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.
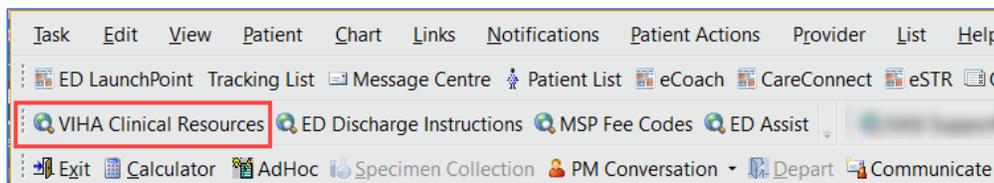

Image 1

Image 2

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