



## CHQ Health Informatics

# ieMR Code Upgrade: What to expect

**Date:** 12<sup>th</sup> July 2021 – 13<sup>th</sup> July 2021

**Time:** Commencing 1700 hrs 12/07/21 continuing until 0600 hrs on 13/07/21

**What is happening?** The ieMR will be updated to the most recent code level. This will provide:

- Corrections for existing ieMR issues.
- Improved foundations to optimise system performance.
- New capability for future ieMR optimisation activities.

### What to expect:

Commencing at **1850 hrs on 12<sup>th</sup> July 2021:**

- Users will receive messages to log off. Notifications will be sent at 15, 5 and 1 min prior to disconnection.
- Error messages may be received throughout the upgrade period.
- Worklists may not populate with expected data.
- New lab results may not be routed to message centre or message pools.
- Tasks will not update to overdue status. Pending complete orders will not update to completed.
- Lab order statuses will not update (e.g. ordered > dispatched > in lab etc).

*If you experience the above issues, attempt the following steps:*

1. *Attempt to bypass the error message.*
2. *Refresh the page.*
3. *Log off and log back on*

**ieMR interfaces** will be unavailable for one hour on **12 July 2021 (1910 hrs – 2030 hrs)**

- Admissions, transfers, discharges and patient demographic updates will not process during this time.
- Order pathology in ieMR and send requisition with specimen. View results in AUSCARE or phone the laboratory on Ext 3500.
- Order medical imaging in ieMR. Call the appropriate staff as per normal procedures for this hour

**ieMR scanned documents** will be unavailable for one hour on **13 July 2021 (0500 hrs – 0600hrs)**

**Who does this impact:** CHQ Staff using ieMR

### What you need to do:

- ✓ Inform staff on shift of this scheduled event and ensure they are familiar with downtime procedures.
- ✓ Review the information packs.
- ✓ Escalate any concerns during this period to the Patient Flow Nurse Manager.

**For more information:** Contact the CHQ Health Informatics team on 3068 1999 (ext. 1999). If you need technical assistance, please call IT Support on 1800 198 175.

