Provincial eHealth Viewer

Interior Health

About eHealth Viewer (CareConnect)

The **Provincial eHealth Viewer** (CareConnect) is a patient-centric, electronic health record (EHR) providing authorized caregivers a secure, view-only access, to integrated clinical information from a multitude of sources 24 hours a day, 7 days a week.

Accessing eHealth Viewer

eHealth Viewer can be accessed from Meditech or from the Application Portal.

Access eHealth Viewer directly from a patient chart in Meditech:

1. Log on to Meditech and open the patient chart in EMR
2. Go to the **Select Visits**, **Laboratory**, **Microbiology**, **Blood Bank** or **Reports** panel
3. Click on the eHealth Viewer button at the bottom of the screen
4. Confirm the correct patient appears in the Search Results screen from the provincial data repository
5. Click Accept to view the patient record

Access eHealth Viewer from Meditech:

1. Click the References button in the lower right corner of any Meditech screen
2. Click on A eHealth Viewer
3. Once in eHealth Viewer you can search for a patient by PHN

Access eHealth Viewer from the Application Portal:

1. Go to the Clinical tab and select Provincial eHealth Viewer (CareConnect)
2. Once in eHealth Viewer you can search for a patient by PHN

Note: During Meditech downtimes, you can access eHealth Viewer from the Application Portal to review Interior Health Lab results, DI results and patient reports (Discharge Summaries and ED Visit Notes)

Protecting Privacy

On the Search Results screen, you must confirm your need to access the patient's record in support of direct patient care. Once the 'Accept' button is clicked the Audit Trail (a report of your online activities in CareConnect) process begins.

Patient Summary

Demographics: Displays the patient's demographic information returned from the EMPI.

Alerts: If a patient has been identified as **MRSA** or **VRE** positive at VCHA, the information will display here.

Encounters: Displays the three most recent encounters for the patient.

Encounters

Includes episodes of care from Vancouver Coastal Health, Providence Health Care, BC Cancer Agency and Children's & Women's Health Centre of BC.

Documents related to a specific encounter can be viewed and printed.

Labs

PLIS is a database of provincial laboratory results. PLIS contains lab results from:

- Provincial Health Services Authority (PHSA)
- Interior Health Authority (IHA)
- Northern Health Authority (NHA)
- Vancouver Island Health Authority (VIHA)
- Fraser Health Authority (FHA)
- Vancouver Coastal Health Authority/Providence Health Care (VCH/PHC)
- Community (LifeLabs, BC Biomedical, Valley Medical)
- Canadian Blood Services (select test results)

Imaging

To view an image click on the x-ray icon

To view a report click on the report icon

Diagnostic Imaging reports and images are available from:

- Provincial Health Services Authority (PHSA)
- Vancouver Coastal Health (VCH)
- Providence Health Care (PHC)
- Fraser Health Authority (FHA)
- Interior Health Authority (IHA)
- Vancouver Island Health Authority (VIHA)
- Northern Health Authority (NHA)

Documents

Documents can be accessed from the Documents tab or from within an encounter.

Documents include Emergency Room Visit Notes and Discharge Summaries from Interior Health Authority. Reports from VCH, PHC, BC Cancer Agency (PHSA), Children's & Women's Health Centre (PHSA) are also available.

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Community Summaries

Community Summaries provide an overview of community information from Vancouver Coastal Health in addition to various acute sites.

Contacts

Includes client contact information from Vancouver Coastal PCIS:

- Next of Kin
- Emergency Contact

Registration Information

Patient demographic and contact information is available from VCH, PHC, PHSA and IHA.

A patient's MRN and demographic information can be viewed from the specified source systems.

Client contact information is also available including next of kin and emergency contact.

Printing

Printing is enabled for most screens. Look for the print button in the floating menu near the bottom of the document or report pane.

Printing activity is also recorded in the computerized audit trail.

Filters

Encounters, Labs, Imaging and Documents can be filtered by date range. Additional filters are also available:

Encounters Filters

- Facilities, Services, Patient Types, Providers, Source Systems

Imaging Filters

- Procedure Contains, Body Parts, Modalities, Organizations, Statuses

Documents Filters

- Facilities, Document Types, Source Systems

Quick Tips

⚙	Access preferences to customize how information is displayed
🔖	Add patient to your Saved Patient List
?	Access help information for the current screen
|	Indicates that a document or result has not been viewed
What's Available	Display the information that is available in each data panel
Reset Viewed	Reset the viewed information in the current data panel
MY PATIENTS	Access Recently Viewed patients and your Saved Patient List
MESSAGES	Display messages regarding system updates or planed outages

Note: If a Document has been viewed and receives an update it will still be flagged as 'viewed'.

Labs Disclosure Directive

- Patients have the option to place an electronic 'mask' called a Disclosure Directive on their PLIS information. If a Disclosure Directive exists, you will be required to enter the patient's keyword before accessing this portion of the EHR record and the mask will be temporarily lifted.

- You may have the ability to override a disclosure directive without a keyword if you work in an emergency department providing certain criteria is met. All overrides of a disclosure directive without consent will trigger an alert to the Information Privacy Office for follow-up.

- Disclosure Directives are managed by Health Insurance BC (HIBC) and questions can be directed to 1-800-663-7100 or www.health.gov.bc.ca/ehealth/dd.html

- A disclosure directive only applies to PLIS information and not the remaining information in the eHealth Viewer (CareConnect).

Support

For additional information and assistance please contact:
Service Desk 1-855-242-1300
servicedesk@interiorhealth.ca