



Unlock Cache Record

Cornerstone Data Systems, Inc.

Your data is your business's most valuable asset. So give your databases the care and attention they deserve while still minimizing cost, and reducing the workload of your IT staff. The numerous benefits of remote database administration are all within reach.

So don't get left behind. Get in touch with Cornerstone today. Our consultants can answer any questions you may have about our process, and we'd be happy to discuss a customized remote DBA solution for your company based on your particular needs, IT infrastructure, and budget.

WHY COMPANIES CHOOSE US?

- We provide a personalized experience
- Thought & strategic leadership is included for all our clients
- Flexible arrangements working on-site or remote
- Boutique services, so that you don't pay for services you don't need
- One-on-one support & training for your staff
- We provide you with expert-level resources with real world experience

This is a simple task to unlock a record in Cache. Typically, this will happen when a user edits a record at a workstation and then leaves the workstation without exiting from the record. An example would be a nurse is in the patient room and edits the patient record.

Then the nurse leaves the patient room without saving or exiting the record. The record would be locked. Someone else needs to access the record and cannot access the record due to the previous lock. There are a few different ways to unlock the record. The steps below have proven to be an effective solution.

You will need the Medical Record Number (MRN).

1. Login into Cache
2. `d ^%ZeW` ----this command will open Lookitt
3. `;lock` ----this command will open a screen to choose Patient, Workstation, Employee, Order
4. `ept` ----choose ept (Patient) to enter in the MRN
5. Enter the MRN ----now you will see the Cache lock for the MRN. Make note of the Owner number, aka PID
6. Exit back to the Lookitt prompt
7. `D ^%ZdTOOLS` ----this command will open a menu to choose an option
8. Choose option to kill process (#5)
9. Enter the Owner(PID) noted earlier and kill the process
10. Exit completely out of Cache

Note: Any termination of a process in EPIC Cache should be approved by the TC. Termination of processes can result in logical data corruption.

There are multiple ways to unlock a locked record in Cache. These steps represent one way to unlock a locked record in Cache.

