

Section: Division of Nursing

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PROCEDURE

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MATERNAL SERVICES

(Scope)

TITLE: QS WORKSTATION REPLACEMENT

PURPOSE: To outline procedure to ensure point-of-care computer entry of clinical information data with minimal interruption by work station "down-time" due to hardware malfunction.

LEVEL OF RESPONSIBILITY: Childbirth Family Center Staff, Information Systems

CONTENT:

PROCEDURE STEPS:

KEY POINTS

1. In the event of QS computer system malfunction, nursing staff will determine whether multiple stations or a single station is affected.

2. If a single station is malfunctioning, the assigned nursing user will attempt to "trouble shoot" the equipment for obvious problems such as disconnected power cords, detached cables, "off" power switches, etc.

3. If the cause of the work station malfunction is not detected and corrected by nursing staff, Information Systems Operations staff will be notified of the work station problem.

4. Help Desk staff will collaborate with and guide nursing staff through appropriate procedures to determine and/or correct the malfunction, such as "rebooting."

5. If mechanical equipment failure is suspected, Help Desk staff will follow their procedures for replacement.

Call the Help Desk in IS.

Workstations may be moved carefully from room to room to replace one that is malfunctioning. Shutdown computer system before disconnecting from power.

Should workstation problems continue, Help Desk will escalate the issue to the appropriate person.