

THE PHC CERNER LEARNER

From the desk of Dr. Janet Simons

Your by physicians, for physicians source for Informatics updates at PHC



EDITOR'S NOTE

I'm back! Thanks so much to Dr. Chris Murray and the team for keeping the Learner going while I spent some time with our family's newest member.

In addition to the content in this issue about medication safety, ordering, and controlled prescription printing, I also want to update you all, on some big picture items.

The **Patient Portal** is now live! See page 2 for details. In addition, we continue work behind the scenes to bring you **AI agents** to support your work and documentation. Outcomes from recent tests and pilots suggest these tools are best in the outpatient setting. We are working with Cerner/Oracle to bring their Digital Assistant product to the Canadian market.

Meanwhile, a reminder that use of AI scribes in your practice remains under your own medical judgement, and nothing is yet 'officially' endorsed by PHC.

As always, happy learning!

~Janet

CERNER LEARNER ARCHIVES

Looking for a topic covered in previous Cerner Learners? Check out the archives and other PHC Cerner related resources available at phcmedstaff.ca/Cerner

MEDICATION SAFETY

PREGNANT PATIENTS – when documenting pregnancy in diagnosis/problem list, use only “Pregnant” and “Pregnancy”

- Why? Only these 2 terms trigger the alert in the pharmacy system to check for pregnancy-medication interactions.
- Example, entering “normal pregnancy” will not flag a pharmacist to double check the prescribed medication for contraindications in pregnancy:

Priority	Annotated Display	Condition Name
	▼ Cough (4), looks well ID013	Cough (4), looks well ID013
	▼ Respiratory distress (4), mild RC113	Respiratory distress (4), m...
1	▼ Substance Use Disorder NOS	Substance Use Disorder N...
2	▼ Cellulitis Head or Neck	Cellulitis Head or Neck
3	▼ Normal Pregnancy	Normal Pregnancy

Patient Discharge Medication List Note – Generated by providers and included with discharge prescriptions

As Part of a Complete Discharge Documentation Pkg

The purpose of the note is to provide clear medication information and instructions to the community pharmacy upon your patient's discharge and to decrease risk of medication dispensing errors.

The discharge prescriptions alone do not have full instructions regarding home medications that have been discontinued in hospital, and the home medications that can be continued unchanged (when the discharging team is not providing a new prescription).

Troubleshooting Tamperproof Narcotic Printers

 Frustrated because your prescription is not printing from a tamperproof narcotic printer?

Most often the printer is working fine but problems arise due to issues with signatures. Here's why:

Due to their controlled nature, the prescription will not print if there is a mismatch between a user who planned the order and a user who signed the order. Narcotic prescriptions cannot be ordered as cosignature required if they are to be printed from a tamperproof narcotic printer.

Similarly, there cannot be provider mismatch when planning and signing discharge medication reconciliation:

- Has someone else (clinical pharmacist, NP, med student, resident, fellow) planned the medrec, leaving it for the prescribing provider to finalize and sign?
- If yes, all users who are planning a discharge med rec for another provider must leave controlled prescription(s) unreconciled, before leaving the medrec in a planned state.
- The signing provider must reconcile controlled prescription orders, before signing the medrec.
- They must populate prescription details to ensure they route to the appropriate narcotic printer ending with n1.

Resources

[Tamperproof-Narcotic-printing-Provider-QRG_revised-July-23-2025-.pdf](#)

[CST Cerner Help - Tamperproof \(Narcotic\) Printing - Tips and Tricks](#)

AccessMyhealth Patient Portal Now Available !



AccessMyHealth - NEW self-serve digital portal for patients of VCH, PHC, PHSA, launched on February 4, 2026. Close to 6400 users have already signed up across VPP.

Try it yourself because we're patients, too! Experiencing the portal firsthand will help us feel confident supporting patients and answering their questions

What patients see in AccessMyHealth:

Patients (and their proxies) will be able to view:

- Confirmed upcoming appointments
- Diagnostic results
- Allergies
- Procedure history
- Select clinical documents from CST Cerner, including discharge summaries, clinic notes, and patient handouts

Provider reference guides and FAQs available at [AccessMyHealth page on CST Cerner Help](#)