Date: May 9, 2024

To: All Cerner Millennium End Users

From: Office of Clinical Informatics

RE: 2018.18 Code Upgrade beginning **Tuesday, May 14, 22:30** through **Wednesday, May 15, 04:30**

Beginning **Tuesday, May 14**, Northern Light Health Information Systems staff will be performing a code level upgrade. The upgrade to a new code level will bring enhancements and corrections to Cerner Millennium. Documentation and ordering within the EMR will be available as a full downtime will not be required for this code upgrade. Some systems will not be available or will only be unavailable for a short time. Any visible changes to Millennium will be communicated by Clinical Informatics in a separate distribution. Education on any changes can also be found on the Clinical Informatics Education Portal.

What to expect during the Code Upgrade: Tuesday, 5/14 – Wednesday, 5/15

Cerner Millennium will be available for documentation and ordering.

Estimated Timeframe	What will be in Downtime:
22:30 – 01:30	**Bridge Medical (Blood & Breastmilk) –** will be unavailable during the timeframe listed to the left. Staff administering blood will need to use the Blood Product Administration iView band and staff working with breastmilk will need to use the Newborn Quick View iView band. • Validation: 12:30am EST – 2:00am EST
22:30 - 03:30	**Clairvia** – will be unavailable. **Action to take prior to the downtime:** • Charge nurses are encouraged to update patient assignments prior to 10:00 pm on May 14. • To have a copy of the schedule to reference during the downtime, consider running the Schedule report in Clairvia Web: Clairvia Web Schedule Report. • **Validation and Enabling** of Interfaces and Services **03:00**. • **Clairvia Mobile app** will be unavailable. Please use **Clairvia Web**.
22:30 – 23:15	**Interfaces** will be down briefly. This means that any **labs resulted** during this time will not automatically cross to the EMR. Once back up, the labs that have collected in the queue will begin to populate the EMRs. Follow your downtime procedure for communicating lab results during this time.

- **The following CareAware solutions are now cloud-based, therefore no downtime is required.**
  - **BMDI**
  - **Capacity Management**
  - **RoomLink**
  - **Transfer Center**
- By **04:30**, staff will have received a prompt to sign off at 15, 5 and 1-minute timeframes before the system will log users out. Upon signing back in, users will be on the new code level.
- [Clinical Systems Downtime Policy - 22-048](#)

In the unlikely event the Millennium System needs to be taken down:

- To view all available 724Access Downtime educational flyers, please refer to the [Downtime References](#) section on the CI Education Portal, to assist staff on appropriate use in the event of a downtime.
- A Millennium Status Unavailable notification will be announced if the system needs to be taken down.
- The 724 passwords will be placed on the Millennium Status Page.
- Should the system go down, 724Access Downtime Viewers will be available on inpatient units, EDs, and NL EMMC, NL AR Gould, and NL Mercy PACU & Cath Labs.
  - **NOTE**: information on patients admitted within 2 minutes prior to the downtime may not be available on 724AccessDowntime Viewer.
- Paper MARs can be printed for use for 24:00-07:00 (previous day MAR).
  - Staff should ensure when printing the Active Orders and/or MAR, that the date range fields titled "Print From" are reflective of the downtime date(s).
  - Consider printing only the paper MAR for this downtime. Instructions on how to print patient MARs can be found on the Printing Patient MARs from 724 Downtime Viewers flyer.
  - Additional printing consideration for "Orders Profile" on all patients with CPOE orders entered after 2200 to assure all active orders are available. Active orders will also be available via 724Access Viewers.
- Consider printing an "Orders Profile" (Tasks→ Reports→Orders Profile) on all patients with CPOE orders entered after 22:30 to assure all active orders are available. Active orders will also be available via 724Access Downtime Viewer.
- Clinical units should confirm availability of required paperwork in their downtime "toolkit."
  - Lab results will be sent to all units on paper during the downtime.
  - Discharge paperwork will be sent to the clinical units (if required).
  - Newly transcribed documents will not post to PowerChart during the downtime. All reports will cross to PowerChart when it becomes available.
  - **Order Templates** are available in the Order sets and Pathway's link on your Intranet page.