

# Automated Downtime Note Entry

## Fact Sheet

### Overview

As electronic clinical documentation is implemented within the Inpatient setting, it is recognised that clinician's quickly become reliant on the eMR as the primary source for accessing patient progress notes and related information.

There will however be situations where it is not possible to complete documentation electronically. This would include system downtimes (both planned and unplanned), power outages or when a hospital has implemented a disaster plan.

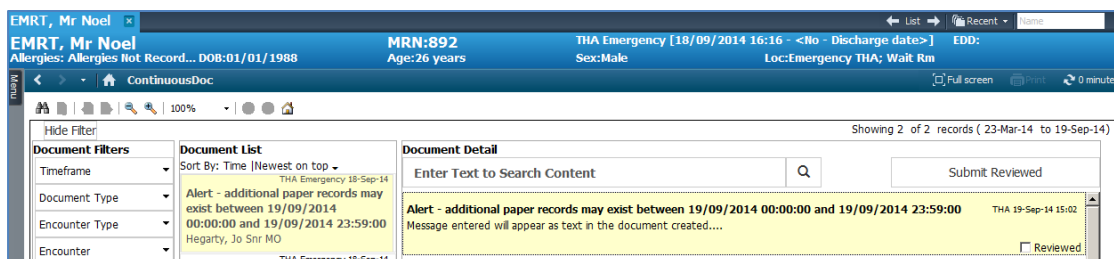
The eMR Program was asked to look at a way of indicating in a patient record that a downtime had occurred, and to alert the clinician that when reviewing electronic clinical documentation the paper documentation may also exist.

An automated downtime note entry solution has now been developed by the eHealth team. This solution allows the LHD to identify a target group of patients, and to automate a clinical note in each patient chart.

The clinical note entry will be generated via an Explorer Menu script. It is recommended that this script only be accessible to eMR team members that are authorised to create this communication. The information to be included in the note will be entered at the time the script is run.

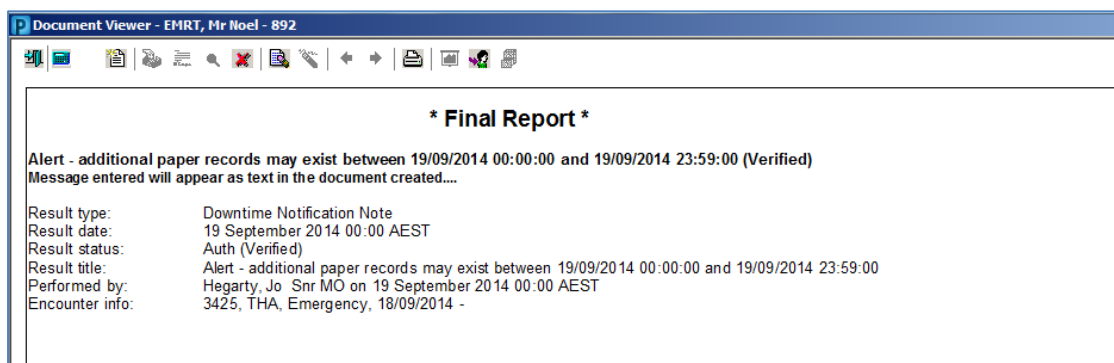
The Clinical Note will then appear in the Patient documentation in the timeline that the outage occurred, and alert the reviewing clinician that paper entries may exist.

### View via ContinuousDoc



The screenshot shows the ContinuousDoc interface for patient EMRT, Mr Noel. The document list shows an alert message: "Alert - additional paper records may exist between 19/09/2014 00:00:00 and 19/09/2014 23:59:00". The document detail view shows the alert message: "Alert - additional paper records may exist between 19/09/2014 00:00:00 and 19/09/2014 23:59:00".

### View of created Document content



The screenshot shows the Document Viewer for the alert message. The content is as follows:

**\* Final Report \***

Alert - additional paper records may exist between 19/09/2014 00:00:00 and 19/09/2014 23:59:00 (Verified)  
Message entered will appear as text in the document created....

Result type: Downtime Notification Note  
Result date: 19 September 2014 00:00 AEST  
Result status: Auth (Verified)  
Result title: Alert - additional paper records may exist between 19/09/2014 00:00:00 and 19/09/2014 23:59:00  
Performed by: Hegarty, Jo Snr MO on 19 September 2014 00:00 AEST  
Encounter info: 3425, THA, Emergency, 18/09/2014 -