

Provincial eHealth Viewer – CareConnect:

Enrolment and Provider Cases

Wednesday, Sept 29, 2021

- Welcome & Introductions
(5min)
- Presentation & Overview
(30min)
- Q&A
(20min)

JOINT COLLABORATIVE COMMITTEES

Presenters

Dawn Lake

Digital Health Strategy Director, Doctors of BC

Lauren Taylor

eHealth Communications & Learning Analyst, PHSA

Kenneth Lee

eHealth Business Analyst, PHSA

Dr. John Yap

M.D.

General Practitioner, New Westminster

Dr. Julie Chou

MD MHCM FRCPC

Respirology, Infinity Medical Specialists Clinic

Facilitators

Jesse Zacharias

Health Informatics Liaison, Joint Collaborative Committees (GPSC)

Chris Morse

Health Technology Partner, Joint Collaborative Committees (GPSC)

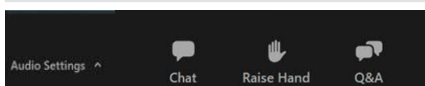
Donna Murphy-Burke

Portfolio Liaison, Joint Collaborative Committee (SSC)

Housekeeping

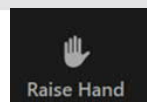
Access your control panel

- Upon joining, your mic is set to be muted, and your control panel is hidden.
- You can access your control panel by hovering your cursor at the bottom of the Zoom screen.



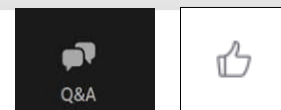
Participate in the conversation

- To participate in the conversation, please use the raise hand function, which is found in the control panel.
- When your hand is down, it displays in white; when your hand is raised, it displays in green.



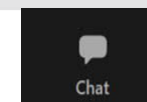
Share comments or ask questions

- To share comments or ask questions, please use the Q&A box, which is found in the control panel.
- Click on the thumb's up icon to upvote others' comments or questions.



Get technical support

- For any technical issues, please use the chat function.



Dawn Lake

Digital Health Strategy Director, Doctors of BC

- Introduction
- My Role
- Member Engagement/What We Heard
- What's Next



Provincial eHealth Viewer: CareConnect

An overview of the User Enrollment Process
and Provider Champion Case Studies

In partnership with the Joint Collaborative Committees
Sept. 29, 2021

imits

Information Management / Information Technology Services, PHSA
Serving BC Health Authorities and the BC Ministry of Health



AGENDA

- Introduction to CareConnect
- Enrolment Process
- Provider Champion Case Studies
 - Dr. John Yap demos CareConnect
 - Dr. Julie Chou provides insight for specialists
- Q&A

WHAT IS CARECONNECT?



CareConnect is the Provincial eHealth Viewer

- A secure, view-only Electronic Health Record (EHR)
- Provides patient-centric information to support healthcare providers in their delivery of patient care
- Offers authorized healthcare providers 24/7 access to an integrated, provincial view of clinical information

CLINICAL BENEFITS – WHY CARECONNECT?



-  Quicker access to your patient's health history
-  Less time spent on the phone tracking down reports and results
-  Avoid ordering unnecessary or duplicate lab tests and imaging
-  Identify other clinicians involved in your patient's care
-  Information to facilitate referrals, triage and transfers of care
-  Access to shared clinical information across care providers, programs and services to enhance continuity of care

	Encounters Episodes of Care (i.e. visits)	Labs Disclosure Directives Lab Results (i.e. CBC, lytes, urine sample)	Imaging Diagnostic Imaging 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	Medications Medication Profile
	✓	✓	✓	✓	✓	✓	✓*	
	✓	✓	✓	✓	✓	✓	✓*	
	✓	✓	✓	✓	✓	✓	✓	
	✓	✓	✓	✓		✓	✓	
	✓	✓	✓	✓		✓	✓	
		✓	✓	✓		✓	✓	
	✓	✓	✓	✓		✓	✓	
	n/a	n/a	n/a			✓	n/a	
Non-Health Authority Organizations		 (Completed Results Only)	Includes access to Covid19 vaccine info		 Health Link BC / 811 Virtual Physicians	Community Pharmacies via 		Community Pharmacies via

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.)

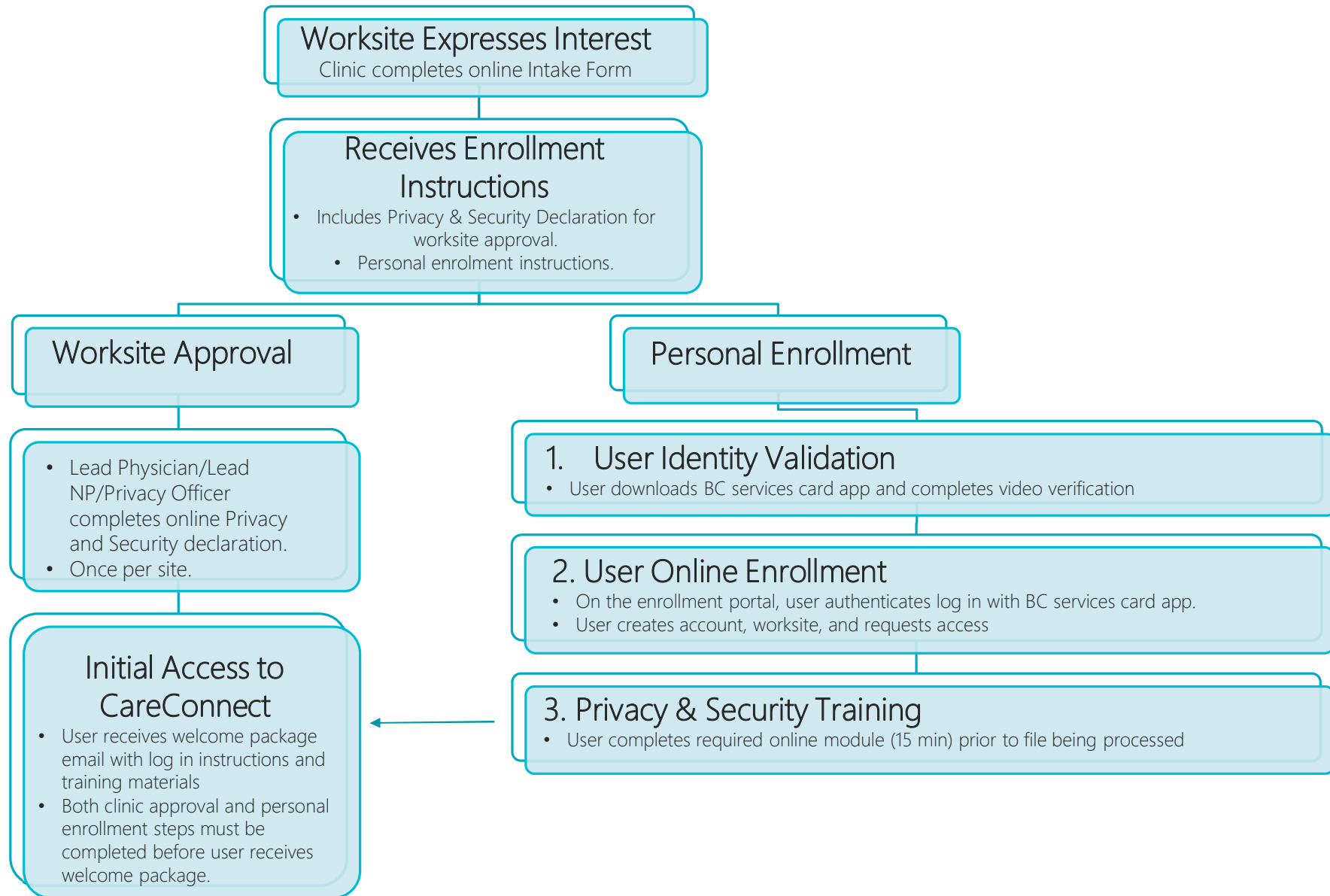
CARECONNECT - EMR INTEGRATION

EMR Update

- PHSA has implemented a 'Rapid Access' button
- Providers can go from a patient record in their EMR to seeing the patient information in CareConnect within 20 seconds
- This integration is effective in optimizing a physician's workflow
- An up to date view of the EMR integration table can be found [here](#).

EMR	PPN – CareConnect via Rapid Access	Internet – CareConnect via Rapid Access	Internet Browser
BrightHealth MOIS	N/A	Fall 2021	Available Now
iClinic	Available Now	Available Now	Available Now
InputHealth	N/A	Not Yet Available	Available Now
Intrahealth Profile	Available Now	N/A	Available Now
Mustimuhw	N/A	Fall 2021	Available Now
OSCAR WELL Health	Available Now	Available Now	Available Now
OSCAR (all others)	Available Now	Fall 2021	Available Now
Plexia	Available Now	Fall 2021	Available Now
QHR Accuro	N/A	TBD 2021	Available Now
Telus Med Access	Available Now	Fall 2021	Available Now
Telus Wolf	Available Now	N/A	Available Now
No EMRs; All Others	N/A	N/A	Available Now

CareConnect Enrolment Steps



SERVICE UPDATE

What's New + Upcoming

- **Provider Champion Initiative**
 - Part of the new engagement process incorporates Provider Champions in each of the DoFP regions
 - Open to general practitioners and specialists as a way to share information and see how CareConnect fits in clinical workflows
 - If interested reach out to lauren.taylor@phsa.ca
- **Security Enhancements**
 - Improvements to the CareConnect application that will allow for MOAs, and other supervised roles to have access over the internet
 - The portal will become a clinic management tool for CareConnect access and authorization
 - Official launch date pending

PROVIDER CHAMPION CASE STUDIES – DR. JOHN YAP

New Patient: “Demo Patient Two”

Warning: the demo site is for illustrative purposes only. PLEASE – **do not try** the PHN’s noted in the a real CC environment. The reports uploaded again are for demonstration purposes and may not reflect realistic reports.

- What is needed? PHN!
- What can be found in CareConnect?
 1. Demographics (DOB, address, phone #, NOK, current MRP)
 2. Health Authority site encounters
 3. Hospital and LifeLabs (community-based) lab reports
 4. Hospital-based imaging reports (PACS included)
 5. Pharmanet (cost included in CareConnect)
 6. Hospital reports (e.g. discharge summaries, etc.)
 7. Home Health reports (Paris)
 8. Vaccine report (Panorama) – update patient COVID vaccination status!

PROVIDER CHAMPION CASE STUDIES – DR. JOHN YAP

New Patient: "Demo Patient Two"

Provider Champion Case Studies

- Now what?
- Memorize the reports? Or....save and upload to your chart. You decide!
- You choose what is relevant and organize it as you see fit.
- Update as needed.
- The information is as accurate as it can be up to the point you download it. Be aware of addenda and edits that may replace existing (i.e. downloaded) reports.
- Log out? No need! You remain logged in for 1 hour, then you have to repeat the BCSC log in process.
- Keep your 2FA device handy!

PROVIDER CHAMPION CASE STUDIES – DR. JULIE CHOU

Provider Champion Case Studies

Patient A

Background:

- 52M active smoker
- No regular GP
- RFR: cough

CareConnect:

Medication:

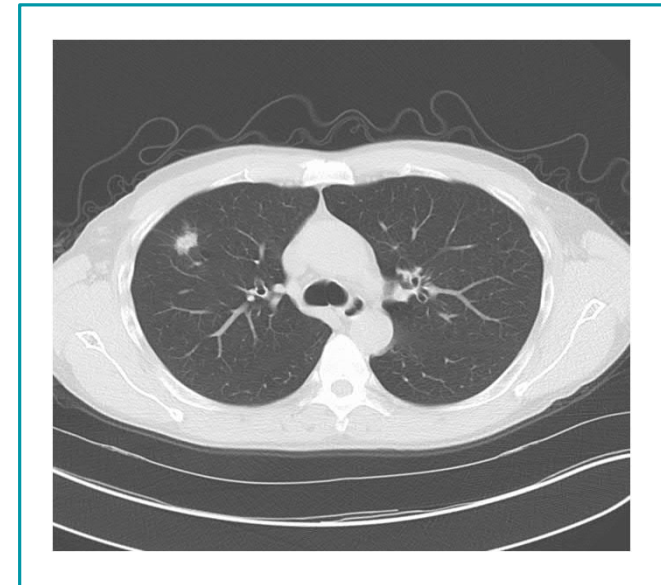
- Inhaler(s), Prednisone, Antibiotics

Documents:

- Pulmonary function test report,
- Consult,
- Discharge summary

Imaging:

- CT chest, CXR



PROVIDER CHAMPION CASE STUDIES – DR. JULIE CHOU

Provider Champion Case Studies

Patient B

Background:

- 79M Non-Smoker
- RFR: Progressive Dyspnea

CareConnect:

Labs:

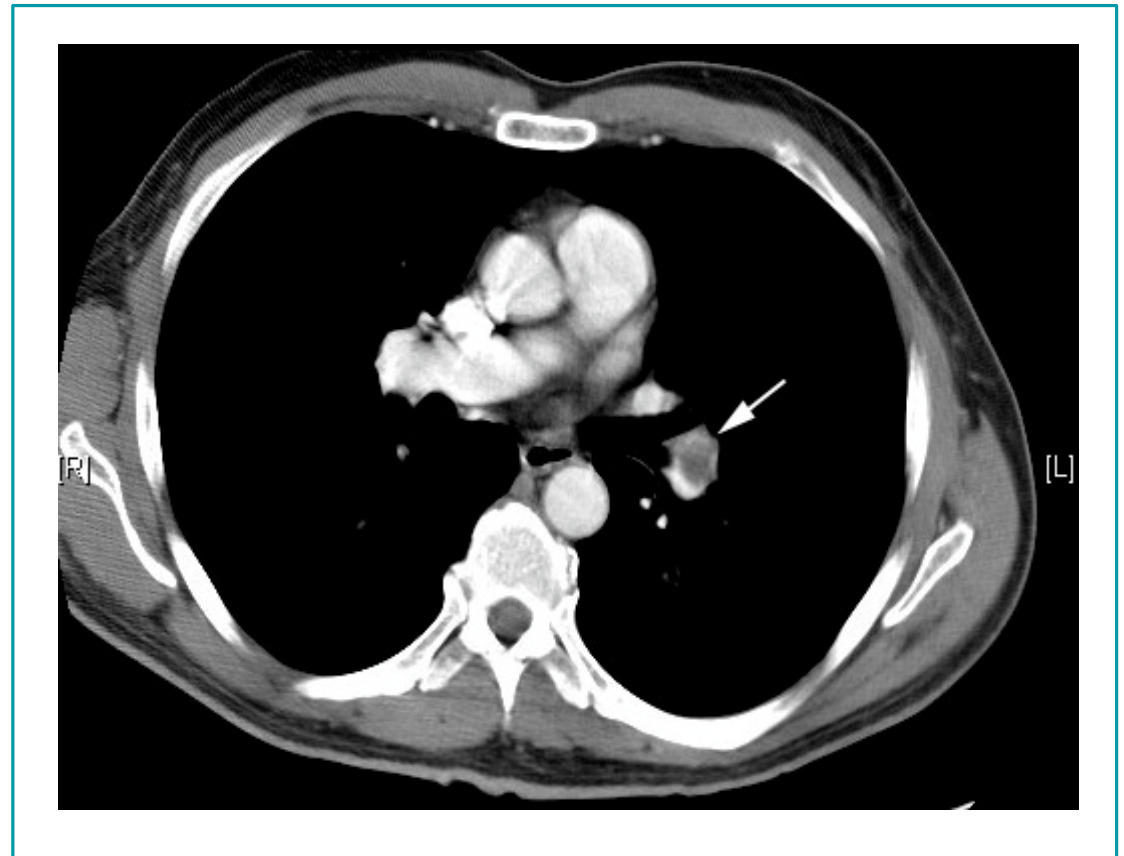
- D-dimer

Document:

- Consult
- Discharge Summary

Imaging:

- CTPE





For guidance in meeting privacy and security requirements of CareConnect or any other general health technology support, please contact DTOinfo@doctorsofbc.ca

For additional questions, feel free to contact us at –

- Private.Careconnect@phsa.ca – Central email inbox for CareConnect onboarding

To learn more about CareConnect - <http://www.vch.ca/for-health-professionals/resources-updates/careconnect>