



## GO LIVE Daily Bulletin

### CARE4 Update

October 4, 2021

Remember as we transition into the next phase of the project, you can get help by:

- Reaching out to an Expanse-savvy colleague
- Speaking with your department's Superusers/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.

We are discontinuing the use of the GO LIVE Microsoft Team Channels as Superusers and CAREbots return to their regular shifts and staff and providers are working with their colleagues for support.

At any time, **if an urgent problem arises within Expanse that prevents you from providing safe patient care, call your local ITS Service Desk** and your call will be re-routed to the Regional Expanse Clinical Support Line. If you have an Expanse improvement idea or suggestion, speak with your leader or local IT Service Desk to submit the request on your behalf.

### What you need to know

**CARE4 App update:** We have added a new icon to the CARE4 Project App – Admin Training. This icon provides a direct link to the Administrative training materials and tip sheets.

**Lab Specimen Collection:** In the event that a user has entered an incorrect lab or specimen on a patient, on the wrong patient, or incorrect date or time, it can be stopped and re-entered on the correct patient or the correct specimen/date/time. In addition, if a specimen has been documented as collected on the wrong patient the documentation cannot be undone. The specimen order must be cancelled, and a new order entered. View the how-to guide [here](#).

### Tip Sheets

- [eMAR Heparin Documentation and Protocol](#) **\*NEW\***
- [Stopping and re-entering specimen orders](#) **\*NEW\***
- [Modifying the Specimen Collection Source](#) **\*NEW\***
- [Allied Health Respiratory Status Board](#) **\*NEW\***
- [Message and Task Entries – Inputting a New Pharmacy Request](#) **\*UPDATED\***
- [ONCE & ONE orders outside of an order set](#)
- [TORBSTT and Speech Language Pathology/Dietitian Orders](#)
- [Diet Protocol Order and ERAS](#)
- [Form 1 Workflow EDM and PCS](#)
- [End of Life Documentation Workflow](#)
- [Quick Booking – Ambulatory](#)
- [Charting Phone Calls – Ambulatory](#)

### Reminders

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

**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](mailto: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 CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access 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.

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

