

Reference Guide

Reference Guide

This reference guide for accessing essential patient data during **Electronic Patient Record (EPR)** outages. During downtime, the *Business Continuity Service (BCS) Downtime Viewer* provides read-only access to essential patient information from the **EPR** during a planned or unplanned outage. This ensures clinicians can continue caring for patients with uninterrupted access to critical data.



Important Note: You must have an **EPR** login to access *BCS Downtime Viewer*.

You can access the BCS Downtime Viewer on any workstation that has access to the EPR. In the unlikely event of a network outage at your facility, BCS can only be accessed from the designated downtime computer.



Note: Follow your site's downtime procedures when using the *BCS Downtime Viewer* during an **EPR** outage.

Logging in to the BCS Downtime Viewer

Logging in to BCS Downtime Viewer

Logging In

1. On the workstation, open Microsoft Edge. This will open your facility's intranet homepage.
2. Open a new browser tab. Your regional shortcuts page will load.
3. Click to open the **BCS Downtime Viewer** link.



4. Enter your EPR username and password.
6. Select **Login**.



Note: *BCS Downtime Viewer* automatically refreshes its data from the **EPR** every 30 minutes.

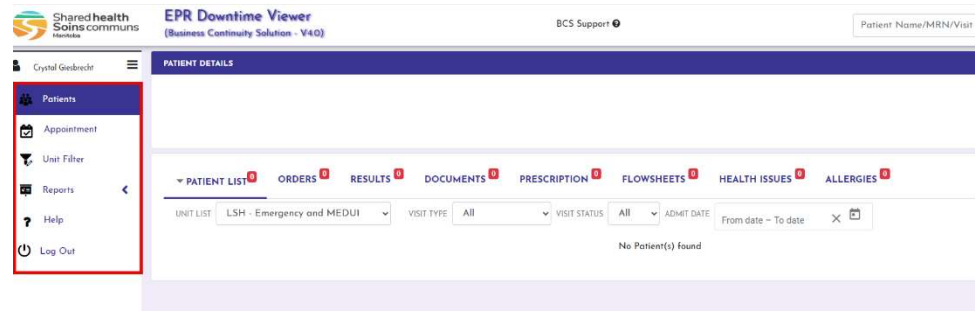
© 15-Apr-2023 11:34AM


A timestamp in the upper-right corner of the header shows when data was last synchronized between the EPR and *BCS Downtime Viewer*.

Main Navigation







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After logging in, use the **left-side Menu Icons** to move between sections of the application.



 **Tip:** Your view in the system is determined by your user profile. You will only see the facility and associated patients, clinical information, reports, and units that you are permitted to access.

Main Icons

Icons	Description
 Patient List	Opens the full patient list (default landing page).
 Appointments	Displays upcoming scheduled appointments
 eMAR Report	Opens the patient's eMAR as a pop-up.
 Reports Menu	Provides Provider Report and Label Report.
 Unit List Filter	Create and manage your own custom location filters.
 Logout	Safely exits the application.

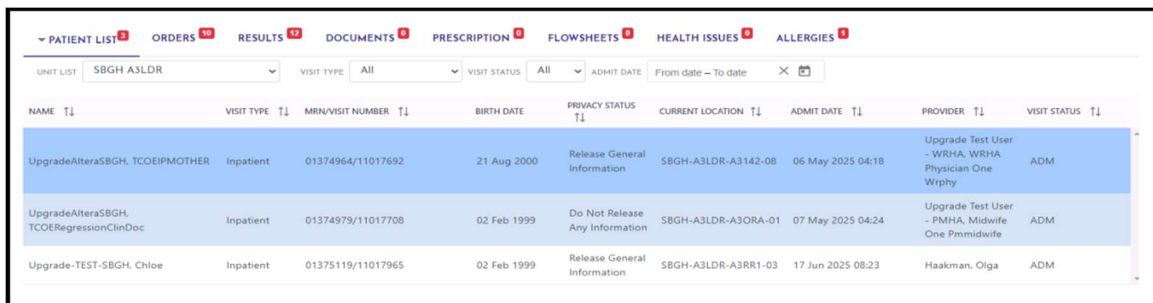
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Finding Patients

Patients List

The homepage displays all currently available patients, including:

Patient name, Visit type, MRN and Visit ID, Birth date, Current location, Admit date/time and Provider.



NAME	VISIT TYPE	MRN/VISIT NUMBER	BIRTH DATE	PRIVACY STATUS	CURRENT LOCATION	ADMIT DATE	PROVIDER	VISIT STATUS
UpgradeAlteraSBGH, TCOEIPMOTHER	Inpatient	01374964/11017692	21 Aug 2000	Release General Information	SBGH-A3LDR-A3142-08	06 May 2025 04:18	Upgrade Test User - WRHA, WRHA Physician One Wrpby	ADM
UpgradeAlteraSBGH, TCOERegressionClinDoc	Inpatient	01374979/11017708	02 Feb 1999	Do Not Release Any Information	SBGH-A3LDR-A3CORA-01	07 May 2025 04:24	Upgrade Test User - PMHA, Midwife One Pmmidwife	ADM
Upgrade-TEST-SBGH, Chloe	Inpatient	01375119/11017965	02 Feb 1999	Release General Information	SBGH-A3LDR-A3RR1-03	17 Jun 2025 08:23	Haakman, Olga	ADM

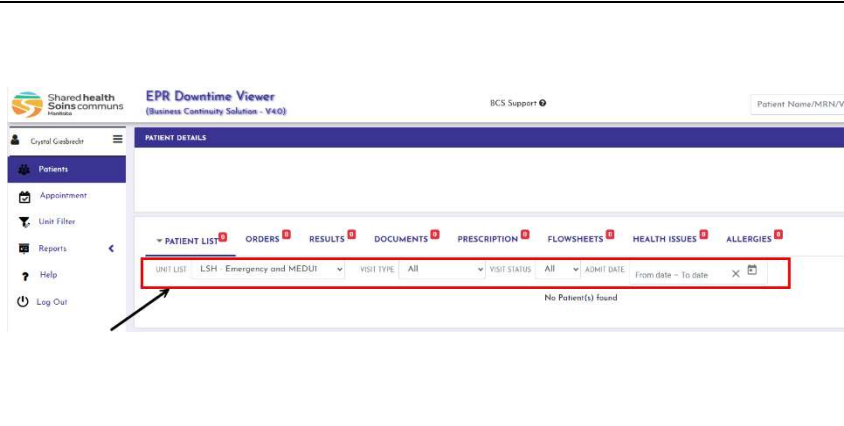
You can also filter by:

Unit List (your custom unit filters)

Visit Type

Visit Status

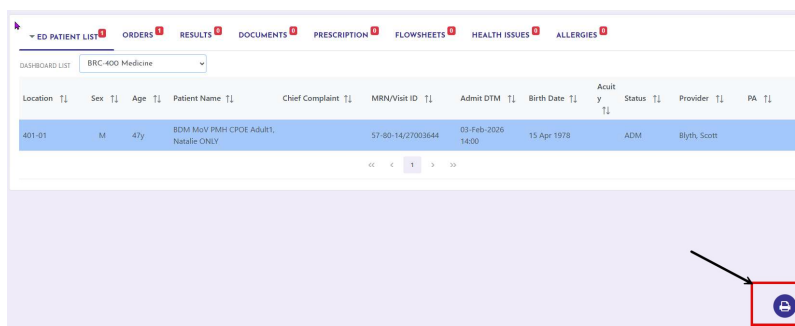
Admit Date



The screenshot shows the 'PATIENT LIST' filter dropdown menu. The 'UNIT LIST' filter is highlighted with a red box and an arrow pointing to it. The dropdown menu includes options for 'Unit List', 'Visit Type', 'Visit Status', and 'Admit Date'.



The print icon allows printing the patient list.



The screenshot shows the 'ED PATIENT LIST' interface. A table of patient records is displayed. A red box highlights the print icon in the bottom right corner of the table area, with an arrow pointing to it.



Location	Sex	Age	Patient Name	Chief Complaint	MRN/Visit ID	Admit DTM	Birth Date	Acuity	Status	Provider	PA
401-01	M	47y	BDM Mov PMH CPOE ASUR1, Natalie ONLY		57-80-14/2/003644	03-Feb-2026 14:00	15-Apr-1978	ADM		Blyth, Scott	

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Custom Unit List Filters (User – Created)

You can create personalized unit filters to quickly view the locations relevant to your role.

Features

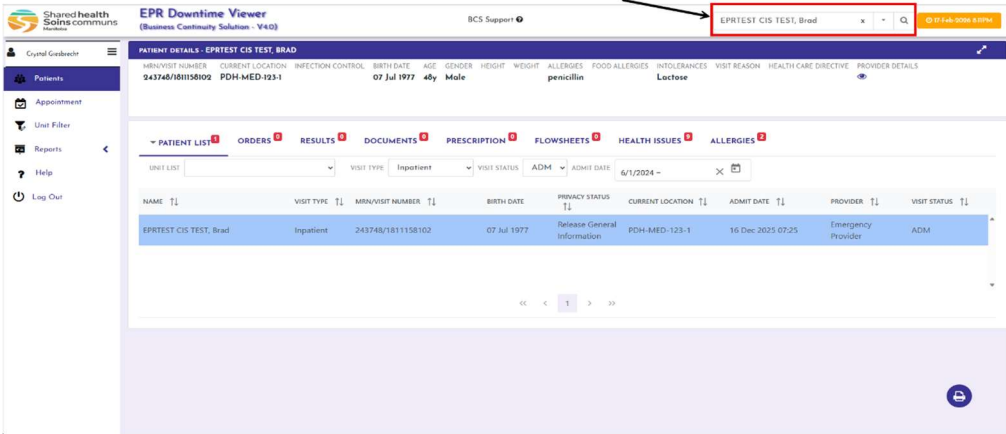
- **Add new filter:** By clicking on the **NEW** icon.
- **Edit existing filter:** User can edit existing filter by clicking on this icon. 
- **Delete filter:** User can delete existing filter by clicking  icon. The unit filter will be deleted from the web application.
- Select from available hospital locations
- Optional provider and provider-role filters

These filters appear in the Unit List dropdown on the Patient List page.

Global Search

Available from the upper-right corner of every screen. You can search by: **MRN, Visit Number or Patient Name.**

The system stores your **last 10 searches** for quick recall.



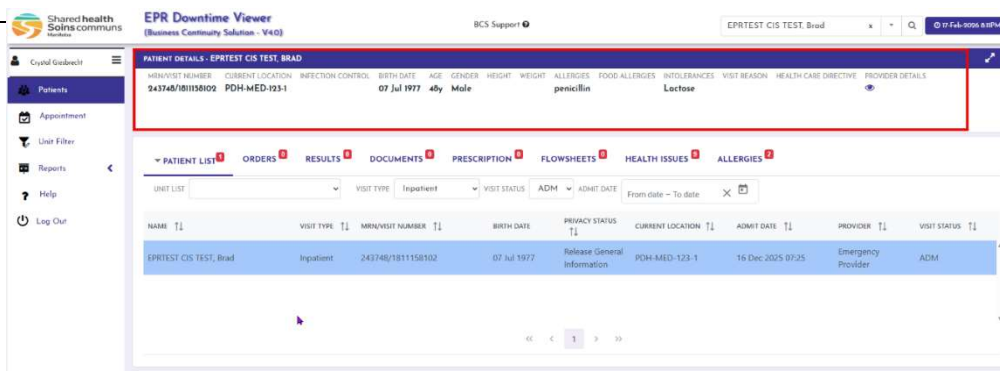
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Patient Header

Patient Header

Selecting a patient displays their demographic header across all clinical tabs, including:

Name, MRN/Visit Number, Current Location, Infection Control, Birthdate, Age, Gender, Height & Weight, Allergies, Food Allergies, Intolerances, Visit Reason, Health Care Directive and Provider Details.



The screenshot displays the EPR Downtime Viewer interface. The patient header is highlighted with a red box and contains the following information:

MRN/VISIT NUMBER	CURRENT LOCATION	INFECTION CONTROL	BIRTH DATE	AGE	GENDER	HEIGHT	WEIGHT	ALLERGIES	FOOD ALLERGIES	INTOLERANCES	VISIT REASON	HEALTH CARE DIRECTIVE	PROVIDER DETAILS
243748/181158102	PDH-MED-123-1		07 Jul 1977	46y	Male			penicillin		Lactose			

Below the header, there is a navigation bar with tabs: PATIENT LIST, ORDERS, RESULTS, DOCUMENTS, PRESCRIPTION, FLOWSHEETS, HEALTH ISSUES, and ALLERGIES. The PATIENT LIST tab is active, showing a table of patient visits:

NAME	VISIT TYPE	MRN/VISIT NUMBER	BIRTH DATE	PRIVACY STATUS	CURRENT LOCATION	ADMIT DATE	PROVIDER	VISIT STATUS
EPRTST CIS TEST, Brad	Inpatient	243748/181158102	07 Jul 1977	Release General Information	PDH-MED-123-1	16 Dec 2025 07:35	Emergency Provider	ADM

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Viewing Clinical Information

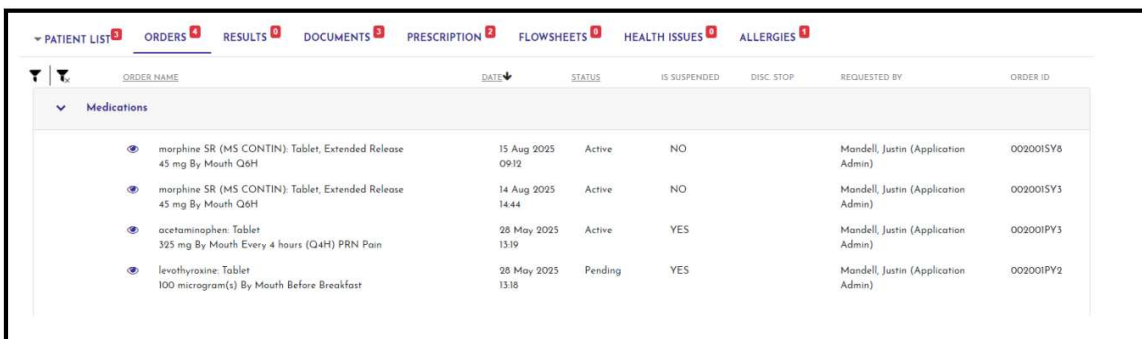
A. Orders

Shows **active orders** for the patient's current visit.

Includes: Order Name, Date, Status, Is Suspended, Discontinue/Stop Date, Requested By and Order ID.

On the **Orders** tab, there will be an orders count which will give the total count of orders for this patient.

Orders will be grouped by **Order Type** and displayed in the list.

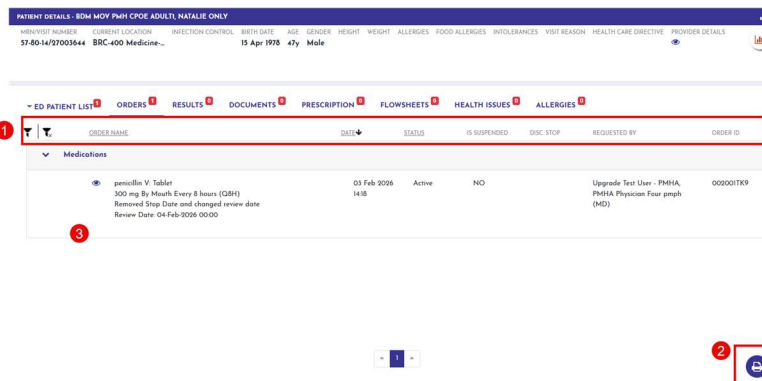


ORDER NAME	DATE	STATUS	IS SUSPENDED	DISC. STOP	REQUESTED BY	ORDER ID
morphine SR (MS CONTIN): Tablet, Extended Release 45 mg By Mouth Q6H	15 Aug 2025 09:32	Active	NO		Mandell, Justin (Application Admin)	00200ISY8
morphine SR (MS CONTIN): Tablet, Extended Release 45 mg By Mouth Q6H	14 Aug 2025 14:44	Active	NO		Mandell, Justin (Application Admin)	00200ISY3
acetaminaphen: Tablet 325 mg By Mouth Every 4 hours (Q4H) PRN Pain	28 May 2025 13:39	Active	YES		Mandell, Justin (Application Admin)	00200IPY3
levothyroxine: Tablet 100 microgram(s) By Mouth Before Breakfast	28 May 2025 13:18	Pending	YES		Mandell, Justin (Application Admin)	00200IPY2

You can:


1. Filter by order name, date range, and status

2. Print the order list




ORDER NAME	DATE	STATUS	IS SUSPENDED	DISC. STOP	REQUESTED BY	ORDER ID
penicillin V: Tablet 500 mg By Mouth Every 8 hours (Q8H) Removed Stop Date and changed review date Review Date: 04-Feb-2026 09:00	03 Feb 2026 14:18	Active	NO		Upgrade Test User - PMHA, PMHA Physician Four pmph (MD)	00200ITK9

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3. Click on  icon on Order row to see the **Order Detail Popup** (which can also be printed)

ORDER DETAILS


PATIENT NAME:	ATest, John
ORDER:	Consult- Podiatry
ORDERID:	001559818
REQUESTED BY:	Chaudhry, Irum A.
ORDER TYPE:	Other
REQUESTED DATE:	23-Apr-2017 22:45
ENTRY DATE:	23-Apr-2017 22:45
STOP DATE:	
SPECIMEN SOURCE:	
PRIORITY:	
FREQUENCY:	
STATUS:	Active
SPECIAL INSTRUCTIONS:	for toe nails with fungus



B. Result

The **Results** tab displays all numeric and textual results for the selected patient.

Includes: **Order date, Order name, result item, Status, Value, Reference ranges (upper and lower values).**

DATE	ITEM	STATUS	VALUE	LOWER LIMIT	UPPER LIMIT
17 Jul 2025 13:59	HCG Quantitative				
	 HCG Quantitative	Final	<5 IU/L	0	5

Like the **Orders** tab, in the **Results** tab you can:

- Filter by order name, date range, or status
- Print the Results List
- Open Result Details Popup

Click on  icon on Result row to see the **Order Detail Popup** (which can also be printed)

OBSERVATION DETAILS

OBSERVATION ITEM: Chemistry Comment

OBSERVATION DETAILS:
L,LIPO,PAN2,VDRL




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C. Clinical Documents

The **Documents** tab displays the recent clinical documents with:

Date, Name, Author, Document Status and Signature Status.

DATE	NAME	AUTHOR	STATUS	SIGNATURE STATUS
21 Jul 2025 15:20	Initial Assessment	Loewen, Jessica	Complete	Signed in Full
13 Jun 2025 12:54	Birth Summary-Infant A	Upgrade Test User - HSC, HSC Nurse Three hscnurse	Incomplete	Signed in Full

Documents can be opened to view full details by selecting the  icon.

Note: This page contains PHI data

Patient Name: Test, ELIZABETH Birth Date: 01/23/2014 MRN/Visit Number: 647398-4/0706611
 Gender: Female Current Location: Sky-IG-222-01 Age: 10y
Printed from Business Community Solution (Demotest Name)

Document Name: Psychiatric Note Authored Date: 09/02/2024 07:40

Content:

Type Of Note: Progress Note
Location: Inpatient
Role: Attending
Date & Time of Service: 09/02/2024 07:40

New Significant Event?:
 Since last progress note, was there a significant event?: No

Events in the Hospital:
 Today's Chief Complaint and Recent Update:

Patient overnight events: no acute safety events noted or reported
 Patient was seen individually and in the milieu and case was discussed with staff, notes from other team members were also reviewed. Peer interaction was observed in group and individual setting.
 Patient attended and participated in group. Patient was cooperative with staff and peers.
 Current presentation:
 Sleep: through the night, no nightmares
 Appetite: good, eating meals, no bloating/purging, restrictive bx
 Mood/affect:
 Medication side effects:
 Safety: remains safe, no suicidal or self-harming bx
 Group/therapy: attending and participating per reports
 Goals:
 Coping skills:

Outcome Measures:
 Summary

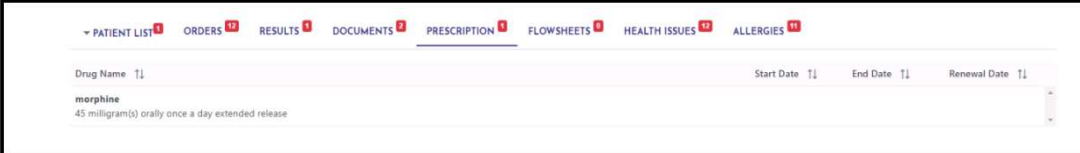
Please click MNTBW to load PRODM data

Documents can also be printed by clicking on  icon.

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D. Prescriptions

The **Prescriptions** tab displays current **active** prescriptions. Including Drug name, dosage instructions, start and end dates and Renewal dates as applicable.



E. Flowsheets

The **Flowsheet** tab shows selected patient's flowsheet details. By default, the *BCS Downtime Viewer* shows Vital signs measurements.



	19-May-2025 01:28	19-May-2025 01:34
Point of Care		
Blood Glucose		
Capillary Blood Glucose Level (mmol / L)	86	78

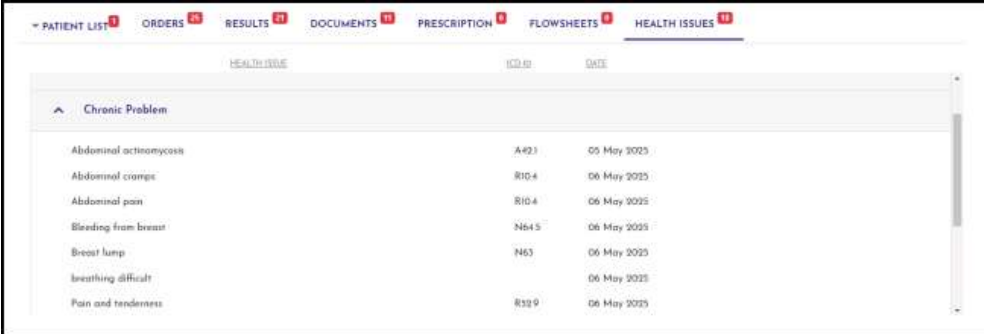
Users can choose the flowsheet type from the following dropdown options:

- Care and Assessment Flowsheet
- ED RN Reassessment Flowsheet
- Newborn Flowsheet
- Obstetrical and Labour Record
- Plan of Care
- Vital Signs Flowsheet

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F. Health Issues

Health issues tabs shows active health issues for selected visits.



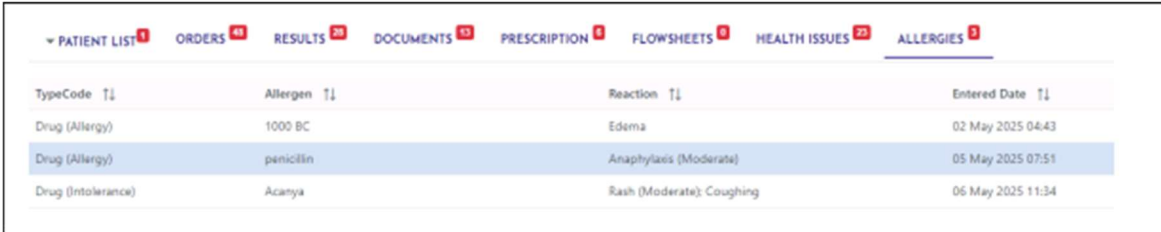
HEALTH ISSUE	ICD ID	DATE
Chronic Problem		
Abdominal actinomycosis	A42.1	05 May 2025
Abdominal cramps	R10.4	06 May 2025
Abdominal pain	R10.4	06 May 2025
Bleeding from breast	N64.5	06 May 2025
Breast lump	N63	06 May 2025
breathing difficult		06 May 2025
Pain and tenderness	R32.9	06 May 2025

Users can see health issues by expanding health issue categories

Users can print all health issues by clicking on  icon.

G. Allergies

Allergies tabs show active allergies/intolerances for the selected visits.



TypeCode	Allergen	Reaction	Entered Date
Drug (Allergy)	1000 BC	Edema	02 May 2025 04:43
Drug (Allergy)	penicillin	Anaphylaxis (Moderate)	05 May 2025 07:51
Drug (Intolerance)	Acanya	Rash (Moderate); Coughing	06 May 2025 11:34

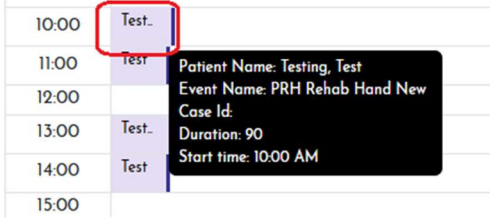
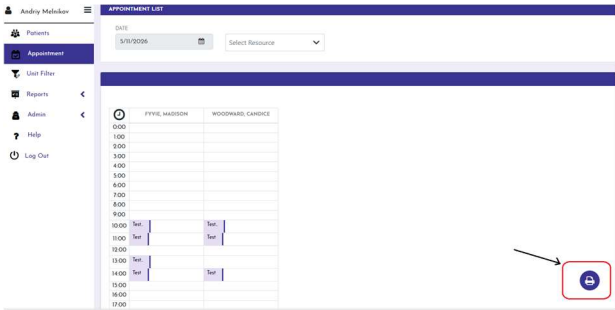
Users can print all Allergies by clicking on  icon.

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Viewing Upcoming Appointments

<p>The Appointment section displays all upcoming appointments</p> <p>Users can filter appointments by:</p> <p>Date</p> <p>Resource</p>	
<p>Users can see Appointment Details by clicking on the 'patient's name' in the calendar</p>	

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<p>Users can also see appointment details, briefly, by hovering over the appointment.</p>	 <p>A screenshot of a vertical appointment list. The time slots range from 10:00 to 15:00. Each slot contains a purple box with the text 'Test.'. A red rectangle highlights the 10:00 slot. A black tooltip box is overlaid on the right side of the 10:00 slot, containing the following text: 'Patient Name: Testing, Test', 'Event Name: PRH Rehab Hand New', 'Case Id:', 'Duration: 90', and 'Start time: 10:00 AM'.</p>
<p>Appointment List for the selected Date / Resource can be printed by clicking on the print icon.</p>	 <p>A screenshot of the 'APPOINTMENT LIST' interface. The top navigation bar shows 'Andry Melnikov' and 'APPOINTMENT LIST'. Below this, there are filters for 'DATE' (5/19/2026) and 'Select Resource'. A sidebar on the left contains navigation options: 'Patients', 'Appointment', 'User Filter', 'Reports', 'Admin', 'Help', and 'Log Out'. The main content area shows a grid with two columns: 'FYFE, WARDEN' and 'WOODWARD, CANDICE'. The rows represent time slots from 10:00 to 17:00. Purple boxes with 'Test' are visible in the 10:00, 11:00, 13:00, and 14:00 slots. A red circle highlights a print icon (a printer symbol) in the bottom right corner of the grid area, with an arrow pointing to it.</p>

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Reports

Provider Report

Once the user selects the Provider Report link the selection page will open where users can click on *Generate Report* to display select the list of providers.



PROVIDER LIST

Search Provider Name

1 GENERATE REPORT

- Select All
- Niaz, Nizar
- Porek, Kunal
- Test, Alex
- Test, Alex D.
- Test, Alex I.
- Test, Alex K.
- Test, Alexander
- Test, Alfred F.
- Test, Alvin D.
- Test, Anomik

The report shows all active patients for selected providers.

Shared Health Manitoba
Downtime Active Patients Report by Provider Name

Patient Name	Patient ID/Visit Number	Birth Date	Current Location	Admit Date	Provider
inp4 tcoo, upgradaealerasbgh	01375006 11017772	11 Feb 2011 12:00	SEGH-CRAC-CE-4008-02	14 May 2025 12:24	Abazid, Nizar
inp5 tcoo, Upgradaealera	01375010 11017773	11 Feb 2011 12:00	SEGH-CRAC-CE-4020-01	14 May 2025 12:26	Abazid, Nizar
SEGH - Upgrade-Test-SBGH, TC-E-Test	01374985 11017717	11 Feb 2011 12:00	SEGH-CCUD-AS134-01	08 May 2025 03:06	Abazid, Nizar
Upgradaealera, refitcoo	02116458-5406007990185	11 Feb 2011 12:00	HSC-CH5-506-01	17 May 2025 06:53	Abazid, Nizar
Upgradaealerasbgh, emer tcoo	01374974 11017703	11 Feb 2011 12:00	SEGH-Emergency-DiasterRed	07 May 2025 12:00	Abazid, Nizar
Upgradaealerasbgh, emer tcoo	01374974 11017713	11 Feb 2011 12:00	SEGH-A49A-A55A-02	07 May 2025 07:56	Abazid, Nizar
Upgradaealerasbgh, emergency brandon tcoo	01375013 11017776	11 Feb 2011 12:00	SEGH-E4GM-TEMP-04	14 May 2025 07:48	Abazid, Nizar
Upgradaealerasbgh, inp2 tcoo	01374977 11017706	11 Feb 2011 12:00	SEGH-B4NO-B4003-02	07 May 2025 01:03	Abazid, Nizar
Upgradaealerasbgh, mlntest tcoo	01374980 11017709	11 Feb 2011 12:00	SEGH-46CM-A6130-01	07 May 2025 04:31	Abazid, Nizar
upgradaealerasbgh, test tcoo	01374982 11017711	11 Feb 2011 12:00	SEGH-E5ME-B5006-01	07 May 2025 07:00	Abazid, Nizar
Upgradaealerasbgh, inp tcoo test	01374975 11017704	11 Feb 2011 12:00	SEGH-A780-A7026-01	07 May 2025 12:05	Abazid, Nizar

Diet Census Report

Displays diet orders by selected unit.

This report displays a location-wise Diet orders for patients. To view the report, select the unit desired from the drop-down menu and click on **Generate Report**.

Diet Census - Unscheduled Downtime

Room/Bed	Patient Name	MRN	Visit	Requested Date	Order Priority	Order Summary	Food Allergy
BANO							
B4003-01	CIS TEST STAGE, Jason Mason	01370277	11008414	21-Oct-2020 10:03	Routine	Diet: Standard	

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Patient List by Unit

Shows lists of patients organized by their location/unit.

This report displays a location-wise Patient list.
To view the report, select the desired Unit from the drop-down menu and click on **Generate Report**.

Patients List by Unit - Unscheduled Downtime


Location	Patient Name	Visit Status	Visit Reason	Condition	Temp Location	Service	Gender	Date of Birth	Attending Provider
MCE2	MCE2-M2025-01	SBGH-Training, EPR-Downtime-Viewer-02	ADM	Breathing difficulty		SBGH Internal Med / General	F	8/25/1990	Tester-SBH, Physician1 EPR
MCE2	MCE2-M2025-02	sbghtest, edvapptest	ADM			SBGH Cardiac Science / Cardiac Surgery	F	1/1/1975	Schaffer, Allan
MCE2	M2023-01	CIS TEST Stage, DarcyBCS	ADM	BCS Pneumonia		SBGH Internal Med / General	M	5/8/1982	Staff, Provider

Medication List Report

Lists medication worklists by unit.

This report displays a location-wise medication worklist for patients.
To view the report, select the desired Unit from the drop-down menu and click on **Generate Report**.

Medication Worklist - Unscheduled Downtime

 Location: MCE2

SBGH-Training, EPR-Downtime-Viewer-02 31 y (25-August-1990) Female MRN: 02800304 Visit: 11008447

SBGH-MCE2-M2025-01 Attending MD: Tester-SBH, Physician1 EPR PHIN: 123123123 Reg: 123123

Advance Care Planning Goals: Medical Care
Language - English Interpreter - No

Allergies	Allergen Reaction Description	Entered Date
Food	Peanuts Diarrhea (Severe)	25-Feb-2021 15:31
Stings Bites	Tick Bite Eczema (Mild)	25-Feb-2021 15:31

Weight: 0 kg as of: Height: cm as of: BSA: 0.00

Task Description	Last Dose Recorded	11-Nov-2021										
		15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	
Medications - Scheduled												
multivitamin Tablet 1 tablet(s) By Mouth Daily (OD) Start: 25-Feb-2021 15:34												
Medications - PRN												
acetaminophen cpd / codeine 30 mg Tablet												

Appointment List Report

Lists appointments by date / resource

This report displays a list of appointments based on the selected **Date / Resource** filter

5/8/26, 10:12 AM Downtime Viewer - Business Continuity Solution

Note: This page contains PHI data.

Appointment Date	Patient Name	Patient MRN	Visit Number	Contact	Resource	Last UpdatedBy	Duration (In minutes)
1 11 May 2026 1:45PM	Test 1, Dee	280017	1811367912		Fyvie, Madison	Test User - PDH, Reg Sched Clerk Three	30
2 11 May 2026 10:00AM	Testing, Test	280015	1811367910	(204) III- IIIII	Fyvie, Madison +	Test User - PDH, Reg Sched Clerk Three	90
3 11 May 2026 10:00AM	Testing, Test	280015	1811367910	(204) III- IIIII	Woodward, Candice +	Test User - PDH, Reg Sched Clerk Three	90
4 11 May 2026 11:45AM	Test, Testing UAT Transfer	280016	1811367911	(204) III- IIIII	Fyvie, Madison +	Test User - PDH, Reg Sched Clerk Three	90
5 11 May 2026 11:45AM	Test, Testing UAT Transfer	280016	1811367911	(204) III- IIIII	Woodward, Candice +	Test User - PDH, Reg Sched Clerk Three	90
6 11 May 2026 2:30PM	Test, Reimother	280018	1811367913		Fyvie, Madison +	Test User - PDH, Reg Sched Clerk Three	30
7 11 May 2026 2:30PM	Test, Reimother	280018	1811367913		Woodward, Candice +	Test User - PDH, Reg Sched Clerk Three	30

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Downtime Data Retention Overview

Visits		
Visit Status	Visit Type	Duration
Admitted (ADM)	Emergency	ALL
	Inpatient	ALL
	Ambulatory	Past 3 Days and Today
	Day Night Care	Past 3 Days and Today
	Outpatient	Past 3 Days and Today
	Recurring	Past 3 Days and Today
	Treatment	Past 3 Days and Today
	Indexed	Past 3 Days and Today
	Discharged (DSC)	Ambulatory
Day Night Care		Past 3 Days and Today
Emergency		Past 3 Days and Today
Outpatient		Past 3 Days and Today
Recurring		Past 3 Days and Today
Treatment		Past 3 Days and Today
Pre-Admit (PRE)	Ambulatory	Today and Next 3 Days
	Dany Night Care	Today and Next 3 Days
	Inpatient	Today and Next 3 Days
	Outpatient	Today and Next 3 Days

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	Recurring	Today and Next 3 Days
	Treatment	Today and Next 3 Days

Appointments

ALL upcoming appointments	Today and Next 7 Days
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