

## FAQs from May 25, 2022 CDH Introduction to IHealth Event

There were no specific technical questions in our feedback survey for the evening. In general, the most valuable thing physicians took away from the evening seemed to be reassurance from hearing their colleagues' experiences with the platform, and understanding that there will be support available.

### Questions/comments collected from Index Cards and Stickies

**1. For maternity care providers: how will the antenatal record be accessed while in the hospital?**

The antenatal record will continue to be completed as a paper document or EForm in providers' offices. They will continue to fax it into the hospital as they do current state. The paper copies will remain in the patient file in the filing cabinet, and will also be scanned into the patient chart. Providers will continue to have access to the paper copy they are used to, but will also be able to view a scanned copy in the patient chart in the 'Documents' section. For more detailed information, contact nurse informaticist [Stacey Robinson Murray](#).

**2. Will there be enough devices for me to use? Dragon mics?**

We are providing enough devices for every Provider, Nurse and Allied Health clinician on shift including 82 additional Dragon Microphones

### Summary of Q&A Portion of the Evening + Additional Answers/Resources:

**1. What will I need to launch to start my day on the computer?**

Dragon will launch every time you start PowerChart & FirstNet. Login to your computer first, then login to PowerChart or FirstNet. Inteleviewer will still need to be launched separately.

**2. Is there a time-out time for Imprivata?**

You will need to re-login after 4 hours. When 'tapping' in and out, the system auto-saves your work and will bring you back to where you were.

**3. Can I chart and use Dragon from home?**

Yes, you can. Dragon Medical One is accessible wherever you access PowerChart or FirstNet. As part of your education, ProEX will assist you in setting up the mobile app on your smartphone. If you need further assistance please email [ehrprovidereducation@islandhealth.ca](mailto:ehrprovidereducation@islandhealth.ca)

**4. Will there be more computer terminals?**

Yes, we are providing both terminals and Workstations on Wheels (WoWs). They will begin arriving the first week of August.

**5. On launch day will there be doctor's note (pink) sheets in the chart?**

The Actions and Situational Awareness & Planning components are grouped under the heading "Informal Team Communications" and replaces the pink "Attention Doctor..." sheets that would be placed on the front of a paper chart. Nursing, Pharmacy, Allied Health, etc. can all send communications to medical staff using this tool, and medical staff can consult with each other, as

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well. The Action section of this tool is intended to communicate non-urgent issues or requests that do not require a verbal conversation but require action. Any actions that medical staff initiate from this communication need to be placed on the order sheet and/or documented in your Progress Note.

**6. Are outpatient clinics part of the roll out?**

Currently just acute care is part of the roll out, but outpatient clinics will be included in the future

**7. Will orders (e.g. physio to see) be sent automatically through the system?**

Currently we are using PowerChart & FirstNet only for clinical documentation. Sending orders through the system will be part of Computerized Provider Order Entry (CPOE), which is going live approximately in fall 2023.

**8. Will other learning sessions be added, with different days/times?**

Register early so the team can consider adding other sessions, if needed. Registration details have been posted to the [For Medical Staff](#) page on the IHealth website.

**9. What are the rules around copying and pasting notes?**

It is possible to copy and paste with the system but the rules around how much and proper way to do this is more of a professional practice issue. As you become familiar with the system, setting up autotext and filling in the details manually is one way to speed up your documentation process and adhere to professional practice. See the article, "[Victoria OB-GYN powers up her clinical documentation using templates](#)" in the IHealth website, and videos on the Cerner wiki: [Creating Custom Autotext](#) and [Using Dragon Step by Step Commands](#). (There is no sound in these videos.)

**10. Is there a place to keep a care plan that can be updated by multiple providers?**

There is a document the IHealth team is planning to adopt in the future. There are currently some ED care plans available, but only single provider.

**11. Will Dragon learn my accent?**

Yes, no voice profile training is required with Dragon Medical One. It has automatic accent detection and audio calibration.

**12. I'm concerned about not finding the problem in the problem list. How does this work?**

The ProEX team will cover this as part of the training and will be available to answer questions.

**13. How much information is the patient accessing with the patient portal?**

When MyHealth was first introduced there was a 14-day delay on diagnostics and pathology reports. A year ago, this changed to a 7-day delay from when the physician publishes the report. There is some desire from patients to have a 3-day delay, as they are wanting to see information ASAP; this has not been fully analyzed yet.

Starting in April 2022, medical staff have been able to release select clinical notes, including consultation notes and discharge summaries, to MyHealth for patients who are enrolled to view them. While the physician has a choice on which documents to release to the portal for patients to see, they are strongly encouraged to release available documents.

For more information on releasing medical staff-authored notes to MyHealth, see the article: [MyHealth Patient Portal Includes Medical Staff-Authored Notes Starting April 27](#). You are also encouraged to sign up for the 30-minute training, [Best Practices in Patient-Centered Clinical Documentation](#).

### Resources and Training:

Information about clinical documentation activation at Cowichan District Hospital is available at the IHealth website: <https://ihealth.islandhealth.ca/ihealth-for-staff/cowichan-district-hospital/>. No sign-in required!

Timeline and readiness activities for medical staff at Cowichan District Hospital:  
[Medical Staff Readiness Activities](#)

For details on medical training and to register/book your training times:  
[For Medical Staff](#)

### Do you have other Questions?

Email: [IHealthClindocproject@islandhealth.ca](mailto:IHealthClindocproject@islandhealth.ca) or Ryan Gallagher at [ryan.gallagher@islandhealth.ca](mailto:ryan.gallagher@islandhealth.ca)