

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

Yes, it's Fall already, which means that the New St. Paul's move is sneaking up on us quickly. This issue contains a few things you can do now to start getting ready.

Sign up for your RightFax account (manual faxing retires with the move – details inside), and get comfortable with MS Teams, which SPH departments are already using to wrangle on-shift resources and group chats. Goodbye, WhatsApp!

Also inside: what to do when you sign a note under the wrong note type. Resist the urge to simply modify it. The "In Error" workflow keeps your documents flowing properly to CareConnect and beyond.

Coming Sept 16th you'll see *Care Plans* as a new option under Menu in Powerchart. With one click, find all care plans and view violence risk information & documentation in one place.

Finally, tell us what you'd like from this newsletter. What topics? How often? The survey inside takes two minutes. Happy learning!

~Janet

In Your Opinion...

- What is the best way we can inform you about IT related issues and updates?
- What type of content are you most (or least) interested in knowing about?
- How frequently? e.g. regularly vs as needed

Please click [HERE](#)
to submit your feedback and ideas,
Thank You!

You realized you signed a note using an incorrect note type – now what?

Though a user can modify their signed note and may want to correct the note-type in this way, doing so will impact outbound document distribution to CareConnect, Excelleris and AccessMyHealth.

The approved workflow is to "In Error" your document and create a new note with the correct note type.

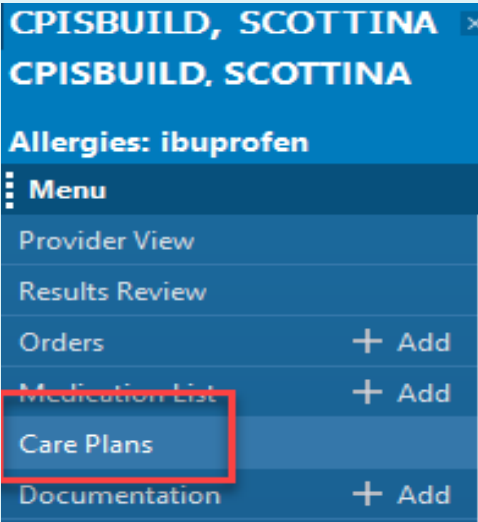
TIP: Tag/copy-paste the contents from the original note into a new document PRIOR to marking it "In Error".

CERNER LEARNER ARCHIVES

Looking for a topic covered in previous Cerner Learners? Check out the archives available at phcmedstaff.ca/cerner

NEW Care Plans mPage Goes Live Sept 16th

With one-click, find all types of patient Care Plans in a centralized location:



The *Care Plans* mPage will also display violence risk information & documents in one place. You will now be able to easily view a patient’s violence risk alert history:

Violence Risk Information

Patient Behaviours

Patient Presentation

Destruction of property not directed at others (28-AUG-2026)

Patient Presentation Details

Patient displayed destructive behavior toward property during a period (28-AUG-2026)

Risk Factors/Triggers/Stressors

Risk Factors

Substance intoxication or withdrawal (28-AUG-2026)

Support & Intervention

Support & Intervention

Use verbal de-escalation, Clear patient area of potential weapons,

Support & Intervention Details

Verbal de-escalation, emotional validation, and supportive communication

Violence Risk Alert History

40 rows 12/26/2026 Last 6 months Last 1 year Last 2 years

	28 AUG 2026 08:32	18 AUG 2026 06:36	18 AUG 2026 06:35
Violence Risk Screen Action	Maintain current Violence process alert	Maintain current Violence process alert	Activate Violence - Physical Risk process alert



What Is MedStaff Central on MS TEAMS

- A medical-staff led initiative to shift to a centralized platform for daily workplace communication for all PHC clinical departments and medical staff.
-  MS Teams is the approved platform that gives departments & medical staff control and flexibility over their group's communication, e.g. deciding what channels to set up, what information to share and who can join private channels/chats, etc.
- Pilots were completed in ED, Geriatrics, Radiology & Anesthesiology. Now a wider rollout to all departments has begun.

Need support on using MS Teams
or have more questions about MedStaff Central?

Contact lead - Danielle Pinheirumuller
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Initiative led by Dr. Dan Kalla, Senior Medical Director, Medical Affairs & Engagement Strategies for PHC & sponsored by PHC Medical Affairs, with support from Doctors of BC.



REMINDER - sign up for your RIGHTFAX digital faxing account

Manual outbound faxing will not be available after moving to NSPH in February 2027

- Sign up by completing the [Digital Fax Request Form](#)
- Remember to select only the *outbound faxing* option in the form.

Questions/Support

Email: ProviderInformatics@phc.ca

View [PHC RightFax Web App Demo Video \(6 min\)](#)



SPH ED Dept Feedback

"We had a gazillion e-mails with different documents that would be important to access – and people would forget where the e-mails were. So now, we have our contact list and any on-shift resources all in one area, which has been really helpful. We were using WhatsApp before for our surge – We've transferred that successfully over to Teams."



Start Using MS Teams

- ✓ Already available to all PHC providers/staff & approved by Privacy.
- ✓ Accessible on mobile devices.
- ✓ Centralized secure platform for daily workplace communication to connect-chat-call-meet-share & store information.
- ✓ Aligns with PerfectServ - available in 2027 at NSPH for real-time clinical communication.
- ✓ Click [HERE](#) for PHSA Teams Training Videos