

Clinical Support Staffs' Practice FAQs

How your practice may change using the new EHR



What does the NUA/Unit Clerk role look like after implementation of the new electronic health record?

With the implementation of the new electronic health record (EHR), there will be new work processes introduced that will change the way work is done and the duties currently performed in the NUA job. It is anticipated there will be opportunities to use Unit Clerks'/NUAs' current and existing knowledge and skills in new ways that better and more effectively support unit operations and patient care.

We do not yet know all of the duties and responsibilities that will be part of the NUA job in future; what we do know is that the current role of transcribing orders will be different, as orders will be directly entered electronically by providers and clinicians.

It is expected that NUA and clerical staff will continue to use solutions such as teletracking and registration. With new functions within the EHR, like computerized provider order entry (CPOE), there will be fewer responsibilities around transcription. However, there will be continued responsibilities around order activities. For example, we expect Unit Clerks/NUAs will still be involved in connecting with the lab for specific lab draws, connecting with other departments to communicate STAT orders, and managing external referral processes (e.g., at discharge, using the Depart process, they can enter the date and time of a follow-up appointment or referral). Other processes to support the care teams, including order entry for supplies or non-clinical orders that would be clerical order entry (e.g., an order for a bedside procedure tray or special piece of equipment), are yet to be determined.

IHealth: One Person, One Record, One Plan for Health and Care

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