To access eHealth Viewer (CareConnect) through Citrix:

1. Log into a VCH or PHC computer with your personal network account.
2. Click on the Citrix Portal icon on your desktop.
3. You will be taken to the Citrix landing page, OR you will be asked to log in by entering your VCH/PHC network username and password.
4. Depending on your type of access, click on either:
   1. Apps
   2. eHealth Viewer - CareConnect
   OR
   1. Desktops
   2. CareConnect Clinical Environment

Patient Search and Protecting Privacy

The first time you login to eHealth Viewer (CareConnect), you will be required to read and accept the Terms of Use. This will be presented to you once a year thereafter.

You can search for a patient in the upper right hand corner of the browser. The eHealth Viewer will search the provincial database (EMPI) for patient demographic information and present patient(s) who match your search criteria.

On the Search Results screen, confirm your need to access the patient’s record in support of direct patient care. Once the “Accept” button is clicked, the Audit Trail (a report of your online activities in CareConnect) process begins.

Patient Summary

Demographics - the patient’s demographic information returned from EMPI is displayed.

Alerts: if a patient has been identified as MRSA or VRE positive at VCHA/NHA, the information will display here.

Contacts, Family Physician and Languages: displays the most current information from the most recently updated encounter.

About CareConnect - Provincial eHealth Viewer

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.

| **Encounters** – Episodes of care from VCH, PHC, BC Cancer Agency (PHSA), Children’s & Women’s Health Centre of BC (PHSA), Fraser Health Authority (FHA) and Northern Health Authority (NHA). |
| **Provincial Laboratory Information Solution (PLIS)** – Lab results and reports available from FHA, IHA, NHA, PHSA, VCH, PHC, VIHA and community (LifeLabs, BC Biomedical, Valley Medical). Select test results available from Canadian Blood Services. There are three data sources in this data tab: Provincial (PLIS), Powell River Hospital and VCHA Historical (prior to 2012 MAR 28). |
### Provincial Diagnostic Imaging Viewer (PDIV)
- Reports and Imaging available from FHA, IHA, NHA, PHSA, VCH, PHC, and VIHA.

<table>
<thead>
<tr>
<th>To view an image, click on:</th>
<th>To view a report, click on:</th>
</tr>
</thead>
</table>

### Community Documents
- Notes & assessments, clinical summary and care plan reports from community services across VCHA and FHA.

### Documents
- Dictated/transcribed reports from VCH, PHC, BC Cancer Agency (PHSA), Children’s & Women’s Health Centre of BC (PHSA), Interior Health Authority (IHA), Fraser Health Authority (FHA) and Northern Health Authority (NHA).

### Registration Information
- Patient demographic and contact information from VCH, PHC, PHSA, IHA, FHA and NHA. Contacts information is also available including next of kin and emergency contact.

### Printing
- Printing is enabled for most screens. Look for a print button in the right hand corner of your page or through PDF printing.
- Printing activity is recorded in the computerized audit trail.

### Preferences
- To customize how you view information in CareConnect, click on the Cog icon:

### Update your CareConnect Access
- To modify an existing CareConnect account (i.e. to add or remove location, change access permissions, or update your information), please complete and submit an access request via: https://enrol-careconnect.healthbc.org

### Tips & Tricks
- Bookmark your patients to easily find them in your “My Patients” list. You can bookmark up to 40 patients in your Saved Patients List.
- Interested in learning more about the information you can find in CareConnect? Click on the ‘What’s Available’ button found in the various clinical sections.
- The filter options and column sort orders stay persistent as you navigate through the patient’s record.
- View patient alerts on every data page by clicking on the more visible “Alert” icon.

### Need Help?
For assistance, please contact the Help Desk:
- **Phone**
  - VCH: 604-875-4334 or 1-888-875-4334
  - PHC: 604-806-9333
- **Email**
  - VCH: servicedesk@vch.ca
  - PHC: helpdeskphc.imis@providencehealth.bc.ca

### Have Questions?
Please contact the CareConnect (eHealth Viewer) team at CareConnect@phsa.ca.