



ED SWAT Team: We have created a specific group of CARE4 Build Team members who are working with staff and providers in the ED to address a number of concerns and suggestions to improve workflows.

Allied Health Referrals: After working closely with those experiencing issues and are determining the proper configurations of referral flows, we are seeing a significant decrease in issues related to Allied Health Referrals. The project team will continue to monitor.

Provider Mnemonic Information: Over the weekend we were able to clear old Client Server provider mnemonics that were showing up in Expanse. Please remember to continue to validate family physician with each visit/registration.

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#

CARE4 Prize Winners: Congratulations to our most recent CARE4 App prize winners – Shaundra Kazarian (CGMH), Glenn Thornley (GBGH), Melina Lima (HHCC) and Greg Hoffman (RVH). Your Communications Department will reach out with instructions on when and where to collect your CARE4 prize pack!

Tip Sheets




- [Incident Report \(CGMH, GBGH and RVH\)](#)
NEW
- [Clerical Status Board Lists and Overview](#)
NEW
- [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](#)
- [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

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](#).

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	Superuser or CAREbot	Call for urgent support
 <p>Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets & training materials.</p>	 <p>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.</p>	 <p>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.</p>

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

