



Providence Health Care

How you want to be treated.

Providence Health Care (PHC) Medical Staff Orientation Program:

Medical Staff Orientation Manual

Resources

*Prepared by Medical Affairs, PHC
in collaboration with Leaders and Staff from across the Organization*

*Please refer to the PHC Medical Staff website for copies of important documents such
as PHC Medical Staff Rules, Bylaws, and Medical-Staff-related policies*
<http://phcmedicalstaff.ca>

How Do I...

Access Health Information Systems (HIS)

PHC PCIS — The following four (4) modules make up the core PHC Patient Care Information System (PCIS):

Module	Functions
Access Manager (AM)	Patient registration
ED Manager	Patient triage and emergency tracking board
Enterprise Scheduling (ES)	Patient scheduling and clinic management
Sunrise Clinical Manager (SCM)	Electronic order management, results review, clinical documentation, Care Provider Order Entry, and medication management

SCM is the electronic patient chart that physicians and other health care professionals use to access patient records. From within SCM, physicians can access **Softmed** for their forms as well as other documentation.

To gain access to PHC – PCIS, visit **PHC Connect** (PHC intranet website) on a PHC computer terminal (<http://phconnect>). Then, follow the directions included below.

- Click on the “Programs and Services” Tab
- Under ‘Other Support Services’, Click on “PCIS”
- Click on “Training” found on the left-hand menu
- Click on “Course Registration Instructions” in the left-hand menu
- Depending on your role, select either the **PHC PCIS Training Registration Information Package**, OR, the **PHC PCIS E-Learning Training and Access** document

If you cannot access the PHC intranet, please request the document by e-mailing PHCPCISTrainingrequest@providencehealth.bc.ca

Contact:

604-675-3939 Ext. 69889

OR PHC PCIS Training Request

E-mail: PHCPCISTrainingrequest@providencehealth.bc.ca

To request access to the **Access Manager (AM)** or **Enterprise Scheduler (ES)** modules, please contact the HIM Registration Education team at himregedteam@providencehealth.bc.ca or visit

<http://our.healthbc.org/sites/HIMservices/Registration/Registration%20Services/PHC%20-%20Training%20Resources.aspx>

SPH Radiology – Picture Archiving Communications System (PACS)

Registering for a password allows you to view radiology images and reports on line and also to access voice files prior to reports being typed.

New users can obtain a password by going to PHC Connect from a PHC terminal, the PHC intranet website (<http://phconnect>) and following the directions included below.

- Click on the “Clinical” Tab
- Click on “Radiology PACS-SPH”
- Click on “Create New Account” located in the top right-hand corner and follow the instructions

Contacts:

Eileen Simms or Gurjeet Bhatti

Radiology, SPH
Room P2279, Providence Building, Second Floor
Phone: 604-682-2344, Ext. 63631

Paul Wasyliew

Radiology, MSJ
Phone: 604-874-1141, Ext. 78251

In addition to the SPH PACS system, there is also a “regional viewer” that allows you to see the results of imaging tests that have been performed at MSJ and Vancouver Coastal Health sites. In order to gain access to the “regional viewer,” new users must complete an online registration form that is available at the following URL link:

http://teamsites/sites/ics/webDI_Access_App_Form/Lists/webDI%20Access%20Application%20Form/NewForm.aspx?Source=http://teamsites/sites/ics/webDI_Access_App_Form/FormSubmitCompletePage/thanks.aspx

You can also locate this link by opening the PHCConnect intranet homepage on any PHC computer and selecting the Programs and Services tab > Other Support Services > webDI – Regional Web Viewer (bottom of the list) > Setup (left column) > webDI online Application form

For training on the “regional viewer,” please call 604-875-4111, Ext. 61556. For general questions, please call the regional help desk at 604-875-4334.

- When you have a user name and password, you can access the “regional viewer” from any standard PHC workstation by selecting the webDI icon located in the VCH-PHC Applications folder located on the desktop or in the Windows ‘Start’ menu.

Contact:

Regional Help Desk

Phone: 604-875-4334

Pharmanet

Pharmanet is a computer system that allows access to up to-the-minute outpatient medication profiles including all dispensed medications. Within PHC, this information is currently available only in the Emergency Department. When writing a prescription and if you want to check what other medications the patient may be on, contact the Ward Pharmacist who has access to Pharmanet.

Pharmanet website: www.health.gov.bc.ca/das/medpract.html

CareConnect - The Provincial eHealth Viewer

In 2009, CareConnect was adopted by the BC Ministry of Health as the Provincial Electronic Health Record, known as the eHealth Viewer. CareConnect 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. The application provides authorized healthcare providers with an integrated, provincial view of clinical information, including:

- Registration Information and Contacts
- Encounters
- Documents
- Community Documents
- Provincial Laboratory Information Solution (PLIS)
- Provincial Diagnostic Imaging Viewer (PDIV)
- Provincial Immunization Registry (PPHIS)

CareConnect is deployed at six (6) Health Authorities province-wide. Health Authorities continue to deploy CareConnect (the eHealth Viewer) to their authorized clinical groups. Note: each Health Authority is responsible for their staff's access. For more information, contact the Health Authority's local service desk.

Below is a snapshot of what data is available in CareConnect:

	Encounters Episodes of Care (i.e. visits)	Labs Disclosure Directives Lab Results (i.e. CBC, lytes, urine sample)	Imaging Diagnostic Images and Reports (i.e. CT scans, ultrasounds)	Documents Clinical Documents (i.e. oncology consults, discharge summaries, progress notes)	Community Documents Community Clinical Documents (i.e. PARIS care plans & clinical summaries)	Immunizations Immunization records from the Provincial Immunization Registry (PPHS)	Registration Info Admissions, Discharge and Transfer informations
	✓	✓	✓	✓	✓	✓	✓*
	✓	✓	✓	✓	✓	✓	✓*
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓		✓	✓
	✓	✓	✓	✓		✓	✓
		✓	✓	✓		✓	✓
	✓	✓	✓	✓		✓	✓
	n/a	n/a	n/a			✓	n/a
Non-Health Authority Organizations		 VALLEY MEDICAL LABORATORIES Canadian Blood Services (Completed Results Only)			 Health Link BC / 811 Virtual Physicians		

*Includes Contacts

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.)



For more information about CareConnect (the Provincial eHealth Viewer), please visit the following URL: <http://www.phsa.ca/CareConnect>

Contact:
Provincial eHealth Services
 E-mail: CareConnect@phsa.ca

**Provincial Health Services Authority
 Vancouver Coastal Health
 Providence Health Care**

Access Library Services - UBC Library at St. Paul's Hospital (SPH)

www.library.ubc.ca/stpauls

As of May 01, 2013, BC Library Services at St. Paul's Hospital have changed. UBC Library will no longer operate a branch at St. Paul's Hospital. Remote online access <http://services.library.ubc.ca/off-campus-access/connect-from-home/> to UBC Library resources for UBC students, staff, & faculty, remains unchanged.

For more information about the changes, go to:

<http://about.library.ubc.ca/changes/communications/> or for the FAQs, go to:

<http://about.library.ubc.ca/changes/faq/>

More information for SPH staff (especially those without UBC appointments) is available at:

<http://woodward.library.ubc.ca/services-at-hospitals/>.

Information specifically for UBC students, staff, & faculty (including clinical) at SPH is available at: http://guides.library.ubc.ca/sph_services

For UBC staff and faculty, your UBCcard <http://ubccard.ubc.ca/> will automatically be renewed with your continuing appointment. For new UBC staff & faculty, please see:

<http://ubccard.ubc.ca/obtaining-a-ubccard/faculty-staff>

For UBC faculty wishing to authorize others to access services in their name, please see:

<http://library-services.sites.olt.ubc.ca/files/2012/09/facauthform.pdf>

For non-UBC appointees, to renew or apply for an affiliated hospital staff library card (no remote access to e-resources licensed only for UBC), visit the UBC Biomedical Branch at VGH (Diamond Centre, 2775 Laurel Street, Floor 2, phone 604-875-4505) or Woodward Library on UBC Point Grey Campus (2198 Health Sciences Mall, phone 604-822-2883). Bring government issued photo ID. More information is available at:

<http://phcnews.ca/2013/09/04/ubc-library-card-renewal-for-st-pauls-hospitalhornbyhowe-staff/>

To view getting started on research guides, go to: <http://guides.library.ubc.ca/homepage>

For reference and research queries, contact the Woodward Library by phone 604-822-4440 or e-mail wd.ref@ubc.ca or directly contact a librarian

http://directory.library.ubc.ca/people/index/SearchDivision.div_id:33

For questions, concerns, or comments about Library Services, please contact Aleteia Greenwood, phone 604-822-0689, e-mail: aleteia.greenwood@ubc.ca

Obtain WorkSafeBC Coverage

As a member of the Medical Staff at PHC, it is your responsibility to obtain applicable registration with WorkSafeBC. PHC does not provide WorkSafeBC premiums for Medical Staff engaged in clinical work. The following information was adapted from WorkSafeBC Coverage for Physicians, BC Medical Journal, Volume 48, Number 7, September 2006, page 344 and 364 and from the worksafebc.com website.

Registration for Corporations is Mandatory

If you practice within a structure that is incorporated or you hire others to work for you, you must register with WorkSafeBC as an employer. Without WorkSafeBC registration, your corporation faces unnecessary financial risks. If an employee suffers a work-related injury or disease, your corporation could be held responsible for all costs, including medical and rehabilitation services, income replacement, and lawsuits. If you are an employee and your corporation is registered with WorkSafeBC, you are eligible for compensation benefits for a work-related injury or disease.

Are You Currently Covered by WorkSafeBC?

If you are not certain of your WorkSafeBC coverage, please check. For instance, some physicians are considered to be “workers” while others are not and therefore are exempt. To determine if you are included in or exempt from the Workers’ Compensation Act, please call WorkSafeBC at 1 888 922-2768 and choose option 2.

Personal Optional Protection Coverage

If you are exempt from the Workers Compensation Act because you work independently and are not incorporated, you may be eligible to purchase WorkSafeBC’s Personal Optional Protection (POP) coverage. The premium payments for POP depend on the amount of coverage you want and the nature of your business. For the year 2019, the minimum monthly earnings that you can insure are \$1,900 and the maximum earnings are \$7,067. For example, for a private medical practice, the premium for the minimum \$1,900/month coverage would be \$3.23/month, while the premium for the maximum \$7,067/month coverage would be \$12.01/month. Rates for working primarily in an Acute Care facility would be approximately ten (10) times these amounts. Please contact WorkSafeBC for precise POP premiums for your particular circumstances.

WorkSafeBC Coverage May not be Enough

The maximum insurable wages amount under WorkSafeBC is \$7,067 per month for the year 2019. Wage replacement benefits are 90% of the net wages that are insured (i.e. up to the maximum). Since most physicians earn more than the maximum insurable wages and want coverage for non-work-related disability as well, purchasing additional disability coverage is a consideration.

WorkSafeBC Benefits

You may already be familiar with the WorkSafeBC health care and rehabilitation benefits that your patients receive when they suffer a work-related injury or disease. Benefits may include short-term disability wage loss payments, certain health care and rehabilitation costs, long-term benefits for permanent disability, and death benefits to the survivor dependents of a worker suffering a fatal injury or occupational disease.

WorkSafeBC coverage has no waiting period; therefore, benefits for approved claims commence on the date of injury, with wage-loss replacement commencing with the first missed shift due to partial or total disability. For further details of the benefits, including eligibility and limitations, please visit www.worksafebc.com/insurance

At present, there are no benefits available for quarantine from work in the absence of injury or disease as may have occurred during the SARS crisis.

If you are covered by WorkSafeBC as a worker – that is, you are employed by a corporation registered with WorkSafeBC or you purchase POP coverage – you are eligible for the same benefits that your injured worker patients receive.

How To Register for WorkSafeBC

Registration with WorkSafeBC is convenient and can be done either by phone, in person, online or by fax.

- Register online.
http://www.worksafebc.ca/insurance/registering_for_coverage/register_with_worksafebc/default.asp
- Complete an application form.
 - You can download the application form from the following url links:
 - ✓ Employer's Registration (<http://www.worksafebc.com/forms/assets/PDF/1800.pdf>)
OR
 - ✓ Personal Optional Protection
(<http://www.worksafebc.com/forms/assets/PDF/1801.pdf>)
 - Alternatively, you can obtain a copy of the application from by contacting the Employer Service Centre at 1-888-922-2768 or 604-244-6181.
 - Completed application forms can be faxed to 604-244-6490 or mailed to:
WorkSafeBC
PO Box 5350
Stn Terminal
Vancouver, BC V6B 5L5

Contact WorkSafeBC

For more information regarding WorkSafeBC coverage and eligibility or an application for POP coverage, visit www.worksafebc.com and click on Insurance or call WorkSafeBC's Employer Service Centre at 1-888-922-2768.

Obtain a PHC Photo Identification (ID) Badge

Please see section entitled “Protection Services” on Page 46 for information about how you obtain a PHC ID badge.

Access Medical Staff Lounges

There are Medical Staff Lounges located at both St. Paul’s Hospital and at Mount Saint Joseph Hospital. Many Medical Staff receive mail in these Lounges and there are several computers and telephones available in these Lounges. The Lounges are quiet areas for Medical Staff to relax and meet colleagues.

- ***St. Paul’s Hospital Lounge***

Burrard Building, main floor - Room 170 (across from iCAPTURE Centre)

Access to the lounge is with your hospital ID badge. If you have trouble please contact Vivian Tai at 604-806-8027. Coffee is provided in the Lounge at 7:00 am, Monday to Friday. Please drop in, have a coffee and see who is around!

- ***Mount Saint Joseph Hospital Lounge***

1st floor, Room 1178

To obtain the keypad code and/or to register for a mailbox, contact Fern Reilly, by phone at 604-877-8158. Coffee is provided in the Lounge at 7:00 am, Monday to Friday.

Obtain a PHC E-mail Account and/or Gain Access to the Computer Network

Medical Staff who require access to the PHC network and/or a PHC e-mail account must obtain signed approval from their Department/Division Heads. To access the registration form from a PHC terminal, click on the following link or type it into your web browser:

<http://servicecatalogue.healthbc.org/Pages/default.aspx>

Obtain a PHC Pager

Please contact your Department for information about how you obtain a pager.

Provide Care of the Deceased

CARE OF THE DECEASED - PHYSICIAN CHECKLIST:

Unexpected Death:

The Most Responsible Physician (Attending) or Resident must go to the unit to pronounce the death.

Expected Death:

Physician may write an order for "Nurse to Pronounce" in Prescriber's Order (PHC-PH099). If an autopsy will be requested, initiate Pathology Autopsy Consultation Form (PHC-LA193) and notify nurse in advance.

If the death is sudden or unnatural then notify the Coroner and document notification in the chart.

- **The Most Responsible Physician (Attending) is responsible for ensuring the coroner is notified, however, anyone may make the call.**
- **Notification to the Coroner is required in the following cases:**
 - a. Suicide
 - b. Unexpected intra-operative death
 - c. All DOA's, including accidental deaths
 - d. Death during pregnancy or following pregnancy in circumstances reasonably attributable to the pregnancy
 - e. Death as a result of violence
 - f. Death of a mental health patient
 - g. Death of a patient in police custody
 - h. Sudden and unexpected death
 - i. Death of a patient with a disease, sickness or unknown cause and not in the care of a medical practitioner

For more info see PHC Corporate Policy Manual CPF0600-Death, CPR0500 Consent or contact General Inquiries at the Coroner Office 604-660-7745. More information can be found on the Coroners Service website at www.pssg.gov.bc.ca/coroners or Vancouver Metro Regional Coroners Office 604-660-7708.

Decide if an autopsy is warranted and if YES, complete and fax Autopsy Consultation Form immediately and the Autopsy Consent Form as soon as possible (fax each to Laboratory Admin at 604 806-8208)

The Autopsy Consultation Form (PHC-LA193) and Agreement to a Post Mortem Examination (PHC-MR095) are available as part of the Death chart pack or as separate forms on ChartScan.

- An autopsy should be considered in the following cases: if death is sudden and unexpected; to assess the quality of medical care while hospitalized; in circumstances that warranted calling the coroner but their service declined to perform an autopsy.
- Request an autopsy by completing and faxing an Autopsy Consultation Form. In many cases, it may be helpful to have a discussion with the Pathologist on call for autopsies

prior to obtaining consent, in order to ensure that any restrictions placed on the autopsy by the next-of-kin will not invalidate the findings. The Pathologist can be reached at 604-806-8200 or through the switchboard after hours.

- Obtain consent from the legal next-of-kin using the Autopsy Consent Form and fax to the lab as soon as possible. (Consent may be obtained in person or by telephone using a third person as a witness.) More information may be found on the Autopsy Consent forms.
- If the family insists on an autopsy that the physician and Coroner feel is unnecessary, obtain approval from Pathology Department Head or delegate and document the decision in the chart.

Communicate with nursing staff to indicate if a coroner has been notified or if an autopsy is expected.

Nursing staff need this information to appropriately prepare the body and to complete the “**Notification of Death**” order in SCM.

Complete the Physician’s Medical Certification of Death (MCD) form AS SOON AS POSSIBLE.

Blank MCD forms are on the unit, or may be obtained from Access Services at SPH, or from Clinical Coordinator at MSJ or HFH.

- The MCD should be completed as soon as possible or it may delay funeral arrangements.
- The Most Responsible (Attending) Physician at the time of the patient’s death is responsible to ensure the MCD is completed and faxed to the funeral home. Complete Certificates that are provided to Access Services at SPH will be passed to the funeral home.
- If Attending cannot get a completed and signed MCD to the funeral home within 48 hours (maximum time allowable by law), then a responsible physician may complete an “INTERIM” MCD until the Attending is able to complete the final. Designate should write INTERIM on the certificate and indicate the name of the attending who will complete the subsequent MCD.

More information can be found at Vital Statistics of BC <http://www.vs.gov.bc.ca/> or at General Inquiries 250-952-2681

This document is a guide only and is not part of the chart. It may be confidentially discarded after use.

Resources

Electronic copies of the documents listed below are available on the Medical Affairs intranet website, "Resources" web-page. Medical Staff are encouraged to review these important documents.

Key Resources

- BC College of Family Physicians - Constitution and Bylaws (see Article 3 - Code of Ethics)
- CMA Code of Ethics, 2004 (College of Physicians and Surgeons of BC has adopted this Code)
- PHC Medical Staff Bylaws
- PHC Medical Staff Professional Conduct Policy - April 28, 2008
- PHC Medical Staff Rules
- PHC New Employee Orientation Manual
- PHC Organizational Structure
- PHC Site Maps
- PHC Strategic Plan
- PHC Tips for Protecting Personal Information
- PHC Units By Program - June 1, 2010
- PHCRI Policy - Hospital Research Involving Humans
- BC Hospital Act
- Care Connect
- Remote Access Request Form
- Physician Master Agreement
- VCH Accepted Acronyms
- PHC Dictionary

Corporate Policies and Guidelines Pertinent to Medical Staff

- CPF0300 Information Privacy & Confidentiality Policy
- CPF0500 Consent to Health Care
- CPF0700 DNAR: Do Not Attempt Resuscitation
- CPF1100 Options for Care
- CPF1600 Managing Privacy Breaches
- CPF 2300 Auditing Access to e-Health Records
- CPF1900 Alcohol & Illegal Substances - Inpatients at MSJ and SPH
- CPF2000 Search of Inpatient Rooms and-or Belongings - Inpatients at MSJ and SPH
- CPF2100 Philosophy for Care of Patients and Residents with Substance Use at PHC
- CPN1000 Health Records Management
- CPV0300 Incident Reporting
- CPV0700 Disclosure of Serious Adverse Events
- CPV0900 Non-Staff Practitioners
- PHC Faxing Guidelines
- PHC E-mail Guidelines
- Secure Encrypted USB Device Requirements