

Island Health Report Distribution Toolkit

In collaboration with Island Health, PHSA and Providence Health, I've designed a toolkit to help improve the accuracy of report distributions into your EMR. In this toolkit you will find steps you can take to assist your clinic and the health authorities reduce the amount of reports you receive on non-registered patients.

- College of Physicians and Surgeons (CPSBC) – physicians must keep their practicing address and preferred provider address current. (note: CPSBC is working on a system to validate data integrity to confirm Physicians addresses, statuses and location information expected trial date April 2023). The College provides the provider location registry (PLR) information to Island Health using the information the Physician has registered at CPSBC.
- BC Cancer Agency (BCCA) - Physician demographics database is automatically updated using the College of Physicians and Surgeons registration information and reports are directed to that address.
- Distribution of reports – physicians should update the IH distribution centre with any changes to their work locations and keep their information current by emailing ClinDocDistribution@islandhealth.ca
- Excelleris - this electronic courier delivers results for life labs and IH – physicians are required to apply for an Excelleris account and update Excelleris with any changes (i.e., location, EMR, lab ID number, changes to EMR). Life labs updates their physician distribution information on an annual basis
- PHSA – delivers pathology reports and physicians are required to register and update PHSA with any changes. To review results online [apply for access](#)
- Cerner – physicians are required to update their information. To apply for power chart access, go [here](#)
- Diagnostic Imaging and Lab reports– physicians are required to update DI and Lab with current information and all changes, and to request removal of their name on all standing/reoccurring/future orders when retiring. Registration requires a requisition from the patient's new provider for continuity of patient care. (Unit clerks will confirm who the result should go to.) IH doesn't currently have a system that can identify and standing orders that are in their system. For IH DI, contact Micheline.menard@islandhealth.ca. For IH lab, contact 250-370-8355.
- Active or inactive patient lists - physicians can email the reports distribution department with an active patient list at clindocdistribution@islandhealth.ca who will assist with the change of MRP in IH database. (NOTE: In CST Cerner, there is a provider VERIFIED tick box for registration to ensure the PCP is updated when the encounter is created. There is also a report which can be generated to follow up when a provider VERIFIED tick box was not selected.) Retiring physicians can submit an active patient list to ClinDocDistribution@islandhealth.ca to remove themselves as the patient's MRP.
- Outpatient procedures – When a physician takes over another practice or patient panel, a request can be sent to IH to update the 'referring' provider fields for outpatient procedures. This would only affect the 'active' (not discharged) encounters/orders if the provider has just changed, i.e., resigned, left the country/province, changed work locations/moved offices, etc. This would target RECURRING encounters, i.e., renal dialysis, physiotherapy, etc.; pre-encounters (for future visits) and current inpatients.
- Any time you receive a result on a non-registered patient, please notify IH by using the attached form, and return the result to IH.
- Medical Affairs – If you are a physician/hospitalist working in a health authority, you need to register and keep your information updated with Medical Affairs. If you are a Physician working exclusively in community, you do not need to register with Medical Affairs.

