
The Read-Only DR (Disaster Recovery)-Site allows users (when notified by IS) to access PowerChart from ANY PC in a View Only mode in their unit to view patient's data that was entered *prior* to the downtime. Once the Read-Only DR-Site is available, the 724Access Downtime Viewer application should not be used. Users should log into Millennium READ-ONLY (READ-ONLY DR-Site).

724Access Downtime Viewer – Desktop Icon on Designated Computers

Computers with 724Access Downtime Viewer installed can be used anytime to access the Millennium system through the Millennium Storefront and are the only computers that can be used in a downtime situation to access patient data. These computers are identified with the following sticker:



724Access Downtime Viewer
PLEASE DO NOT TURN OFF

NOTE: Please refer to the [724Access Downtime Viewer Manual](#) (full instructions) or the [724Access Downtime Viewer](#) (shortened version) flyer for details on its use.

NOTE: Computers that have 724Access Downtime Viewer software installed, should **NEVER** be turned off as they are continuously capturing data in the event the system goes down. They can be rebooted if needed.

Announcements of Downtimes

When a downtime is announced (either planned or unplanned), users will hear an overhead page and receive an email communication titled: DOWNTIME STATUS ALERT - THE MILLENNIUM SYSTEM IS UNAVAILABLE, and the body of the communication will instruct staff to access their downtime toolkit for procedures and three bullets where they can access the 724Access downtime password.

THIS IS A PLANNED DOWNTIME

STATUS ALERT - THE MILLENNIUM SYSTEM IS UNAVAILABLE...

Please access the downtime toolkit for your department's downtime procedures.

The 724Access downtime viewer password is available:

- In your department's downtime toolkit
- The System Status messages on your sites homepage
- By calling the Helpdesk at 973-7728 and listening to the pre-recorded message

Staff can access data entered on their patients using the designated 724Access Downtime Viewer computers. The data will be current up to 2 minutes prior to the Millennium System going down.

Read-Only DR-Site Access – On All Computers in an Inpatient Unit

When the READ-ONLY DR site is made available, users will hear an overhead page and be notified via an email from IS titled: THE MILLENNIUM SYSTEM IS AVAILABLE... STATUS READ-ONLY and the body of the communication.

..THE MILLENNIUM SYSTEM IS AVAILABLE... STATUS READ-ONLY

"The Millennium System is available in **READ-ONLY** mode. Data will be current up to 1:00 am. Information will be viewable only, there will be no ability to enter orders, document or print from Millennium. Use your current user name and password to access Millennium via the usual PowerChart icon."

From the Office of Clinical Informatics

724Access Downtime Viewer

READ-ONLY DR-Site Access

October 6, 2021

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This communication means that users may access PowerChart from ANY PC on their unit to view patient data that was entered two minutes PRIOR to the downtime. Staff may sign into the VIEW ONLY PowerChart using their own network username/password.

Staff should discontinue the use of 724Access viewers when Read Only becomes available.

In READ-ONLY mode, users are NOT limited to just the computers with the 724Access desktop icon. All computers can access Millennium READ-ONLY. (User using the 724Access Downtime Viewer application should close it out and log back into Millennium READ-ONLY.)

NOTE: Users may not see a patient or patient data on those patients admitted within a 2 -minute window of the downtime.

The Read-Only DR-Site looks and feels like the live PowerChart; however, users are not able to enter and/or save documentation.

Notification When Millennium is Back

When Millennium is back up, an email title: STATUS ALERT – Millennium is now available will be sent.

NOTE: Staff can reference the [724Access Downtime Viewer - Capturing EHR Data After a Downtime flyer that details appropriate and necessary data captured during the downtime that needs to be entered back in the EHR and placed in the paper charts for reference and scanning by Medical Records.](#)

In the Event of a Network Outage

In the event of a network outage, when the computers in the units cannot connect to NLH production or the READ-ONLY DR Site domain, the ONLY devices available for staff to access read-only patient information will be the 724Access Downtime Viewers!

Printing data from the 724Access Downtime Viewer is unavailable during a Network Outage.

724Access Downtime Viewer software is installed on at least two dedicated devices in the inpatient units and the emergency departments. Some units like the ICU/CCU may have more than two devices.