Locked PowerNote

Locked PowerNotes occur when FirstNet connectivity is lost.

Once a note is locked, the provider cannot finish the note until it is unlocked. Some notes must be unlocked by IT, which is only done during weekday business hours. PowerNotes are not unlocked after hours.

There are two options to complete documentation on locked notes.

Open

If the note is locked after it has been signed, the provider should use the Open option to open the note and continue documentation.

After navigating to PowerNote:

1. Double-click the locked note.
   
   **Note:** Locked PowerNotes will not display the bold note type.

2. Click Open. Unsaved changes will be lost.

3. Complete the note as usual and Sign.

(continued on the next page)
**Discard Unlocked PowerNote**

If the note is locked prior to signing, the note will no longer be visible to any user, including the author, until IT manually unlocks the note. Typically, this means the note has to be completely re-written.

*Sign notes early to prevent this from happening.*

Once the note has been unlocked by IT, a message is sent to the provider in the Message Inbox. At this time, the provider needs to discard the note to avoid duplicate notes in the medical record.

After navigating to PowerNote, make sure the Display dropdown says *All PowerNotes*.

Then:

1. Double-click the locked note to open. **Note:** Notes without a note type are the ones to be discarded.
2. Click **Open**.
3. Click **OK**. The note will open.
4. Click **Cancel**.
5. Click **Discard Changes**.
6. Click **Discard**. The note will be discarded and will no longer be in the list.