Downtime – Downtime Viewer Weekly Checklist

> **This Quick Reference Guide will explain how to:**
>
> Complete the Downtime Viewer Weekly Checklist.

Check for DTV Login

1. Open laptop
2. Ensure laptop is turned on
3. Log into the laptop with the credentials provided in your Downtime kit

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💡 **Handy Hint – For any log in issues, please log a ticket with the Service Desk (56777) quoting the:**

a) DTV asset number (to be found on the yellow label attached to the DTV system)

b) Location of the DTV (Ward ex: FH – EMERG)

Check for 724 Application Login

1. Double click 724 icon on desktop

2. Enter username and password (located in your Downtime Kit)

3. In the Downtime Viewer window, enter your full name
4. For Audit Reason select '**Testing'**
5. Click **OK**
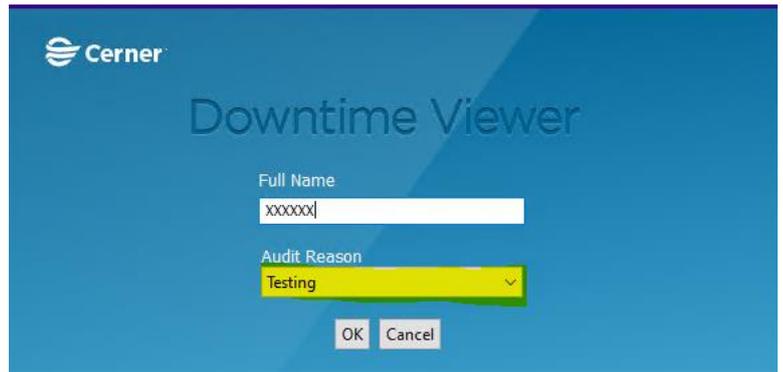
💡 **Handy Hint – For any log in issues, please log a ticket with the Service Desk (56777) quoting the:**

a) DTV asset number (to be found on the yellow label attached to the DTV system)

b) Location of the DTV (Ward ex: FH – EMERG)

Checking the Downtime Viewer is Up-to-Date

💡 **Handy Hint – Look for the Last Updated Date and Time**

Look for the timestamp on the right hand corner of the 724Access Viewer. The Last Updated field should always be in consistent with the Last transaction occurred in the EMR.
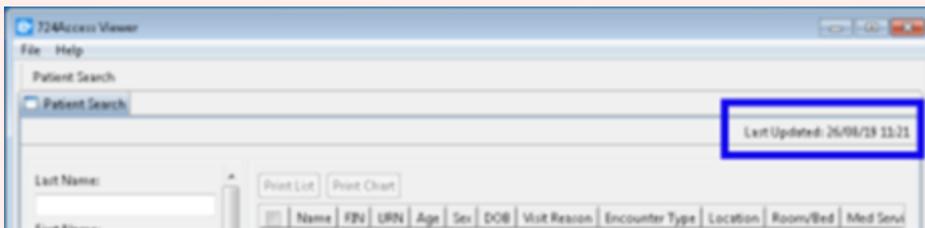
If Last Updated timestamp is not appropriate, please log a ticket with the Service desk (56777) quoting the:
a) DTV asset number (to be found on the yellow label attached to the DTV system)

b) Location of the DTV (Ward ex: FH – EMERG)

Digital Health
Quick Reference Guide

Test the Printing of Patient Charts

> **!** **Important – Downtime printing of patient charts is limited to current encounter only. Previous encounters will not be accessible.**

1. To test the print, tick the boxes to select patient charts you want to print (For testing purposes, only select 1-2 patients from the patient list)

2. Click **Print Chart**

3. Tick the boxes to print the required patient information and downtime medication administration record (MAR)
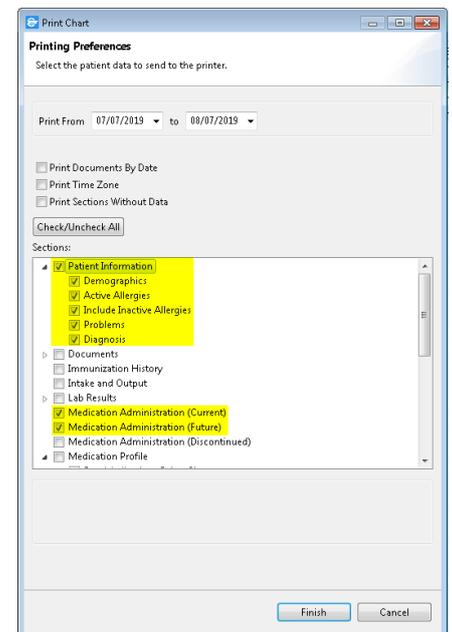
> **💡** **Handy Hint – If it doesn't print, please log a ticket with the Service Desk (56777) quoting the:**
>
> c) DTV asset number (to be found on the yellow label attached to the DTV system)
>
>
>
> d) Location of the DTV (Ward ex: FH – EMERG)

Weekly Check is Complete!