



August 19, 2021

MEDITECH Expanse Practice Environment Frequently Asked Questions (FAQ)

1. What is the MEDITECH Expanse Practice Environment?

The MEDITECH Expanse Practice Environment is utilized during training, as a representation of the MEDITECH Expanse platform, which our four partner sites, CGMH, GBGH, HHCC and RVH will GO LIVE with on September 18, 2021.

The Practice Environment is an important part of the CARE4 training road map. The more time you take to practice and learn within the system, in advance of GO LIVE, the more confident you will feel.

On the [CARE4 website](#), you can access the instructions for signing on to the environment along with multiple patient scenarios. Within each scenario, you will be introduced to one of our CARE4 "M" Family sample patients. You can use these patients to practice within the MEDITECH Expanse Practice Environment.

2. What is the purpose of the MEDITECH Expanse Practice Environment?

The MEDITECH Expanse Practice Environment is designed to be used in addition to your instructor-led training. This environment will give you a realistic feel of the new functionalities within Expanse and the opportunity to practice with training scenarios.

The CARE4 "M" Family patients are practice patients designed to support practice. We strongly encourage you to use the practice environment to continue to learn after your instructor-led training session.

3. Can I still access and explore the MEDITECH Practice Environment even if I have not yet attended my instructor-led training?

Yes! All staff can access the MEDITECH Expanse Practice Environment. While you will be introduced to the practice patients in your instructor-led training and will receive in-depth knowledge of the MEDITECH system and functionality, you are welcome to sign on and explore the practice environment at any time.

The 'MEDITECH Expanse WPL Test' shortcut has been deployed on all user desktops across the partnership - see login instructions [here](#).

4. Who can play in the practice environment?

The MEDITECH Expanse Practice Environment is open to all learners across multiple disciplines; therefore, you could be practicing on the same patient as other users.

Although the patient scenarios on the CARE4 website have been designed with provider and nursing roles in mind, everyone can use them to practice within their role.

Please use your own access to navigate these scenarios and look for information typical to your role and workflow. For example, you can practice documentation and EMR lookups by using the process flows that were provided to you with during your training.



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Depending on your role, you may want to try the following activities:

- Exploring notes and assessments
- Acknowledge provider orders that may be present
- Document a Med Rec
- Explore the eMAR
- Enter a safety incident (*not applicable to HHCC)
- Review the RCG dashboards
- Enter a requisition in Materials Management
- Make a payment in Accounts Payable

Your user access is based on your current role. Get in there and explore!

Please note: Services and clinics vary between our partner hospitals, please select scenarios that apply to your organization.

5. Where can I find my practice patients?

Practice patients and scenarios can be found on the [CARE4 Website](#), under the training page.

On the Practice Environment webpage, you will be introduced to the CARE4 “M” Family. You can access the links to the PDF scenarios on this page. The drop-down menu will reveal the links to the accompanying patient scenario exercise.

6. What happened to the information I put into the practice environment last week?

The patients found in the practice environment will have all clinical data reset every three days, therefore, your clinical documentation has been erased for practice purposes.

7. Are there pre-arranged scenarios?

You were provided scenarios and activities in your training session; you may use those on the M family to perform the activities listed, or use the scenario attached to each family member with some suggestions to practice.

Training activity guides can be found on the [CARE4 Website](#).

8. Do the practice patients provide a full EMR experience?

By practicing in the system using the patient charts identified in the scenarios, you can perform nearly all documentation you would typically experience in your role. As other staff add additional documentation and orders into these same patients, you can interact with the new material.

9. Can I practice on the patients charts I used during my instructor-led training session?

No, please use the practice patients outlined on the CARE4 website. The patients used during training are being generated daily and are being utilized in the current training classes.

10. How long can I be in the MEDITECH Expanse Practice Environment for?

There is no time limit to how long you can be in the MEDITECH Expanse Practice Environment. Practice, practice, practice!

11. Is the MEDITECH Practice Environment always accessible?

Yes, the practice environment is always available for end-users while on-site, please feel free to visit the environment as often as you wish to become more comfortable with the new platform.



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To ensure the practice patient's chart continues to be accessible, please **DO NOT DISCHARGE**.
Please note: the Ambulatory Module is designed to discharge patients at the end of each day.
Ambulatory patients will only be seen in the system 0830-2330 each day.

12. Who do I contact if I have questions while in the MEDITECH Expansive Practice Environment?

If you have any questions while in the MEDITECH Expansive Practice Environment, please contact your site training department at:

- **CGMH:** care4training@cgmh.on.ca
- **GBGH:** care4training@gbgh.on.ca
- **HHCC:** care4training@headwatershealth.ca
- **RVH:** care4training@rvh.on.ca

13. Who do I contact if I am unable to access the MEDITECH Practice Environment?

If you experience issues trying to access the MEDITECH Expansive Practice Environment, please contact your site ITS department at:

- **CGMH:** (705) 445-2550 x8888
- **GBGH:** (705) 526-1300 x5300
- **HHCC:** (519) 941-2410 x 2901
- **RVH:** (705) 728-9090 x45000