

Before You Begin

Set Up Multi-Factor Authentication & Citrix Workspace on Personal Device

Call the Service Desk, available 24/7, at **1-877-563-3152**. This will enable you to complete your education from anywhere.

Stage 1

eLearning Modules

Required online eLearning modules. Get to know the look, feel and basic screens in the new system, including concepts, tools and workflows. Access eLearning modules in the Island Health EHR Education Portal.

Look for an email from IHealthEducation@islandhealth.ca with access instructions.



Series of modules
Avg: 2 hours total

Stage 2

Virtual Classroom Education

Self-paced and guided learning to give you the knowledge and hand-on skills to be successful. This mandatory activity will be hosted over Zoom.

You will receive an email from IHealthEducation@islandhealth.ca with details of how to register and join your Zoom classroom session.



Role dependent
Avg: 4-6 hours total

Stage 3

In-Person Workflow Reviews

Discipline-specific review of high priority workflows including patient transitions. Conducted in person, this mandatory activity will be delivered in groups, led by provider EHR subject matter experts.



Specialty & role dependent
Avg: 2 hours total

Stage 4

Personalization Session

In-person 1:1 direct support on account customization, including order set favourites, quick orders, and day of surgery orders.



Specialty & role dependent
Avg: 30 - 60 minutes total

Learning Into Action

Your Go-Live Support:

1. At-the-elbow support.
2. Onsite and virtual assistance from the IHealth team, physician peer mentors, technical, and support staff.
3. IHealth leaders available to collaboratively address reported concerns, safety risks and Patient Safety and Learning System (PSLS) reports that require immediate attention.

Note: Current PSLS reporting processes will continue as usual.

Ongoing Practice

Optional self-directed practice in the PLAY electronic health record (PLYIH). Using materials and resources from previous stages of learning to help solidify your new knowledge leading up to Go-Live.

Click [this link](#) to view how to access PLAY environment for self guided play. To arrange guided practice, email IHealthEducation@islandhealth.ca



Skill Sharpeners

Join 1:1 or group session covering focus-specific topics. Topics determined by the requestor.

Suggested topics:

- Medication Reconciliation
- Order Management
- Orders Favourites

To arrange a skill sharpener session for groups or individuals email IHealthEducation@islandhealth.ca



Activities may occur concurrently

Ongoing Practice

Engagement Labs, IHealth Demos, and Rounding

