

EMERGENCY CHART PRINTING

USER GUIDE (v4.0)

CMM EPMA v8



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1. Introduction - Electronic Chart Printing (ECP)

The Emergency Chart Printing (ECP) computer is a backup system that tracks the activity in CMM EPMA. If CMM EPMA goes offline due to a power or network failure, or you get error messages indicating that the database or the server is down, the ECP is used to print Medicine Charts (**MAC – Medicine Administration Chart**) and Medicine Profiles (**MAP – Medication Administration Profile**). These charts allow the ward to administer medication or get a history of the medication taken by a patient or all patients up to that point. **MAP** is also used when patients are being transferred to a non-EPMA ward or hospital.

ECP should not be used for routine printing. It should only be accessed in the event of system failure or downtime, i.e. network or power is down. It is also necessary to ensure that you cannot access CMM EPMA from another computer on the ward before using the ECP.



Please follow the normal procedure for escalating serious IT issues before accessing the ECP.

For the attention of the Duty Senior Nurse, On Call Manager and On Call Pharmacists:

In the event of a total system failure, the DSN should contact the on-call manager who will escalate the issue to out of hours Electronic Systems support. This issue can then be logged with CMM Support line 24/7 EPMA 'Category 1 issues only' support line: 01622 691 616. Additional out of hours support can be obtained via the On-Call Pharmacist.

2. Emergency Chart Printing (ECP) Locations:

Site/ Borough	Location
Mile End Hospital (Tower Hamlets Centre MH)	DSN/Mental health office 2, TH Centre for MH
Homerton Hospital, City and Hackney Centre for Mental Health City and Hackney	DSN Room / Patients Council North Block
Newham Centre for Mental Health (Newham)	Doctor's Office, Ruby Triage ward
Calnwood Court, Luton	Doctor's Office, Coral ward
Oakley Court, Luton	Discharge and Pharmacy office, Ash Ward
Townsend Court, Bedfordshire	Consultant Office 1, Poplars ward
Cedar House, Bedfordshire	Manager's Office, Cedar House
Wolfson House	Security Office – 6 th floor
John Howard Centre	DSN Office, Millfields Building
East Ham Care Centre	Manager's Office/Consultant, Cazaubon

3. Accessing Emergency Chart Printing (ECP) laptop

At the network prompt screen use the following login details:

Primary Account:

Username: ECP1

Password = C4arting123!

Secondary Account (only use if primary is locked out):

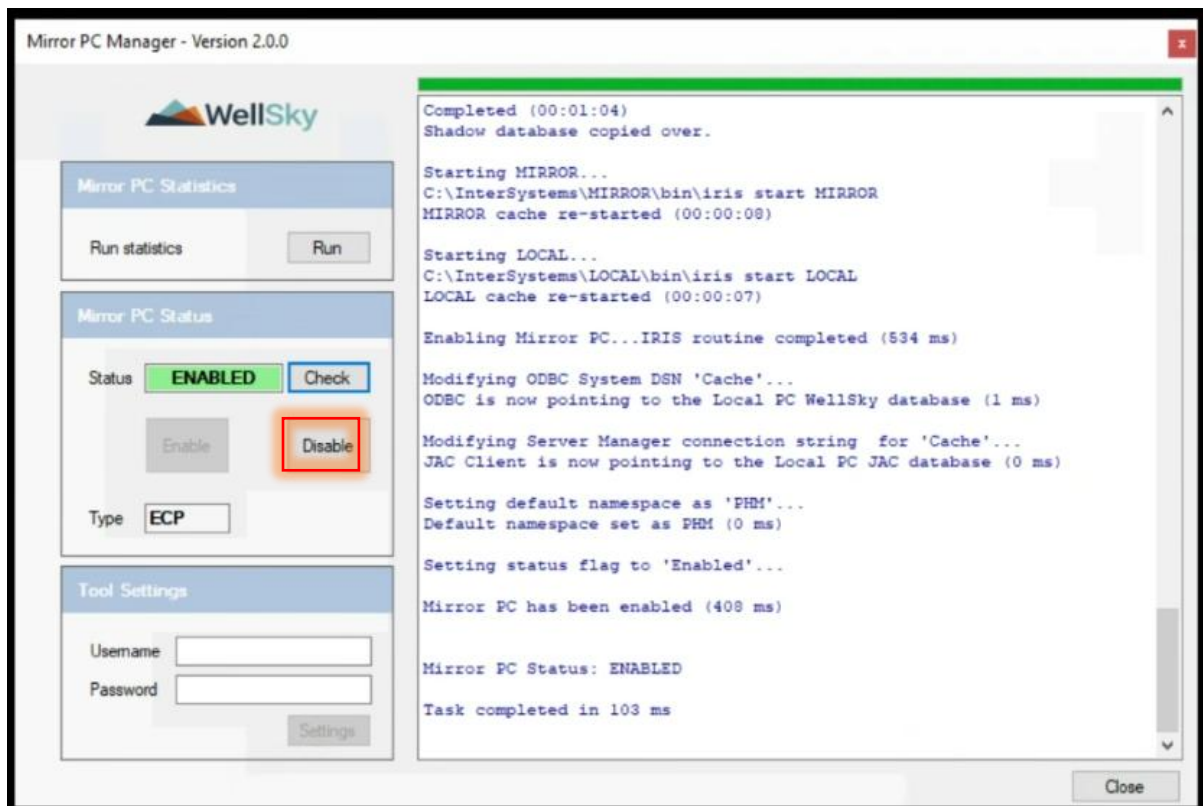
Username: ECP2

Password = C4arting123!

Access the ECP by clicking the below desktop icon called 'WellSky Mirror Manager':

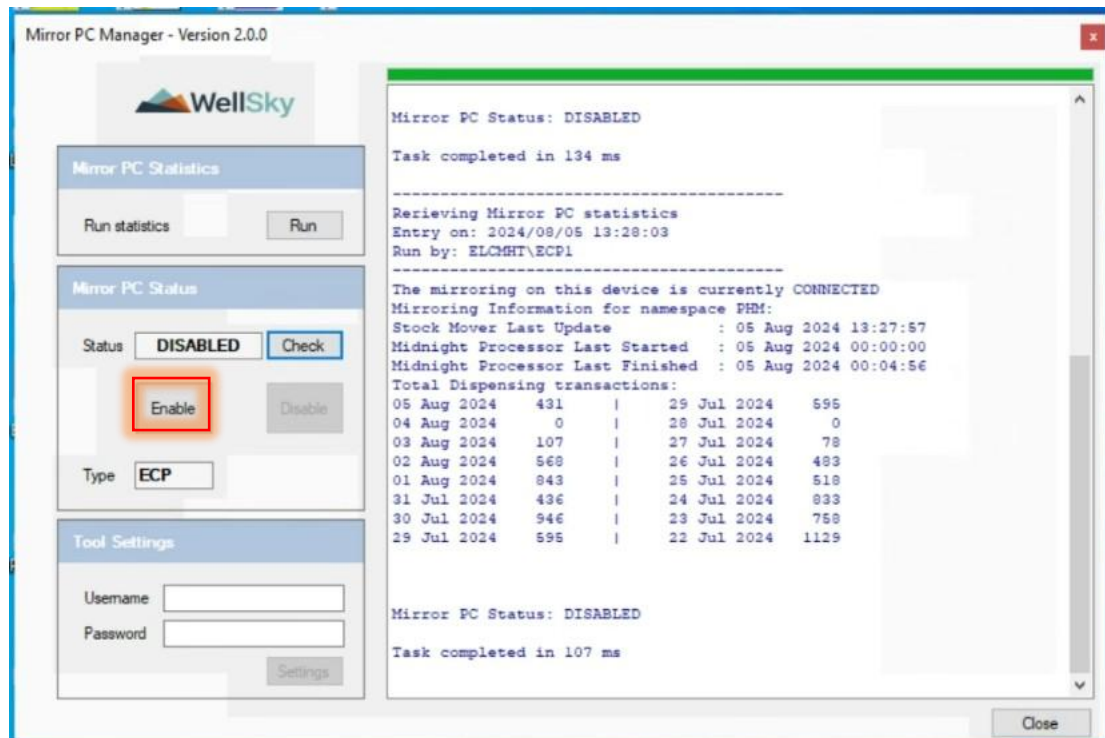


!!! IMPORTANT !!! PLEASE CHECK THE STATUS IS SET TO DISABLED WHEN ACCESSING SHADOW MANAGER. IF NOT, IT NEEDS TO BE RESET TO DISABLED BY CLICKING THE 'DISABLE' BUTTON:

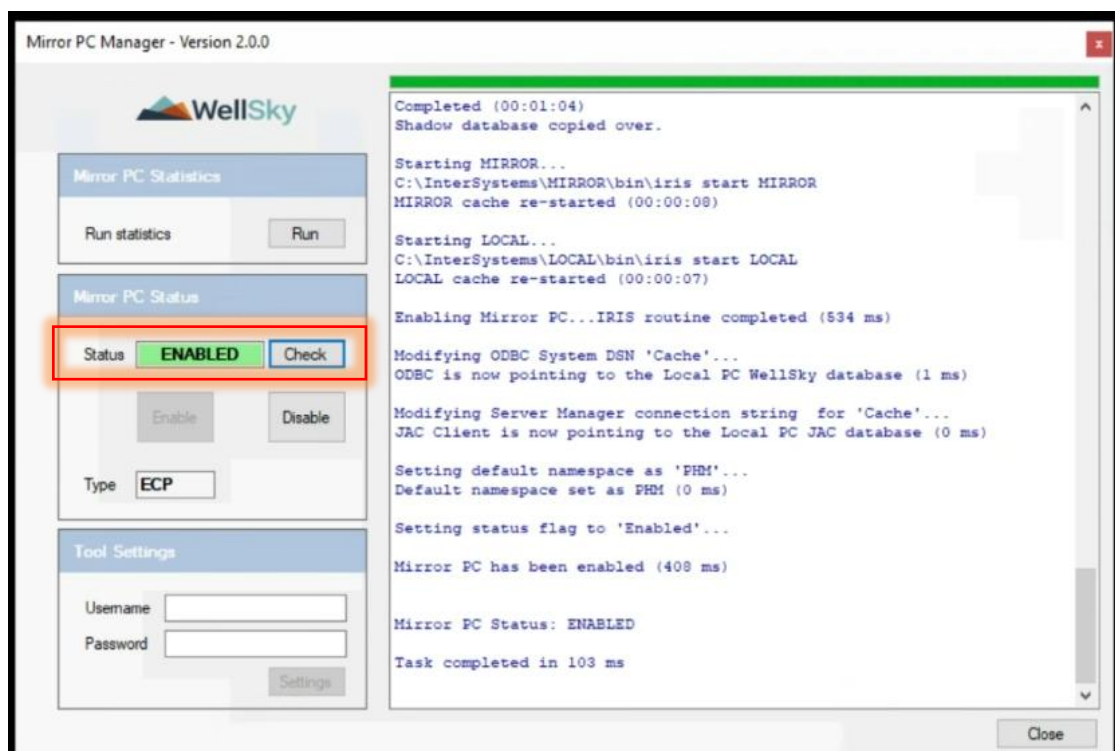


IF THE STATUS IS SHOWING AS DISABLED, PLEASE FOLLOW THE INSTRUCTIONS ON THE NEXT PAGE.

Mirror PC Manager opens displaying a status of 'DISABLED'. To enable the ECP, click the 'Enable' button:



The status will change from 'DISABLED' to 'ENABLED'. Clicking 'Check' will confirm the "Mirror PC" status:

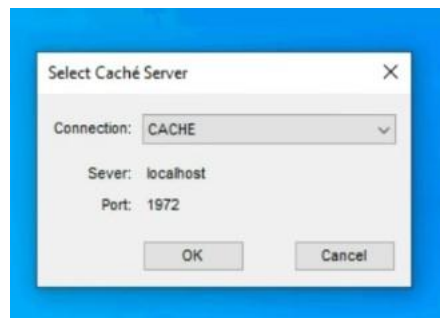


4. Generating a Medicines Administrations Chart (MAC) Report

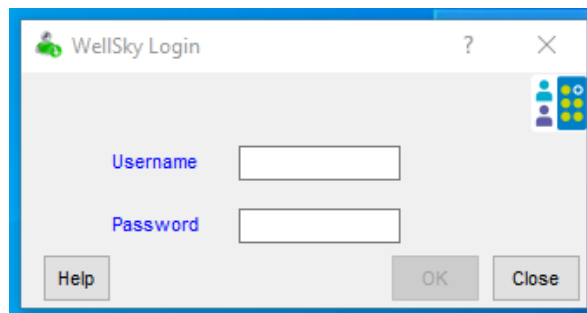
Log in into the CMM Version 8 client by clicking on the desktop icon:



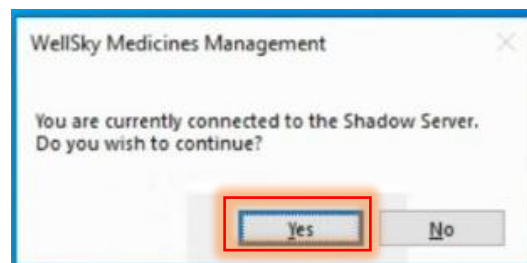
When you see the below window, select 'CACHE' and press 'OK'.



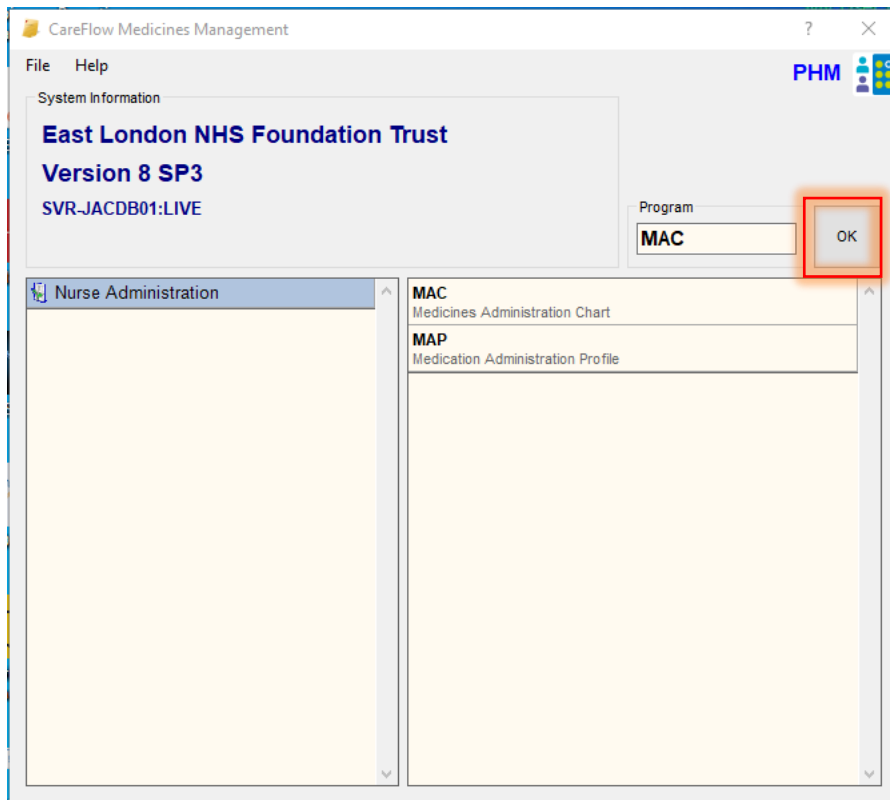
Enter your CMM EPMA username and password at the prompt. This is the same as your EPMA username and password.



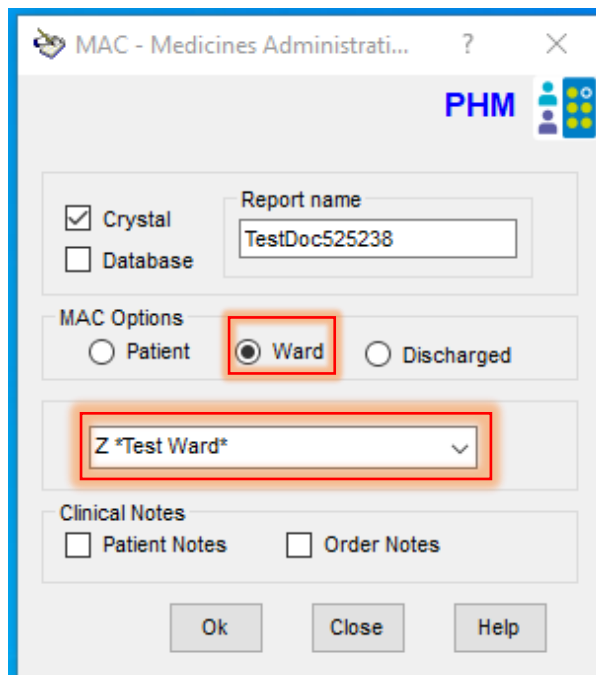
You'll then see the below window asking if you'd wish to continue. Select 'Yes'.



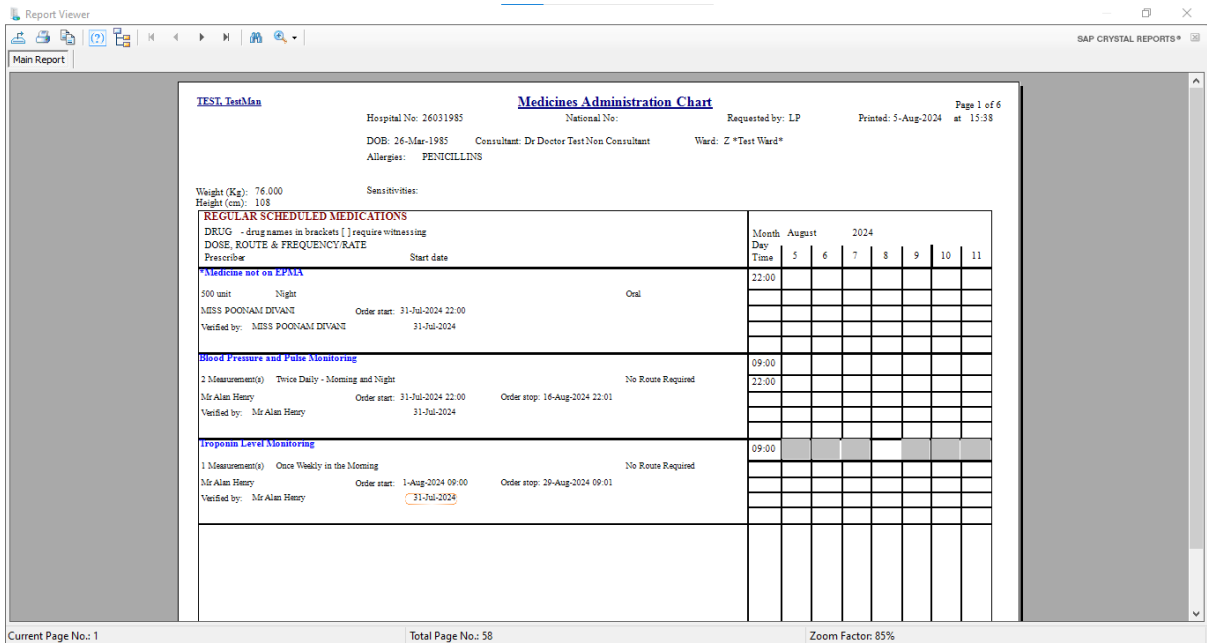
From the main menu screen type in **MAC** and press Enter or click the **OK** button:



Select (1) **Ward** option and (2) ward name from the drop-down menu. Select 'OK'.



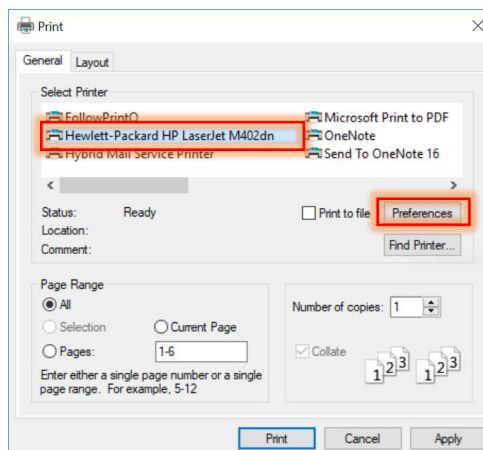
The **MAC** chart is generated:



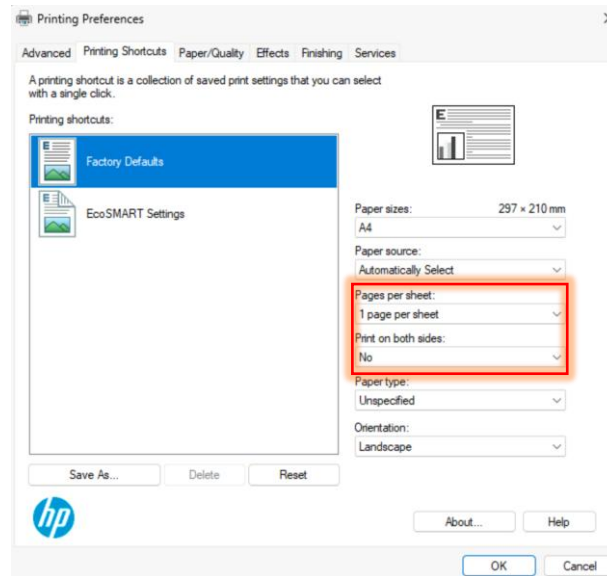
To print the chart, select the **printer icon** in the top left corner of the screen:



From the dropdown menu, select the (Emergency Chart Printing) printer and then preferences.



Ensure 1 page per sheet and 'No' to print on both sides. This is to avoid multiple patients being printed on the same A4 piece of paper and risk of administration errors.

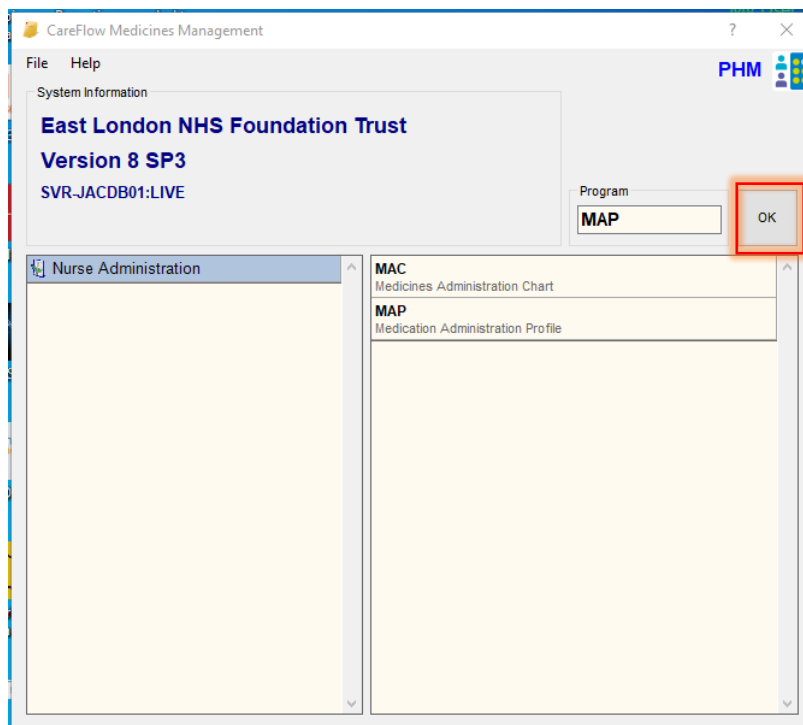


Collect printed out charts and log out from CMM.

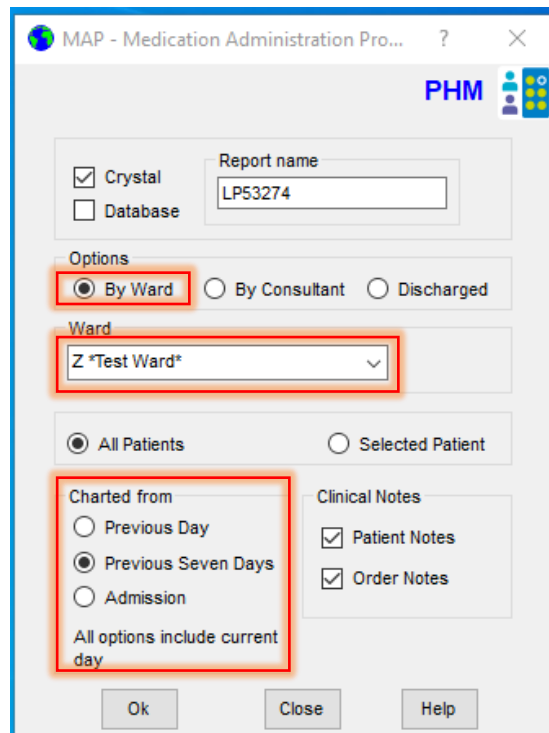
IMPORTANT: you must also follow the procedure for logging out from the WellSky Mirror PC Manager detailed under “ECP status change” at the end of this document (page 11).

5. Generating a Medicines Administration Profile (MAP) Report

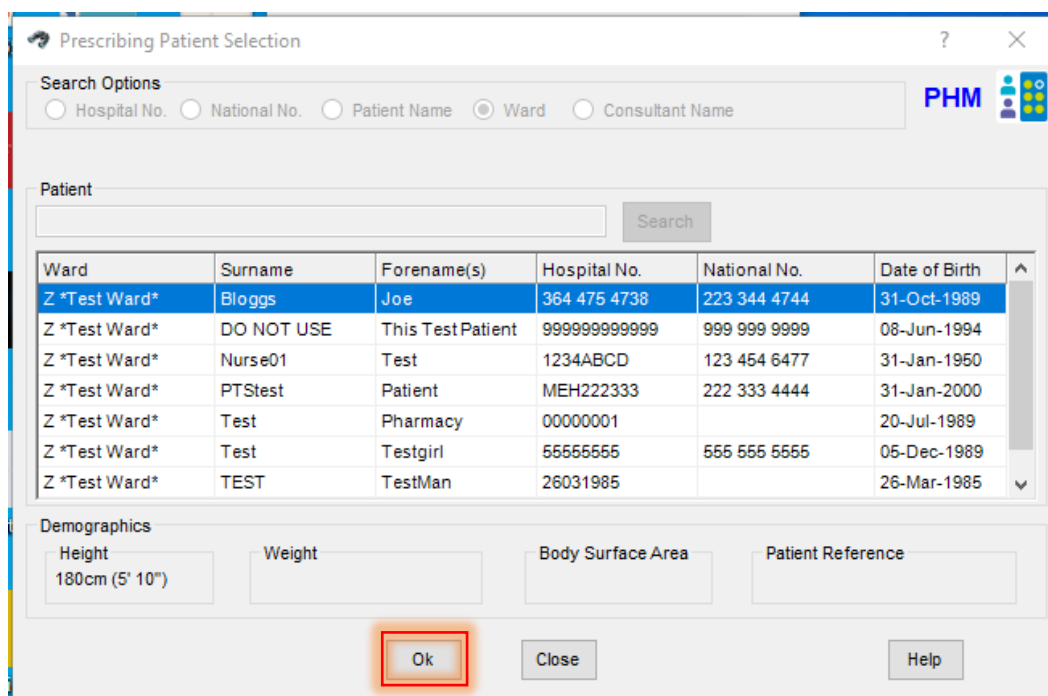
Type in **MAP** and click the **OK** button:

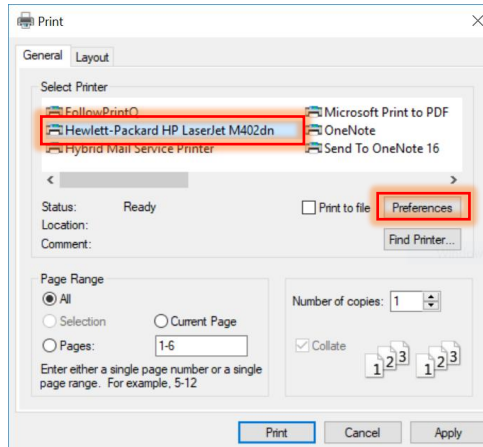


At the main menu prompt, select **Ward**, select the correct ward from the drop-down menu, select **All Patient** (or **Selected Patient** if you want an individual patient's MAP chart), and select **Previous Seven Days** in 'Charted from' option. Press **OK**:

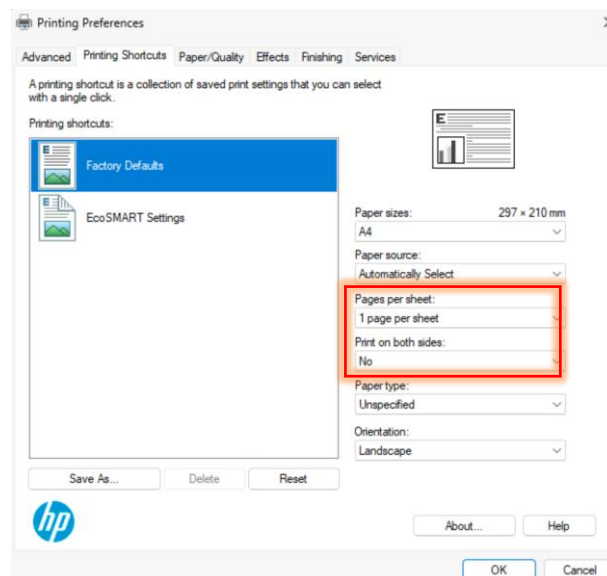


If you chose the 'Selected Patient' option in the previous window, you'll be able to search for the patient from the Prescribing Patient Selection screen below. Select patient and press **ok**:





Ensure 1 page per sheet and 'No' to print on both sides. This is to avoid multiple patients being printed on the same A4 piece of paper and risk of administration errors.



Collect printed out charts and log out from CMM.

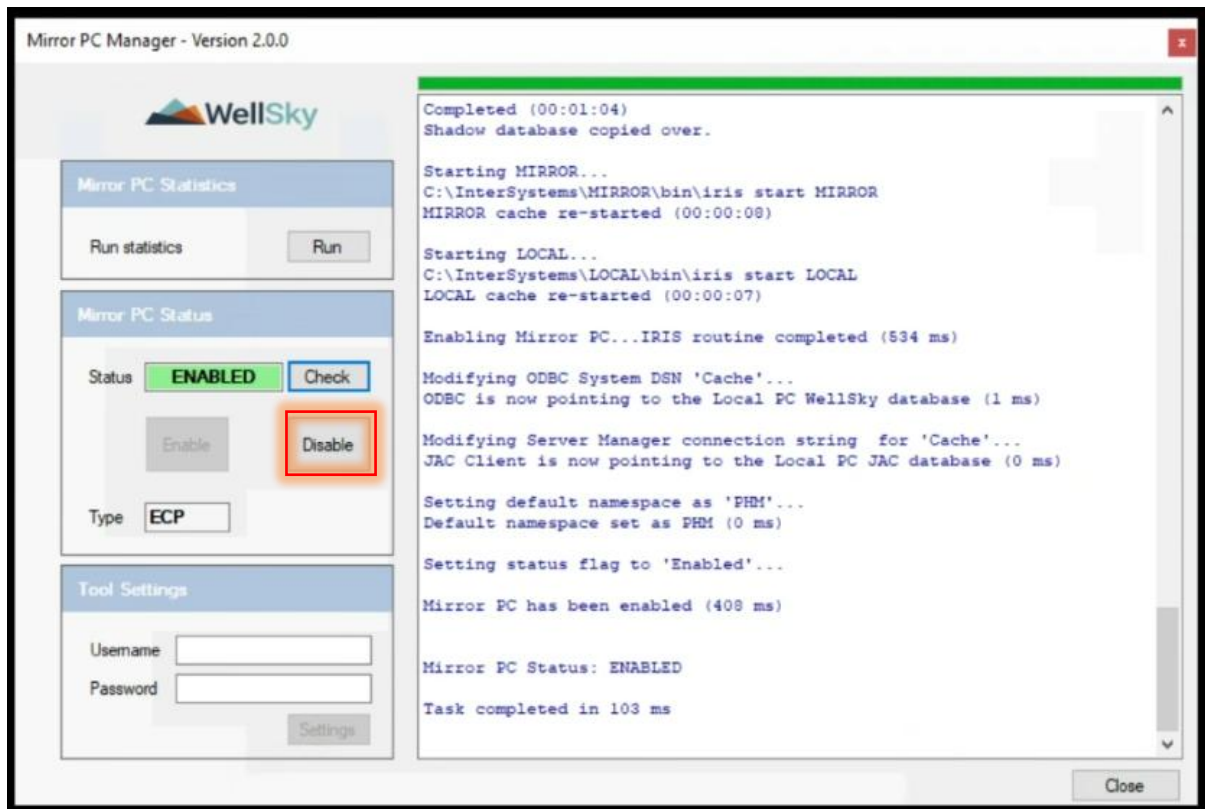
6. ECP Status change

Before logging out from the ECP, the status must be changed from '**ENABLED**' to '**DISABLED**'.

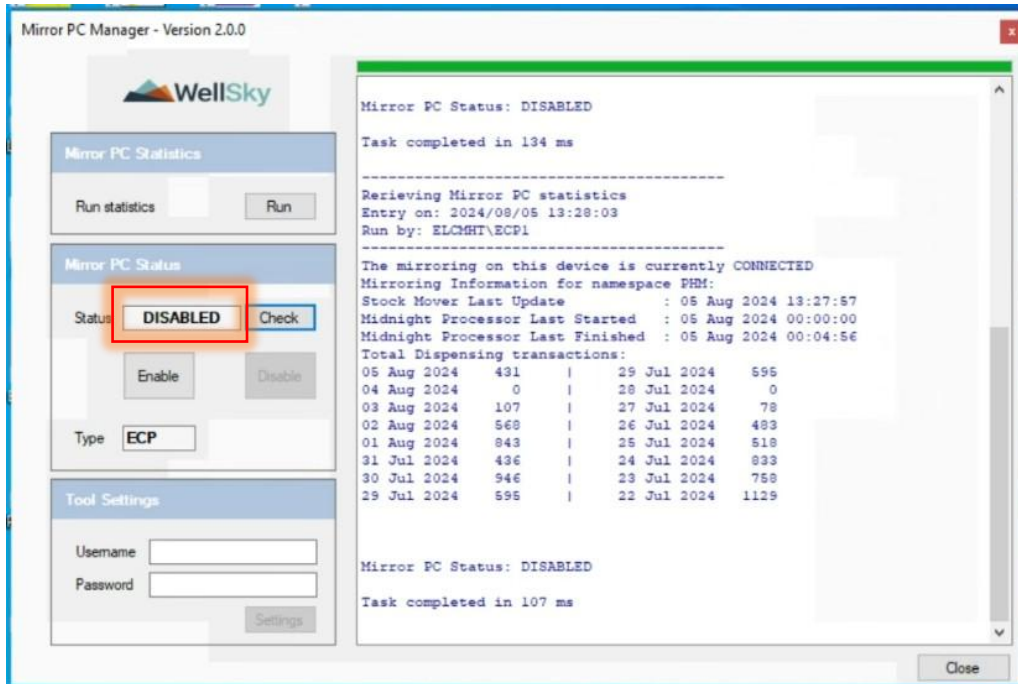
Click the WellSky Mirror Manager icon:



At the main menu screen, click '**DISABLE**':



The status will change to '**DISABLED**'. To check the system status, click '**CHECK**'.



Click '**Close**' to exit.

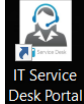
IT IS IMPORTANT THIS STEP IS COMPLETED TO ENSURE THE ECP IS SHADOWING AGAIN.

Log off the ECP but **DO NOT SHUT IT DOWN.**

Appendix 1.

How to order a replacement Printer Cartridge.

As part of the DSN checklist for the ECP, the printer cartridge will need ordering as follows:

1. Log a Request via the IT Service Desk Portal 
2. State it's for ECP printer for CMM EPMA business continuity
3. State the location of the ECP printer, (See Table 1 below)
4. State the Budget Code (This should be the Ward Budget Code)

It's important to ensure that a spare cartridge is kept near to the ECP in case of delays when ordering a replacement one. Should you have any issues please email the EMPA Team via elft.epma@nhs.net

Site/ Borough	Location
Mile End Hospital (Tower Hamlets Centre MH)	DSN/Mental health office 2, TH Centre for MH
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Table 1. – Printer Locations

Appendix 2.

Reporting a fault with the ECP.

1. Log an incident with the IT Helpdesk Portal
2. Email the EPMA Team via elft.epma@nhs.net with a copy of the Incident Number

Appendix 3. - Document Control

Version	Date	Author / Editor	Details of Change
2.0	28/10/2022	Alan Henry	Formatting, addition of title and contents page. Numbering of each section. Added Appendix.
2.1	08/03/2022	Alan Henry	Updated to include a Shadow Manager Status check at the beginning of Guide. Also some additional formatting and editing of text descriptions to provide clarity.
3.0	05/08/2024	Lewis Pope	Update wording and images post-upgrade
4.0	18/12/2025	Lewis Pope/Poonam Divani/Sharlene Pereira	Added information about printing charts 1 page per sheet and not double sided to reduce risk of administration errors.

Approval Sign Off for Final Release				
Owner	Role	Sign Off	Date	Version
Poonam Divani/Sharlene Pereira	EPMA Pharmacists	PD/SP	18/12/2025	4.0
Approver	Role	Sign Off	Date	Version
Lewis Pope	EPMA System Manager	LP	18/12/2025	4.0

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