



Tomorrow we will be communicating the details on how to access Expanse support during the Stabilization Phase (October 2 – November 12). While the system itself is stable and many staff and providers are comfortable with the new processes and workflows, we want to ensure that if any critical issues arise, you know who to contact for support.

Superusers and CAREbots will be returning to their regular shifts and will continue to be available to answer questions about how to use Expanse. Many staff and providers also are becoming savvy with our new technology and we encourage you to reach out to your colleagues for general support.

If you have a suggestion for future system improvements, speak with your manager and they will log a request with the CARE4 Team.

What you need to know

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.

Patient Messages: There is a new function in MEDITECH Expanse called *Patient Messages* that allows you to leave a physician EMR notification or message. These notifications do not go directly to the attending physician's phone or provide an alert through an audible notification. As such, **Patient Messages are not an appropriate way to notify the attending physician or covering physician of any issues.** Please follow your site's current process of calling the attending or covering physician as per the physician locating and escalation process.

Tip Sheets





- [End of Life Documentation Workflow](#) *NEW*
- [Quick Booking – Ambulatory](#) *NEW*
- [Charting Phone Calls – Ambulatory](#) *NEW*
- [Message and Task Entries](#) *NEW*
- [Lab Specimen Collection and Labels: How-To](#) *UPDATED*
- [How to Access and Print Physician Reports](#)
- [Add or Update Patient Pharmacy – Ambulatory Module](#)
- [Reprinting Lab Labels from Work list/Status Board](#)
- [Lab Orders – Specimen Collection](#)
- [Form 1 Application by Physician for Psychiatric Assessment](#)
- [Birthing Unit Processes](#) (This document provides instructions on how to document the application of cautery for C-Sections, closure of an OR case using the SUR Module, as well as the process for activation of the Medical Directive Newborn in the PCS Module.)
- [Expressed Breast Milk and Pasteurized Human Donor Milk Printing and Labelling](#)
- [IV Infusions and Titrations](#)

Reminders

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

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 tip sheets & 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

CARE4 Quotes ~

"I visited the RVH Imaging Department on September 29. I appreciated the posters that explained what was going on with the electronic health record transition and the team was very good at answering my questions. Even though it appears like a big change for RVH, the team was very upbeat and friendly."

– L.D. RVH Patient

"I would like to recognize the amazing hard work and dedication of our team members. There are so many people working incredibly hard to ensure that our new documentation system is the best it can possibly be. We are taking all of the great feedback to further enhance MEDITECH Expanse."

- Marnie Lightfoot, GBGH CARE4 Executive Sponsor and Director of Patient Care

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

