Alberta Health Services

First line of support for all Meditech related concerns:
Solution Centre: 1-844-633-4832

NEW OR PROCEDURE

To request to add new procedures to your site's list:

1. Confirm with your OR manager that this new procedure is required

2. Pick procedures from the master ORM procedure list (excel spreadsheet).

3. Call the Solution Centre 1-844-633-4832

4. Identify the specialty and the procedure mnemonic and description

5. Include the date required

Note: To ensure accuracy with the procedure names, please consider typing out the procedure request on an email and when talking to the Solution Centre support person, ask them if you can send them the email. They will provide an email address and will include your email in the request.

To request existing procedures for a surgeon's access:

1. Confirm with your OR manager that this new procedure is required

2. Call the Solution Centre 1-844-633-4832

3. Identify the provider, the required procedure specialties and/or procedures to add.

4. Include the date required

Note: Keep in mind that some physician's, especially a GP Family physician with surgical privileges, may need access to multiple procedure specialties and we will not know this unless you request it.

To add/update defaulting content in the OR procedure(s) dictionary:

1. Confirm with the OR manager or Head Nurse the changes you would like to make

2. ORM Dictionaries – OR Procedure – Enter/Edit

3. Search for that procedure(s) associated with your site/department

4. Only edit the fields listed below:

Alias names, anes type, set up, clean up, duration, pt type, wound class, severity, position and positioning device defaults, transfer, destination

For more information, please review the "ORM Procedure Dictionary Edit Restrictions" document, found on the Meditech Pages on Insite and the AHS external website.

Note: **Absolutely DO NOT edit any other fields, change the procedure descriptions or create new procedures.** Any inappropriate editing in the procedure dictionary will result in removal of this access to you and possibly all users at your site.

PHYSICIAN (SURGEON, ANESTHETIST, ASSISTANT) SCHEDULING ISSUES

Cannot see the provider in the look up, therefore, cannot schedule or add them to an existing case:

1. Call the Solution Centre 1-844-633-4832

2. Include the following information:

   ➢ Facility name
   ➢ Start date or impacted surgery date
   ➢ Full name of the provider
   ➢ Specialty (if a GP surgeon, include the specialties he/she will require access to i.e. general and gynecology surgery)
   ➢ Describe the issue in detail (*this may require support from Medical Affairs or Provider

Note: This call may require support from Medical Affairs or the Provider Team, which can increase the time to complete the request.

If new surgeon is also a new specialty or service, for your site, please review the support process for requesting new procedures.

Can see the provider in the look up but I get a pop up message that I do not have access to this resource group or it will not let you book provider as a surgeon

1. Follow the steps above and provide Solution Centre the details of the pop up message that appears

Specific OR procedure is missing from the surgeons list

1. Follow the steps above and provide Solution Centre the details on the missing procedure and the specialty that should be associated.
2. Additional information as required such as, new procedure that needs to be added or existing procedure but this surgeon does not have access to it

You can schedule a provider but you cannot add them to a block schedule (missing a provider group)

1. Call the Solution Centre 1-844-633-4832

2. Include the provider(s) name and specify the issue is with the block scheduling process

NURSING STAFF ACCESS ISSUES

No Meditech access (new staff, staff back from LOA, inactive Meditech access)

1. Submit an online IT Access Request Form. (Takes about 5 business days) This form is only accessible via Insite within the Information Technology page.

2. Requires an approving manager but you can complete the form and identify

> **IT Access Request Form**
>
> Submit requests to gain access to most AHS applications.
>
> IT Access Request Form ➡
> More Information ➡

the manager who will approve this request. They will get an email notice to approve this.

3. Include a "like user" and ensure this associated user is someone in the same role (i.e. don't use a manager as the "like user" for a staff nurse) and ensure the user is not working at multiple sites.

Staff person has access to Meditech but does not have access to ORM or other applicable modules e.g. OE, EMR, or to a Meditech printer list e.g. CLHR OR.

1. Follow the steps above

Existing staff nurse or scheduler that does not remember their Meditech password

1. Have the staff person call the Solution Centre 1-844-633-4832 to reset the password

DOCUMENTATION ISSUES

Locked Chart

1. Is it locked by you? Yes, you can over-ride the lock (you will only retrieve information from the last time it was saved) or if you can access the original locked chart session you can open it.

2. Is it locked by a staff person who is working right now? Yes, ask them to go in and save the chart or over-ride the original chart lock.

3. Can you wait for an hour or has it already been over an hour? If yes, you can over-ride anyone's locked chart at this point. Read the pop up that appears, as it will indicate the same.

4. If the options above do not work, please call the Solution Centre 1-844-633-4832 and provide the following information

   ➢ Facility
   ➢ Name of the person who has locked the chart
   ➢ Account number and date of surgery for the locked patient
   ➢ Identify your name and a number we can use to call you back
   ➢ If the patient is actively in the OR, please indicate this is high priority. If the Solution Centre mentions that the lock response time or resolution is always within 1-2 hours, please inform them that this does not apply to ORM locked charts. **(Other modules have locked charts and have a different process thus they may mistakenly assume the same for ORM)**

OR Staff nurse is not showing up in a name search when documenting the Scrub/Circulating Nurse

1. You can update but you need to know his/her Meditech number
2. ORM Dictionaries - Staff – Enter / Edit
3. Enter their Meditech number and their role (RN, ORT, etc.). Leave the rate field blank

Account in SCH or PRE Status (at time of documentation)
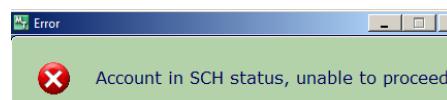
1. Confirm you have the correct patient, date and surgery
2. Billing Maintenance Desktop to use the switch account function (see ORM Manual for details and screen shots)
3. Footer for *Change Date* and ensure side button for *ALL* is highlighted
4. Find the OR case with the SCH or PRE Status
5. Click *Switch Acct* side button
6. Pop up appears with one or more visits. Pick the correct visit (note the date/registration type).

Nursing staff can access ORM but cannot see site specific equipment when documenting

1. Call the Solution Centre 1-844-633-4832
2. Identify the issue and lists all the OR sites you work for. (This is an access issue and often seen when users work in more than one site)

OR Appointment exists but the OR chart was cancelled or missing.

1. Double check the details of the appointment to make sure the patient and date is correct
2. Create a new chart via Nurse Desktop
3. *Add Case*: enter this patient and see if there is the same case there for another date (maybe it was booked wrong). If no chart proceed with next step.
4. *New Case:* create an emergency case and book the exact same procedure
5. ***Operative - Procedure Tab- Case Type**: **very important** to change the case type if this was originally a planned or urgent case because it automatically defaults to an emergent case when using this process to create a new chart
6. Document the case.

CANCELLATION ISSUES

Additional ORM Training documents are available within the Meditech Modules Guides section of the Meditech pages on Insite and the [AHS external pages](.).

Case cancelled day of surgery or before surgery.

Cancel an OR chart (e.g. Appt cancelled but chart remained active, duplicate chart, charted on the wrong patient)

1. Elective appointment with no documentation started: cancel from *ORM Scheduling Grid*. Pick a reason prefixed with RESCHEDULE to put them back on the waitlist or pick a reason prefixed with CANCEL to cancel it completely.
2. Emergent appointment booked via the Nurse Desktop: cancel using the *CANCELLATION* function on your main menu then *Cancel by Patient*.
3. Cancel an OR chart: cancel using the *CANCELLATION* function on your main menu then *Cancel by Patient*. (If there is documentation started a pop-up will appear to let you know)

ACCOUNT ISSUES

Additional ORM Training documents are available within the Meditech Modules Guides section of the Meditech pages on Insite and the [AHS external pages](#).

Change appointment from IN to SDC or SDC to IN

1. Switch account process is basically moving the OR appointment and/or OR chart to the more appropriate account associated with this visit
2. Process can be done in the Nurse Desktop, Waitlist or Billing Maintenance Desktop
3. Please see the ORM Manual or the "How to" document in your ORM support binder for details

Cancelled day of surgery and need to change account when rescheduling to new date

See above

Patient admitted with different account

See above

Cannot chart as chart in SCH status

See above

Month end audit reveals incorrect OR accounts (PRE status, ER visit or other non ORM account types)

See above

> **Note:** Sites that document medications in the ORM electronic chart will have additional steps for the nursing staff to perform to complete this process. Please review the Meditech ORM Manual or the [ORM Account switch document](#) available within the Meditech Modules Guides section of the Meditech pages on Insite and the [AHS external pages](#)

COMPUTER, PRINTER, EMAIL, NETWORK DRIVE ISSUES

Call your [local service desk](#) if you are experiencing a problem with your computer, printer or application software. For example:

- Your printer is not working
- Your computer doesn't start or isn't working properly
- You are not receiving email
- You need your access to shared network drives changed

DOWNTIME ISSUES – MEDITECH NOT AVAILABLE

If an MI (Major Incident) is called for severe downtime issues and updates are sent via email.

OR Slate: If you cannot wait till issue is resolved, use a recent printed copy, manually edit, print copies and hand deliver. Redistribute the electronic copes as required, when downtime is resolved

OR Documentation: Use paper nursing record and save a copy. When system is available, input case information in ORM as per your sites downtime process, or statistical data entry process. (The legal copy is now the paper OR nursing record and the original must stay on the patient's chart. Save carbon copy or photocopy for the OR data entry).