Cerner Millennium, CareAware iBus, and Cerner Patient Observer are all needed for full functioning of the Virtual Cerner Patient Monitoring Station. If one or more of these systems goes into Downtime, certain actions need to be taken by the Virtual Observation Technician.

➢ **Downtime Scenarios**

Millennium	CareAware iBus	Cerner Patient Observer	Action
Downtime	Downtime	Downtime	Contact Nursing to arrange for sitter or request family to remain with patient.
Online	Downtime	Online	Do **NOT** log out of Cerner Patient Observer. Recommended to **NOT** onboard new patients. Use phone escalations only.
Online	Downtime	Downtime	Contact Nursing to arrange for sitter or request family to remain with patient.
Downtime	Online	Online with functional limitations	Do **NOT** log out of Cerner Patient Observer Recommended to **NOT** onboard new patients. Add Log Event will **NOT** be functioning. Document patient interactions on paper. Use phone escalations only.
Online	Online	Downtime	Migrate patients to other Central Monitoring Station (CMS) if possible. Contact nursing to arrange for sitter or request family to remain with patients who cannot be monitored by the other CMS.
Downtime	Online	Downtime	Migrate patients to other Central Monitoring Station if possible. Contact nursing to arrange for sitter or request family to remain with patients who cannot be monitored by the other CMS. Document patient interactions on paper. Recommended to **NOT** onboard new patients. Use phone escalations only.

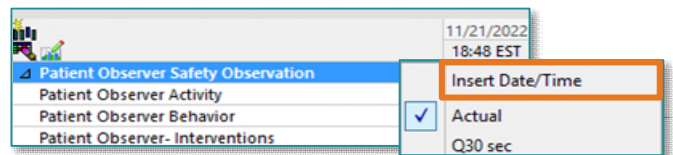| Millennium	CareAware iBus	Cerner Patient Observer	Action
Downtime	Downtime	Online	**Do NOT** log out of Cerner Patient Observer Recommended to **NOT** onboard new patients. Add Log Event will **NOT** be functioning. Document patient interactions on paper. Use phone escalations only.

Downtime Workflow

➤ **Recovery Procedures:**

If new user needs to login, log off the old user and log back in with the new users' credentials.

Remove cameras for patients in which monitoring was discontinued.

Update patient interactions in iView.

Contact the Helpdesk to restore primary Central Monitoring Station.

Onboard cameras

➤ **If Cerner Millennium is down, document patient interactions and hourly observations on paper form found in downtime toolkit.**

- When Cerner Millennium becomes available, documentation that occurred during the downtime will need to be entered into Cerner.

  - In iView right-click time and select **Insert Date/Time** to enter the time in which the documentation occurred.

  - A new time column will be added.

- If the downtime overlaps with next shift, when Cerner Millennium comes back online, the Virtual Monitoring Technician documents in the **Downtime Reference** form in **Adhoc** indicating the start and stop time of the downtime, who they are documenting for, and the timeframe of that documentation.

  - These times are posted in the **IS Systems Status** page which is accessed from the NLH Intranet page.