Electronic Cardiac Rhythm Strips Process

1. Issue: Strips not exporting to StarPanel
* Can the Monitor Tech see the wave review on their monitor?
1. **Yes**
2. The Monitor Tech will enter a Help Desk ticket
* Help Desk can ask the Monitor Tech to check the to see if the MRN has 9 characters and is correct, the patient name and birthdate are correct, and there are **no** special characters in the description of the rhythm.
* If all of the above are correct ask the Monitor Tech to print the strip(s) and send to the unit and notify the charge nurse.
* Tell the Help Desk to send the ticket to Jonathan Grande on the StarPanel team immediately.
1. **No**
2. The Monitor Tech should call Clinical Engineering to come and check the system. Clinical Engineering will begin corrective actions.
3. Monitor Techs will begin their downtime process as outlined in the Central Monitoring downtime kit.
4. Issue: The nurse is having a problem related to any of the following reasons send the ticket

 to SSS for follow up.

* Locating the strip in StarPanel
* Using the electronic calipers
* The cardiac strip indicator on the Whiteboard

**Key Words**:

Cardiac, Telemetry, Rhythm, Strips