## **EMERGENCY CHART PRINTING**

# USER GUIDE V2018. SP1





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#### 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	DSN Room / Patients Council
for Mental Health City and Hackney	North Block
Newham Centre for Mental Health (Newham)	Ruby Triage Ward, Doctors Office
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:

low PC Manager - Version '	1.3.5		
Shadow PC Statistics		LIMIT list set PAS/ADT disabled	_
Run statistics	Run	Outbound interface disabled UACCESS Removed Namespace changed to PHM LIMIT, ACCESS and ACCESSW removed from all users in PHM	
Shadow PC Status		INTRO updated in PHM Auto Flag Removed in PHM ECP Shadow Enabled for namespace	
Status ENABLED	Check	Cache routine completed (72 ms)	
Enable	Disable	Modifying ODBC System DSN 'Cache' ODBC is now pointing to the Local PC JAC database (3 ms)	
Туре ЕСР		Modifying Server Manager connection string for 'Cache' JAC Client is now pointing to the Local PC JAC database (2 ms)	
		Setting default namespace as 'PHM' WARNING - REGISTRY KEY 'Software\VB and VEA Program Settings\SC \Startup\' DOES NOT EXIST. (0 ms)	
Tool Settings		Setting status flag to 'Enabled'	
		Shadow PC has been enabled (63 ms)	
Username Password		Shadow PC Status: ENABLED	
	Settings	Task completed in 52 ms	
		a	lose

### IF THE STATUS IS SHOWING AS <u>DISABLED</u> THEN PLEASE FOLLOW THE INSTRUCTIONS ON THE NEXT PAGE.

generating mac charts via emergency chart printer (ecp) v2.2.docx

The main menu screen opens displaying a status of "DISABLED:

	Rerieving Shadow PC statistics Entry on: 2019/01/21 09:30:36
	Run by: ELCMHT\ECP1
Bun statistics Bun	
Run statistics Run	
	Checking shadowing status
Shadow PC Status	The shadowing on this device is currently processing
	The shadowing on onry device is carrenory processing
Status DISABLED Check	Shadowing Information for namespace PHM:
Status DISABLED Check	
	PAS\ADT Interface Last Update : 21 Jan 2019 09:30:34
Enable	Stock Mover Last Update : 21 Jan 2019 09:30:33 Midnight Processor Last Started : 21 Jan 2019 00:00:01
Enable Disable	Midnight Processor Last Started : 21 Jan 2019 00:00:01 Midnight Processor Last Finished : 21 Jan 2019 00:06:22
	Midnight Processor Last Finished : 21 Jan 2019 00:06:22
T	Total Dispensing transactions:
Туре ЕСР	21 Jan 2019 7   14 Jan 2019 519
	20 Jan 2019 0   13 Jan 2019 0
	19 Jan 2019 89   12 Jan 2019 40
	18 Jan 2019 591   11 Jan 2019 620
	17 Jan 2019 740   10 Jan 2019 730
	16 Jan 2019 854   09 Jan 2019 873
Tool Settings	15 Jan 2019 659   08 Jan 2019 736
	14 Jan 2019 519   07 Jan 2019 753
Usemame	
Usemanie	Shadow PC Status: DISABLED
Password	
	Task completed in 76 ms

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

Shadow PC Manager - Version 1.3.5		,
Shadow PC Statistics	LIMIT list set PAS/ADT disabled	^
Run statistics Run	Outbound interface disabled UACCESS Removed Namespace changed to PHM LIMIT, ACCESS and ACCESSW removed from all users in PHM	
Shadow PC Status	INTRO updated in PHM Auto Flag Removed in PHM ECP Shadow Enabled for namespace	
Status ENABLED Check	Cache routine completed (72 ms)	
Enable Disable	Modifying ODBC System DSN 'Cache' ODBC is now pointing to the Local PC JAC database (3 ms)	
Туре ЕСР	Modifying Server Manager connection string for 'Cache' JAC Client is now pointing to the Local PC JAC database (2 ms)	
	Setting default namespace as 'PHM' WARNING - REGISTRY KEY 'Software\VB and VBA Program Settings\SC \Startup\' DOES NOT EXIST. (0 ms)	
Tool Settings	Setting status flag to 'Enabled'	
Tool Settings	Shadow PC has been enabled (63 ms)	
Usemame	Shadow PC Status: ENABLED	
Settings	Task completed in 52 ms	~
	Close	

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:

📥 JAC Login		?	X
Username		J	AC
Password			
Help		ОК	Close

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

JAC Medicines Management			? ×
System Information			JA
East London NHS Foundation	Trust		PH
v2018.1			
SVR-JAC:LIVE		Program	
		MAC	ок
Nurse Administration	MAC		
<b></b>	Medicines Administration Chart		
	MAP Medication Administration Profile		
		۶	

Select (	1.	) Ward	option	and (2	2.) warc	l name f	rom	the	drop	down	menu:
----------	----	--------	--------	--------	----------	----------	-----	-----	------	------	-------

Crystal	Report name
Database	AL1912145
MAC Options O Patient	Ward     Discharged
Test Ward	~
Clinical Notes	es 🗌 Order Notes

#### The **MAC** report is generated:

TESTING, Sally		Medicines Administration	Chart						Pa	ge 1 of 6
	Hospital No: 987456	National No:	Request	ed by:	AL	Pr	inted: 1	9-Feb-2	019 at	12:12
	DOB: 7-Jul-1955 Allergies:	Consultant: Dr TestDoctorConsultant TestDo	Ward: Test War	1						
Weight (Kg): 78 Height (cm): 180.000	Sensitivities:									
REGULAR SCHEDULED MEI										
DRUG - drug names in brackets [] re DOSE, ROUTE & FREQUENCY/RAT			M	v .	February	201				
Prescriber	Start date		Ti	me	19 20	21	22	23	24	25
OLANZAPINE 10 mg Tablets			22	:00						
10 mg Night		Oral								
to an among the second s	Order start: 16-Jan-2019 22:00									
Verified by: Mr Lewis Pope	16-Jan-2019									
Last Dose Given: 04-Feb-2019 22:00										
AMLODIPINE 5 mg Tablets			13	:00						
5 mg Lunchtime		Oral								
	Order start: 16-Jan-2019 13:00				j.					
Verified by: Mr Lewis Pope	16-Jan-2019									
Last Dose Given: 08-Feb-2019 13:00										
IBUPROFEN 200 mg Tablets			100	:00						
	loming, Lunch and Night	Oral		:00						
	Order start: 16-Jan-2019 13:00		22	:00			-			
Verified by: Mr Lewis Pope	16-Jan-2019									
Last Dose Given: 08-Feb-2019 13:00										
CITALOPRAM 20 mg Tablets			13	:00						
20 mg Lunchtime		Oral								
	Order start: 16-Jan-2019 13:00									
Verified by: Mr Lewis Pope	16-Jan-2019									
Last Dose Given: 08-Feb-2019 13:00							1			

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

		1.1	 				
6 6 4	(?)	M	•	₩	in the	C	
Main Report							

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

eneral Layout	
Select Printer	
FollowPrintO	ConeNote
Hybrid Mail Service Printer	Send To OneNote 16
<	>
Status: Ready	Print to file Preferences
Location: Comment:	Find Printer
Page Range	
All	Number of copies: 1
Selection Current Page	
O Pages: 1-6	Collate
Enter either a single page number or a single page range. For example, 5-12	12 <sup>3</sup> 12 <sup>3</sup>

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:

길 JAC Medicines Management			? ×
File Help System Information East London NHS Foundation T v2018.1 SVR-JAC:LIVE	rust	Program MAP	<b>ЈАС</b> РНМ
Image: Nurse Administration	MAC Medicines Administration Chart MAP Medication Administration Profile	5	

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

NAP - Medication Administ	ration Prof ? $ imes$
Crystal Crystal AL19124	
Options By Ward O By Cons	sultant O Discharged
Ward Test Ward	~
O All Patients	Selected Patient
Charted from Previous Day Previous Seven Days Admission	Clinical Notes Patient Notes Order Notes
All options include current day	
Ok	Help

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

Search Options	National No.	) Patient Name 🔘 V	Vard 🔘 Consultar	it Name	JA	
Patient			Sean	ch		
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	9999999999999	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 Are 1.83sq m	Patient Re	ference	

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

(?) 🗄   н ч 🕨 н   🖓 🔍 •	_	_				_	SAP CRYS
Patient: TEST, Test Hospital No: 21442822 N Date of Birth: 11-Apr-1984 Allergies: Sensitivities:	ational No:	Medication	<b>1 Administratio</b> Weight: Height: Body Surfa	n Profile 65.000 kg 180 cm ace: 1.83 sq m	Date of Report Type of Report Requested By: Current Status Under the Care of Admitted On:	30-Nov-2018	ays
Key: - desores unverified order at the time of charling or administ - desores charling was overriddes	ation ? - denotes witnessable at [00] - denotes patient wi	Sministration not witnessed min on Short Term Leave		ICDOrder Modified -	STOPPED Order Stopped <su RE3 Order Resumed R3 -</su 	'B∽- Order Suspended A Result	C - Recommended Action
DRUG DOSE ROUTE & FREQUENCY INTERVALRATE VERIFIER	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
PARACETANIO.500 mg Tables 1000 mg Oral *QDS Mr Alam HENRY Bart Daw Tima 13-Dav-2018 18:00 Mc Alam HENRY 13-Dev-2018 13:58	09:00 [Declinad b] AL 13:00 [Declinad b] AL 18:00 [Declinad b] AL 22:00 [Declinad b] AL	09:00 [Declinad b] AL 13:00 [Declinad b] AL 18:00 [Declinad b] AL 22:00 [Declinad b] AL	11:49 AL 11:51 AL 20:24 palmes01				
AMILORIDE 5 mg Tables 10 mg Oral *AM Mr Alan HENRY Start Dator Times 14-Dec-2018 09:00 <i>bc.Alan HENRY</i> 13-Dec-2018 13:59	09:00 [Declined b] AL	09:00 [Declined b] AL	11:50 AL				
ASPIRIN 75 mg Soluble Tables 150 mg Oral *Ad Dr Rotanna Bewn Sant Date Time 22-Dec-2018 09:00 Modify Rasson: Dose increase	109:00 [Declinad b] AL	109:00 [Declinad b] AL	! 11:50 AL				
AMLODIPINE 5 mg Tables 10 mg Oral *BD9-22 Dr Rosanna Bewan Start Daté Time 21-Dec-2018 22:00	1 09:00 [Declined b] AL 1 22:00 [Declined b] AL	! 09:00 [Declined b] AL ! 22:00 [Declined b] AL	! 11:50 AL				

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

👢 Report	Viewe	er								
占 🎒 Main Repo	art	(?)	6	M	4	+	M	d <b>f</b> ði	<b>€</b> , -	

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

eneral	Layout					
Selec	t Printer					
8	FollowPr	intQ			C Microsoft	Print to PDF
3	Hewlett-	Packa	rd HP LaserJet N	/402dn	ConeNote	
-	Hybrid N	Iail Se	ervice Printer		Send To C	neNote 16
<						>
Statu	s:	Rea	dy		Print to file	Preferences
Local	tion:					in the second se
Comn	nent:					Find Printer
Page	Range					
• A					Number of copies	: 1 🛊
OS	election		O Current Page			
OP	ages:		1-6		Collate	Sa
			age number or a mple, 5-12	single	1	23 123

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':

Shadow PC Statistics	LIMIT list set
Shadow PC Statistics	PAS/ADT disabled
	Outbound interface disabled
Run statistics Run	UACCESS Removed
	Namespace changed to PHM
	LIMIT, ACCESS and ACCESSW removed from all users in PHM
	INTRO updated in PHM
	Auto Flag Removed in PHM
	ECP Shadow Enabled for namespace
Status ENABLED Chec	
Status ENABLED Chec	Cache routine completed (72 ms)
	Modifying ODBC System DSN 'Cache'
Enable Disab	
Disab	Obbc is now pointing to the Local PC JAC database (3 ms)
	Modifying Server Manager connection string for 'Cache'
	JAC Client is now pointing to the Local PC JAC database (2 ms)
Type ECP	one client is now pointing to the botal ro the database (b ms)
	Setting default namespace as 'PHM'
	WARNING - REGISTRY KEY 'Software\VB and VBA Program Settings\SC
	\Startup\' DOES NOT EXIST. (0 ms)
	Setting status flag to 'Enabled'
Tool Settings	
	Shadow PC has been enabled (63 ms)
Usemame	
	Shadow PC Status: ENABLED
Password	
0.10	Task completed in 52 ms
	35

The status will change to 'DISABLED':

Shadow PC Manager - Version 1.3.5		
Shadow PC Statistics	Rerieving Shadow PC statistics Entry on: 2019/01/21 09:30:36	^
Run statistics Run	Run by: ELCMHT\ECP1	- 1
Shadow PC Status	Checking shadowing status The shadowing on this device is currently processing	
Status DISABLED Check	Shadowing Information for namespace PHM:	
Enable Disable	PAS\ADT Interface Last Update         : 21 Jan 2019 09:30:34           Stock Mover Last Update         : 21 Jan 2019 09:30:33           Midnight Processor Last Started         : 21 Jan 2019 00:00:01	
	Midnight Processor Last Finished : 21 Jan 2019 00:06:22 Total Dispensing transactions:	
Туре ЕСР	21 Jan 2019 7   14 Jan 2019 519 20 Jan 2019 0   13 Jan 2019 0	
	19         Jan         2019         89         12         Jan         2019         40           18         Jan         2019         591                   11         Jan         2019         620           17         Jan         2019         740                   10         Jan         2019         730	
Tool Settings	16 Jan 2019 854   09 Jan 2019 873 15 Jan 2019 655   08 Jan 2019 736	
Usemame	14 Jan 2019 519   07 Jan 2019 753	
Password	Shadow PC Status: DISABLED Task completed in 76 ms	
Settings		~
		Close

To check the system status, click 'CHECK':

Shadow PC Manager - Version 1.3.5		×
Shadow PC Statistics	Rerieving Shadow PC statistics Entry on: 2019/01/21 09:30:36	^
Run statistics Run	Run by: ELCMHT\ECP1	
Shadow PC Status	Checking shadowing status The shadowing on this device is currently processing	
Status DISABLED Check	Shadowing Information for namespace PHM: PAS\ADT Interface Last Update : 21 Jan 2019 09:30:34	
Enable Disable	Stock Mover Last Update: 21 Jan 2019 09:30:33Midnight Processor Last Started: 21 Jan 2019 00:00:01Midnight Processor Last Finished: 21 Jan 2019 00:06:22	
Туре ЕСР	Total Dispensing transactions:           21 Jan 2019         7                   14 Jan 2019         519           20 Jan 2019         0                   13 Jan 2019         0	
	19 Jan 2019 89   12 Jan 2019 40 18 Jan 2019 591   11 Jan 2019 620	
Tool Settings	17         Jan         2019         740                   10         Jan         2019         730           16         Jan         2019         854                   09         Jan         2019         873           15         Jan         2019         659                   08         Jan         2019         736           14         Jan         2019         753	
Usemame	Shadow PC Status: DISABLED	
Password Settings	lask completed in 76 ms	~
		Close

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.

Catch Up After System	TEST J	IC	
Ward		~	
ABBEY END		$\leftarrow$	— Tick to select required wards
ALCESTER			
BRACKEN			
CAMPION WARD			
CASTLE WARD			
CHARLECOTE WARD			
EDITH WARD			
HELENSTEST WARD		_	
JAC SURGICAL			
SWAN WARD		×	
Qk []	2lose H	elp	

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

re-enter you	r password to co the implication o	administration update onfirm that you fully if running this progra	
	WORD I		

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 <u>elft.epma@nhs.net</u>

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 <u>elft.epma@nhs.net</u> with a copy of the Incident Number

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	08/03/2023	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.	
2.2	13/04/203	Alan Henry	Updated to include Newham EPC new	
			location on Ruby Triage Ward.	

#### Appendix 4. - Document Control

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.