

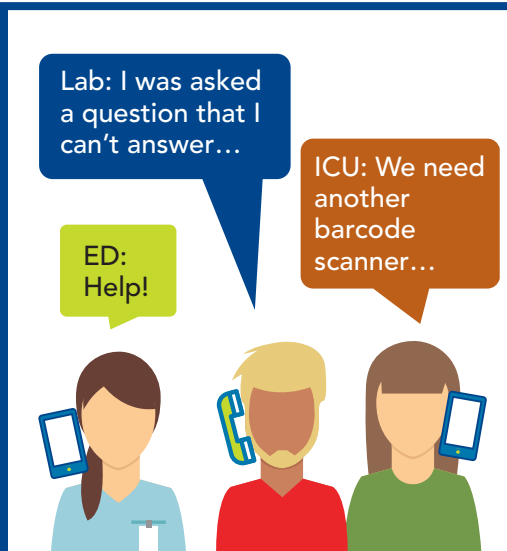
AT-THE-ELBOW FLOOR SUPPORT

Ask support staff in your clinical or functional area for help:

RED (clinical) / **GREEN** (technical) / **PURPLE** (FESR)

- On hand to resolve issues in the moment
- Can also call the Command Centre to troubleshoot on your behalf

Who: Clinically-led support team is a mix of provider, clinical and CST staff, Cerner consultants and technical staff



24/7 CLINICAL SUPPORT COMMAND CENTRE

Call **604-806-9333**
(Press 2, then press 1)

- Troubleshoot outstanding CST issues during the go-live period
- Issues are triaged to prioritize clinical needs and specialized roamers are dispatched as required

Who: Command Centre staff are a mix of provider, clinical, technical and CST staff

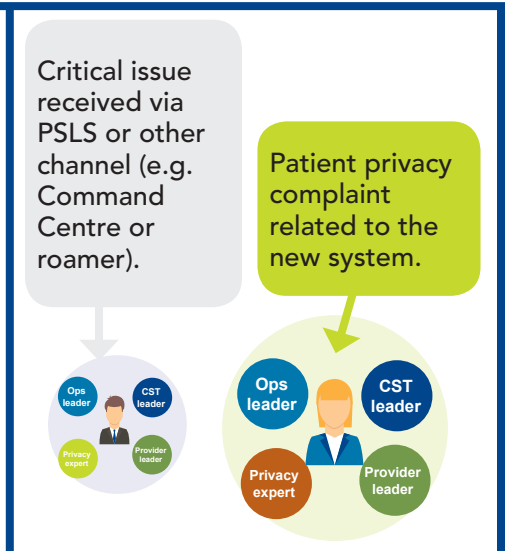


SPECIALIZED ROAMERS

Specialized roamers will arrive in your clinical or functional area

- 24/7 dispatched floor support to address issues in a timely manner
- Issues will be escalated to an issues response team as required

Who: Specialized roamers are a mix of provider, clinical and CST staff, Cerner consultants and technical staff



ISSUES RESPONSE 'SWAT' TEAMS

Determine interim solutions and resolve critical issues

- Response teams formed to address patient safety risks and other critical issues or concerns

Who: Issues response teams are a mix of leaders and experts from CST, Cerner, PHC, VCH, and PHSA

Report patient safety events

Use the PLS form available on the PHC Connect intranet:
phc-connect/Pages/default.aspx

Media requests - what to do

All media requests for comment or interview should be forwarded to the PHC Communications & Public Affairs team at **604-312-3547**. This number is staffed 24/7 and may be shared with media directly.

PHC Safe Reporting Line

This program is a "last resort" confidential way to communicate your concerns about CST if you feel your voice is not being heard, or you don't feel comfortable raising an issue with your supervisor or leader.

604-806-9809 | PHCSafeReport@vch.ca