CareConnect: Provincial eHealth Viewer

An orientation to British Columbia’s integrated electronic health records solution.
## Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date Completed</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Changes reflective of CareConnect Version 3.2</td>
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<tr>
<td>5.0</td>
<td>03 Oct 2014</td>
<td>Changes reflective of CareConnect Version 3.3</td>
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<td>06 Apr 2016</td>
<td>Changes reflective of CareConnect Version 3.5</td>
</tr>
<tr>
<td>5.5</td>
<td>28 Sep 2016</td>
<td>Changes reflective of CareConnect Version 3.6</td>
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<tr>
<td>5.5.1</td>
<td>28 Mar 2017</td>
<td>Changes reflective of IHA Documents Onboarding</td>
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<td>5.6</td>
<td>26 Jul 2017</td>
<td>Changes reflective of CareConnect Version 3.7</td>
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<td>29 Nov 2017</td>
<td>Changes reflective of CareConnect Version 3.8</td>
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<td>5.8</td>
<td>18 Apr 2018</td>
<td>Changes reflective of CareConnect Version 3.9</td>
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<td>5.9</td>
<td>22 Aug 2018</td>
<td>Changes reflective of CareConnect Version 5.1</td>
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<td>5.10</td>
<td>07 Nov 2018</td>
<td>Changes reflective of NHA Documents &amp; Encounters Onboarding</td>
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<td>5.11</td>
<td>01 June 2019</td>
<td>Changes reflective of CareConnect Version 5.3</td>
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<td>5.12</td>
<td>05 Feb 2020</td>
<td>Changes reflective of CareConnect Version 5.5, update to new template</td>
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<td>5.13</td>
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</tr>
<tr>
<td>5.14</td>
<td>12 Aug 2020</td>
<td>Changes reflective of CareConnect Version 5.7</td>
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Introduction

CareConnect, the Provincial eHealth Viewer, is a secure, view-only Electronic Health Record (EHR) that delivers patient-centric information required to support healthcare providers in their delivery of patient care. CareConnect offers authorized care providers 24/7 access to an integrated, provincial view of clinical information.

- Registration Information
- Encounters
- Documents
- Provincial Laboratories Information Solution (PLIS)
- Provincial Diagnostic Imaging Viewer (PDIV)
- Community Documents
- Provincial Immunization Registry (PPHIS)
What’s Available in CareConnect

<table>
<thead>
<tr>
<th>Encounters</th>
<th>Labs</th>
<th>Imaging</th>
<th>Documents</th>
<th>Community Documents</th>
<th>Immunizations</th>
<th>Registration Info</th>
</tr>
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<tbody>
<tr>
<td>• Vancouver Coastal Health</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>• Interior Health</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>• Fraser Health</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>• Northern Health</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>• Island Health</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Data within CareConnect is a subset of information available from different sources and is not necessarily exhaustive or portray the patient’s complete medical record history (e.g., the document types that each health authority made available to CareConnect may vary, some information may not be available due to privacy restrictions, etc.)
CareConnect - Provincial eHealth Viewer Overview

CareConnect, the Provincial eHealth Viewer contributes to the provision of safe, high quality patient care by providing users with the following:

- Ability to quickly obtain:
  - consolidated view of visits/encounters from across Health Authorities
  - details of care (diagnostic images and reports, transcribed reports, lab results, etc.)
- Supports the continuity of care as patients move across programs and services
- Enhances the flow of information across the care team
- Reduces the need to phone for reports and results
- Reduces the number of duplicate diagnostic requests
- Improves clinical decision-making
- Increases efficiency by saving time for providers
Protecting patient privacy is a top priority. Security measures and privacy policies and procedures, are designed to ensure only authorized providers have access to clinical information in CareConnect.

This privacy, Confidentiality and Acceptable Use Acknowledgement must be accepted:

- When you login to CareConnect for the first time.
- Once annually for the duration of CareConnect access.
Privacy & Confidentiality

• Please contact your local Service Desk to get in touch with the Health Authority Privacy Office.

• For more information about eHealth, visit the BC Ministry of Health’s eHealth website at:

http://www2.gov.bc.ca/gov/topic.page?id=2F9FDDD8CE5040F0A09872FE5BF1BBE3
System Messages

Communication updates about CareConnect are posted in the **Message Centre**.
- **Maintenance** - these are messages about system maintenance and downtimes.
- **What’s New** - these are messages informing users of upcoming changes and important alerts (i.e. new data, functionality, etc.).
Patient Search

CareConnect uses the Provincial Role-Based Access Model to ensure two fundamental principles:

• Need to Know
• Least Privilege

As such, not all users will gain access to the above patient information within CareConnect.

The Enterprise Master Patient Index (EMPI), a registry containing patient demographic information, returns patient search results. The EMPI is maintained by the Ministry of Health.

Based on the patient search criteria you entered, you will be presented with 1 patient name or a list of possible matches to your name search.

Ensure you have correctly identified the patient, based on the basic demographics provided in the Search Results, before going further.
Patient Search

There are three ways to search for a patient:

- Search by PHN
- Search by MRN (VCHA only)
- Search by Name (restricted access based on user’s permissions, as per the provincial access model)

Enter appropriate digits and click GO
Patient Search

- The ability to search by name is restricted to services/programs that regularly see patients who do not have a PHN.
- This is not a search option for most users.
- Note: A birth date is also required to search by name.

Enter the patient's name OR first initial, and Last Name.

Enter the patient's birth date (YYYY-MM-DD). You can also put in an approximate birthdate (i.e. 1940 01 01).
Confirmation of Clinical Relationship

Confirm that you have a legitimate need to access this patient’s information by clicking ACCEPT. All access is audited in compliance with privacy requirements.
Patient Summary

### Patient Information

**Name:** Demopatient, Two  
**PhN:** 9698 713 676  
**DOB:** 1957 OCT 01

**Gender:** Male  
**Address:** 123 Demo Street, Demo City, BC V1V1V1  
**Language:** English  
**Home:** 604 655 1111  
**Work:** 604 655 1105

**Alerts:**  
- Methicillin-Resistant Staphylococcus Aureus (MRSA) P00

### Timeline

Results from: 2016 NOV 02 to: 2017 NOV 02

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONTH</td>
<td>NOV</td>
<td>DEC</td>
<td>JAN</td>
</tr>
<tr>
<td>ENCOUNTERS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LABS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IMAGING</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOCUMENTS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contacts**

- **Role:** Spouse/Partner  
  **Relationship:** Other  
  **Address:** 123 Demo Street, Demo City, BC  
  **Phone:** 604 875 4111  
  **Source System:** VA-IDP PO0  
  **Last Received Date:** 2013-09-26

2 additional contacts available

### Family Physicians

<table>
<thead>
<tr>
<th>Name</th>
<th>Source System</th>
<th>Last Received Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demodoc, Ten S</td>
<td>VA-IDP PO0</td>
<td>2017 JUN 24</td>
</tr>
<tr>
<td>Demodoc, One</td>
<td>PARIS</td>
<td>2017 JUN 02</td>
</tr>
<tr>
<td>Demodoc, Seven S</td>
<td>PHC PO0</td>
<td>2014 MAR 27</td>
</tr>
</tbody>
</table>
Demographic information is obtained from the Ministry of Health’s (MoH) Enterprise Master Patient Index (EMPI).

It is the most current demographic information available for the patient.

The information may differ from the information contained in Health Authority clinical systems.
Patient Summary - Alerts

The Alerts icon is viewable in every data domain - Click to view Alert details

- Alerts for MRSA, VRE, CPO, Candida Auris and COVID-19 appear in this section of Patient Summary if they exist for the patient record.

- MRSA, VRE, CPO, Candida Auris and COVID-19 alerts displayed include the system the alert was entered into (e.g. PHC PCIS, VCH PCIS).
The Timeline View provides a quick visual summary of data that is available across domains over a specific time period (Encounters, Labs, Imaging and Documents).

- Results are displayed chronologically, from oldest to newest.
- The time scale displayed changes based on the date range being used (day, week, month, year).
- Access “?” files for more information.

Set a filter on the timeline to show results within a certain timeframe.

A blue bar indicates that data is available - click on the row to navigate to a specific domain.
Patient Summary – Contacts, Family Physicians and Languages

The **Contacts** section displays the most current contact person (i.e. emergency contact / next of kin) from the most recently updated encounter. To view all contacts for the patient, click on the blue underlined text.

Please note that contact information from CAIS (BCCA) and Cerner (C&W and St. Mary’s) is currently not available.

The **Family Physicians** and **Languages** section displays the most current information from the most recently updated encounter.
Patient Summary – Print View

Click here to print.

Print version displays all recorded contacts

Click to return to “Table” view.

Note that the Timeline View is not included in the print version
Encounters

The eHealth Viewer (CareConnect) Encounters includes Encounters and Referrals available from:

Vancouver Coastal Health Authority:

• VA-RHS PCIS
  o Vancouver Acute (January 2000 to present)
  o Richmond Hospital (April 2007 to present)

• VCHA PARIS
  o Vancouver-Richmond Community Clinics (July 2004 to present)

• Coastal PCIS
  o Lions Gate Hospital (January 2000 to present)
  o Whistler Health Care Centre (October 2007 to present)
  o Pemberton Health Centre (October 2007 to present)
  o Squamish General Hospital (October 2007 to present)

• Meditech
  o Powell River General Hospital (October 9, 2013 to present)

• Cerner
  o Sechelt Hospital (formerly St. Mary’s) (March 27, 2013 to present)
Encounters

Providence Health Care:

• PHC PCIS (January 2000 to present)
  o St. Paul’s Hospital
  o Mount Saint Joseph Hospital
  o Holy Family Hospital
  o Brock Fahrni Pavilion
  o St. Vincent’s Hospital Langara Residential Care
  o Youville Residential Home

Provincial Health Services Authority:

• Cerner
  o Children’s Hospital and Women’s Hospital and Health Centre (C&W) (March 27, 2013 to present)
    • Due to potential sensitive data, the following patient types and locations are filtered out:
      1. Patient Types: Specimen, Stillborn, and Morgue.
      2. Locations:
        a. Care – WH (Associated Facility: Care Program – Special Services, BC Women’s Hospital)
        b. Child and Family – CH (Associated Facility: BC Children’s Hospital)
        c. Oak Tree – WH (Associated Facility: Special Services, BC Women’s Hospital)

No encounters will be displayed in the eHealth Viewer (CareConnect) from the above patient types and locations.
Encounters

- Cancer Agency Information System (CAIS)
  - BC Cancer Agency (BCCA) (March 27, 2013 to present)
    - BCCA CAIS has no concept of Encounter or Episode of Care as BCCA provides life-long care. To address this, eHealth Viewer (CareConnect) creates an encounter upon first admission. All BCCA CAIS patient information and documents are connected to this one unique encounter.
    - All living BCCA patients who were admitted before March 27, 2013 will also be available providing that they are either admitted, consult, dentistry or special procedures.

Fraser Health Authority
- Meditech
  - 25 facilities (July 26, 2017 to present)

- FHA-PARIS
  - FHA Community facilities

Northern Health Authority
- NHA-Cerner
  - 27 facilities (June 2018 to present)

Island Health Authority
- VIHA-Cerner
  - 89 Island Health facilities
Encounters

The **Encounters** tab displays information about a specific patient encounter. Encounters are episodes of care and they are known as:

- “Accounts” at Vancouver Acute / Richmond Health Service
- “Referrals” at VCHA Community

**Note:** British Columbia Cancer Agency (BCCA) CAIS has no concept of Encounters or Episodes of Care as BCCA provides life-long care to their patients. To address this, CareConnect creates an encounter upon first admission. All BCCA CAIS patient information and documents are connected to this one unique encounter. For more information, see the help files within the **Encounters** tab.
### Encounters – Table View

1. **Use the Filter By dropdown to filter by date range or the last (number) of records.**

2. **Use the Then By dropdown to filter encounters by Facilities, Services, Patient Types, Providers, or Source Systems.**

3. **Select which options to filter. Options displayed are specific to the patient being viewed.**

4. **Click Apply Filters to show results.**

5. **Click to access printable list of encounters.**
In “Print” view, you can continue to use available filters to narrow down the list of encounters.

If you switch back to “Table” view, selected filters will continue to apply.
Encounters – with NavTrack

NOTE: NavTrack is also available in other data domains, such as Labs, Imaging and Documents

<table>
<thead>
<tr>
<th>FACILITY SERVICE</th>
<th>PROVIDER(S)</th>
<th>ADMISSION</th>
<th>DISCHARGE</th>
<th>SOURCE SYSTEM</th>
<th>DOCUMENTS AVAILABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Paul's Hospital</td>
<td>NA</td>
<td>2016 JUN 06</td>
<td>2016 JUN 06</td>
<td>PHC PCIS 1</td>
<td></td>
</tr>
<tr>
<td>BCCH Community</td>
<td>CLINICAL MEDICAL CARE</td>
<td>2013 JUN 03</td>
<td>2013 JUN 03</td>
<td>PARIS</td>
<td></td>
</tr>
<tr>
<td>BCCH Community</td>
<td>COUNSELLING THERAPY EDUCATION</td>
<td>2013 AUG 29</td>
<td>2013 AUG 29</td>
<td>PARIS</td>
<td></td>
</tr>
<tr>
<td>Vancouver General Hospital</td>
<td>NA</td>
<td>2011 NOV 25</td>
<td>2011 NOV 25</td>
<td>VNRHS PCIS 2</td>
<td></td>
</tr>
</tbody>
</table>

Bolded font and blue “brick” (left side vertical bar) indicates you have NOT viewed that specific encounter

Click “Reset Viewed” to reset all rows as NOT viewed

Regular font and NO blue “brick” (left side vertical bar) indicates the encounter has been viewed
Encounters – with NavTrack

NOTE: NavTrack is also available in other data domains, such as Labs, Imaging and Documents

<table>
<thead>
<tr>
<th>FACILITY SERVICE</th>
<th>DESCRIPTION</th>
<th>PROVIDERS</th>
<th>ADMITTED</th>
<th>DISCHARGED</th>
<th>SOURCE SYSTEM</th>
<th>DOCUMENTS AVAILABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Paul's Hospital</td>
<td>Emergency/SPH Emergency Emergency</td>
<td>N/A</td>
<td>[Discharge Diagnosis]</td>
<td>DEMOSOC: TEN B</td>
<td>EMERGENCY, PHYSICIAN S</td>
<td>1</td>
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<tr>
<td>St. Paul's Hospital</td>
<td>Emergency Medicine</td>
<td></td>
<td></td>
<td>DEMOSOC: TEN B</td>
<td>EMERGENCY, PHYSICIAN S</td>
<td>1</td>
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<tr>
<td>Vancouver General Hospital</td>
<td>Emergency Medicine</td>
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<td>DEMOSOC: TEN B</td>
<td>EMERGENCY, PHYSICIAN S</td>
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<td>Vancouver General Hospital</td>
<td>Emergency Medicine</td>
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<td>DEMOSOC: TEN B</td>
<td>EMERGENCY, PHYSICIAN S</td>
<td>1</td>
</tr>
</tbody>
</table>

Anchor Row (light blue) - indicates where you have last clicked
Focus Row (dark blue) - moves dynamically with your mouse pointer
Encounters – Details (Table View)

- Additional encounter details appear after selecting the encounter.
- There may be documents (dictated-transcribed reports) attached to an encounter.

Click to switch to “Print” view.

Highlight the desired document and click to display document details.
Encounters – Details (Print View)

- Click to return to "Table" view.
- Click here to print encounter details.
- Move through the list of printable encounters by selecting “Previous” or “Next”.

Information Management / Information Technology Services, PHSA
The **Labs** tab contains results from the following data sources:

1. **Provincial lab results from:**
   - Vancouver Coastal Health
   - Providence Health Care
   - Provincial Health Services Authority
   - Fraser Health Authority
   - Interior Health Authority
   - Island Health Authority
   - Northern Health Authority
   - Community (LifeLabs, BC BioMedical, Valley Medical)
   - Canadian Blood Services – Diagnostic Services

2. **Powell River Hospital results from October 31, 2000 to present for Chemistry, Microbiology, Hematology and Blood Bank**

3. **VCHA Historical results prior to March 28, 2012 for Chemistry, Microbiology and Hematology**
Information found within the PLIS tab is not exhaustive and cannot be relied upon as complete, while data is still being added to the Provincial Repository by the various Health Authorities.

The use of this information is not intended as a substitute for professional judgment.

For more information, see the help files within the Labs tab.

It is mandatory that all end-users review the PLIS education materials available on the Ministry of Health website:

https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/software/user-training-material/provincial-laboratory-information-1015/disclosure-directive-emplha-04
When you navigate to the Labs section, the Provincial (PLIS) data source is displayed by default. Other data sources available are Powell River Hospital and VCHA Historical (prior to 2012 Mar 28).
Labs – Provincial – Overview of Standard, Secondary filters & Cumulative

Standard Filter
• CareConnect displays lab results using the standard filter by default.
• Use this option to filter for lab results by Date Range, or the last 15, 30, or 50 records.

Secondary Filters
• In addition to the Standard Filter, combine additional filter options to filter for lab results by Test Types, Reporting Labs or Reporting Sources.
• By choosing this option, the clinician is using a snapshot of lab results that were available at the time the clinical relationship attestation was confirmed. This snapshot expires in 60 minutes.
• During this 60-minute window, the same snapshot of lab results is used.
• After 60 minutes have passed, the snapshot is refreshed when the clinical relationship attestation is confirmed again, or if the clinician returns to Labs.
• This snapshot may not be inclusive of all lab results available in PLIS (i.e. results that become available within 60 minutes after the noted timestamp are not viewable).

Cumulative
• This option allows the clinician to generate a filtered, cumulative view of a patient’s lab results from a list of 28 most common lab tests that are organized into the following groups: Hematology, Coagulation, Liver, Chemistry, Lipids.
1. Standard Filter displays by default: Use the Filter By dropdown to filter results by date range or the last (number) of records.

2. Click Apply Filters to show results.

3. Click on the row to view a lab report.

Results can be sorted by clicking on the appropriate header:
- Collection Date
- Test Type
- Specimen
- Out-of-Range
- Ordering Provider
- Reporting Lab
- Test Status

Tip: If the list of results appear greyed out, remember to click Apply Filters to show results.
4. To print the report, click the printer icon.

Click to return to the previous screen.
Labs – Provincial – Secondary Filter

1. Select **Secondary Filters**.

2. Use the **Then By** dropdown to filter results by **Test Types** or **Reporting Labs**.

3. Select which test types to filter. Test types displayed in the **Secondary Filters** box are specific to the patient being viewed.

4. (optional) Select the checkbox to display only out-of-range results.

5. Click **Apply Filters** to show results.

- Selected filter options stay persistent as you navigate through the patient’s record.
- You can combine several filter options to drill down and find the specific result(s).
- Results displayed are based on the selected filter criteria.
CareConnect provides the ability to generate a filtered, cumulative view of a patient’s lab results from a list of 28 most common labs.
Labs – Provincial – Cumulative

1. Select Cumulative.
2. Use the Filter By dropdown to filter results by date range.
3. Select the test(s) to view in cumulative
4. Click Apply Filters to show results.
5. (optional) Lab results are by default grouped by lab category. Uncheck the checkbox to display results in alphabetical order.

Click Print to switch to print view.

Indicates lab results may contain clinically relevant comments.
Click Show Comments to display comments that were entered by the reporting laboratory.

Indicates lab results may contain clinically relevant comments.
Labs – Provincial – Cumulative

Click "Hide Comments" to hide comments that were entered by the reporting laboratory.

Comments are now displayed in Print View.
Patients have the option to place an electronic ‘mask’ called a Disclosure Directive on their PLIS information.

If a Disclosure Directive exists, you will be required to enter the patient’s keyword before accessing this portion of the EHR record and the mask will be temporarily lifted.

You may have the ability to override a disclosure directive without a keyword if you work in an emergency department, providing certain criteria is met.

All overrides of a disclosure directive without consent will trigger an alert to the Information Privacy Office for follow up.

Disclosure Directives are managed by Health Insurance BC (HIBC) and questions can be directed to 1-800-663-7100. For more information, please visit https://www2.gov.bc.ca/gov/content/health/practitioner-professional-resources/software/user-training-material/provincial-laboratory-information-1015/disclosure-directive-epilha-04

A disclosure directive only applies to PLIS information and not the remaining information in CareConnect.

Labs (PLIS) Secondary Filters are not available for patient records with Disclosure Directive.
Labs – Disclosure Directive

Option 1: Override with Consent
Enter the Keyword and click SUBMIT KEYWORD.
The record will remain available until
- another patient record is viewed
- Logs off
- Sessions times out

Option 2: Override without Consent
Select reason for Override and click SUBMIT OVERRIDE WITHOUT CONSENT.
Labs – Powell River Hospital

• The Powell River Hospital Labs section displays hematology, chemistry, microbiology and Blood Bank results.

• For more information, see the help files within the Powell River Hospital Labs section.
1. Use the **Filter By** dropdown to filter results by date range or the last (number) of records.

2. Select which test types to filter.

3. (optional) Select the checkbox to display only out-of-range results.

4. Click to view a lab report.
All labs tests associated with the order will appear in the report.

5. To print the report, click the printer icon.

Click to return to the previous screen.
Labs – VCHA Historical

The **VCHA Historical Labs** section displays hematology, chemistry and microbiology lab results prior to March 28th, 2012.

Results from:

- Vancouver Coastal Health
- Providence Health Care

For more information, see the help files within the **VCHA Historical Labs** section.
Labs – VCHA Historical

1. Click to filter labs by date range.
2. Select which test types to filter.
3. (optional) Select the checkbox to display only out-of-range results.
4. Click to view a lab report.
All labs tests associated with the order will appear in the report.

5. To print the report, click the printer icon.

Click to return to the previous screen.
Imaging

Imaging results within CareConnect offer healthcare providers access to Diagnostic Imaging and reports available from the Provincial Diagnostic Imaging Viewer (PDIV):

- Provincial Health Services Authority (PHSA)
- Vancouver Coastal Health / Providence Health Care (VCHA-PHC)
- Fraser Health Authority (FHA)
- Interior Health Authority (IHA)
- Island Health Authority (VIHA)
- Northern Health Authority (NHA)
- Some private clinics within IHA boundaries

For more information, see the help files within the Imaging tab.
Results can be sorted by clicking on the appropriate header:

- Exam Date
- Procedure Description
- Body Part
- Modality
- Organization
- Status

Tip: BCCA imaging reports can be viewed along with the images by clicking the “image” icon.
Imaging

1. Use the *Filter By* dropdown to filter results by date range or the last (number) of records.

2. Use the *Then By* dropdown to filter reports & images by Procedure Description, Body Parts, Modalities, Organizations, Statuses or Health Authorities.

3. Select which options to filter. Options displayed are specific to the patient being viewed.

4. Click *Apply Filters* to show results.

5. Click on the icons to view the report or the image.

The image will display in another window.
The client demographic information in the header is retrieved from the Enterprise Master Person Index (EMPI), using the most current data from the provincial EMPI database.

To print the report, click the printer icon.

The client demographic information from the Patient Known at Radiology as section is retrieved from the radiology source system (i.e. iSite).
1. The “Procedure contains” filter option allows for free-text and partial word search.

2. Click Apply Filters to show results.

3. Five exams display as they match the filter criteria; each exam contains the letters “ch” in its procedure description.

The free-text filter is not case sensitive and does not need to be the leading character or word.
## Documents

Dictated/Transcribed reports are clinical reports such as consultations, discharge summaries, operative reports, history & physical reports, transfer summaries, etc., which are dictated by physicians and other clinicians.

<table>
<thead>
<tr>
<th>Health Authority</th>
<th>Document Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vancouver Costal Health Authority &amp; PHSA</td>
<td>Consultation, Discharge Summary, Operative Report, History &amp; Physical Examination, Transfer Summary</td>
</tr>
<tr>
<td>CAIS for PHSA - BC Cancer Agency (Southern Interior, Vancouver Centre, Fraser Valley Centre, Vancouver Island Centre, Abbotsford Centre and Centre for the North)</td>
<td>History &amp; Physical, Transfer Summary, Progress Note, Consultation, Anesthetic Consultation, Discharge Summary, Operative Report, Treatment Note, Letter, Outpatient Clinic Note, Televisit, Diagnostic Report - PET Scan</td>
</tr>
<tr>
<td>Interior Health Authority - Meditech system</td>
<td>Discharge Summary, Emergency Department Note</td>
</tr>
</tbody>
</table>

Vancouver Coastal Health Authority and PHSA – Children’s & Women’s Health Centre of BC

Excluded are:
- Radiology reports
- Anatomic Pathology reports
- Reports dictated using private dictation services or systems other than SoftMed and M*Modal
- In addition, certain types of dictated/transcribed reports are not currently included in eHealth Viewer (CareConnect) for patient privacy reasons (i.e. psychiatric consults, sexual assault reports and therapeutic abortion reports).
## Documents

<table>
<thead>
<tr>
<th>Health Authority</th>
<th>Document Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fraser Health Authority - Meditech system</strong></td>
<td>Assessment, Progress Note, Consultation, Treatment Note, Discharge Summary</td>
</tr>
<tr>
<td>19 facilities</td>
<td></td>
</tr>
<tr>
<td><strong>Northern Health Authority - 27 NHA facilities</strong></td>
<td>Discharge Summary, History &amp; Physical Note, Inpatient Consult Note, Oncology Progress Note, Operative Note, Oncology Consult Note, Transfer Notes</td>
</tr>
<tr>
<td>(June 2018 - present)</td>
<td></td>
</tr>
<tr>
<td><strong>Island Health Authority - 89 VIHA facilities</strong></td>
<td>162 possible document types from VIHA-Cerner</td>
</tr>
<tr>
<td>(April 2020 - present)</td>
<td></td>
</tr>
</tbody>
</table>
Documents

Results can be sorted by clicking on the appropriate header:
- Date
- Document Type
- Facility
- Source System

Click to learn more about documents available.
1. Use the Filter By dropdown to filter by date range or the last (number) of records.

2. Use the Then By dropdown to filter documents by Facilities, Document Types, Source Systems or Health Authorities.

3. Select which options to filter. Options displayed are specific to the patient being viewed.

4. Click Apply Filters to show results.

5. Click on the row to view a document.

Timeline View indicates that results that are available for a Health Authority within a selected time range.
The Community Documents tab is composed of 3 sections which display a subset of information from community clinical systems:

1. Summaries from:
   - VCHA PARIS (Primary Access Regional Information System)
   - VCHA Intrahealth Profile EMR

2. Care Plans from:
   - VCHA PARIS
   - VCHA Intrahealth Profile EMR (coming soon)

3. Notes & Assessments from:
   - VCHA PARIS
   - FHA PARIS
This date reflects the last time the patient’s record was updated in VCHA PARIS. This date can also be found on the report.

The data represented in the VCHA Clinical Summary is a subset of information available via PARIS. Community Summary information is not available in the eHealth Viewer (CareConnect) if a patient does not have associated information as indicated by this subset/list.

If a patient record has a privacy “block” at the PARIS end, the records are not made available in CareConnect. Also note that the application generates the Community Summary in real-time upon request, displaying the most up to date information.

1. Click to view a community summary report.
Community Documents – PARIS Clinical Summary

The client demographic information in the header is retrieved from the Enterprise Master Person Index (EMPI), using the most current data from the provincial EMPI database.

This will always be today’s date.

The client demographic information in this section is retrieved from PARIS.

2. To print the report, click the printer icon.
The data represented in the Intrahealth EMR Summary is a subset of information available via Intrahealth Profile EMR for VCH/PHC clinics.

Note that the application generates the Intrahealth EMR Summary in real-time upon request, displaying the most up to date information.
The client demographic information from the DEMOGRAPHICS (FROM VCH/PHC EMR) section is retrieved based on the active PARIS MRN.

Note:
- VCHA Intrahealth Profile EMR Summary (VCH/PHC EMR) “as of” date = when you access the report (i.e. Today’s Date)
- Last Contact with Patient as Documented in EMR = the date when a patient contact was last documented in the Intrahealth Profile EMR, such as a new encounter, completion of an intervention, or a phone call.
The client demographic information in the header is retrieved from the Enterprise Master Person Index (EMPI), using the most current data from the provincial EMPI database.

To print the report, click the printer icon.

This will always be today’s date.
Notes and Assessments from FHA PARIS and VCHA PARIS are available. For VCHA, CareConnect will display notes and assessments that have been completed within the last 1 year. A subset of in-progress assessments will also be available and marked as "In-Progress". These support specific clinical workflows such as Prenatal Assessments for Public Health.

Reflects the date the note or assessment was created

The type of community health service the note or assessment pertains to
To print the report, click the printer icon.

The client demographic information in this section is retrieved from FHA PARIS.

Example: FHA PARIS Medication Note
The **Immunizations** tab is composed of 6 sections which display a subset of information from the Provincial Immunization Registry (PPHIS).
1. Immunization History:
   - **Immunization**: The abbreviated name of the vaccine the patient received
   - **Description (Dose)**: The full name of each antigen within the vaccine. The dose number of the antigen is in brackets. The antigens will be listed in alphabetical order
   - **Date**: The date the vaccine was received. Each vaccine can have one or more of the following:
     - **E**: The date documented is estimated as the full and accurate date was not available
     - **O**: A clinician has used clinical judgment to override the status to Valid or Invalid (for example, grace period was applied or vaccine had expired at time of administration).
     - **R**: The dose number for this immunization has been revised/edited as outlined in the BC Immunization Manual.
     - **X**: Invalid dose. Some or all of this immunization did not meet the BC recommended schedule.
   - **Dosage**: The volume of the vaccine administered
   - **Trade Name**: The trade name of the vaccine associated with the lot number documented
   - **Lot #**: The lot number of the vaccine product

## Immunizations

**Demographic Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>D emopatient, Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Age</td>
<td>52Y</td>
</tr>
<tr>
<td>Language</td>
<td>English</td>
</tr>
<tr>
<td>Family Physician</td>
<td>Physician</td>
</tr>
</tbody>
</table>

**Immunization History**

<table>
<thead>
<tr>
<th>Immunization</th>
<th>Description (Dose)</th>
<th>Date</th>
<th>Dosage</th>
<th>Trade Name</th>
<th>Lot #</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTaP-IPV-Hb</td>
<td>Diphtheria(1), Hemophilus Influenzae Type b (Hb)(1), Pertussis(1), Polio(1), Tetanus(1)</td>
<td>2002 Nov 15</td>
<td>0.5 mL</td>
<td>Prioxx</td>
<td>AMJRD490AC.C002</td>
</tr>
<tr>
<td>DTaP-IPV-Hb</td>
<td>Diphtheria(2), Hemophilus Influenzae Type b (Hb)(2), Pertussis(2), Polio(2), Tetanus(2)</td>
<td>2003 Mar 03</td>
<td>0.5 mL</td>
<td>Pentacel</td>
<td>Loren-1073LP</td>
</tr>
<tr>
<td>DTaP-IPV-Hb</td>
<td>Diphtheria(3), Hemophilus Influenzae Type b (Hb)(3), Pertussis(3), Polio(3), Tetanus(3)</td>
<td>2003 Jun 01</td>
<td>0.7 mL</td>
<td>Pentacol</td>
<td>Loren-1071LP</td>
</tr>
<tr>
<td>DTaP-IPV-Hb</td>
<td>Diphtheria(4), Hemophilus Influenzae Type b (Hb)(4), Pertussis(3), Polio(4), Tetanus(4)</td>
<td>2019 Jun 25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HB</td>
<td>Hepatitis B(1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HB</td>
<td>Hepatitis B(2)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HPV-9</td>
<td>Human Papilloma - HPV9(1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HPV-9</td>
<td>Human Papilloma - HPV9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Disclaimer</strong>: Provincial immunization registry immunization record ONLY. Immunization history displayed may not portray the client's complete immunization history.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Community Documents**

**Documents**

**Immunizations**

**Registration Info**
2. Recommended Immunizations as per BC Immunization Schedule:
This section displays the list of vaccines and when it should be administered made specifically for this patient as per the BC CDC (BC Centre of Disease Control) schedule
- **Immunization**: Vaccines that are recommended per the BC immunizations schedule
- **Description**: Lists the vaccine in the common name (i.e. shows chickenpox instead of Varicella)
- **Due Date**: The day immunization is expected to be administered. (Forecast date)
3. Special Considerations:
This section is used to document the reason why the patient was not immunized. There are 3 types of special considerations; precaution, exception, and contraindication. Patients that refuse to receive recommended immunization due to either a condition, religions, or medical reason are also recorded here.

- **Type:** 1 of 3 reasons why patient chooses not to be immunized. (Precaution, exception, and contraindication)
- **Antigen:** Immunization vaccine that was not given
- **Special Consideration Reason:** The reason why the patient was not immunized (in more details than what was provided in Type)
- **Effective From:** The day when the patient refused to be immunized
- **Effective To:** If the patient chooses to be immunized after all, this will contain a day, otherwise it will be blank
4. Deferrals:
This section documents the patient immunization postponement that deviates from the recommended immunization scheduled time. For example, patient has an important soccer game coming up and want to be immunized after the game in case of any adverse reactions.
- **Agent**: Which immunization the patient is postponing
- **Reason**: Reason why patient chose to wait till later to be immunized
- **Effective From**: The postponed immunization start date
- **Effective To**: The postponed immunization end date

<table>
<thead>
<tr>
<th>Agent</th>
<th>Reason</th>
<th>Effective From</th>
<th>Effective To</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR</td>
<td>No Valid Consent</td>
<td>2019 JUN 01</td>
<td></td>
</tr>
<tr>
<td>Rubella</td>
<td>Allergy/Testing Required</td>
<td>2019 APR 04</td>
<td>2020 APR 04</td>
</tr>
</tbody>
</table>

**ADVERSE EVENTS FOLLOWING IMMUNIZATION**

- **DATE REPORTED**: 2019 JUN 13
- **STATUS**: Review complete
- **AGENT (DATE ADMINISTERED)**: HPV-9 (2017 OCT 23)  
  Men-C-ACYW (2017 OCT 23)
- **RECOMMENDATION DATE**: 2019 JUN 13
  - No change to immunization schedule
  - Reaction does not warrant change in schedule
5. Adverse Events Following Immunization:
This section documents any unforeseen reactions after being immunized. A patient can have multiple adverse events (reaction to different type of agent) but can have multiple public health recommendations for a single adverse event.

- **Date Reported:** Date the adverse event was documented
- **Status:** Whether the information was reviewed after reporting the adverse event
- **Date Administered:** Date the immunization was administered
- **Agent:** Immunization agent the adverse event is linked
- **Public Health Recommendation Date:** Date public health recommendation was made
- **Public Health Recommendation:** How Public Health would like to proceed after the adverse event
- **Comments:** Any additional information that was not included in the public health recommendation pick list
6. Risk Factors (Active Only):
This section documents other health related issues that may affect the immunization schedule.

- **Date Reported**: Date the risk was entered into the system
- **Risk Factor**: Circumstances that may affect the patient when proceeding with immunization
- **Additional Information**: A “catch all” area to enter any information that is not available in the risk factor predefined list
The Registration Info tab displays patient demographic and contact information from all of the individual Clinical Information Systems (CIS) that provide patient data to the eHealth Viewer (CareConnect):

<table>
<thead>
<tr>
<th>Health Authority</th>
<th>HSDA / Agency</th>
<th>CIS</th>
<th>Acronym Displayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vancouver Coastal Health Authority (VCHA)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vancouver Acute</td>
<td>GE CareCast</td>
<td>VA-RHS</td>
</tr>
<tr>
<td></td>
<td>Richmond Health Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Providence Health Care</td>
<td>Eclipsys Sunrise Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coastal</td>
<td>McKesson Star</td>
<td>Coastal</td>
</tr>
<tr>
<td></td>
<td>Vancouver/Richmond Community</td>
<td></td>
<td>PARIS</td>
</tr>
<tr>
<td></td>
<td>St. Mary’s Hospital</td>
<td>Cerner</td>
<td>VA-SM</td>
</tr>
<tr>
<td>Provincial Health Services Authority (PHSA)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BC Children Hospital and BC Women’s Hospital &amp; Health Centre</td>
<td>Cerner</td>
<td>BC-C&amp;W</td>
</tr>
<tr>
<td></td>
<td>BC Cancer Agency</td>
<td>CAIS</td>
<td>BCCA</td>
</tr>
<tr>
<td>Interior Health Authority (IHA)</td>
<td>n/a</td>
<td>Meditech</td>
<td>IHA Meditech</td>
</tr>
<tr>
<td>Fraser Health Authority (FHA)</td>
<td>n/a</td>
<td>Meditech/ PARIS</td>
<td>FHA Meditech/FHA-PARIS</td>
</tr>
<tr>
<td>Northern Health Authority (NHA)</td>
<td>n/a</td>
<td>Cerner</td>
<td>NHA-Cerner</td>
</tr>
<tr>
<td>Island Health Authority (VIHA)</td>
<td>n/a</td>
<td>Cerner</td>
<td>VIHA-Cerner</td>
</tr>
</tbody>
</table>

Patient information may be different across systems – this tab can be used to clarify contradictory information between the EMPI and the CIS. For example, if a patient’s address has changed since a visit to St. Paul’s Hospital, the EMPI may list a more recent address.

For more information, see the help files within the Registration Info section.
Registration Info

Information in this tab is taken from Registration systems at facilities in health authorities where the patient has presented for care.

CIS patient demographic and contact information displays here.
1. Select the location from which you are currently accessing the Patient’s Medication Profile

2. If the patient has a protective word on their Medication Profile, type it in here

3. Non-prescribers see an additional dropdown where they must identify the individual on whose behalf they are accessing information

Note:
- Prescribers (Physicians, Pharmacists and Nurse Practitioners) access on their own behalf
- All other roles (e.g. Nurses, Clerks etc..) must access on behalf of a Prescriber (Step 3)
Medications - Overview

Clinical Conditions as recorded in PharmaNet

Adverse Reactions as recorded in PharmaNet

Medication History as recorded in PharmaNet

Click **Show Details** to reveal additional information in the respective sections, such as comments and intervention codes entered into PharmaNet.
Medications - Overview

By default, the Medication History section shows only the most recent fill for each medication. Uncheck **Grouped by Medication Name** to show all previous prescriptions.

Click **View previous prescriptions** to show previous dispenses of the medication.
Medications – Filter Options

Use available options to filter medication history by Statuses, Prescribed By, DIN or Medication Name.

Results can be sorted by clicking on the appropriate header:

- Date
- Quantity
- Status
- Medication Name
- DIN

• Prescribed By
**Medications – Print View**

Print view will show the patient’s PharmaNet profile including any filters that were applied. If the **Grouped by Medication Name** option was selected, the Print view will still show all the dispenses within the specified timeframe (i.e. not just the most recent dispense).
Preferences

You can personalize the way you view information in CareConnect. To set preferences, click on the Cog icon in the top right-hand corner:
Click on the dropdown menu to select your own default screen. For example, you can choose the Labs screen to be the first screen you see every time you search a patient.

Viewed History (NavTrack) is ON by default. If you do not wish to use Viewed History, select OFF. This applies to all data domains.

Patient Banner is set to “Static” by default. Select “Floating” if you wish to see the Patient Banner wherever you are on the screen.

Timeline View is set to “Oldest” by default. Select “Newest” if you wish to display results starting with newest date to oldest date.

Click “Save” to apply your preference changes.

Reset all preferences to the System Default:
- Default screen = Patient Summary
- Viewed History = ON
- Patient Banner Behaviour = Static
- Filter for: Encounters, Documents, Imaging = past 1 year
- Filter for Labs: Provincial = past 3 months, Powell River = past 3 months, VCHA Historical = 1 year

The domains available to set preferences are viewable according to the permissions allowed within your assigned CareConnect business role.
Feedback

To provide feedback about CareConnect, click on the Speech Bubble icon in the top right-hand corner:
Feedback

The Feedback tool can be used to submit general comments about CareConnect, ideas or suggestions for enhancements.

Message can include up to 500 characters.

Note: please do not include any identifiable patient information (name, PHN, etc...)

Click “Send” to submit your feedback.
1. While viewing a patient record, click on the bookmark icon.

2. A checkmark will appear to show the patient has been bookmarked and added to the Saved Patient List.

3. Click on My Patients to show the Saved Patient List.

You can bookmark up to 40 patients in the Saved Patient List for quicker access to patient records.
Saved Patient List

To remove a patient from the Saved Patient List, click on the red X next to the patient’s name.

Click on Clear List to remove all patients from the Saved Patient List. A confirmation message will appear.

CLEAR SAVED PATIENT LIST - CONFIRMATION

Your SAVED PATIENT LIST will be cleared. Are you sure?

OK  Cancel
Conclusion

This slide concludes the orientation.

To obtain additional information or support, please contact your Health Authority Service Desk, or your Health Authority eHealth team.

Questions?