CARE4 GO LIVE Daily Bulletin
Sunday, September 19, 2021

CARE4 Update

We have officially 'flipped the switch' to GO LIVE with MEDITECH Expanse. The anticipated moment can be seen here!

Congratulations! After a challenging start, we had a very successful GO LIVE. Immediately teams started documenting in Expanse and moving through the new workflows. You have done a wonderful job jumping in and we thank you for your dedication.

Tomorrow is another milestone for our project as ambulatory clinics open, more staff and providers use Expanse for the first time, and we see higher patient volumes. We are committed to fully supporting our teams as they become confident with the new system.

Top Issues

Misuse of Patient Care Order (Generic): If **providers** cannot find a medication or diagnostic test order DO NOT use the Generic Patient Care Order as it may not be noticed by the clinical team or flow through to the receiving department causing a gap in patient care and an increased safety risk. Instead, search for and use the 'Order a Non Formulary' order.

ConnectingOntario: The link to ConnectingOntario within Expanse is not working. OntarioHealth is addressing the issue. In the meantime, you can access ConnectingOntario by clicking here and logging in.

Profile Access: We have many requests requiring unique access to Expanse. This is not unusual for a project this size and we have ramped up support to work through requests. Please submit your requests directly to CARE4Access@rvh.on.ca

TC-52 intermittent success: Our new hand-held scanners are state of the art devices that have many functions. It will take some time for clinical and technical teams to become familiar with them. If you experience issues, use your alternate carts with cordless or wired scanners and call your local IT service desk.

Resolved Issues

MIRTH - Interface Engine: Yesterday, we were experiencing delays due to an interface challenge with MIRTH. Those interface issues have since been resolved and we were able to successfully GO LIVE today.

Historical Link Client Server: The historical link to Client Server is now available in Expanse. See the how-to-guide here.
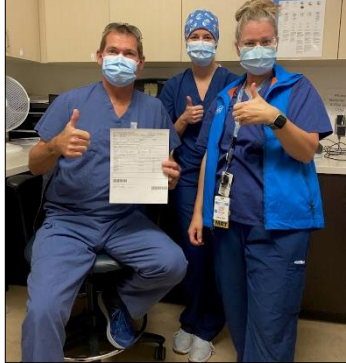
By the Numbers	
Expanse Users **900+** staff and providers using Expanse	**CARE4 Support Team** **250+** calls and **500+** messages in Teams channel for support team

Visit CARE-4.ca or download the CARE4 app to access valuable GO LIVE information

Celebrating GO LIVE!

Reminders

Client Server: Desktop icons for Client Server have been removed. If you require access to Client Server you can launch it through your computer's start menu. Client Server is for VIEW ONLY.

Information Sharing: New tip sheets and issue resolutions are being put into Site Teams Channels for Superusers to communicate to staff and providers throughout the day. The Daily Bulletin will review the top issues, tip sheets and solutions from the day.

Accessing Support: Please do not call or directly email build team members. We need to triage issues to ensure we address the most critical needs first. If you need support, speak to a Superuser or call the Regional Command Centre (information below).

Physician Call Codes: Call codes have been updated. Please remember to use your new three digit calls codes. You can find the codes for you site [here](#).

Accessing Support

Refer to Resources

Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets & training materials.

A Superuser Can Help

Ask your Superuser, CAREbot or a colleague for help. They wear a bright blue CARE4 vest or scrub cap.

Call Command Centre

If you cannot access a Superuser or CAREbot, call the Regional Command Centre @ 705-797-2953 or dial ext. 5700 (GBGH & HHCC), ext. 57000 (RVH), ext. 5800 (CGMH).

A SME Can Help

The Regional Command Centre will ensure that you receive help over the phone, virtually or will send a Subject Matter Expert to assist you.

9/19/2021

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