

Trouble Finding Lock on Patient Chart – Orders are Locked

When looking for a patient lock, you normally look at the ^OR locks when orders on the order tab are locked for a specific patient. Sometimes you won't find any locks for ^OR for that patient. If this happens, login to Carevue, select the problem patient, then go to the Orders Tab and try to look up orders by specialty or other canned orders look up. If you get a message that states another user is editing orders on that patient, do a trace log and look through it and you'll see what the lock is.

Here is an example of this very thing happening at a customer site. There were no ^OR locks on the patient. When in that patient's chart, on the Orders Tab, looking at Orders By Specialty", it gives the message "DOE,JOHN A is editing orders for this patient".

In the Trace Log you can see the lock:

Logged at 11-Dec-17 15:20:00.007

RPC: ORWDX LOCK

Parameters

#1 : 336021

Results

0^DOE,JOHN A is editing orders for this patient.

Release that lock and you are all set!