

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:

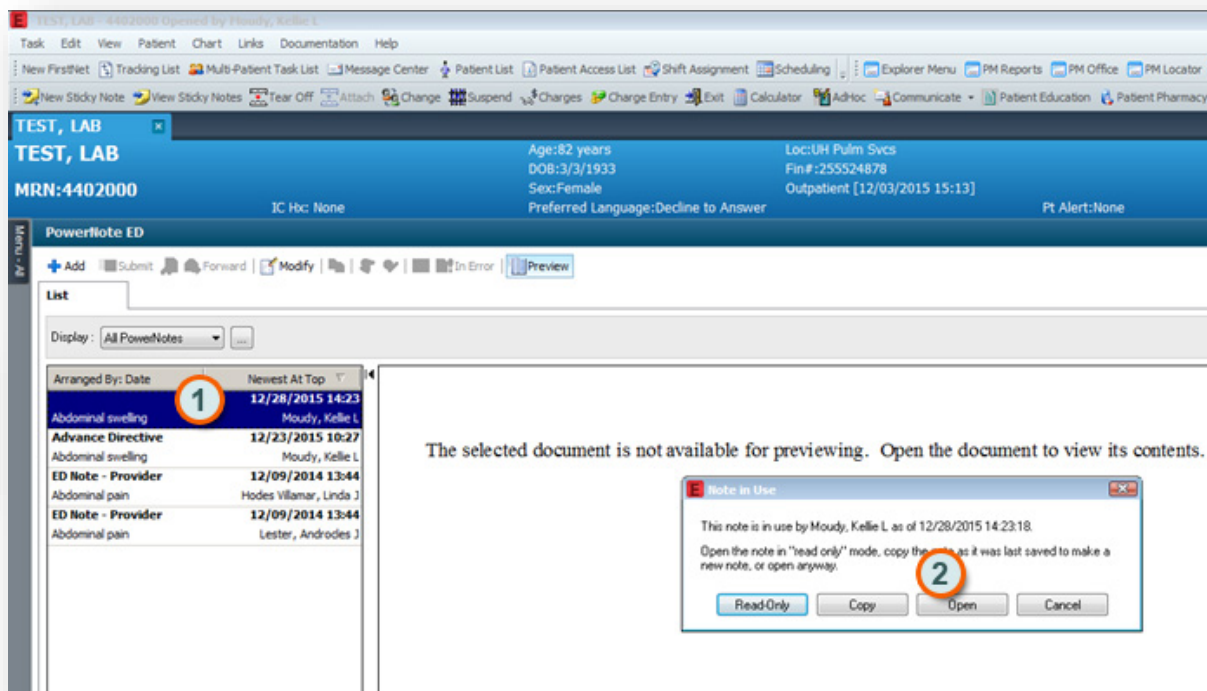
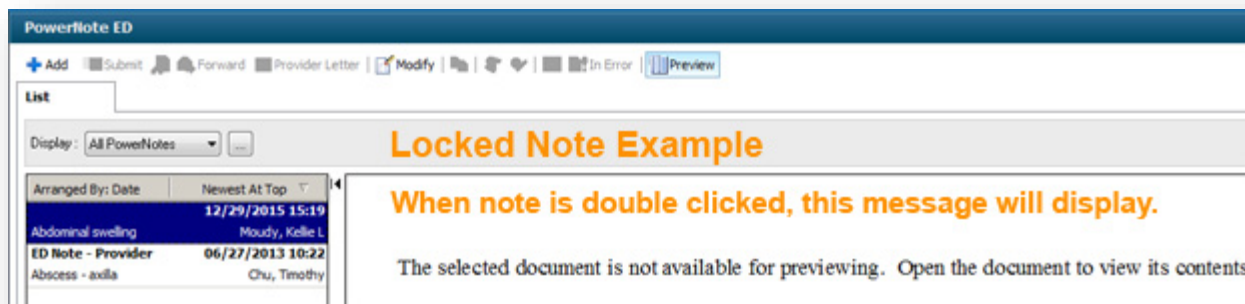
1. Double-click the **locked note**.
Note: Locked PowerNotes will not display the bold note type.

Locked Note: no note type.

Arranged By: Date	Newest At Top
Abdominal swelling	12/28/2015 14:23 Moudy, Kellie L
Advance Directive	12/23/2015 10:27 Moudy, Kellie L
Abdominal swelling	Moudy, Kellie L

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.

The screenshot displays the PowerNote ED interface. At the top, patient information is shown: TEST, LAB; MRN: 4402000; Age: 82 years; DOB: 3/7/1933; Sex: Female; LAC: LH Palm Svcs; Fin #: 253524878; Outpatient [12/03/2015 13:13]; Preferred Language: Decline to Answer; PT Alert: None. The main area shows a list of notes under the heading 'List'. The first note is 'Abdominal swelling' with a circled '1' next to it. Below the list, there is a preview window with the message: 'The selected document is not available for previewing. Open the document to view its contents.' Below this, there are two dialog boxes. The first dialog box, titled 'Note in Use', has a circled '2' next to the 'Open' button. The second dialog box, titled 'Unsaved Changes Will Be Lost', has a circled '3' next to the 'OK' button. The main interface also shows a 'Display' dropdown set to 'All PowerNotes' and a 'Preview' button. The patient information at the top includes: TEST, LAB; MRN: 4402000; Age: 82 years; DOB: 3/7/1933; Sex: Female; LAC: LH Palm Svcs; Fin #: 253524878; Outpatient [12/03/2015 13:13]; Preferred Language: Decline to Answer; PT Alert: None.