

eMAR Backup – when and how to use it.

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This document covers what eMAR Backup is, how the process works, when to use the files and how to access the reports.

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What is the eMAR Backup?

The eMAR Backup is a process to create a paper image of the electronic Medical Administration Records (MAR) and Treatment Administration Records (TAR) for a facility. The paper images serve as a backup for these records when circumstances (power disruption, loss of internet service, etc.) disable the facility's access to the PointClickCare eMAR application. When access is disabled, the paper images are printed and facility staff can use them to document administration of the required medications and treatments to the facility's residents. The printed paper image will display 7 days' worth of space for administration documentation: 3 previous dates, the current date and 3 future dates.

How does the eMAR Backup process work?

Each facility provides a computer designated as the eMAR backup computer. This computer must be attached to a backup power supply. In addition to the computer, a printer must also be provided and also must be attached to the backup power supply. The computer must have internet access.

To print the MAR and TAR reports, the computer needs a copy of Adobe Reader installed. Adobe Reader is available for free from Adobe Corporation and is available at www.adobe.com.

The eMAR Backup process downloads the files from PointClickCare's servers using an FTP (file transfer protocol) process to the eMAR backup computer. This process is repeated **every hour** using a software utility called Task Scheduler that comes with the Windows operating system already installed on the computer. PointClickCare supplies the software needed to perform the FTP process.

The process is configured to store the eMAR backup files on the eMAR backup computer's hard drive. Older files are automatically purged to avoid filling up the computer's disk space. The facility can determine the length of time backup files are to be kept and can configure the eMAR Backup process accordingly. The standard configuration is set up to keep files for four hours.

When to use the eMAR Backup files

Use the eMAR Backup reports whenever service to the PointClickCare eMAR application is disrupted and it is uncertain when it will be restored, or if it is known that the disruption will last long enough that the normal process for administering and dispensing MARs and TARs in the facility will be affected.

Disruptions are commonly caused by power outages or loss of Internet service, but could occur under other unique circumstances that prevent facility staff from accessing the eMAR application. It is recommended that each facility include criteria defining when the eMAR backup reports should be accessed and used in their facility's emergency plans. Also, it is highly recommended to put in place an audit process to identify how often staff will check that the eMAR Backup is working.

How to access and print eMAR Backup Reports

The eMAR backup process creates and uses a common directory structure on all eMAR backup computers. While unlikely, it is possible that a facility could customize the eMAR backup process and modify that directory structure. It is recommended that each facility verify the directory structure on the eMAR backup computer and note any differences found between the directory structure described in the following instructions and those that are in place on the facility's eMAR backup computer. Do not wait until an emergency situation arises to discover you cannot locate the eMAR backup reports on the computer.

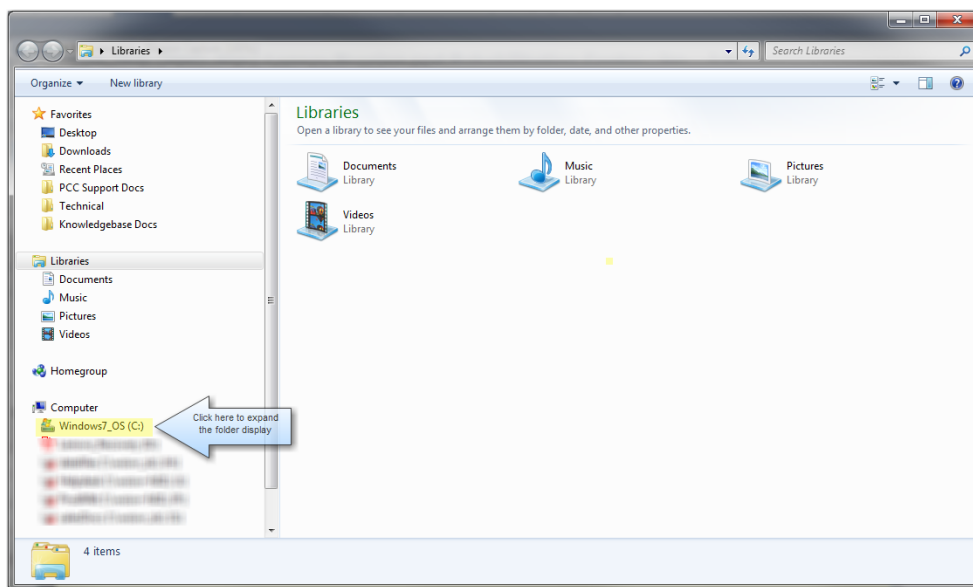
The common directory structure used for the eMAR backup process is shown in the screen shot that follows. The folder "downloads" that contains the eMAR backup reports is found at the location "C:\eMARBackup\downloads" as shown here:

To verify that this is the location of your eMAR reports, perform the following steps on the eMAR backup computer:

1. Open Windows Explorer from the Toolbar.

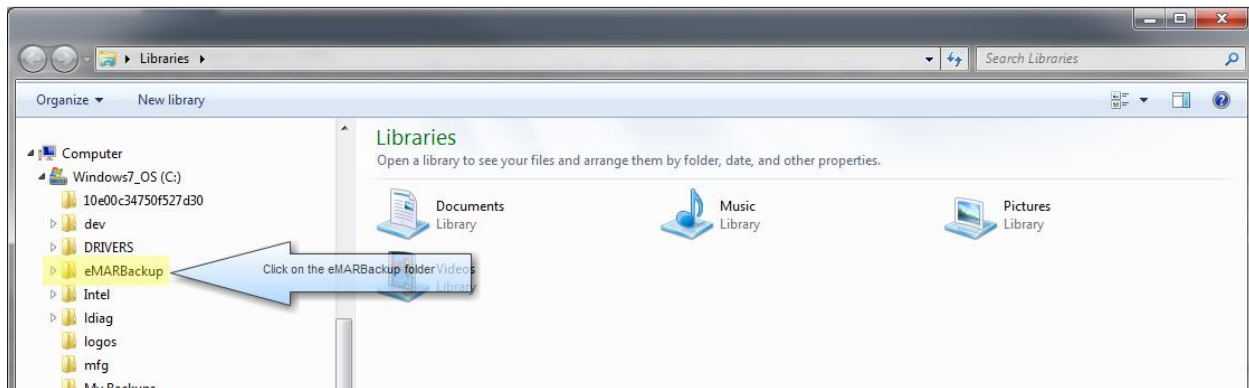


2. Select the Local Disk where emarbackup is installed – normally C:\



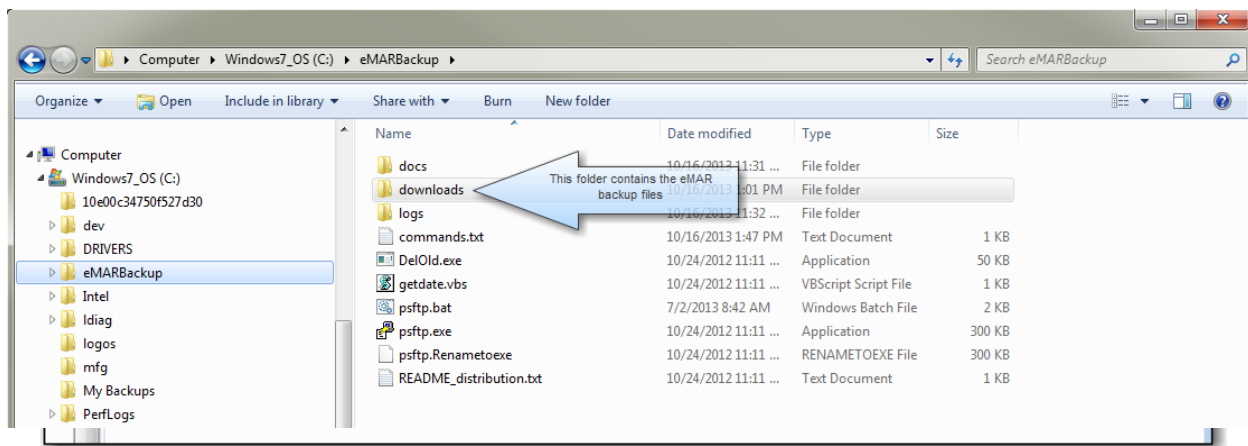
Note the highlighted area and the arrow to the right of it. Your screen does not have the highlight or the arrow, but it does have a location that is named "eMARBackup". **If no such folder exists, then your facility's eMAR backup process has been modified or customized, or the computer being viewed is not the eMAR backup computer - contact your IT staff to locate the eMAR backup location.**

- Click on that folder name to expand the directory tree and you see something similar to this:



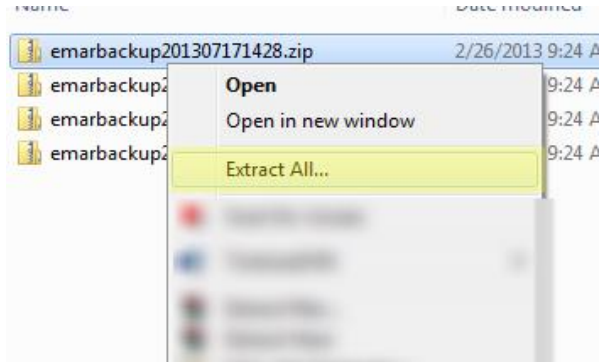
The arrow on the screen shows the folder where the eMAR backup files are stored.

- Double clicking on the downloads folder changes the screen like this:

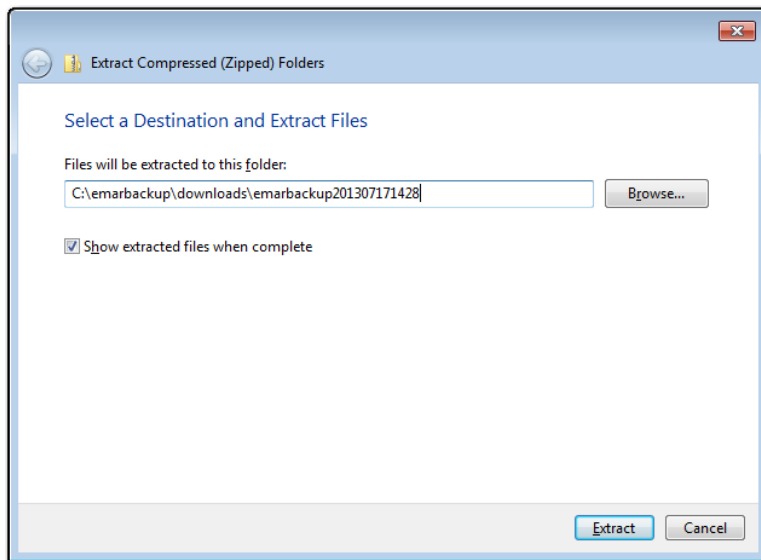


The most recent file appears at the top of the file list when you click on the Date Modified column. You can also use the file name as a guide to determine the most current file. The files are named as follows: emarbackupyyyyymmddhhmm.zip where "yyyy" is year, "mm" is month, "dd" is day, "hh" is hour, and "mm" is minutes. Select the file created most recently.

- After the correct file is identified, you can often just double click on the file name and it opens. If that does not work, right click on the file name and click **Extract**.



6. Select the box titled "Show extracted files when complete".



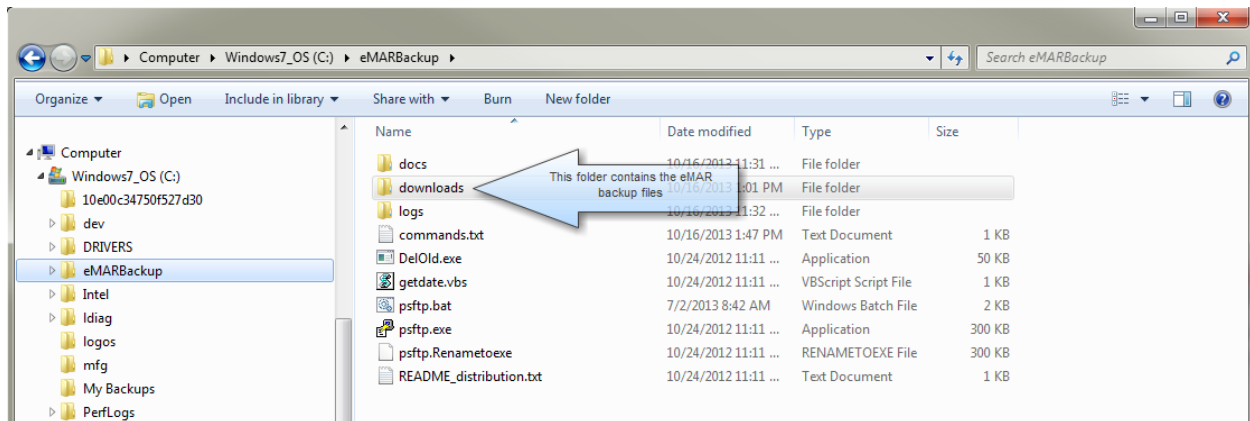
7. You see a list of MAR and TAR files for the facility that were stored in the zip file that was opened. The files are sorted and sequenced by Unit and Floor if those configurations were used when setting up the facility.
8. Double-click the file to open it in Adobe Reader where it can be viewed and printed.

Files should be distributed accordingly to the staff administering the MAR's and TAR's. Staff can record their actions on the reports during the time the PointClickCare system is not available. When access to the PointClickCare system is restored, the actions recorded by staff must be entered/transcribed into the PointClickCare eMAR system to bring those records up to date.

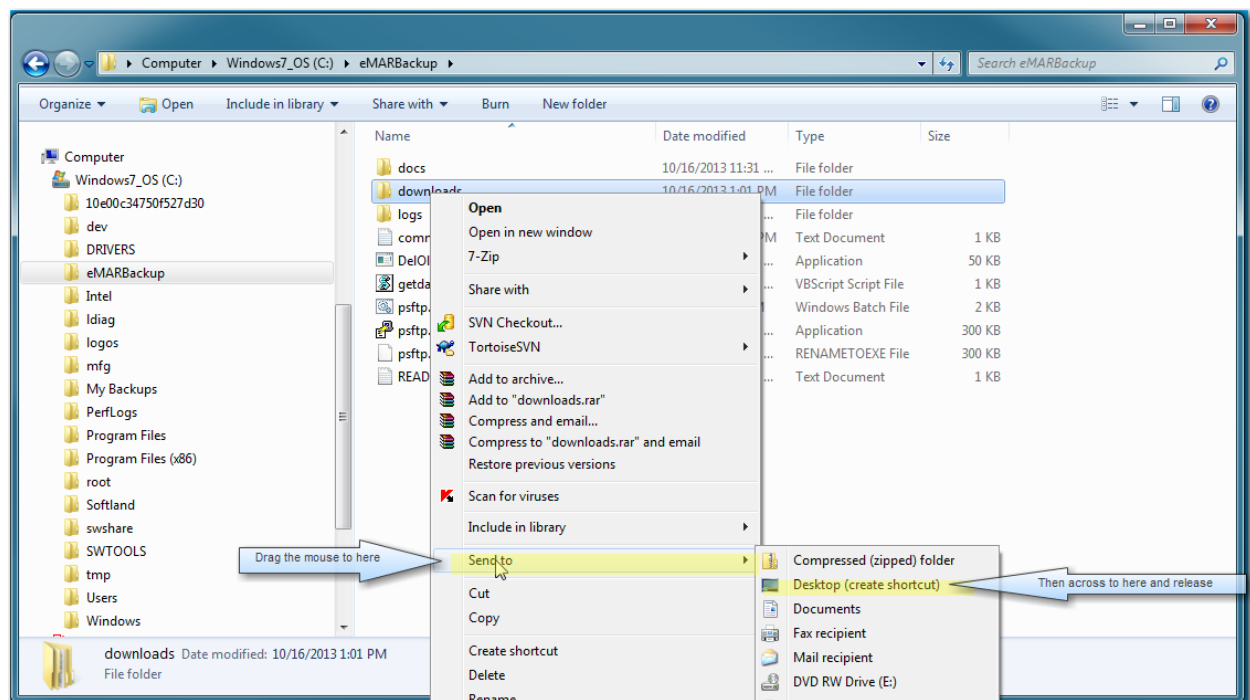
How to create a shortcut to the eMAR Backup folder

Following the steps just listed can be a challenging exercise when not being done often. To reduce the number of steps needed to open or locate the eMAR documents, you can create a short cut to the folder place it on the computer's desktop. Follow these steps only one time to create the shortcut, rather than every time as the steps listed above require.

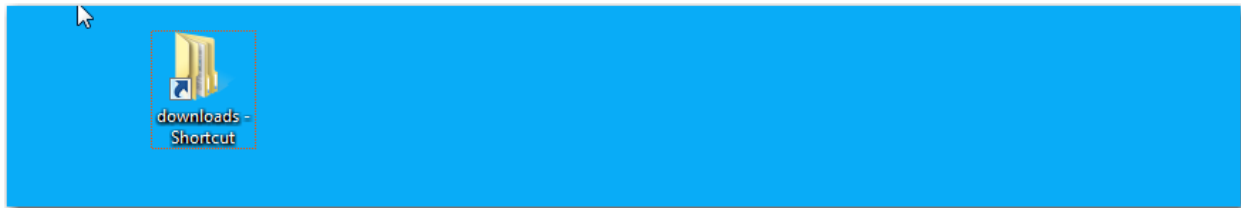
1. Follow steps 1 through 4 from the steps listed above. This screen appears:



2. Place your mouse on the "downloads" folder (pointed to by the arrow in the above screen shot) and right click on it. The screen look like this - highlights and arrows are added to make the picture clear:



3. Drag your mouse down to the **Send to** menu selection. A menu opens to the right. Drag the mouse to the **Desktop (create shortcut)** selection and click one time to automatically create a shortcut icon on your computer's desktop. The icon looks like this:



4. Place your mouse over the icon you just created and **right click** on it. Select "Rename" from the menu that appears and rename the folder to "eMAR Backup Printouts" (or something similar). In the future, if you need to view and print the reports, double click on the icon and the following appears:

If you refer to the previous list of instructions, you see you are starting at instruction number 5 in the list. Setting up the short cut has eliminated steps 1-3 of the previous list.

After the short cut is set up, there is no need to repeat the steps to recreate it.

The shortcut remains on your desktop until you delete it. Double click it whenever you need to access the reports and follow steps 5 - 8 of the instructions in the previous section.