

Clinical Reports Distribution Frequently Asked Questions

What is changing?

A new clinical information system (CST/Cerner) is being implemented in hospitals, which will automatically distribute reports to health care providers in a patient's circle of care.

What does this change mean for you?

- More reports will be distributed from sites that are live with CST/Cerner.
- Beginning April 28th, 2018, clinical documents, Medical Imaging reports, Cardiology reports, and notifications will be distributed electronically by Lions Gate and Squamish General (SGH) hospitals—the first sites to go-live with CST/Cerner.
- The 25 transcribed clinical document types that are currently distributed by Excelleris will be expanding to more than 300 document types, subcategorized by specialty.
- Reports will look similar to how they do now.
- Reports will be distributed via Excelleris to a single location per health care provider.
- Steps are now being taken to phase out the delivery of reports via Medi-Tran courier and Canada Post mail.

What are the benefits of this change?

You will:

- automatically receive reports whenever your patients visit a CST site;
- be able to receive over 300 clinical document types;
- receive reports to your Electronic Medical Record (EMR), if this is your preferred delivery method, that are subcategorized by speciality;
- have instant access to legible (not handwritten) reports as soon as they are available—and long before you receive your mail distributions; and
- spend less time on manual workarounds, including scanning paper faxes for inclusion into your EMR and keeping track of loose papers.

Your patients will:

- have more confidence that you will receive information about each of their hospital visits in a timely manner, reducing their burden to relay information during visits; and
- have a more complete record of their journey through the health care system.

Why is paper delivery being phased out?

The Electronic Results Distribution Executive Steering Committee—with representation across Vancouver Coastal Health, Provincial Health Services Authority, Providence Health Care, Fraser Health Authority and Island Health—together with Excelleris, are committed to increasing the electronic distribution of clinical reports. This approach reflects the Ministry of Health strategic priorities to deliver a system of responsive and effective health care services for patients across British Columbia.

What is Discrete Data?

Please see the [Enhanced Distribution of Clinical Report Data](#) information sheet under **Resources**.

How will reports be distributed?

Electronic reports from CST/Cerner will be distributed to physicians in private practice by Excelleris via the delivery preference selected by the provider: EMR, Launchpad, or fax. While reports will be sent electronically from sites that are live with CST/Cerner, the format in which you receive reports will depend on the preferred method of delivery that you have registered with Excelleris. Please note that these reports will be delivered to one location per physician.

What reports will automatically be distributed via Excelleris from CST/Cerner?

Please see the [Enhanced Distribution of Clinical Report Data](#) information sheet under **Resources**.

What do I need to do to make sure that I receive these reports?

Please see the [Electronic Reports Distribution via Excelleris](#) information sheet under **Resources**.

What is Launchpad?

Excelleris Launchpad is an Excelleris web portal used to access your reports via an internet browser.

What is an EMR?

Electronic Medical Record (EMR) is a general term describing computer-based patient record systems designed mainly for use by health care providers.

If I receive reports via Medi-Tran or Canada Post mail today, what do I need to do?

Mail and courier distribution of reports is being phased out. Beginning April 28th, 2018, Cardiology reports from sites that have gone live with CST/Cerner will no longer be available via mail or courier. Other report content will follow suit shortly afterwards. Please see the [Electronic Reports Distribution via Excelleris](#) information sheet and contact Excelleris to update your preferred method of delivery at support@excelleris.com.

If I receive reports via Medi-Tran or Canada Post mail today, what happens if I don't update my distribution preference on time?

You will receive a phone call to verify your fax number, so you can receive your reports via fax.

Where do my reports go if I practice at multiple locations?

Reports from CST/Cerner will be distributed to one location per physician. Please contact Excelleris at support@excelleris.com to ensure that your primary location is up to date.

What if my EMR can't receive PDFs?

Excelleris will contact you to confirm your fax number, so you can continue to receive reports until your EMR is able to receive PDF reports.

If I have access to CST/Cerner, will I also receive reports via Excelleris?

A patient's primary care provider or the ordering/referring provider will automatically be copied on all reports. However, all other health care providers need to ensure that they are copied on reports created at CST/Cerner sites in order to receive them via Excelleris. It is the responsibility of the author of clinical documents to validate the carbon copy recipient list.

Who can I contact if I experience an issue with my reports distribution?

- Clinical Document: Lower Mainland Health Information Management (phone number in body of report)
- Clinical Notifications: Sending facility as indicated on the notification
- Cardiology Reports: Sending Cardiology department (phone number in body of report)
- Medical Imaging Reports: Sending Radiology department (phone number in body of report)

Where can I find more information about clinical reports distribution?

Please click [here](#) for more information.

Where can I find more information about CST/Cerner?

Please visit <http://cstproject.ca>. Or, if you have network access, please visit **our.cstproject.ca**.