# Frequently Asked Questions for AneScan Software

For tablet, network or printing related issues, **please contact the Hospital IT department**
For questions related to the AneScan software, please call AneScan Support (844) AneScan (844) 263-7226 or email: support@anescan.com

**Q:** I've forgotten my password/Why does my password no longer work?
**A:** You may have attempted to login using the wrong credentials too many times and you are now locked out of the system. If locked out your name will not appear on the dropdown list. If you have forgotten your password or have been locked out, please contact your local administrator or AneScan representative.

**Q:** What % of battery does the tablet need to get to before I switch tablets?
**A:** If your tablet gets to 15% you will need to switch tablets or have someone bring you a new tablet. See next question for what steps you need to take with the case before you switch.

**Q:** My tablet's battery is about to die, can I pick my case up on another tablet?
**A:** If you have to change tablets make sure you park the case on the current tablet before changing tablets. Not parking the case will leave it associated and locked to the original tablet. If this happens plug in the original tablet to recharge and try to open the case. If the case becomes locked and is unable to be retrieved, contact the AneScan help desk and they will assist you in unlocking the case. The use of power cords to plug in tablets during long cases is recommended.

**Q:** What if I cannot find the procedure or diagnosis code applicable for the case?
**A:** You can search by keyword in the middle "Text" box. You can also enter the number of the code from the "Code" dropdown. Note that ICD10 codes start with a letter. Use the Handwritten Procedure or Diagnosis tabs on the right side of the codes page if you cannot find the code or would like to add handwritten notes to assist the billing office.

**Q:** How can I more easily find procedures and diagnoses codes?
**A:** AneScan learns Surgeons top codes and displays them in ranked order. Diagnoses are also learned as related to a procedure. Acronyms and abbreviations can also be entered to speed up searches.

**Q:** Why can't I find my patient on the Parked or Records screen?
**A:** Search by MRN/Patient ID number in the top left corner of the screen.

**Q:** How do I see cases on the My Parked screen?
**A:** My Parked shows cases a CRNA or Anesthesiologist have attached their name to as provider. Simply opening a case and parking it will not result in the case being in My Parked.

**Q**: The internet goes down in the middle of the case.
**A**: Finish the case as usual. When the internet is restored the case information will be sent to the server. Many times rebooting the tablet will force the tablet to reconnect to the wireless.

**Q**: What should I do if my case gets locked?
**A**: Call you AneScan representative to unlock and park your case.

**Q:** Why does my tablet shows offline or I cannot print?
**A:** You may have lost internet or a network connection. Park the case, log out and shut down the AneScan system and reboot the tablet. This should get the tablet back online. If this does not work call the Hospital IT department.

**Q**:  The stylus has lost connection with the tablet.
**A**: Unscrew the top of the pen, slide the battery out and back in and then screw the top back on. If this doesn't work, try replacing the AAAA battery, the positive end should face the writing tip of the pen.

**Q:** What do I do if the tablet crashes in the middle of a case?
**A:** Try to restart the tablet. If you can get the tablet back online; park the case and get a different tablet to work from. If the tablet can't be restarted call AneScan Software Support to have them un-lock the case.

**Q**: What should I do with the tablet at the end of the day?
**A**:  Close the AneScan POC software. Restart the tablet and charge the tablet in the storage cart.

**Q:** What do I do if get a concurrency error and the orb is flashing red?
**A:** Double check to see if times are correct on your cases. Make sure cases that need to be paused are paused. Selecting the details button next to the error will illustrate the cases affected.

**Q**: The orb on the top margin is orange.
**A**: Incomplete records will have an orange orb. Click on the orb to determine what elements of the record need to be completed. A green orb indicates that the case can be closed.

**Q**: How do I handoff the case to another provider?
**A**:  On the case screen, select the appropriate button for the handoff (Medical Direction / Anesthesiologist/CRNA). Enter the correct providers for the handoff and select the time of the handoff.

**Q**: Where do I add the Patient FIN#?
**A**:  Select the Patient tab and enter the FIN# in the box in the upper right corner of the screen. The FIN# can be found on the bottom right corner of the patient sticker.

**Q**: How do I change the patient's name, DOB or Gender?
**A**:  Click on the Patient tab and then click Edit Patient. Make changes and click on OK.

**Q**: How do I change the patient's MRN?
**A**:  Click on the Patient tab, then click on "Change Patient on this Record". Enter the correct MRN, then enter the patient name, Date of Birth and Gender. Click on OK. The information already entered on the case will be retained.

**AneScan in OB:**
**Q:** How do I perform on other patients after starting an OB Epidural?
**A:** Once the epidural is inserted, navigate to the Case screen and click Pause. You can then park the record and start a second record. The original record can be resumed 3 minutes prior to the delivery or end time (usually the delivery time). Note that the orb will turn red for both cases until both cases are completed.

**Q:** What happens if the OB Epidural converts to a C Section?
**A:** Use procedure code 01967 on the Codes tab. The Add On option below will allow the additional procedure. Then proceed to the OR Anesthesia Record if available. This version includes the correct timeline for the start of the Add On case.