

Go-Live Update: October 14 2022

Clinical Documentation Transition to Operations

Initial Transition:

Provider Education and Experience (ProEX) will be providing transition to operations support until October 28, and will move to two days a week of on-site support, Wednesdays and Thursdays, until December 1, 2022. Site needs will be reassessed at that time.

Continued Learning:

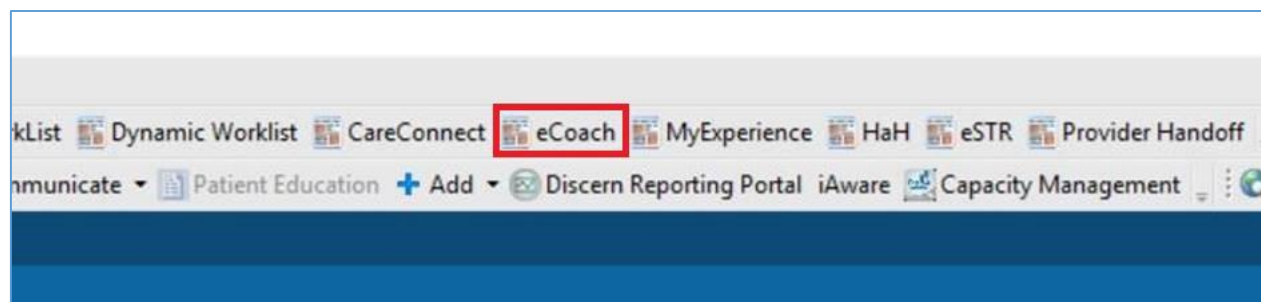
Provider Skill Sharpeners are available for individuals or groups. To request a Skill Sharpener session, email EHRProvidereducation@islandhealth.ca

New physicians:

ProEX works with the Island Health credentialing team to ensure that new physicians receive their education prior to their first shift.

eCoach in the EHR:

eCoach provides on-screen support tips within PowerChart and FirstNet – a great first source for help prior to contacting the Clinical Service Desk. You will find it in the grey navigation bar at the top of Cerner PowerChart and FirstNet.



24/7 Phone support

Call the Clinical Service Desk (CSD) at 18777 option 3
(250.370.8777 option 3)

On-Line Chat with Clinical Service Desk

Access the Island Health IM/IT Self-Service Portal (SSP) at: https://healthbc.service-now.com/sp_viha.