

Question: I've completed my 485 (Plan of Care), but when I sync, it does not show up in Office. How do I fix this?

Solution: On the 485 screen there is an option: **Recover 485**. Here are the steps to send the 485 over to Office:

1. Go to **Barnestorm POC > Select Patient** screen to type in the chart# or patient last name to pull up the chart.

2. Click the **485** tab

3. Click the **Recover 485** tab

4. A popup will appear. Click **Yes**.

5. A second popup will appear with instructions for POC user to Sync. Click **OK**.

Once the user syncs, the 485 should appear in Office.

NOTE: This same process can be done if the 485 shows in Office, but not in Point-of-Care (POC). You would do the same steps while logged in to Barnestorm Office.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51765.aspx>