
The following label can be found on all of the designated 724Access Downtime Viewer computers at all member hospitals:





724Access Downtime Viewer
PLEASE DO NOT TURN OFF

724 Access Computer Facts

- These computers can be used anytime to access the Millennium system, but are the **only** computers that can be used in a **downtime** situation to access patient data.
- The 724Access Downtime Viewer system stores Inpatient and Emergency Department patient information only and there are no 724Access Downtime Viewer computers in outpatient areas.
- The 724Access computers are located in the inpatient areas and the ED. The computer in the ED will show patients in the Emergency Department and the Emergency Department Inpatient (EDIP) status.
- The PACU, Pharmacy, and some procedural areas have computers with access to patient records from throughout the facility.
- These designated computers automatically store a **30-day snapshot** of patient information that can be accessed during a downtime. Patient information is updated every two minutes, so the computers need to be left on at all times in order to receive these updates.
- A **sluggish 724Access Downtime Viewer computer simply needs a reboot!!** It is okay to **reboot the computer** if it is acting sluggish, but make sure the computer boots back up. Should you walk into an area and notice that a 724Access Downtime Viewer computer has been shut down, please restart the computer immediately.

Launching the 724Access Downtime Viewer

- To start the 724Access Downtime Viewer application, click the Start  button in the lower left-hand corner of the monitor screen.
- Locate and click the 724Access Viewer link. 
- After clicking the link you will be prompted to enter a username and password.
 - The **username** is “724access” (use lower case letters).
 - The **password can be found on the IS Help Desk Systems Status Page**. It may also be obtained by calling the Help Desk and listening to the 724Access password recording. The 724Access password may also be located in a sealed envelope in the downtime toolkit located on each unit.

NOTE: The password used to access 724Access will change after each downtime.

Viewing Patient Data in 724Access

- After entering the **username** (724access) and 724 **password**, the user's full name and audit reason will need to be entered.
- Type in the **Username** and from the dropdown menu, choose **Millennium Downtime** as your **Reason for accessing the 724 Access Viewer**, then click **OK**.
- The 724Access Downtime Viewer will display a list of patients registered to your unit location.



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NOTE: The Username and Reason for opening the 724 Access Downtime Viewer and patient's charts are stored and can be tracked by IS Security.

Tips for Using 724Access

- Double-click the patient's name to open the chart.
- A menu navigator will display in the left of the screen similar to Millennium links.
- The **As of** option is the same as the **refresh** option.
- Patient demographic information is located on the blue banner.
- The date range pulls in the last 24 hours and can be set to view up to 30 days of previous information.

NOTE: The larger the selected timeframe, the longer the load time.

- Select category columns can be sorted.
- Select links have filter options available.
- Clicking the links on the left will open tabs across the top. The initial load time may be slow, but once the tab is loaded accessing the tab subsequent times should be faster. The tabs may be left open at the top as long as you are viewing the patient chart.
- **Sign off** when finished by clicking the **X** in the top right-hand corner.

NOTE: If you fail to close out of 724Access, your username and reason will remain in the system for subsequent users.