We’re moving to a new electronic health records system

Starting November 5, 2022, Vancouver General Hospital will move from older systems and paper-based charts to one electronic health records system to enhance the safety, quality and consistency of care.

As staff transition to using a new system, we are managing critical COVID-19 response needs.

Some changes you might see:
• Care providers in training to learn the new system
• New devices on the unit, like computers on wheels
• Extra support staff on site

Expected benefits of the new system:
• Care teams with real-time access to the information they need
• Less time repeating information or undergoing duplicate tests
• Safer medication management process
• Faster access to lab results and medication therapies

If you are visiting the hospital between November 2022 to January 2023:
• You may experience delays in services while we get used to the new system
• Please arrive early for your appointment to allow extra time for registration
• Thank you for your patience during this time

To learn more about the new system, ask your care provider or visit bit.ly/VCH-CST, including information in other languages.