

Electronic Health Record (EHR) Update

February 4, 2026

At A Glance

1. Update: Availability of Cardiology (CARD) Order Sets
2. New: EHR Support Request Option

1. Update: Availability of Cardiology (CARD) Order Sets

Effective Date: February 4, 2026

Members of the Medical Staff and Clinicians using Electronic Health Record (EHR) for Computerized Provider Order Entry (CPOE) and Clinical Documentation

Reported Issue:

Cardiology (CARD) order sets were only visible to Royal Jubilee Hospital (RJH) Medical Staff. However, this did not align with the Cardiologist workflow for patients being sent to RJH or Orders Management recommendations.

Response to Issue:

All Cardiology (CARD) order sets are now visible at all Island Health locations using CPOE.

What you need to know:

Cardiologists can now plan order sets for patients who are awaiting transport to RJH from another Island Health CPOE location. These planned order sets will be initiated when the patient arrives at RJH.

2. New: EHR Support Request Option

Effective Date: January 17, 2026

Members of the Medical Staff and Clinicians using Electronic Health Record (EHR) for Computerized Provider Order Entry (CPOE) and Clinical Documentation

Reported Issue:

Connecting to Electronic Health Record (EHR) support staff through Service Desk can be challenging.

Response to Issue:

Direct support lines have been created, and contact information has been added to the On-Call Schedule tool and provided to the switchboard teams.

What You Need to Know:

The Provider Education & Experience team (ProEX) is available to providers for CPOE and Clinical Documentation support requests. You can speak with a ProEX team member directly, Monday through Friday, between 0800 and 1600 hours, by calling the switchboard and asking for ProEX or by using the contact information available in the On Call schedule tool. The On Call Schedule can be accessed through the EHR (Image 1) or found on the Island Health intranet Clinical Resource page. From On Call schedule View availability by Group search window, type ProEX (Image 2), click Go to see contact information (Image 3). Calls received outside of the specified time frame will be redirected to Service Desk.

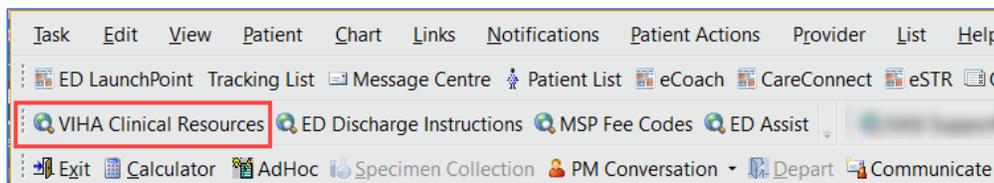


Image 1

Browse Schedules

OnCall Scheduling System

My Account | Administration

Logged in as Gustar, Rhonda

View availability by Group:

Sort by: Team Area

ProEX EHR Support/Help
Go >

View availability by Provider:

Enter 3 or more letters of the Provider's name.

Go >

Forms

- [Provider Add-Remove Request Form - Nov 2025](#)
- [Administrator Add-Remove Request Form - Nov 2025](#)
- [VIHA Call Back invoice - Revised Nov 1, 2021](#)
- [Island Health Direct Deposit Fillable Form Aug22](#)

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Version: 1.3.1.6238-1.3.1.6135

[Help](#)
[Contact Us](#)
[Go to http://intranet.viha.ca](#)

Image 2

Availability by Group

[Print Summary](#) [Print Details](#) [Print Calendar](#)

Viewing ProEX EHR Support/Help - Feb 02, 2026

CDH ProEX Support/Help - ProEX EHR Support/Help, CDH

Direct on-site or virtual informatics support is available for Providers working at locations utilizing computer provider order entry (CPOE) & clinical documentation. This support is available Monday to Friday from 0800 to 1600 hrs (excluding statutory holidays). Calls received outside these hours will be automatically redirected to Service Desk. If call is redirected, select option 3 at automated attendant.

Feb 02, 2026

0800 to 1600 [ProEX_CDH](#)

Contact Information:	Notes:
45409 (Local/Extension)	- 24/7 Remote support is available via Service Desk at: 1877-563-3152 or 18777, option 3.

February 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

Search Again

Choose a group:

Sort by: Team Area

[Select One]
Go >

Choose a provider:

Go >

LMH/SPH ProEX Support/Help - ProEX EHR Support/Help, LMH/SPH

Direct on-site or virtual informatics support is available for Providers working at locations utilizing computer provider order entry (CPOE) & clinical documentation. This support is available Monday to Friday from 0800 to 1600 hrs (excluding statutory holidays). Calls received outside these hours will be automatically redirected to Service Desk. If call is redirected, select option 3 at automated attendant.

Feb 02, 2026

0800 to 1600 [ProEx_LMH/SPH](#)

Contact Information:	Notes:
15640 (Local/Extension)	- 24/7 Remote support is available via Service Desk at: 1877-563-3152 or 18777, option 3.

NRGH ProEX Support/Help - ProEX EHR Support/Help, NRGH

Direct on-site or virtual informatics support is available for

Image 3

Link to EHR Updates:

<https://intranet.islandhealth.ca/ihealth/Documents/Forms/Time%20Ordered.aspx>

NEED HELP?

The Clinical Service Desk (CSD) Team is prepared to help with any questions or concerns regarding this update.
CSD is available 24/7, call 18777, select option 3