

Unlock Patient

Medications Management

Quick reference guide

This function is only available to R4 Doctor- Emergency and R4 Registered Nurse- Emergency roles.

A clinician cannot place a medication order for a patient within **PowerChart** at the same time another clinician is placing medication orders in **PowerChart** for the same patient.

When a clinician tries to **Add** a medication order in **PowerChart** while another clinician is writing or modifying medication orders in **PowerChart**, the **Patient Profile is Reserved** window will appear.



It is possible to perform an **Unlock Patient** action via the **Explorer Window**. This action essentially overrides a clinician's actions of prescribing within **PowerChart**, deleting any pending orders and allowing another clinician to place medication orders for the patient.

This function should not be used in daily practice. However, there are circumstances where a clinician may become locked-out from accessing a patient's chart for a considerable amount of time. All attempts should be made to contact the clinician who holds the lock.

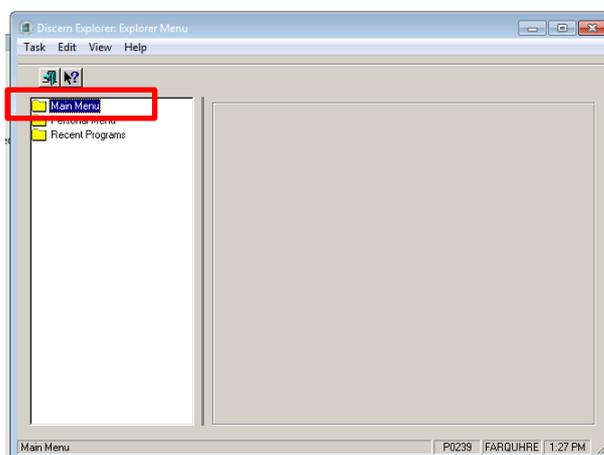
The clinician can only break the lock if the clinician holding the lock cannot be contacted and the lock remains for more than 30 minutes OR **Patient Unlock** is urgent for the safety of the patient. The Safety CNC should be contacted if you are unsure of what to do.

If this situation arises out of business hours, please complete the following steps:

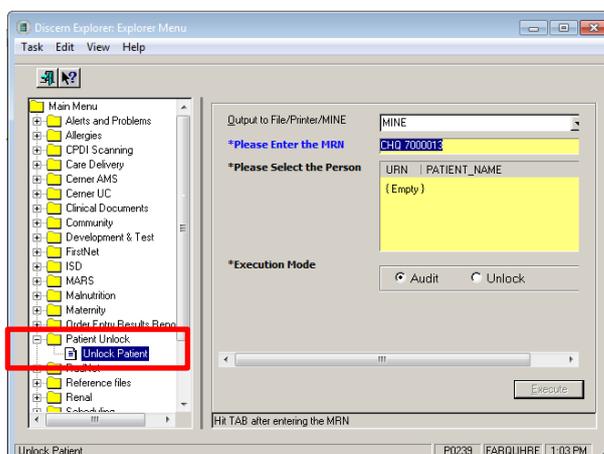
1. Login to **PowerChart**.
2. Select the **Explorer Menu** from the top toolbar.



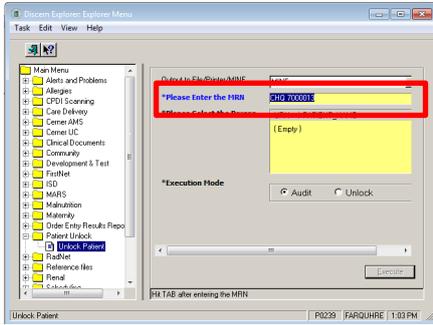
3. When the **Discern Explorer: Explorer Menu** pop-up window appears, double-click **Main Menu** on the left hand side, expanding the options for selection.



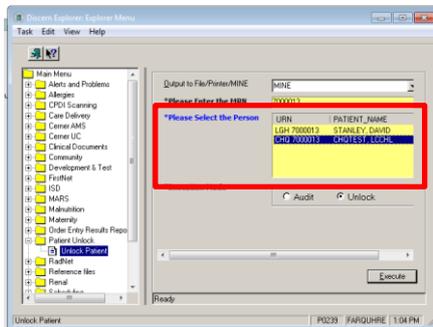
4. Scroll to the **Patient Unlock** folder, double clicking to view the **Unlock Patient** menu item.



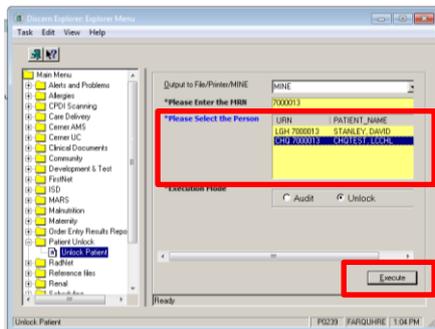
5. Enter the patient's URN in the relevant field. Press tab.



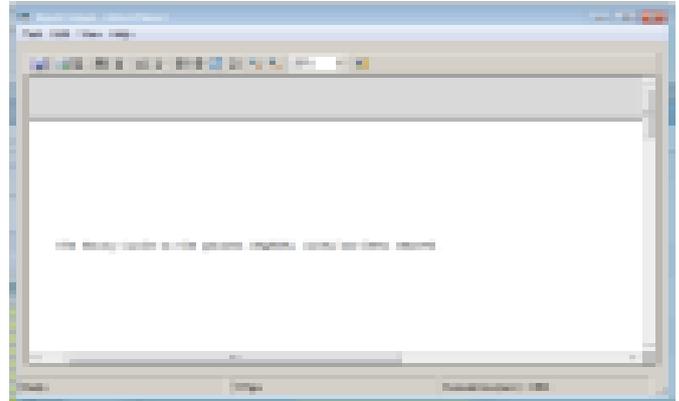
6. Select the patient you require to unlock.



7. Select **Unlock** as the Execution Mode. Then press **Execute**.



8. Once successful, a **Report Output – Unlock Patient** window will display, stating the patient lock has been removed.



9. This will now allow the clinician to place medication orders in the patient's chart via **PowerChart**.

