



GO LIVE Daily Bulletin

CARE4 Update

October 1, 2021

Starting tomorrow, October 2, we are transitioning to a revised support model for Expanse as staff and providers become more familiar with the new system.

You can access support by:

- Reaching out to an Expanse savvy colleague
- Speaking to Superusers and CAREbots as they return to their regular shifts
- Reading the Daily Bulletin or visiting the [CARE4 website](#) and app for tip sheets, project updates and important reminders.

Additionally, each site has a local plan for continuous provider Superuser coverage for the next several weeks.

With thousands of staff and providers using Expanse on a daily basis, system issues have been identified and are being addressed on a priority basis. We will continue to monitor the new system and respond to urgent concerns as they arise.

PLEASE NOTE: At any time, **if an urgent problem arises within Expanse** that prevents you from providing safe patient care, call your local IT Service Desk and your call will be re-routed to the Regional Expanse Clinical Support Line.

We will continue to provide support for the new system until November 12.

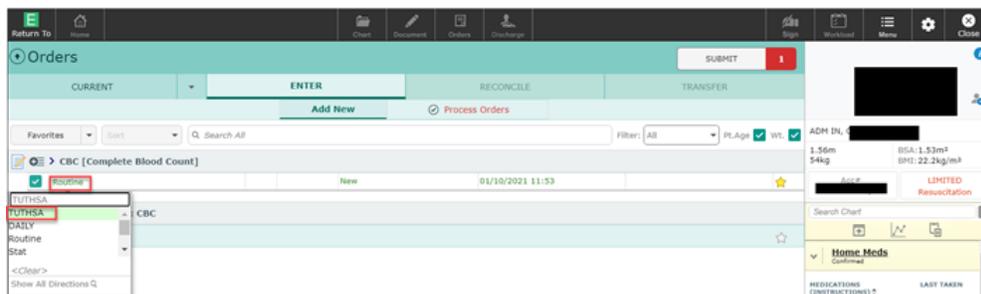
What you need to know

Daily Bulletins: Starting tomorrow, Daily Bulletins will only be released during the week and not on weekends. To review current or past bulletins, visit the CARE-4.ca website or download the CARE4 Project App.

General Ledger: The General Ledger is officially LIVE! Sites are encouraged to follow internal communication regarding when to start using GL in Expanse.

ED Admission: Clerks are reminded to update patient reason for visit to the physician's diagnosis. Update the 'Reason for Visit' to match reason on the Admit/Transfer Order. Please review the process [here](#).

Lab Series Orders - Specific Days of the Week: Physicians can order labs to occur on specific days of the week. To do so, click on the frequency of the lab order (in this case Routine), and type in the FIRST TWO letters of the days of the week you wish to order (e.g., Monday = MO, Tuesday = TU).



Labs Series Orders - Future Collections: If there is a series of laboratory specimens to collect that span across multiple days, only the ones that are due for today will be on the Nursing Work list. This is to reduce clutter on the PCS work list and to avoid the label specimen number expiring, requiring a reprint. At midnight, the LAB will generate new specimen numbers, the labs will appear on the work list and the labels will print. Review the workflow [here](#).

Order	Ordering Provider	Start	Renew/Stop	Status
Stool Culture Routine	Lab	Audet, Rico, TNF	24/09/2021 11:11	Incomplete
Potassium DAILY (3)	Lab	Audet, Rico, TNF	01/10/2021 11:28	Series
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	03/10/2021 11:28	Uncollected
Potassium DAILY	Lab	Audet, Rico, TNF	01/10/2021 11:28	Uncollected
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	02/10/2021 11:28	Due tomorrow, not on Worklist
Potassium DAILY	Lab	Audet, Rico, TNF	01/10/2021 11:28	Uncollected
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	02/10/2021 11:28	Due tomorrow, not on Worklist
Troponin I High Sensitivity Q6H (LJ)	Lab	Audet, Rico, TNF	01/10/2021 11:49	Series
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	01/10/2021 11:49	Uncollected
Troponin I High Sensitivity Q6H	Lab	Audet, Rico, TNF	01/10/2021 11:49	Uncollected
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	01/10/2021 17:49	Uncollected
Troponin I High Sensitivity Q6H	Lab	Audet, Rico, TNF	01/10/2021 23:49	Uncollected
Specimen: Pre-Collection Label	Lab	Audet, Rico, TNF	01/10/2021 23:49	Uncollected

Care Item	Last Done	Status	Due
A RRT Newborn Non-Invasive Ventilation			
Io Patient Care Order (Generic)			
Ao ALC WTIS Alternate Level of Care			
Ao Referral Acute Pain Services	Order		-18h
A Newborn Birth Information/Admission	ADMIT		-8h
Io Collect Specimen: 0110:C00006R	ONCE		-57m
Potassium			
Io Collect Specimen: 0110:C00010R	ONCE		-36m
Troponin I High Sensitivity			
A Newborn Physical Assessment	N4HR		-25m
Io Collect Specimen: 0110:C00011R	ONCE		5h
Troponin I High Sensitivity			
Io Collect Specimen: 0110:C00012R	ONCE		11h
Troponin I High Sensitivity			
A Additional Precautions			

Information Required for Lab Specimen Default Investigation: If a specimen collection defaulted on a LAB order is not what is expected, please complete this [form](#) so the CARE4 Support team can investigate and rectify the issue. Please send completed forms to info@care-4.ca.

Tip Sheets

- [ONCE & ONE orders outside of an order set *NEW*](#)
- [Wound Care Assessment *NEW*](#)
- [TORBSTT and Speech Language Pathology/Dietitian Orders *NEW*](#)
- [Diet Protocol Order and ERAS *UPDATED*](#)
- [Form 1 Workflow EDM and PCS *UPDATED*](#)
- [End of Life Documentation Workflow](#)
- [Quick Booking – Ambulatory](#)
- [Charting Phone Calls – Ambulatory](#)
- [Message and Task Entries](#)
- [Lab Specimen Collection and Labels: How-To](#)
- [How to Access and Print Physician Reports](#)
- [Add or Update Patient Pharmacy – Ambulatory Module](#)
- [Reprinting Lab Labels from Work list/Status Board](#)

Reminders

Home and Community Care/Outpatient Referrals: Providers are reminded that some Home and Community Care and Outpatient referrals require paper forms be filled out and sent. Please review the tip sheet [here](#).

CONTINUE orders upon transfer: ALL orders are set to STOP upon transfer. Labs, Diagnostic Imaging, and Patient care orders will be STOPPED, unless you explicitly click CONTINUE upon transfer. Please ensure that you click CONTINUE on orders that you wish to continue when completing a Transfer on a patient.

Challenges with lab label printing may be related to failure to temporary locate a patient. Please see the following [tip sheet](#) to remind you on how to temporary locate your patient.

The **Manage Transfer** routine's main purpose is to reconcile orders and initiate communication that the patient needs to be transferred. It does NOT edit the patient's location/bed or change their service.

Accessing Support (Starting October 2)

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.

Superuser or CAREbot



You and your colleagues are becoming the experts! Share your knowledge with others and ask for help if you need it. Speak to your Superusers and CAREbots as they return to their regular shifts.

Call the Command Centre



If an urgent problem arises within Expanse that prevents you from providing safe patient care, call your local IT Service Desk and your call will be re-routed to the Regional Expanse Clinical Support Line.

Celebrating our Success

CARE4 Quotes ~

"MEDITECH Expanse will bring us 'More Face Time, Less Chase Time' with our patients. Remember when you would be looking for a chart: 'has anyone seen the chart for room 800? Who's got the chart for the room 800? WHERE IS THE CHART FOR ROOM 800!!!' The more digital we go, the less reliance we have on paper and the more accessible the information becomes."

- Lauren Tindall, VP Patient Experience, CGMH

Visit [CARE-4.ca](https://care-4.ca) or download the CARE4 app to access valuable GO LIVE information

