

CST training is mandatory for your rotation and to gain access to the clinical information system, **CST Cerner**.

Step 1: Get set up with Health Authority and LearningHub accounts (up to 4 weeks before start date)	
<input type="checkbox"/>	<p>Check that you have received a Health Authority Network Account/User ID (ADID) from uas@hssbc.ca</p> <ul style="list-style-type: none"> o This email includes: an Activation Code from User Access Services (uas@hssbc.ca) o This was sent to my academic email (e.g. name@student.ubc.ca) within 4 weeks of my placement start date <p>If you received an email from uas@hssbc.ca, but it did not include an activation code, your account is already activated</p> <ul style="list-style-type: none"> o Set your account password using the Self-Service Password Reset tool <p>Contact your Health Organization Service Desk if you have not received any email from uas@hssbc.ca:</p> <p>VCH Service Desk at 604-875-4334 or 1-888-875-4334 PHSA Service Desk at 604-675-4299 or 1-888-675-4299 PHC Service Desk at 604-806-9333</p> <p>Your ADID allows you to log in to the computer on site. The CST Access & Provisioning team will also confirm the ADID associated with your CST Cerner access before your placement start date if you are a new user to CST Cerner.</p>
<input type="checkbox"/>	<p>If you have a LearningHub account</p> <ul style="list-style-type: none"> o LearningHub account MUST be associated with your academic email address (e.g. name@student.ubc.ca) o How to update to an academic email address <p>If you do not have a LearningHub account, Sign up for a LearningHub account with your academic email address</p> <p>Note: fellows can use their preferred email address</p>
Step 2: Confirm your rotation (up to 4 weeks before start date)	
<input type="checkbox"/>	<p>The CST Learning Team will email you directly to confirm your rotation details, enroll you into the applicable eLearning curriculum, and schedule you in for a remote workflow review session.</p> <p>An automated email will be sent to your LearningHub email once you've been enrolled in LearningHub.</p>
Step 3: Complete the e-Modules (avg. 2-2.5 hr)	
<input type="checkbox"/>	<p>The e-Modules contain foundational knowledge that will help prepare you for the workflow review.</p> <p>Log into LearningHub to complete your e-Modules (How to use LearningHub):</p> <ul style="list-style-type: none"> o Complete ALL the "CST Cerner Physician – XXX (COVID-19)" curriculum courses – required for system access <p>NOTE: Completion of the "CST Cerner Physician Workflow Review (COVID-19)" classroom course will be marked by the facilitator after you have completed your workflow review session</p> <p>To complete e-Modules:</p> <ol style="list-style-type: none"> 1. Find courses specific to your role under the Curricula header in LearningHub 2. Click on the Curriculum Courses button 3. Register yourself for each course (e-Module) 4. Complete the courses from top to bottom
Step 4: Complete the remote Workflow Review (avg. 1.5-2 hr)	
<input type="checkbox"/>	<p>Attend your pre-scheduled workflow review session during the confirmed date and time. You will have received a confirmation email from CST Learning with the following information:</p> <ul style="list-style-type: none"> o Date and time of session o Skype web link – how you will join the session o "COVID-19 Provider Training Guide.pdf" – how to set up and prepare for your session o Username/password/patient ID – for use in the CST Cerner Play Domain

Step 5: Access granted



The CST Access & Provisioning team will be notified automatically once you have completed all the training requirements and will enable your access to CST Cerner.

Note: access may not be granted immediately upon course completion due back-end processes.

Once on site, you can log in to a computer with your ADID and password (from step 1), and will be able to access the CST Cerner applications.

Contact the **CST Phone Support Centre at 1-844-214-7444** for any technical or access issues

Additional Information

Front End Speech Recognition (FESR)

To sign up for FESR training, contact transcriptionalerts2@vch.ca. Please indicate your preference for a training date/time and preferred method of contact.

Remote Access

Visit <https://webassets.phsa.ca/phsanetscaler/Microsoft%20Token%20Registration%20Instruction.pdf> for information on how to activate and use remote access.

Review tips on “How to work remotely” at <http://www.phsa.ca/staff-resources-site/Documents/imits-top-5-things-to-know-about-citrix-one-pager.pdf>

Urgent requests: PHSA 604-675-4299 | VCH 604-875-4334 | PHC 604-806-9333

Non-urgent requests: PHSA servicedesk@phsa.ca | VCH/PHC servicedesk@vch.ca