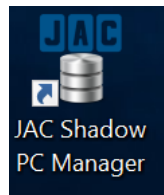


# EMERGENCY CHART PRINTING

## USER GUIDE V2018. SP1



## Contents page

<b>No.</b>	<b>Section Title</b>	<b>Page No.</b>
1	Introduction - Electronic Chart Printing (ECP)	3
2	Emergency Charting Printing (ECP) Locations	3
3	Accessing Emergency Charting Printing (ECP) laptop	4
4	Generating a Medicines Administrations Chart (MAC) report	6
5	Generating a Medicines Administration Profile (MAP) Report	8
6	ECP Status change	11
Appendix 1	What to do when the system comes back online (RXCUFD) – On-call Pharmacist	13
Appendix 2	How to order a replacement Printer Cartridge.	14
Appendix 3	Reporting a fault with the ECP.	15
Appendix 4	Document Control	16

## 1. Introduction - Electronic Chart Printing (ECP)

The Emergency Chart Printing computer system (ECP) is a backup system that tracks the activity in the JAC system. If the JAC system fails due to a power failure, the network goes down or you get error messages indicating that the database or the server is down, the Emergency Chart Printer system is used to print Medicine Charts (**MAC – Medicine Administration Charts**) and Medicine Profiles (**MAP – Medication Administration Profile**) reports that allow the ward to administer medication from the printed charts or get a history of the medication taken by a patient or all patients up to that point. **MAP** is also used when patients are being transferred to a non-JAC ward or hospital. **Once the system is back online, the On-call Pharmacist will need to run the RXCUFD program which will bring the system up to date (please see towards the end of this guide for details).**

ECP should not be used for routine printing, but only be accessed in the event of system failure or downtime, i.e. Network or server access is down. It is also necessary to ensure that you cannot access JAC from another computer on the ward before using the ECP.



Please follow the normal procedure for escalating serious IT issues before accessing the ECP.

### For the attention of the Duty Senior Nurse, On Call Manager and On Call Pharmacists:

**In the event of a total system failure, the DSN should contact the on-call manager who will escalate the issue to out of hours Electronic Systems support. This issue can then be logged with Careflow Medicines Management (JAC) Support line 24/7 EPMA (JAC) 'Category 1 issues only' support line: 0844 589 5217 . Additional out of hours support can be obtained via the On-Call Pharmacist.**

## 2. Emergency Chart Printing (ECP) Locations:

Site/ Borough	Location
Mile End Hospital (Tower Hamlets Centre MH)	Vaccination Clinic Room, TH Centre for MH
Homerton Hospital, City and Hackney Centre for Mental Health City and Hackney	DSN Room / Patients Council North Block
Newham Centre for Mental Health (Newham)	Management Office, Hot Desk Room
Calnwood Road, Luton	DSN Room, Coral Ward
Oakley Court, Luton	Admin Room, Ash Ward
Townsend Court, Bedfordshire	Poplars Ward, Consultant Office 1
Cedar House, Bedfordshire	Manager's Office, Cedar House
Wolfson House	Security Office – 6 <sup>th</sup> floor
John Howard	Dental Suite - JWB

### 3. Accessing Emergency Chart Printing (ECP) laptop

At the network prompt screen use the following login details:

**Primary Account:**

**Username: ECP1**

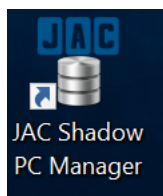
**Password = C4arting123!**

**Secondary Account (only use if primary is locked out):**

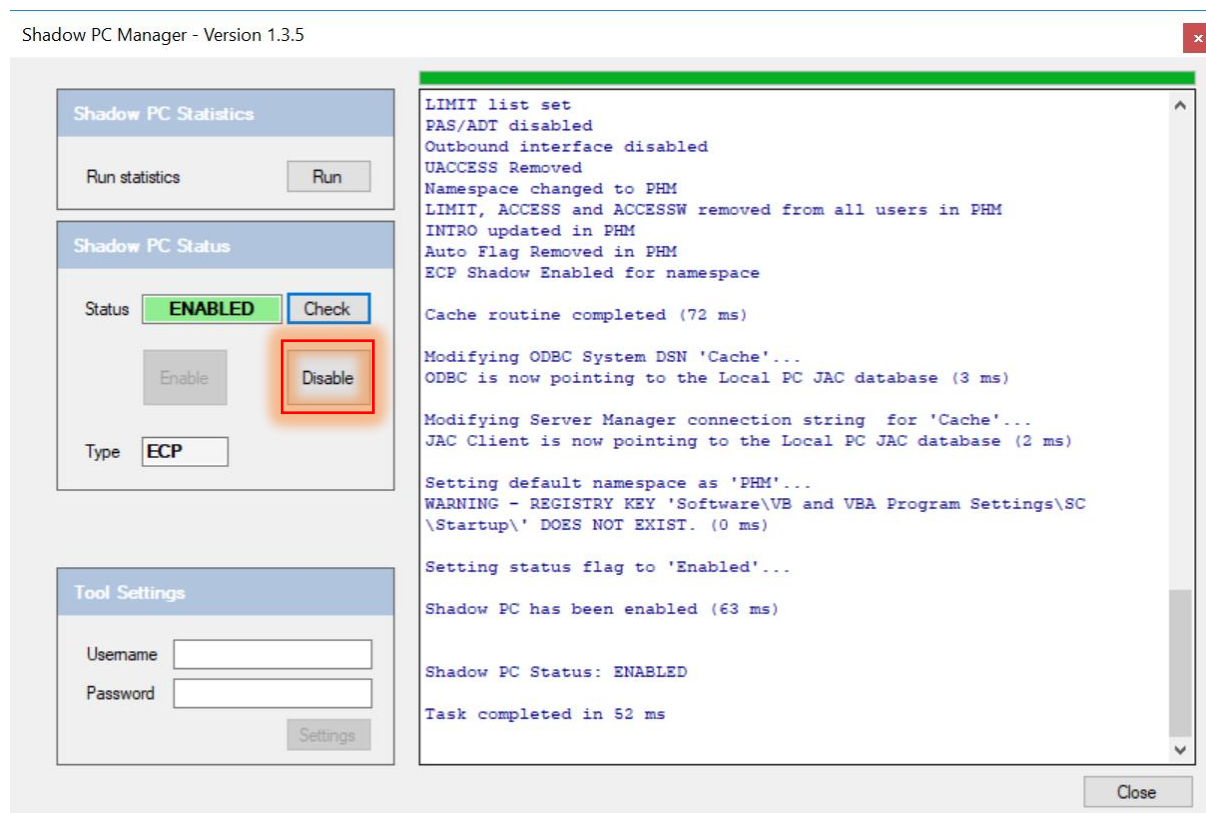
**Username: ECP2**

**Password = C4arting123!**

Access ECP by clicking the desktop icon:

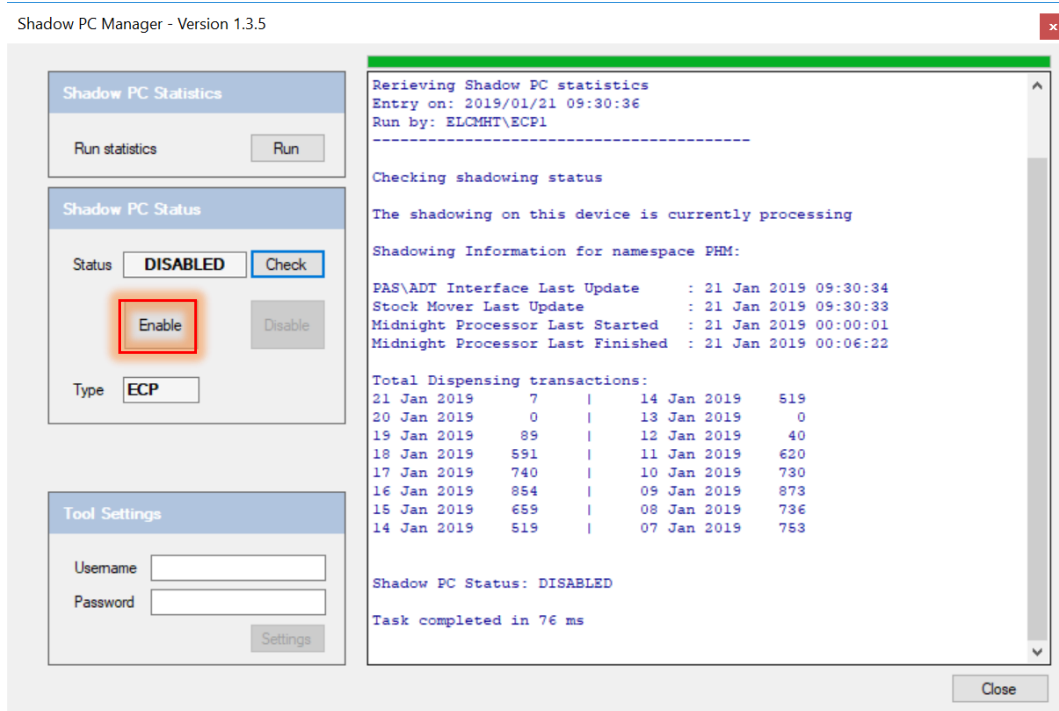


**!!! IMPORTANT !!! PLEASE CHECK THE STATUS IS SET TO DISABLED WHEN ACCESSING SHADOW MANAGER. IF NOT, IT NEEDS TO BE RESET TO DISABLED BY CLICKING THE DISABLED BUTTON:**

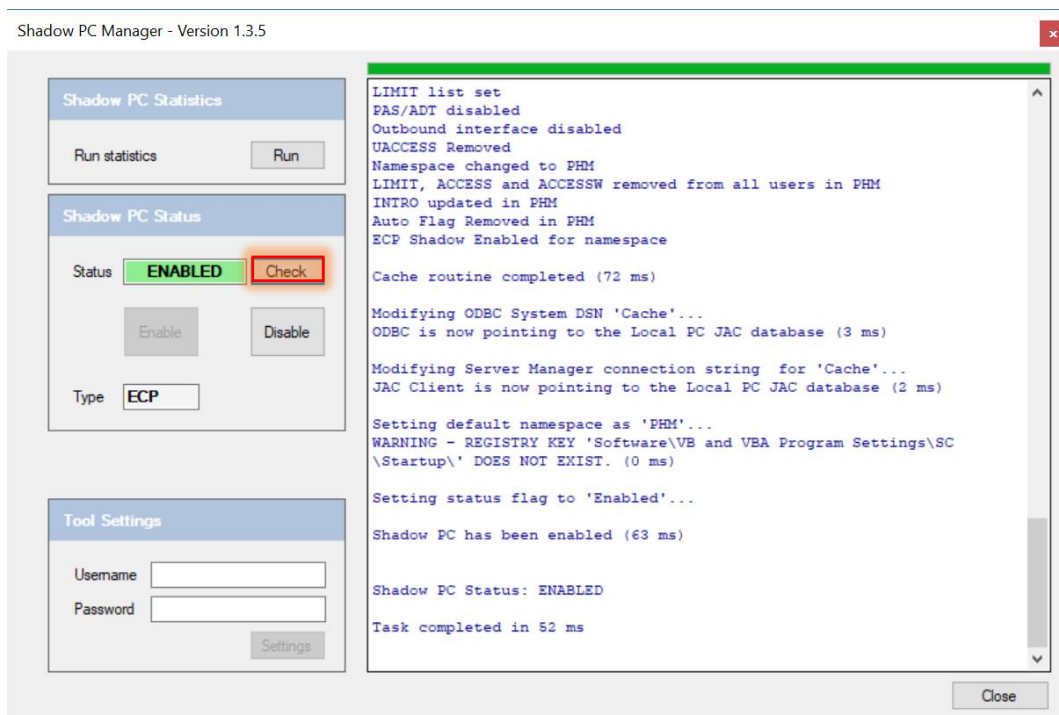


**IF THE STATUS IS SHOWING AS DISABLED THEN PLEASE FOLLOW THE INSTRUCTIONS ON THE NEXT PAGE.**

The main menu screen opens displaying a status of “DISABLED”:



To enable the ECP click the ‘Enable’ button. The status will change from ‘DISABLED’ to ‘ENABLED’:



Clicking ‘Check’ will confirm the “Shadow PC” status.

#### 4. Generating a Medicines Administrations Chart (MAC) Report

Login into JAC client by clicking the desktop icon:



Enter your JAC username and password at the prompt:

A screenshot of the 'JAC Login' dialog box. The window title is 'JAC Login'. It features a 'JAC' logo in the top right corner. There are two input fields: 'Username' and 'Password'. Below the input fields are three buttons: 'Help', 'OK', and 'Close'.

From the main menu screen type in **MAC** and press Enter or click the **OK** button:

A screenshot of the 'JAC Medicines Management' main menu screen. The window title is 'JAC Medicines Management'. It has a 'File Help' menu bar and a 'JAC PHM' logo in the top right. The main area is divided into two panes. The left pane is titled 'Nurse Administration' and is currently empty. The right pane is titled 'MAC Medicines Administration Chart' and 'MAP Medication Administration Profile'. In the right pane, there is a 'Program' field containing the text 'MAC' and an 'OK' button next to it, which is highlighted with a red rectangle.

Select (1.) **Ward** option and (2.) ward name from the drop down menu:

The MAC report is generated:

**TESTING, Sally** Page 1 of 6

Hospital No: 987456 National No: Requested by: AL Printed: 19-Feb-2019 at 12:12

DOB: 7-Jul-1955 Consultant: Dr TestDoctorConsultant TestDo Ward: Test Ward

Allergies:

Weight (Kg): 78 Sensitivities:

Height (cm): 180.000

**REGULAR SCHEDULED MEDICATIONS**

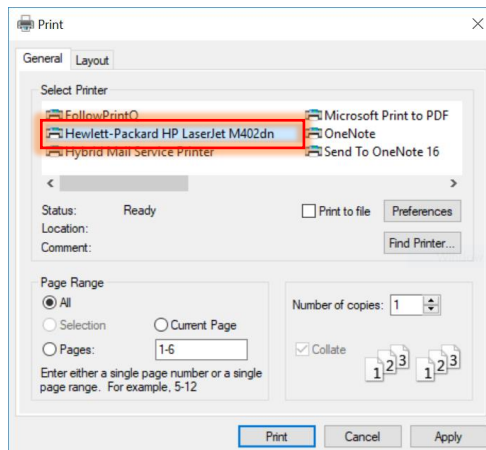
DRUG - drug names in brackets [ ] require witnessing	DOSE, ROUTE & FREQUENCY/RATE	Start date	Month	February	2019						
Prescriber			Day	Time	19	20	21	22	23	24	25
<b>OLANZAPINE 10 mg Tablets</b>	10 mg Night Oral	16-Jan-2019 22:00	22:00								
Mr Lewis Pope	Order start: 16-Jan-2019 22:00										
Verified by: Mr Lewis Pope	16-Jan-2019										
Last Dose Given: 04-Feb-2019 22:00											
<b>AMLODIPINE 5 mg Tablets</b>	5 mg Lunchtime Oral	16-Jan-2019 13:00	13:00								
Mr Lewis Pope	Order start: 16-Jan-2019 13:00										
Verified by: Mr Lewis Pope	16-Jan-2019										
Last Dose Given: 08-Feb-2019 13:00											
<b>IBUPROFEN 200 mg Tablets</b>	200 mg Three Times A Day - Morning, Lunch and Night Oral	16-Jan-2019 13:00	09:00								
Mr Lewis Pope	Order start: 16-Jan-2019 13:00		13:00								
Verified by: Mr Lewis Pope	16-Jan-2019		22:00								
Last Dose Given: 08-Feb-2019 13:00											
<b>CITALOPRAM 20 mg Tablets</b>	20 mg Lunchtime Oral	16-Jan-2019 13:00	13:00								
Mr Lewis Pope	Order start: 16-Jan-2019 13:00										
Verified by: Mr Lewis Pope	16-Jan-2019										
Last Dose Given: 08-Feb-2019 13:00											

Current Page No.: 4 Total Page No.: 89 Zoom Factor: 100%

To print the report select the **printer icon** in the top left corner of the screen:



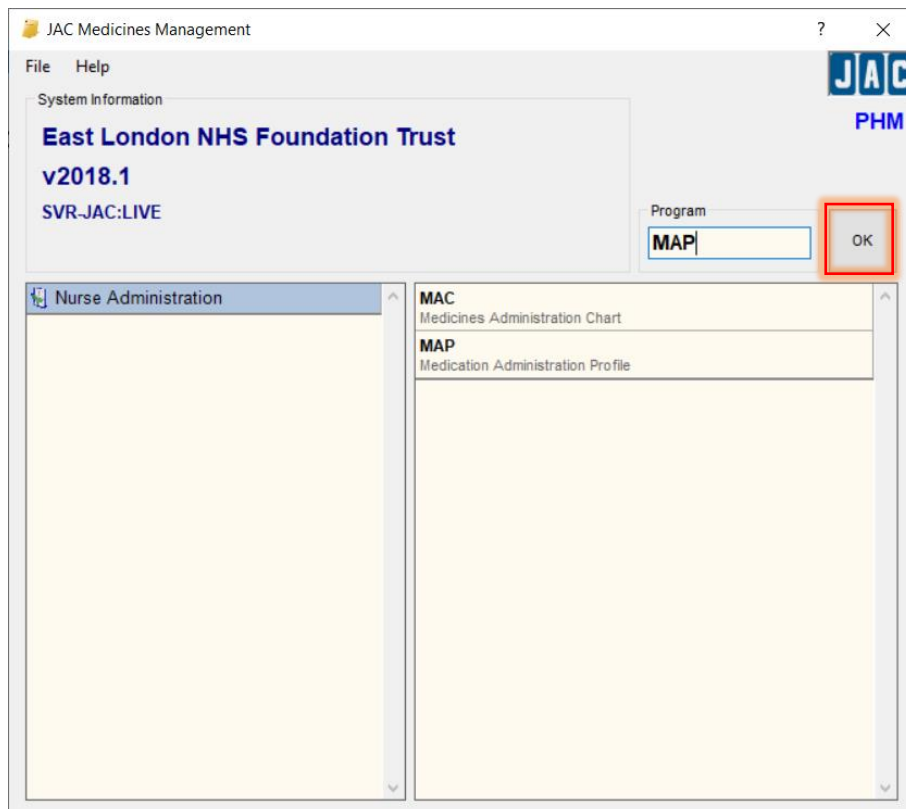
From the dropdown menu, select the (Emergency Chart Printing) printer and press print.



Collect printed out charts and log out from JAC. **IMPORTANT: you must also follow the procedure for logging out from the JAC Shadow PC detailed under “ECP status change” at the end of this document (page 11).**

## 5. Generating a Medicines Administration Profile (MAP) Report

Type in **MAP** and click the **OK** button:





At the main menu prompt, select **Ward, Selected Patient** and **Charted from** options and press **OK**:

MAP - Medication Administration Prof... ? X

PHM JAC

Crystal  
 Database

Report name  
AL19124927

Options  
 By Ward  By Consultant  Discharged

Ward  
Test Ward

All Patients  Selected Patient

Charted from  
 Previous Day  
 Previous Seven Days  
 Admission  
All options include current day

Clinical Notes  
 Patient Notes  
 Order Notes

Ok Close Help

From the Prescribing Patient Selection, select patient and press **ok**:

Prescribing Patient Selection ? X

Search Options  
 Hospital No.  National No.  Patient Name  Ward  Consultant Name

JAC  
PHM

Patient  
Search

Ward	Surname	Forename(s)	Hospital No.	National No.	Date of Birth
Test Ward	TEST	Test	21442822		11-Apr-1984
Test Ward	TEST	Test	26031985		26-Mar-1985
Test Ward	Test	Testboy	999999999999	999 999 9999	08-Jun-1994
Test Ward	TESTA	Ann	1099308	466 923 5842	08-Jun-1994
Test Ward	TESTA	Judy	21512956	416 471 2813	20-Apr-1938
Test Ward	TESTA	Vincenzo	21513928	480 104 3925	14-Sep-1963
Test Ward	TESTA	Virginia	21687157	464 482 8521	25-Nov-1937

Demographics  
Height: 180cm (5' 10")  
Weight: 65.000Kg (143lb 4oz)  
Body Surface Area: 1.83sq m  
Patient Reference

Ok Close Help

This will generate the **MAP** report ready for printing:

**Medication Administration Profile**

Patient: **TEST, Test**      National No:      Weight: 65.000 kg  
 Hospital No: 21442822      Height: 180 cm  
 Date of Birth: 11-Apr-1984      Body Surface: 1.83 sq m  
 Allergies:      Admitted On: 30-Nov-2018      Patient Note(s) exist

Date of Report: 18-Feb-2019 at 14:26      Page 1 of 6  
 Type of Report: Previous Seven Days  
 Requested By: AL  
 Current Status: On Ward Test Ward  
 Under the Care of: Dr TestDoctorConsultant TestDoctorC  
 Admitted On: 30-Nov-2018

DRUG DOSE ROUTE & FREQUENCY INTERVAL RATE	12-Feb-2019 Tuesday	13-Feb-2019 Wednesday	14-Feb-2019 Thursday	15-Feb-2019 Friday	16-Feb-2019 Saturday	17-Feb-2019 Sunday	18-Feb-2019 Monday
PARACETAMOL 500 mg Tablets 1000 mg Oral *QDS Mr Alan HENRY Start Date Time 13-Dec-2018 18:00 Mr Alan HENRY 13-Dec-2018 13:58	09:00 [Declined b] AL	09:00 [Declined b] AL	11:49 AL				
ASPIRIN 75 mg Soluble Tablets 150 mg Oral *ALI Dr Rosanna Bevan Start Date Time 22-Dec-2018 09:00 Modify Reason: Dose increase	09:00 [Declined b] AL	09:00 [Declined b] AL	11:50 AL				
ALIPIODIPINE 5 mg Tablets 10 mg Oral *ED9-22 Dr Rosanna Bevan Start Date Time 21-Dec-2018 22:00	09:00 [Declined b] AL	09:00 [Declined b] AL	11:50 AL				

Current Page No.: 1      Total Page No.: 6      Zoom Factor: 100%

To print the report, select the **printer icon** in the top left corner of the screen:

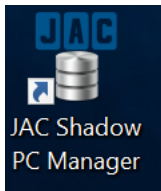
From the dropdown menu, select the (Emergency Chart Printing) printer and press print:

Collect the printed chart and log out from JAC.

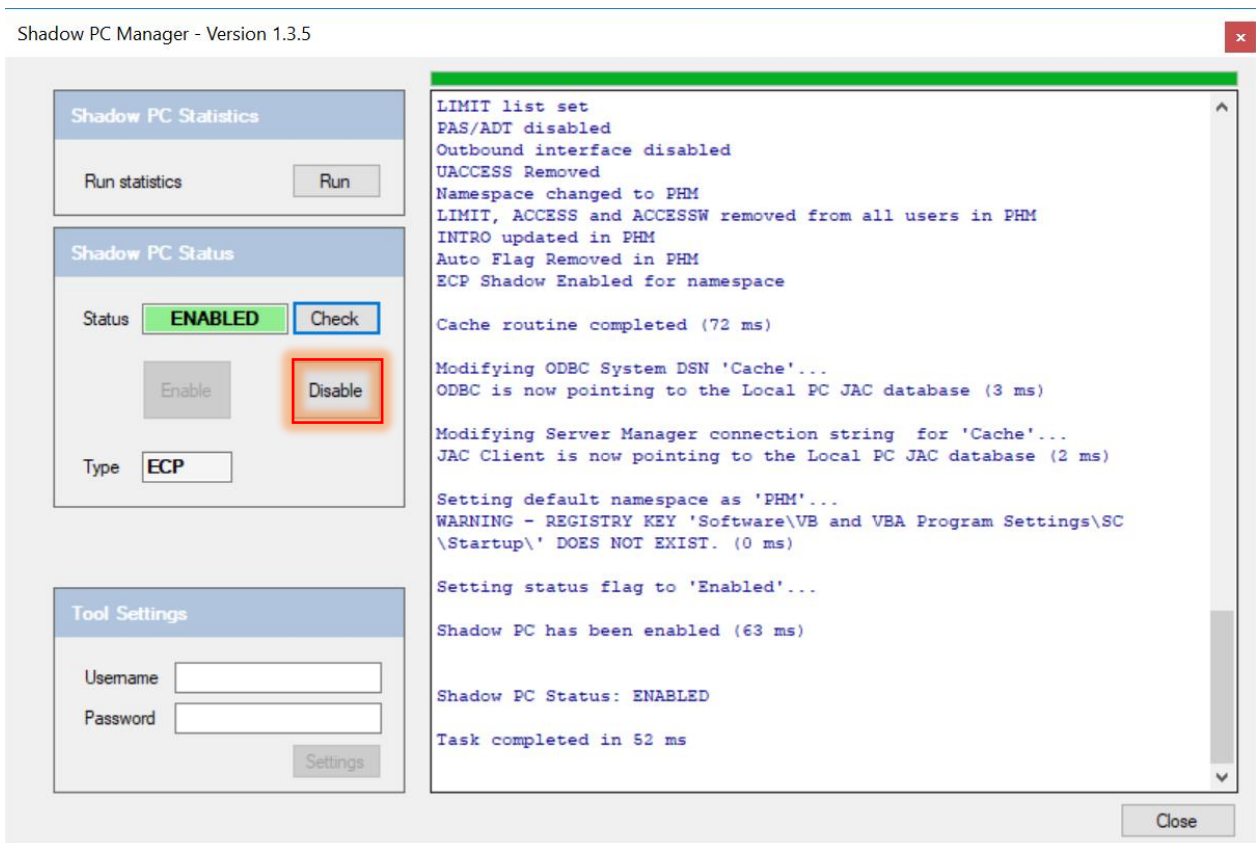
## 6. ECP Status change

Before logging out from the ECP pc the status must be changed from 'ENABLED' to 'DISABLED'.

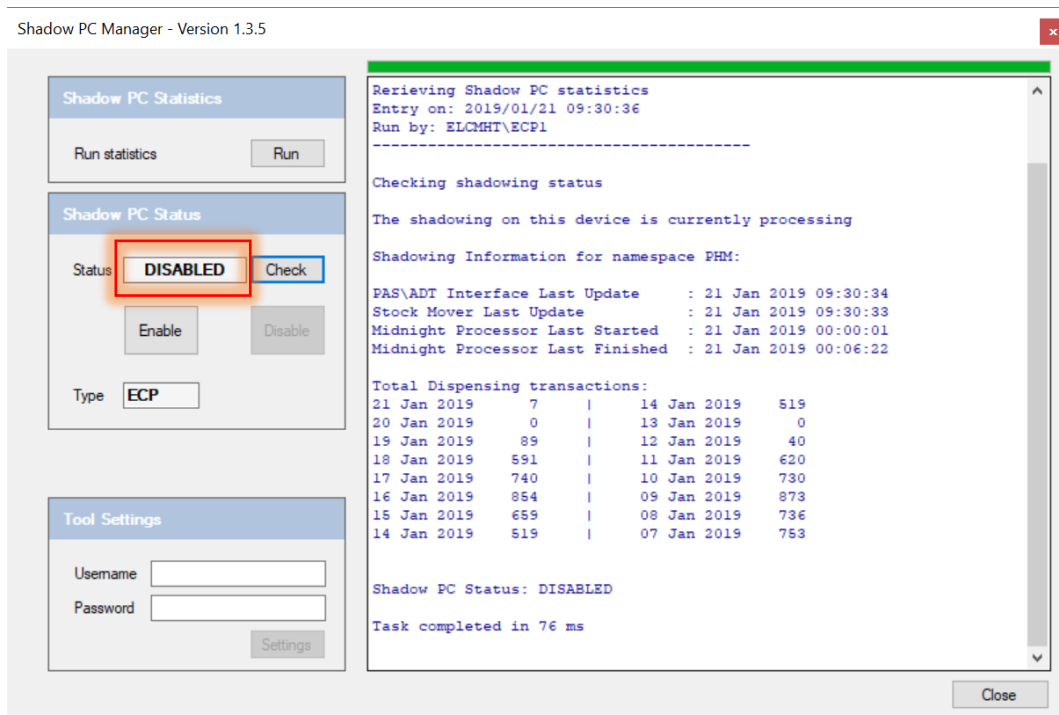
Click the JAC Shadow PC Manager icon:



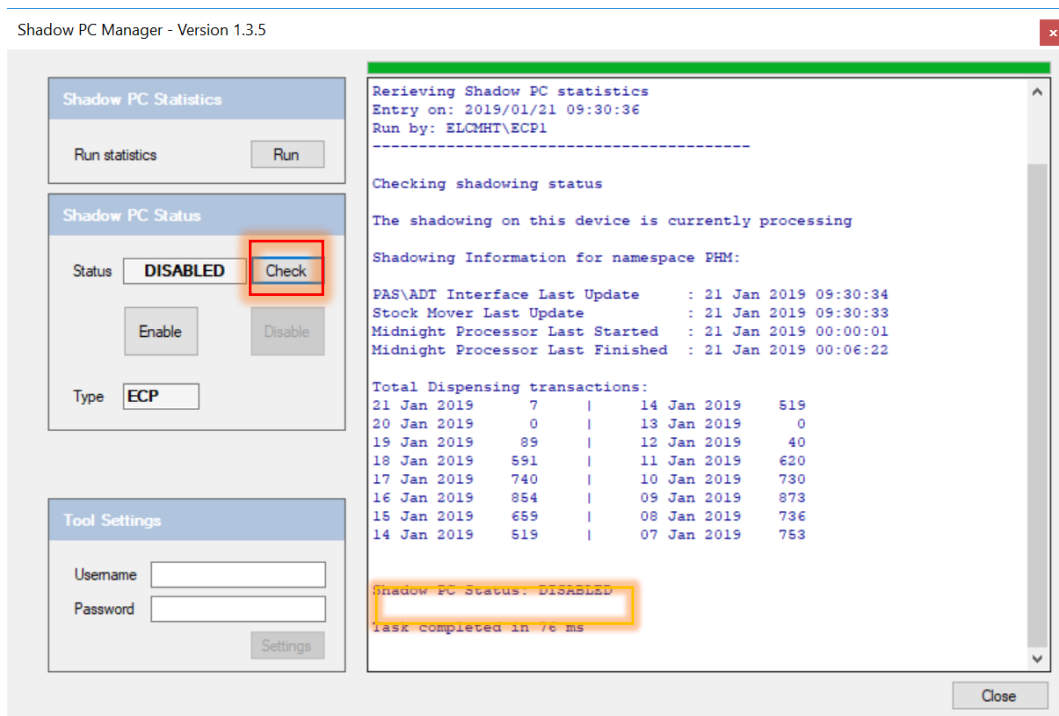
At the main menu screen, click 'DISABLE':



The status will change to 'DISABLED':



To check the system status, click 'CHECK':



A notification showing **Shadow PC Status: DISABLED** should appear in the menu screen. Click 'Close' to exit. **IT IS IMPORTANT THIS STEP IS COMPLETED TO ENSURE THE ECP IS SHADOWING AGAIN.**

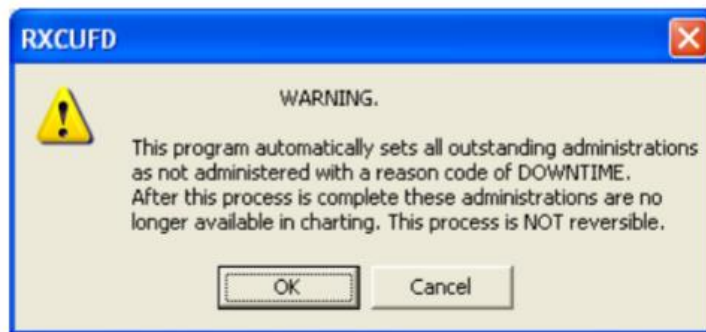
Log off the ECP but **DO NOT SHUT IT DOWN.**

## Appendix 1.

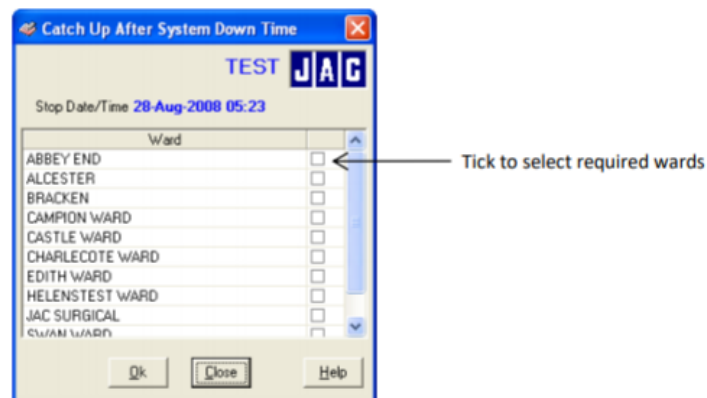
### What to do when the system comes back online (RXCUFD) – On-call Pharmacist

RXCUFD allows all outstanding administrations to be charted with the reason 'System Down'. All scheduled administrations from the earliest uncharted period to the last system boot date/time will be charted.

When the program is run, a warning is displayed:



Once the warning has been acknowledged, a list of inpatient wards is displayed. A single ward or multiple ward may be selected. Select all inpatients wards.



The user must then input their password to confirm that the implication of running the program is understood.



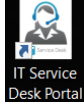
Once RXCUFD has been run, all outstanding administrations will be unavailable from within CHART and the time of last administration for PRNs will be displayed as 'System Down'.

If it is necessary to record the administration or non-administration of doses that were due during the period of downtime, this must be done using CHART before RXCUFD.

## **Appendix 2.**

### **How to order a replacement Printer Cartridge.**

As part of the DSN checklist for the ECP, the printer cartridge will need ordering as follows:

1. Log a Request via the IT Service Desk Portal 
2. State it's for ECP printer for JAC EPMA business continuity
3. State the location of the ECP printer, (See Table 1 below)
4. State the Budget Code (This should be the Ward Budget Code)

It's important to ensure that a spare cartridge is kept near to the ECP in case of delays when ordering a replacement one. Should you have any issues please email the EMPA Team via [elft.epma@nhs.net](mailto:elft.epma@nhs.net)

Site/ Borough	Location
Mile End Hospital (Tower Hamlets Centre MH)	Vaccination Clinic Room, TH Centre for MH
Homerton Hospital, City and Hackney Centre for Mental Health City and Hackney	DSN Room / Patients Council North Block
Newham Centre for Mental Health (Newham)	Management Office, Hot Desk Room
Calnwood Road, Luton	DSN Room, Coral Ward
Oakley Court, Luton	Admin Room, Ash Ward
Townsend Court, Bedfordshire	Poplars Ward, Consultant Office 1
Cedar House, Bedfordshire	Manager's Office, Cedar House
Wolfson House	Security Office – 6 <sup>th</sup> floor
John Howard	Dental Suite - JWB

**Table 1. – Printer Locations**

### **Appendix 3.**

#### **Reporting a fault with the ECP.**

1. Log an incident with the IT Helpdesk Portal
2. Email the EPMA Team via [elft.epma@nhs.net](mailto:elft.epma@nhs.net) with a copy of the Incident Number

**Appendix 4. - Document Control**

Version	Date	Author / Editor	Details of Change
2.0	28/10/2022	Alan Henry	Formatting, addition of title and contents page. Numbering of each section. Added Appendix.
2.1	08/03/2022	Alan Henry	Updated to include a Shadow Manager Status check at the beginning of Guide. Also some additional formatting and editing of text descriptions to provide clarity.

Approval Sign Off for Final Release				
Owner	Role	Sign Off	Date	Version
Approver	Role	Sign Off	Date	Version

*The latest approved version of this document supersedes all other versions, upon receipt of the latest approved version all other versions should be destroyed, unless specifically stated that previous version(s) are to remain extant. If any doubt, please contact the document author.*