

## **TIP SHEET** HOSPITAL INFORMATION SYSTEM (HIS)

## **BRIDGE Troubleshooting**

BRIDGE Troubleshooting	PRODUCTION INVIRONMENT - NAGARA HEALTH	
User Unable to Access ORACLE BRIDGE WAS CLICKED MORE THAN ONCE OR Bridge was already open in the background  Fix: CLICK ONCE and wait It may take 25-35 seconds for Bridge to launch Close Bridge when done documenting; relaunch with ONE CLICK when ready to document again	Bridge Medical Burst Management - Spectrame Category Statistical Advancement Burst Management Burst Manageme	
BRIDGE Troubleshooting Server Error/User Locked Out BRIDGE SHOULD NOT REQUIRE YOU WITH PASSWORD Do not attempt to log in Bridge should launch automatically from in Millennium This screen will appear when Bridge has B multiple times Fix: Close any / all Bridge windows Wait 10 seconds Relaunch Bridge by clicking ONCE and *If user accidentally logged in, user is automatically after 70 seconds	Constant of the second of	
	BRIDGE Troubleshooting Fail to Scan Scanning issue Most common reason: caps lock was on Fix: Ensure Caps Lock is OFF Delete entry in the field, rescan Wristband: Cover all barcodes except FIN, rescan Blood bag: Cover other barcodes, rescan Reconfigure scanner	Welcome D, Korotash About Milk Mgmt Release Units Reports Heip Log Out           Patient ID         ac12345678         x    Current Time Zone: Eastern Standard Time Bridge Medical  Eastern Standard Time Bridge Medical  Intervent Time Zone: Eastern Standard Time Bridge Medical  Inte

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