

# 724 DOWNTIME COMPUTER

## User Guide

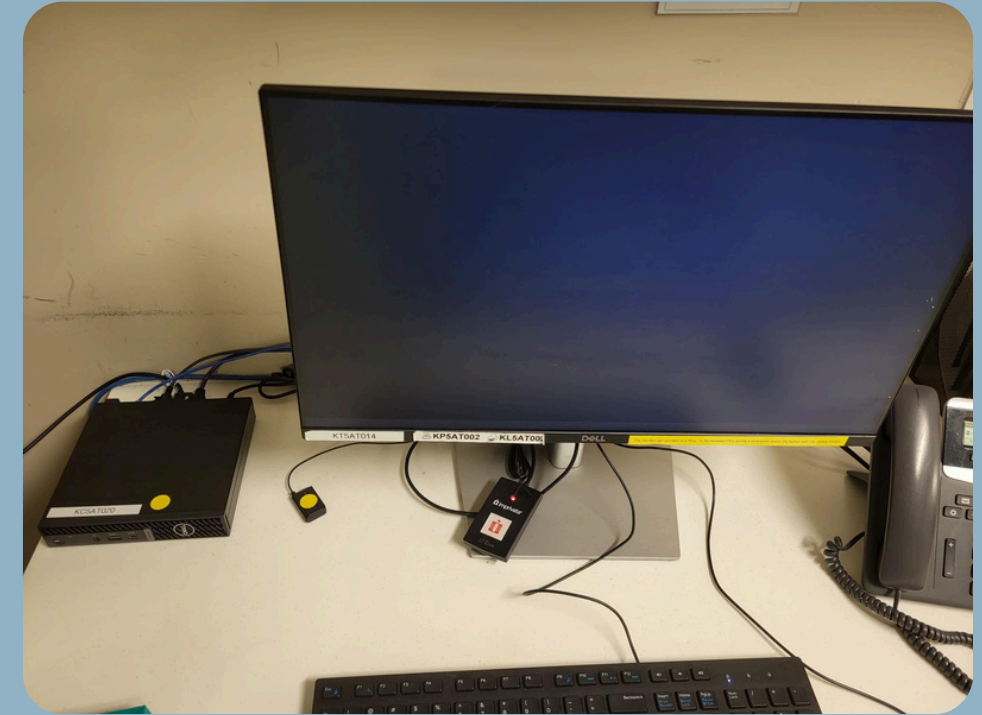
NOV. 2024

### IDENTIFYING DOWNTIME COMPUTERS

All 724 Downtime Computers across the organization are marked with a yellow identification sticker.

To access the 724 Downtime Computer, press the small button located next to the monitor marked with the yellow sticker.

Once on the 724 Downtime Computer, user's will be asked to log in.



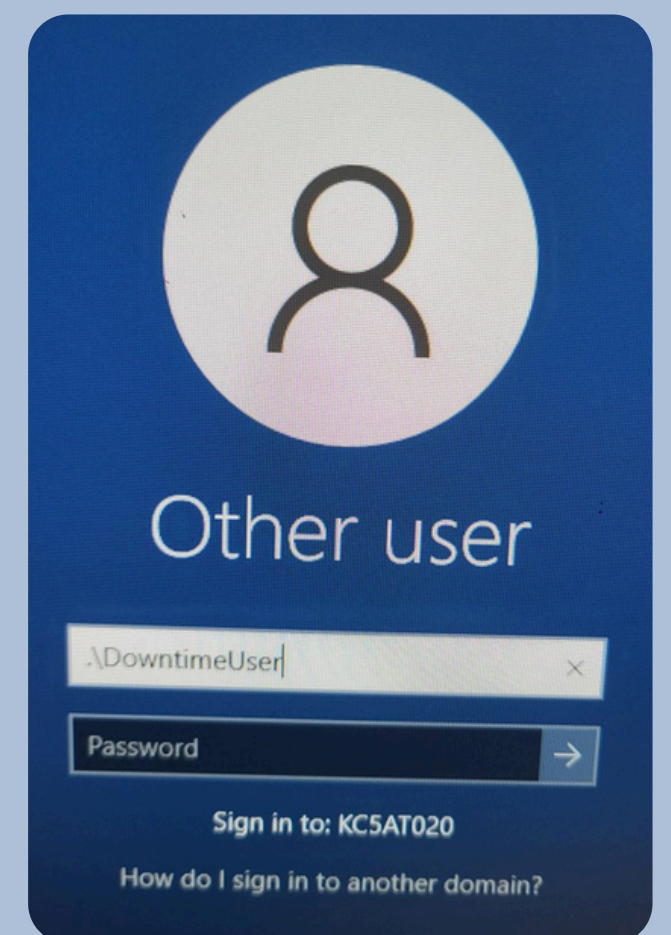
### LOG IN TO A 724 DOWNTIME COMPUTER

To log in to the 724 Downtime Computer, users will enter the following login account **".\DowntimeUser"**

The password for the 724 Downtime Computers is to be retrieved from CyberArk portal. All leaders (EVP's, Directors, Managers), Charge Nurses and Risk On-Call have access to CyberArk.

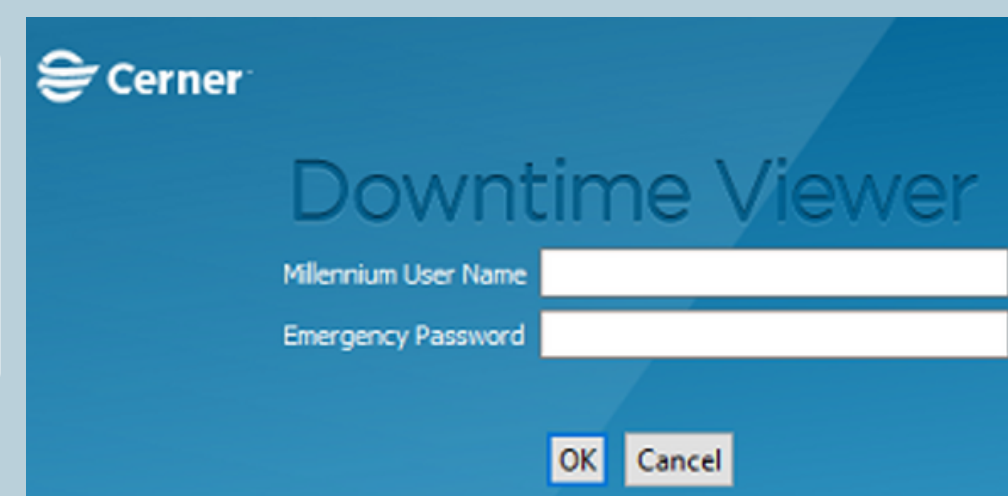
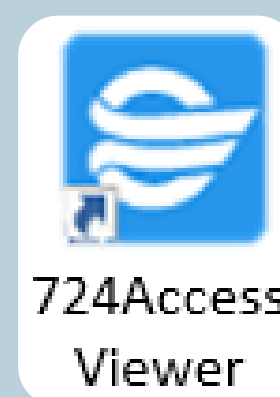
If unable to obtain the login password from the above-mentioned parties, contact Service Desk (ext. 42850).

Refer to the 'CyberArk Instructional Guide' for further guidance on how to access CyberArk.



### ACCESSING 724DOWNTIME VIEWER

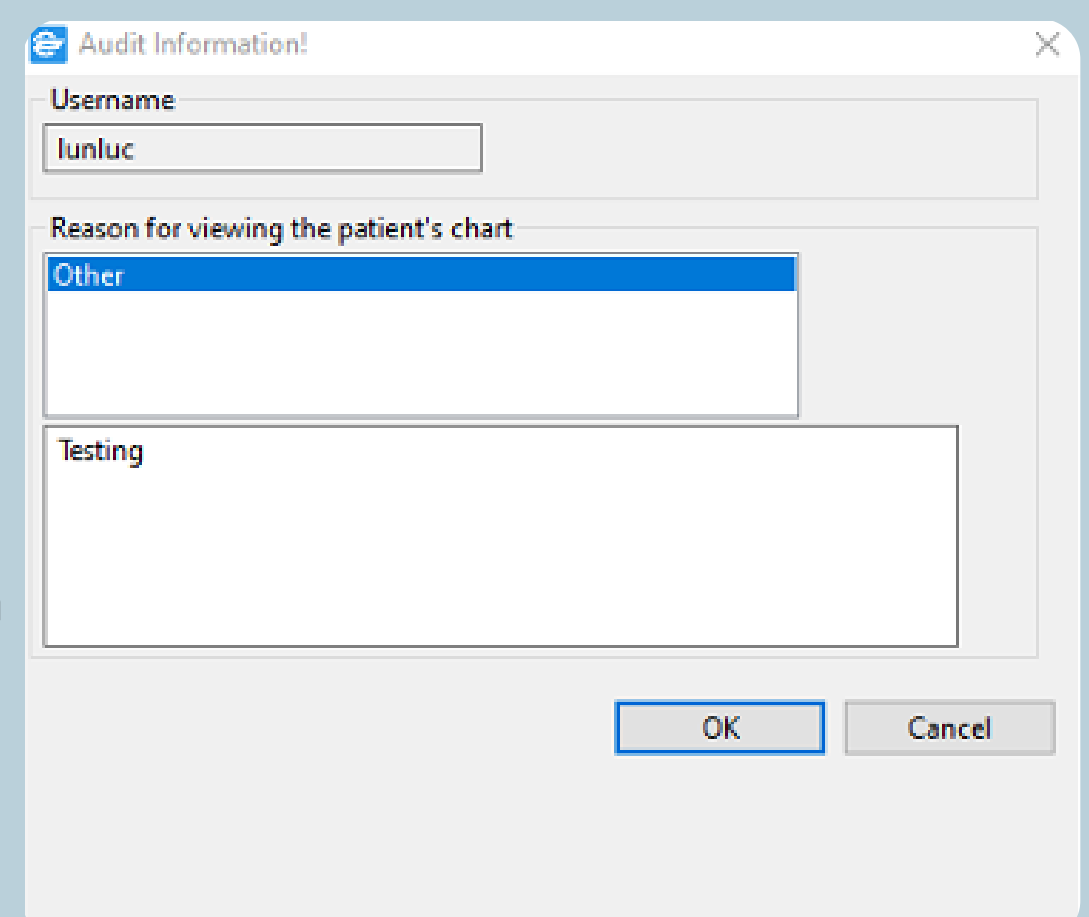
Launching the 724Access Viewer, user's will enter their Millennium User Name.



Two options for the login password:

- Enter your NH/HDS password.
- If your NH/HDS login credentials do not work, please access CyberArk to obtain a separate password to access the 724Access Viewer. Refer to the 'CyberArk Instructional Guide' for further guidance on how to access CyberArk.

Following a successful login, a pop-up will appear requesting the reason for viewing the patient's chart. Select "Other". In the text box below, explain the reason for accessing patient information (e.g., printing patient MARS during a unplanned downtime).





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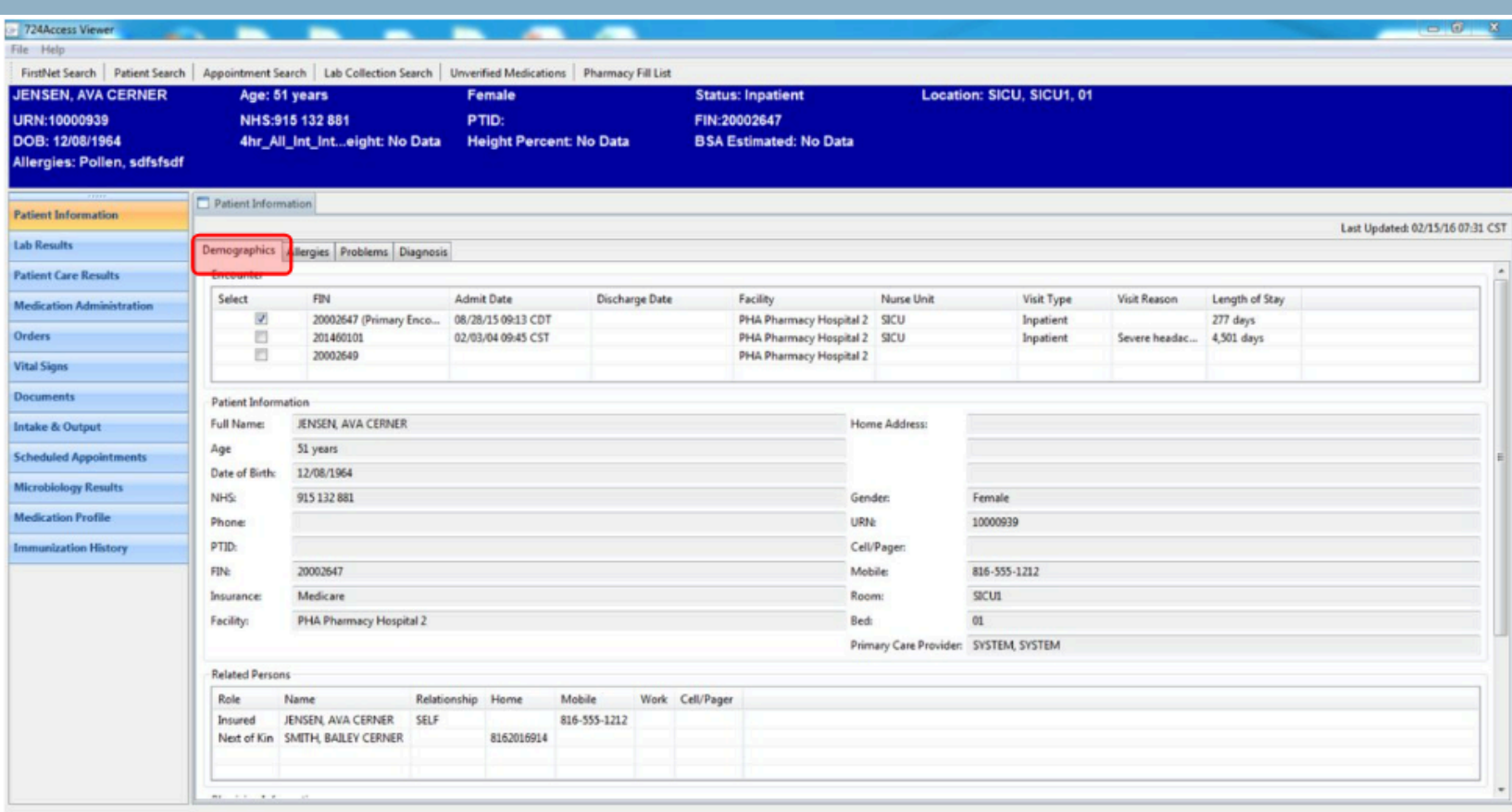
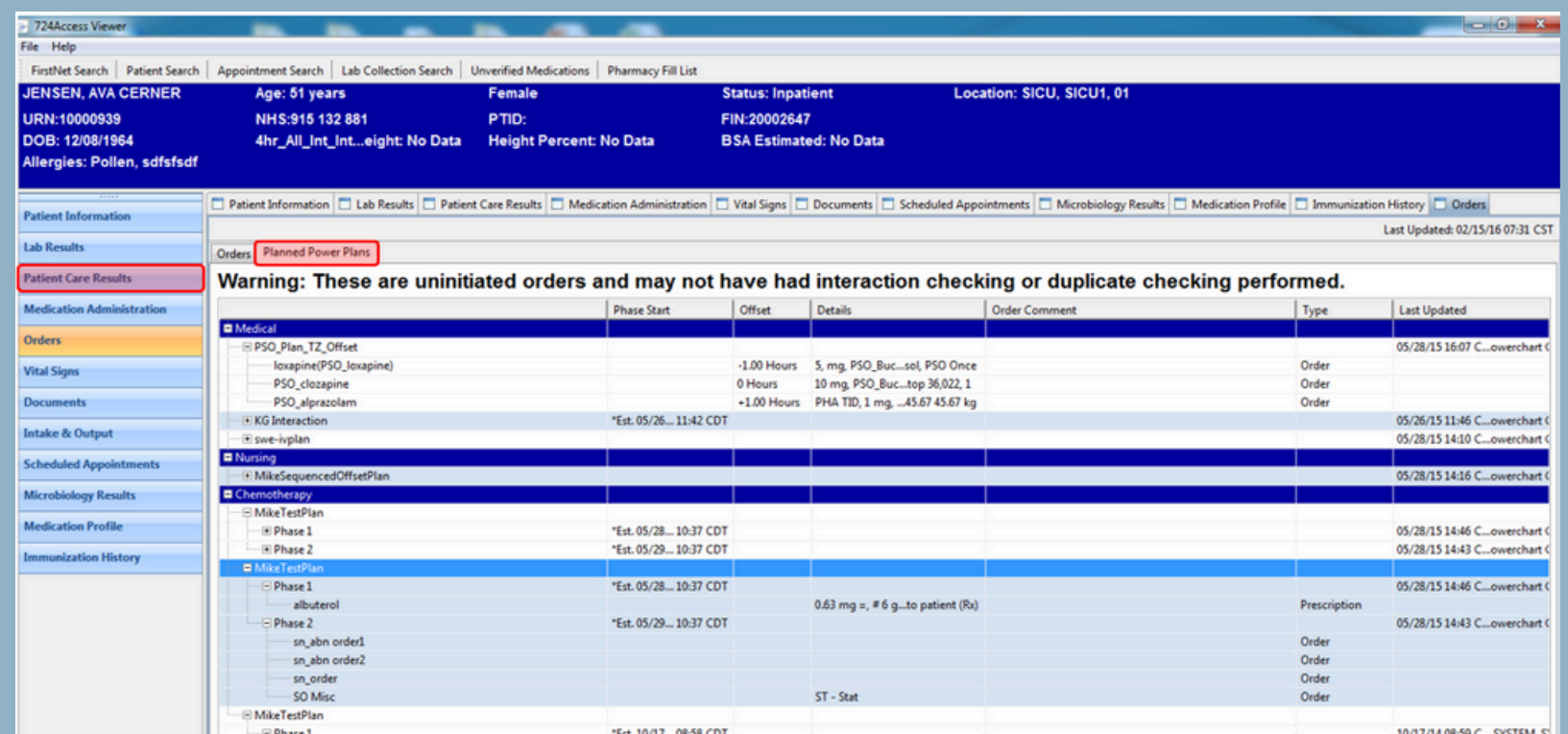
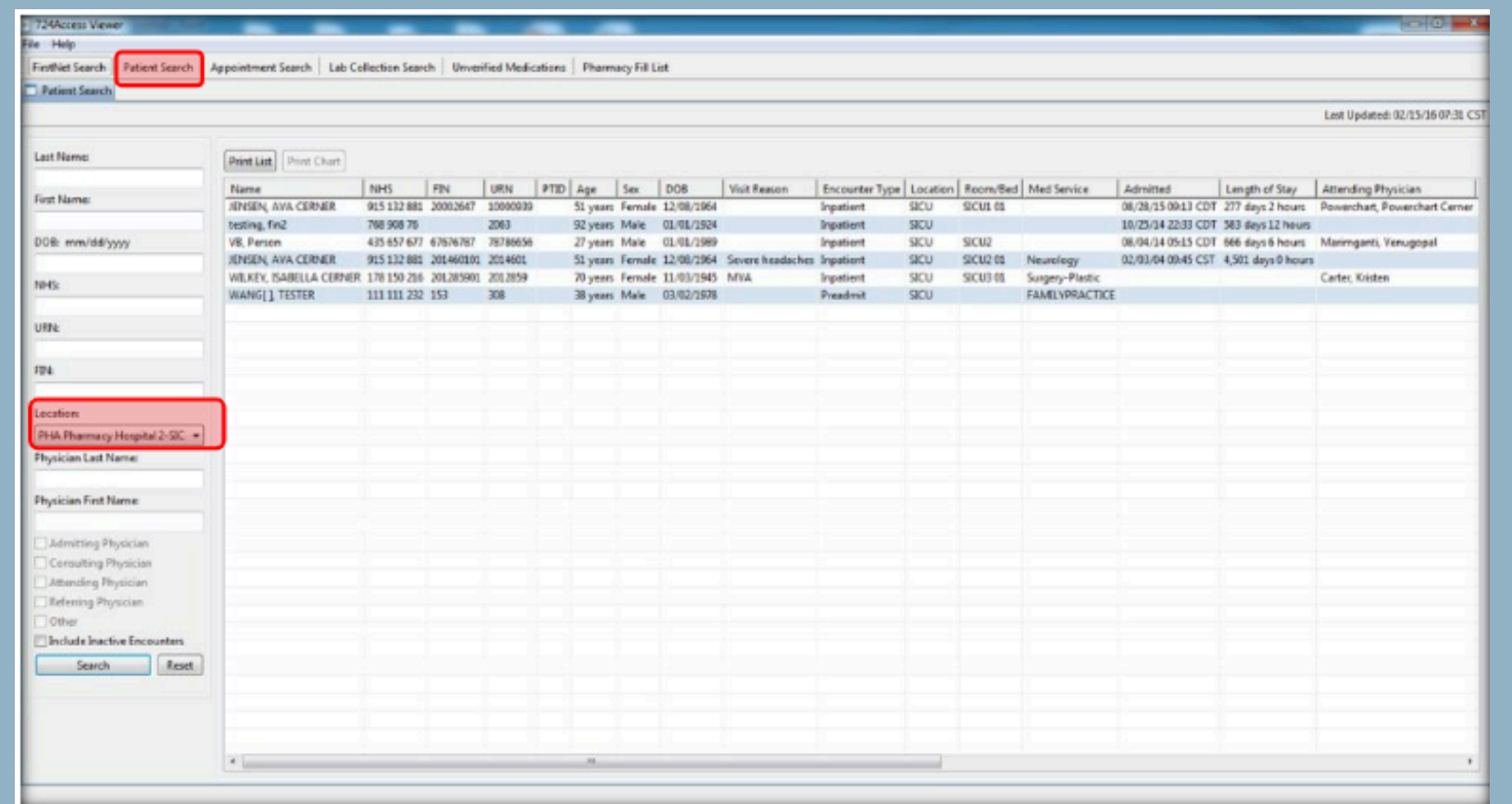
## NAVIGATING PATIENT INFORMATION

Utilize the tabs located on the top of the 724Access Viewer to search for a specific patient, or for a specific program/unit.

Once a patient or program/unit has been selected, utilize the tool bar on the left side to navigate the various fields of patient information (i.e., Lab Results, Patient Care Results, Medication Administration, Orders, Vital Signs, etc.).

Within the above-mentioned information fields, you can navigate further tabs on the top of the screen to display more information (demographics, allergies, diagnosis, etc.)

In select fields, users are able to adjust the date range of available information (i.e., start date and end date). Reminder, information will reflect the past 15 days since the onset of the downtime. Information for discharged patients will remain on 724Access Viewer for 30 days from discharge date



## PRINTING FROM DOWNTIME COMPUTER

724 Downtime Computers are connected via USB to a local computer and are pre-configured for printing.

Users have the option to print for one patient, or for multiple patients (i.e., an entire unit). Alternatively, printing can be done for the entire patient chart, or for specific sections of the chart.

When printing, a 'printing preference' pop-up will appear. From here, users will be able to select the specific type of information they want to print, as well as for the desirable date range.

