

Can you access the internet via Internet Explorer
 (try going to *www.nyt.org* and see if you get today's newspaper)

Yes

Does Alteer go to the Cache server?
If Alteer has lavender diagonal stripes across it's interface, you are connected to the server in the back of our office, but Alteer was unable to connect to Alteer server in California via the internet

Yes | **No**

Alteer will be available read-only for schedule and charts

Call Alteer at 949-790-0400 to report problem

Alteer likely has problem in California

No

Is Phone working?

Yes | **No**

Reboot server: Cntrl-Alt-Delete - Shut Down - Restart

If red light is on on Netopia router: disconnect and reconnect power
Sounds like hardware problem in our office (Note that only MDs have keys to server room)

Call James at Navigate
 (502) 376-3459

Call USLEC (800) 978-7532

Problem likely with USLEC, who supplies T1 for phone / internet

| <i>Name</i> | <i>Phone</i> | <i>Alt</i> |
|--------------------------------|-------------------------------------|----------------|
| Alteer Customer Service | (949) 790-0400 | |
| CBT | (502) 259-2200 | |
| Navigate (James) | (502) 376-3459 | (502) 515-4927 |
| Strategic | Call Scott first 817-7825 (cell) | (502) 657-3500 |
| USLEC | (800) 978-7532 | |

If Alteer is not available

- Scheduling:** Reception will make list of requests and call back to schedule appointments
- In-take:** Patients will be processed at front desk: Reception puts name on pre-printed Encounter template, and brings back to nurses station
 MAs and MDs will use Encounter template, Yellow Sheet, and paper Rx's to complete encounter
- Labs:** Lab work is available via Quests on-line portal
- Check-out:** On Check-Out, patient side of Yellow Sheet is copied and given to patient; original Yellow Sheet is paper-clipped to Encounter form and placed in pile to be processed when Alteer is back on-line
- Messages:** Messages will be taken on standard message blanks, and placed on each doctor's workspace at the Nurse's Station
- Faxes:** Faxes may be sent from the extra fax machine in the front office