

Electronic Health Record (EHR) Update

April 1, 2026

At A Glance

1. Upcoming Changes to IMIT Clinical Service Desk
2. Support Options – Expanded

1. Upcoming Changes to IMIT Clinical Service Desk

Effective date: April 1, 2026

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

The IMIT Clinical Service Desk has recently undergone a review. As a result, Island Health will no longer participate in this provincial service and will be working to optimize tools and processes within the current technical service desk which will become a more comprehensive service entity.

To support a successful transition of calls to the redefined Service Desk, Island Health will continue to ensure that informatics education assets are shared to support clinical and medical Island Health staff members.

Teams within Island Health will be monitoring and reviewing this change and are looking forward to further optimizing and streamlining clinical support. This is the first step to creating better linkages between the Service Desk, and Clinical Informatics and ProEX team members.

Starting April 1, 2026, Service Desk phone options will be reduced to two,

- Press 1 for password resets and
- Stay on the line for the next available agent.

The Service Desk continues to be available 24/7 and staff and members of the Medical Staff can connect by phone or online chat through the Island Health Self-Service Portal - Service Portal VIHA Baseline - Island Health

2. Support Options – Expanded

Effective date: March 31, 2026

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

Reported Issue:

“Band-Aid” is a desktop support tool designed to help staff access automatic fixes, review EHR learning and support material, access and request Service Desk support. However, “Band-Aid” was not available at all Island Health care locations.

Response to Issue:

“Band-Aid” is now available to use on all on-site computers; desktop, Workstation on Wheels (WOW) and laptops at all Island Health care locations.

What You Need to Know:

The “Band-Aid” application icon is located on the top of the computer screen. Hover the mouse pointer over it to display options available to choose from (Image 1) or click the band-aid icon to display all (Image 2).

1. Automatic fixes
2. EHR Learning Hub (Cerner Help)
3. Displays all available options (Image 2)
4. Provides options to contact the Service Desk, phone, chat or information page.

If the icon is not visible, restart your computer, if it remains absent, call Service Desk.



Image 1

Troubleshooting Centre

Island Health Help Centre
Please find all the available 24/7 support options below. If you encounter Patient Chart issues, try the Automated Fixes option (e.g., reset your Citrix session). For Technical/Clinical Support select the Service Desk tile for options.

Username: [redacted]
Computer Name: PC [redacted]
Asset Tag: HSS- [redacted]
[More Information](#)

Automated Fixes
Resolve common technical issues (including resetting computer settings) through the automated system.

Cerner Help
Refer to 1,000+ quick reference guides and workbooks to understand how something works in IHealth Cerner.

Service Desk
Connect with the Service Desk via phone for support.

[Click here to see the latest status of Unplanned/Planned Service Impacts on the Intranet.](#)

Image 2

Link to EHR Updates:

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

NEED HELP?

The Service Desk Team is prepared to help with any questions or concerns regarding this update and are available 24/7, call 18777.