

Message Map: I Chart Dictation Outage

Situation	Alternatives/ Recommendations
<ul style="list-style-type: none"> Dictation/ transcription (i-Chart) has been unavailable for dictation as of Tuesday, June 27, 2017. Several users have dictated in the iChart system that was down. We are working on extracting those documents and transcribing them, but there will likely be delays in getting them to the electronic medical record. An alternative form of medical record documentation needs to occur in the interim. 	<p>Alternatives for current documentation:</p> <ul style="list-style-type: none"> In-Patient Provider Documentation (IPPD) templates are available in SmartChart- free text or structured: H&P, Progress Note, Consult, Procedure, Post-op Note, Discharge Summary Dragon Voice Recognition is available for current licensees Additional Dragon licenses and training are being fast-tracked for new users. Notify the Open Lines (listed below) or the Help Desk (484-596-HELP) for new Dragon requests.
Background & Assessment	For Immediate Assistance
<ul style="list-style-type: none"> A ransomware attack affected iChart dictation from our Nuance vendor on Tuesday, June 27, 2017. Dictation lines are now shut down until further notice. Dragon Medical (hospital and office versions) and PowerScribe are not affected. The vendor is not able to give a date when iChart may be restored at this time. (It will likely be days, not hours.) 	<p>For immediate assistance or advice, please call Clinical Informatics 8am-5pm: as follows:</p> <p>Monday, 7/3/17: (571) 317-3122 Access Code: 822-478-997</p> <p>Wednesday, 7/5/17: (571) 317-3112 Access Code: 216-855-093</p> <p>On “off” hours and weekends, our HMS physicians are proficient in In-Patient Provider Documentation and may be of assistance if needed.</p>