



Observation Chart Unavailability Period Plan

On morning of Wednesday 20th August 2025 from 1am-5am, due to a system update, the Observation Chart in the EMR will be unavailable. This document will explain how to enter in observations during this time and what documents may be required from your Downtime Box. The following observation chart features will be unavailable:

- Ability to view the Observation Chart in the EMR
- Altered Calling Criteria
- Altering the frequency of observations
- Urgent Clinical Review alerts and MET call alerts within the Observation Chart

Before observation chart unavailability (before 1am), please check the following:

Digital Health Team will provide overnight NUM/ANUMs with an Altered Calling Criteria report of all active altered calling criteria in the ward. Please review this list.

Check the downtime box to ensure there are enough paper observation charts (AD 315 Adult Observation and Response Chart) for the ward in case of emergency.

During observation chart unavailability (1am-5am):

1. Patient requiring a new Altered Calling Criteria (ACC) or Not for Rapid Response (NRR) status
 - Any new Altered Calling Criteria or NRR status during downtime will need to be documented via a paper observation (AD 315 Adult Observation and Response Chart) chart found in the BCP box in each ward.
2. Patients with an active Altered Calling Criteria that is expiring between 1am and 5am.
 - Please take note if your patient's ACC/NRR expires during the expected unavailability time. Staff will need to ensure that the expired ACC is reviewed by an MO and if clinically requires another ACC, this will need to be documented via a paper observation chart (AD 315 Adult Observation and Response Chart).
3. Patients with an active Altered Calling Criteria that extends beyond the unavailability period
 - Please refer to the Altered Calling Criteria report containing all active altered calling criteria on the ward and document vital signs on the EMR as suggested on page 2 of this document.
4. Patients that do not have an active Altered Calling Criteria
 - Continue to document/view observations as per the suggested workflow in "Documenting/Viewing Observations" on page 2 of this document.

After observation chart unavailability (after 5am)

Medical Staff to update EMR with any newly documented Altered Calling Criteria from 1am-5am.

Documenting/Viewing Observations on the EMR during observation chart unavailability

Observations can still be documented in the EMR by Nursing staff through Interactive View and Fluid Balance from the Table of Contents (Look at page 2 of the QRG for [Entering and Viewing Vital Signs](#)).

During unavailability time the following features within the EMR can be used to view patient observations:

1. Interactive View and Fluid Balance found in the table of contents
 - i. Found in "VITAL SIGNS" under the Adult Systems Assessment band
 - ii. Alerts will display on documenting vital signs within the UCR and MET call criteria
 - iii. Vital signs within the UCR and MET call reference ranges will be colour coded
 - i. **!** icon = MET call
 - ii. **Up** arrow = high UCR
 - iii. **Down** arrow = low UCR

Please note: the Critical and UCR values refer to standard/unaltered reference ranges and not altered calling criteria.

2. Results Review found in the Table of Contents followed by Observations Tab
 - i. Vital signs within the UCR and MET call reference ranges will be colour coded with a symbol
 - i. **C** = critical/MET call
 - ii. **L** = low UCR
 - iii. **H** = high UCR

Observations View	05/08/2022 14:57	05/08/2022 14:52
Vital Signs		
<input type="checkbox"/> Respiratory Rate	40 C	30 H
<input type="checkbox"/> Respiratory Distress		
<input type="checkbox"/> Systolic Blood Pressure		120
<input type="checkbox"/> Diastolic Blood Pressure		90
<input type="checkbox"/> Mean Arterial Pressure, Cuff		
<input type="checkbox"/> Temperature Temporal		
<input type="checkbox"/> Peripheral Pulse Rate	50 L	125 H

Support will be available from the Digital Health team during the unavailability period by calling after hours support as well as during business hours on 20th August 2025 via Service Desk.