



CARE4 Update

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October 6, 2021

Starting tonight, from 7 PM to 7 AM, **if an urgent problem arises within Expanse** over night that prevents you from providing safe patient care, call your local IT Service Desk and follow the prompts to be re-routed to the RVH Locating Team. They will contact the Regional Expanse Clinical on-call support who will call you back to assist with your issue.

We will be transitioning the Daily Bulletin to a weekly CARE4 update. We will release a new update Friday October 8 and transition next week to our new weekly schedule. Current and past versions of the Bulletin can be located [here](#).

What you need to know

Incident Management System (CGMH, GBH and RVH only): The QRM team will be hosting a virtual drop-in session Thursday October 7 from 1400 – 1600. If you have questions on how to enter an incident OR manage a referred incident please join anytime during the 2 hour window. **Join on your computer or mobile app** [Click here to join the meeting](#) **Or call in (audio only)** [+1 705-986-1110,,180579871#](#) Canada, Barrie Phone Conference ID: 180 579 871#

Access for New or Returning staff and providers: When requesting access for new staff and providers or those returning from leave, please ensure that you provide ample time to the access team and include specific information about what access they require. **Remember, to please submit your requests directly to CARE4Access@rvh.on.ca**. **Please include details** about your user needs such as what access they require, full name, contact information, site and position.

CARE4 Prize Winners: Congratulations to our most recent CARE4 App prize winners – Karen Maclellan (CGMH), Janine Duquette (GBGH), Jennifer Bourne (HHCC) and Wendy Morgan (RVH). Your Communications Department will reach out with instructions on when and where to collect your CARE4 Wireless Ear Buds!



Tip Sheets

Remember that tip sheets can be found on the CARE-4.ca website for [providers](#), [non-providers](#) and [administrative](#) teams. Additionally, the CARE4 Project App includes icons for each of the three areas for quick access to information.

- [Incident Report \(CGMH, GBGH and RVH\)](#)
- [Clerical Status Board Lists and Overview](#)
- [eMAR Heparin Documentation and Protocol](#)
- [Stopping and re-entering specimen orders](#)
- [Modifying the Specimen Collection Source](#)
- [Allied Health Respiratory Status Board](#)
- [Message and Task Entries – Inputting a New Pharmacy Request](#)

Reminders

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.

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](#).

Accessing Support

Refer to Resources



Refer to the 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 for urgent support



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.

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

