



This evening, updates to our MEDITECH Web servers need to be completed. **Overnight, all staff and providers need to log out of MEDITECH Expanse on all devices (desktops, laptops, hand-held devices) between:**

- **12:30 AM - 1:00 AM** (Sunday September 26, 2021)
- **AND**
- **2:30 AM - 3:00 AM** (Sunday September 26, 2021)

Once you have logged out you can immediately log back in. This is not a downtime and you will be able to resume your work immediately. However, failure to log out will result in you losing your current work in Expanse. Please ensure that you log out of Expanse following the instructions [here](#).

## Top Regional Issues

**ED Call Back: \*NEW\*** One tracker had originally consolidated all hospital sites into one view. The tracker has now been split out into 4 sites as able to view all. Please review the ED Call Back Routine [here](#).

**Diet Orders: \*NEW\*** In Expanse, the nurse determines diet order based on assessment using diet protocol and must order the diet in Order Management (OM) module. A tip sheet is being created and will be available soon. A separate tip sheet for provider order entry of specific diets is available [here](#).

**TC-52 \*UPDATED\*:** We are still receiving reports of intermittent freezing and error codes on the TC-52 hand held devices, but cannot identify the root cause. If you experience an issue, please [document](#) what occurred leading up to the error and call the Regional Command immediately so someone can come and investigate.

**Allied Health Referrals: \*UPDATED\*** Tickets are being reviewed to identify the issues. Tip sheets are being created to address education gaps. Please review how to view Nursing/Allied Health notes in Web Acute and ED [here](#).

**Incorrect Provider Mnemonic Information: \*REMINDER\*** The Family Physician Identifier has reverted back to the old system and it is not aligning with Expanse. The Build Team is reviewing solutions with MEDITECH. Until this issue is resolved, it is important to validate family physician.

**Profile Access:** The access team continues to monitor access requests and are seeing an improvement in response times. If you require access for students or interns, please identify when the access is required so the team can prioritize urgent requests. Remember, to **please submit your requests directly to [CARE4Access@rvh.on.ca](mailto:CARE4Access@rvh.on.ca)**. **Please include details** about your user needs such as what access you currently have, what access you require, full name, contact information, site and position.

**ED Tracker:** There have been over 100 tickets, of all different levels of priority, submitted to the Build Team for the ED Tracker. A working group of Providers & Non-providers has been formed to consolidate and confirm priority of the tickets. Once the tickets have been consolidated, many of the outstanding tickets will be able to be closed.

**ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA):** A new disposition for LWBS in ED has been requested

and the Build Team is working hard to complete this request. The new information will be communicated shortly

## Tip Sheets

- [ED Call Back](#) \*NEW\*
- [Diet Ordering Protocol](#) \*NEW\*
- [BPMH and Admission](#) \*NEW\*
- [Medical Surgical Social and Family History](#) \*NEW\*
- [How to View Nursing/Allied Health Notes in Web](#) \*NEW\*

- [Heparin Infusion Documentation](#)
- [Bed requests](#)
- [Reprinting Armbands](#)
- [Documenting IV infusions & Titrations](#)
- [Temporary Locate a Patient](#)
- [Access to ED Admitted Patients](#)
- [Discharge Medication Reconciliation Process](#)
- [LWBS and AMA for Emergency Department](#)
- [Incident Management System](#)
- [Code Status Display](#)

## Resolved Issues and Wins

**Physician Documentation (PDoc):** We continue to see 100 per cent adoption of physician documentation in our Emergency Departments. This is fantastic news - congratulations!

**Manager Transfer:** We continue to see improvements with Manage Transfer. Remember to review the tip sheet [here](#).

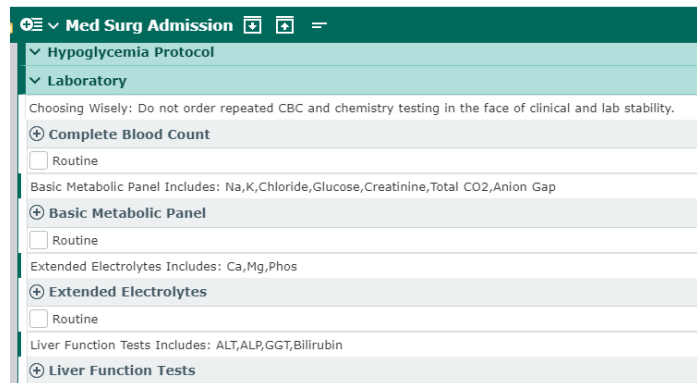
## Reminders

### Laboratory Panel Components:

Laboratory Panel components are only visible when ordering them through the order sets.

When ordering these labs as single orders, components won't be visible. The tip sheet attached shows the components of all the panels available in the system. Lab components differ by site depending on the availability of the test at each hospital.

- [Lab Panel Tip Sheet - CGMH](#)
- [Lab Panel Tip Sheet - GBGH](#)
- [Lab Panel Tip Sheet - HHCC](#)
- [Lab Panel Tip Sheet - RVH](#)



**MRSA and VRE orders:** A reminder that these are two separate orders in Expanse and need to be ordered individually. Ordering MRSA will not automatically trigger an order for VRE.

### Accessing Connecting Ontario:

To access Connecting Ontario for a specific patient at your hospital:

1. Enter patient chart
2. Click [Connecting Ontario](#) at the bottom of the reference panel bottom right





To access Connecting Ontario website to look up a patient NOT at your hospital:

1. Click [Menu](#) (top right)
2. Click [External Links](#)
3. Click [Connecting Ontario](#) (there are many other useful links here, e.g. UpToDate)

\*Please note the [Connecting Ontario \(OneID\)](#) link is broken/redundant. Do not use this link.

**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	Superuser or CAREbot	Call the Command Centre	Subject Matter Expert
 <p>Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets &amp; training materials.</p>	 <p>Ask your Superuser, CAREbot or a colleague for help. They wear a bright blue CARE4 vest or scrub cap.</p>	 <p>If you cannot access a Superuser or CAREbot, and need assistance, call the Regional Command Centre @ 705-797-2953</p>	 <p>The Regional Command Centre will ensure that you receive help over the phone, virtually or will send a Subject Matter Expert to assist you.</p>

### Celebrating our Success

*"We have had some wins with the physicians. We're still definitely in transition. The at the elbow support is amazing. Our #Saultcrew has been extraordinary. Having been there they know what our pain points are and are a great support."*

- **Dr. Peter Cino, HHCC VP Medical Affairs and Chief of Staff**

*"My overwhelming thought is how wonderful it has been to have us all work together to help each other and learn the new system. The "blue vest crowd" are so approachable and ever so helpful but I also learn from other doctors, nurses, pharmacy staff and clerks."*

- **Dr. Jeff McKinnon, HHCC Internist and Immediate Past President, General Medical Staff**

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

