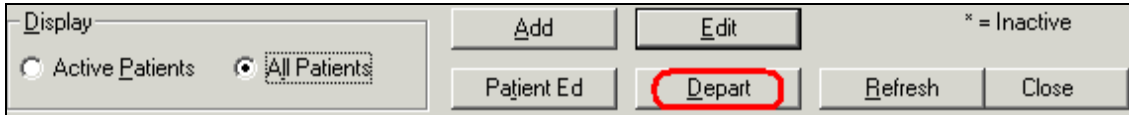
6. Enter the follow-up information in the boxes

7. Click the **Add Follow-Up** button in the right upper corner

8. Click the **Print** button when ready to print

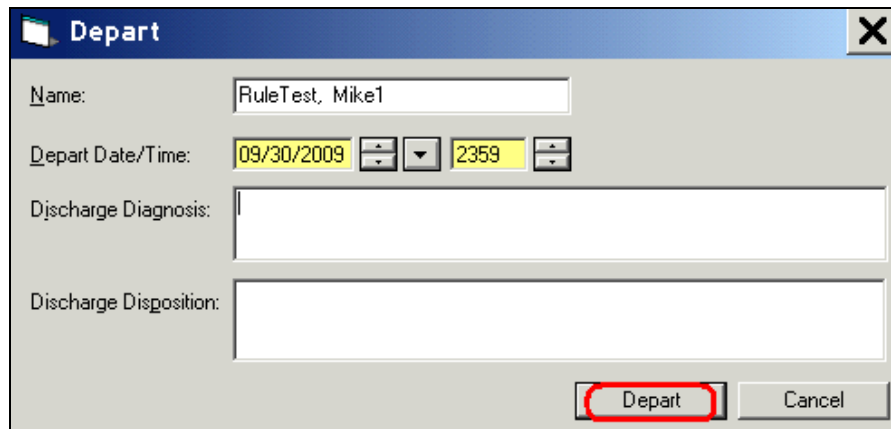
Departing (Checking Out) a Patient

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



A screenshot of a software toolbar. On the left, there is a 'Display' section with two radio buttons: 'Active Patients' (unselected) and 'All Patients' (selected). To the right of the radio buttons are buttons for 'Add', 'Edit', 'Patient Ed', and 'Depart'. The 'Depart' button is highlighted with a red circle. Further right are 'Refresh' and 'Close' buttons. In the top right corner, there is a text label '* = Inactive'.

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



A screenshot of a 'Depart' dialog box. The title bar says 'Depart' with a close button (X) on the right. The form contains the following fields:

- Name: RuleTest, Mike1
- Depart Date/Time: 09/30/2009 (calendar icon) 2359 (time spinner)
- Discharge Diagnosis: (empty text box)
- Discharge Disposition: (empty text box)

At the bottom right, there are two buttons: 'Depart' (highlighted with a red circle) and 'Cancel'.

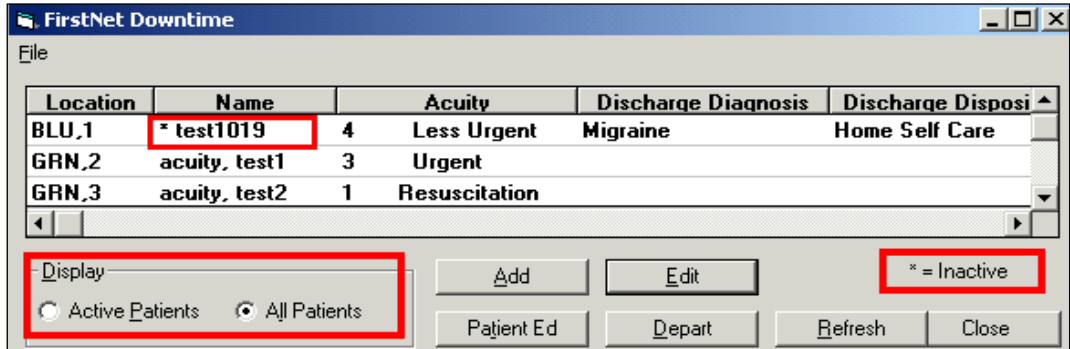
4. Enter the **Discharge Diagnosis** and the **Discharge Disposition**
5. Click the **Depart** button on the bottom when Patient physically left ED

*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*

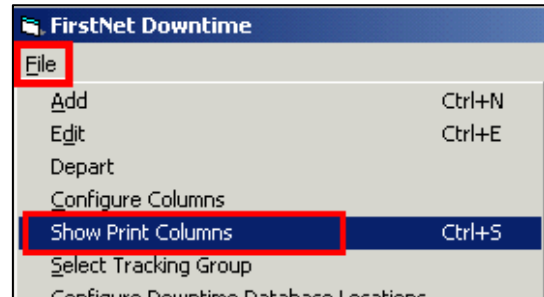


2. Select **Active Patients** to display only active patients

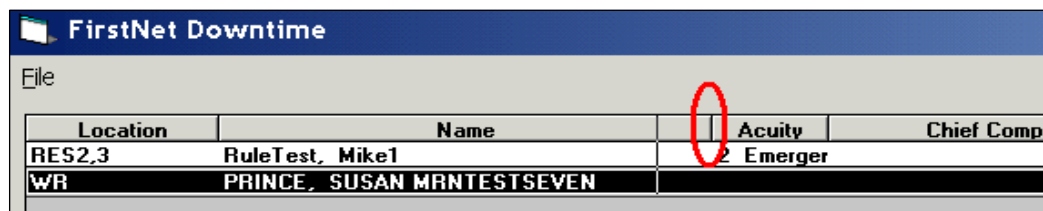
Printing FirstNet Downtime Application Report

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**



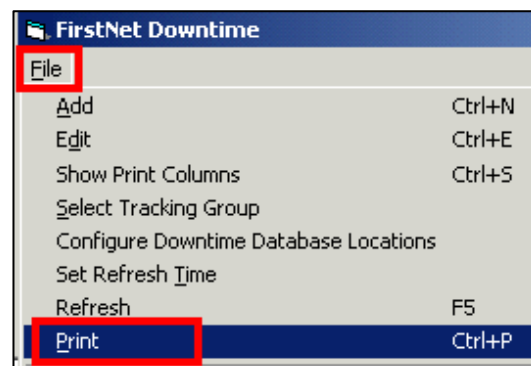
4. The columns needed for printing are: Name, Chief Complaint (Reason for Visit), Acuity, Discharge Diagnosis, Depart Date/Time and Discharge Disposition
5. Click the border line between two column headings, hold and drag to hide the columns that you do not wish to print



The screenshot shows the 'FirstNet Downtime' application window displaying a table. The table has columns for Location, Name, Acuity, and Chief Complaint. A red circle highlights the vertical line between the 'Name' and 'Acuity' columns, indicating where to click and drag to adjust column widths.

Location	Name	Acuity	Chief Complaint
RES2,3	RuleTest, Mike1	2	Emerger
WR	PRINCE, SUSAN MRNTESTSEVEN		

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.