



CARE4 Update

What you need to know

October 8, 2021

HHCC Payroll: The payroll module at HHCC is LIVE! Congratulations to the very small but mighty team that worked on this launch. The Administrative Stream has multiple go-lives outside of the September 18 launch period.

Historical Link: Earlier today there were reports of the historical link within Expanse not working. The CARE4 team was able to quickly identify and resolve the issue with MEDITECH. **The link is now working.**

Expanse support: Remember **if an urgent problem arises within Expanse**, call your local IT Service Desk and follow the prompts to be re-routed for support.

CARE4 Prize Winners: Congratulations to our most recent CARE4 App prize winners – Debbie Thom (CGMH), Brenda Duquette (GBGH), Michelle Wormington (HHCC) and Julia Jones (RVH). Your Communications Department will reach out with instructions on when and where to collect your CARE4 Prize!

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.

- [Functional Independence Measure](#) *NEW*
- [Setting Printer Preferences](#) *NEW*
- **RVH ONLY** [IOOF Patient to ED and Return to IOOF Workflow](#) *NEW*
- [Manage Transfer](#) *UPDATED*

Reminders

Starting next week, we will be transitioning the Daily Bulletin to a weekly CARE4 update. Current and past versions of the Bulletin can be located [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



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

Call for urgent support



If an urgent problem arises within Expanse that prevents you from providing safe patient care, call your local

you need it. Speak to your Superusers and CAREbots as they return to their regular shifts.

IT Service Desk and your call will be re-routed to the Regional Expanse Clinical Support Line.

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

