

# HEIGHTENED INFORMATION SECURITY PROCEDURE

## Summary of Changes

	NEW	Previous
<b>All Sites</b>	Introduction of 3 types of privacy flags (Visitor Status, VIP Status, and Denial of Access) for application in Cerner CST EHR, principles for how to apply the flags and where in the EHR the flags are shown.	NOTE: Depending on the capabilities of existing systems, Visitor Status flags and/or VIP flags may already be in use. As well, Staff training informs them of how to apply the Visitor and VIP status flags.
<b>VCH</b>		
<b>PHC</b>		
<b>PHSA</b>		Policy/procedure for C&W build of Cerner

## Contents

<b>HEIGHTENED INFORMATION SECURITY PROCEDURE .....</b>	<b>1</b>
<b>1. Introduction .....</b>	<b>3</b>
1.1. Health Organization Site Applicability .....	3
1.2. Practice Level .....	3
1.3. Definitions.....	3
<b>2. Heightened Information Security Flags Procedures .....</b>	<b>4</b>
2.1. Visitor Status Flag.....	4
2.1.1 What Staff Need to Know.....	4
2.1.2 Applying the Visitor Status Flag.....	5
2.2. Very Important Person (VIP) Flag.....	5
2.2.1 What Staff Need to Know.....	5
2.2.2 Applying the VIP Status Flag.....	6
2.3. Denial of Access Flag.....	6
2.3.1 What Staff Need to Know.....	6
2.3.2 Applying the Denial of Access Flag.....	7
2.4. Documentation .....	7
2.5. Patient Education.....	7
<b>3. Related Documents and References.....</b>	<b>7</b>
3.1. Related Documents.....	7
3.2. References .....	7
<b>4. Appendices.....</b>	<b>8</b>
4.1. Appendix A: Visitor Status Flag Locations.....	8
4.2. Appendix B: VIP Status Flag Locations .....	10

# Heightened Information Security Procedure

## 1. Introduction

Vancouver Coastal Health (VCH), Providence Health Care (PHC) and Provincial Health Services Authority (PHSA) have ethical and legal obligations to protect personal information about their patients through the implementation of privacy and security safeguards as well as policies to protect health information in their custody and control. VCH, PHC & PHSA recognize the importance of accommodating patients who may request or require additional privacy or security precautions on their information and therefore the heightened security flags are available to apply to their records at Cerner sites to support safe and effective care.

This procedure defines the three **heightened information security flags** (i.e. **Visitor Status Flag**, **VIP Indicator Flag** and **Denial of Access Flag**), provides directions for applying the flags and identifies the location in the CST Cerner electronic health record (EHR).

### 1.1. Health Organization Site Applicability

This procedure applies to all VCH, PHC and PHSA (Health Organization – HO) sites that have implemented the CST Cerner EHR. Please be aware of any site-specific process documents as listed in section 3.1.

### 1.2. Practice Level

This procedure is a basic level practice for all **staff**.

### 1.3. Definitions

**Authorized Person** – means a person in a leadership role responsible to support clinical teams with decision-making and includes Risk Management or Privacy team members. Leadership titles may differ within Health Organizations, but may include roles such as Clinical Coordinators, Clinical and Operational Leaders, Leaders on Call, Patient Care Managers, Operations Managers, Program Directors, Department Heads, etc.

**Encounter Level Flag** – means a notification in Cerner that is attached at the encounter level for the duration of the current **patient** visit. Once the patient has been discharged, the flag is automatically removed.

**Denial of Access Flag** – means a notification in Cerner that is used to prevent a named user from accessing a specific patient's records (e.g. a patient wants to prevent their ex-spouse, a Cerner user, from accessing their record). If the named user attempts to access records, a warning message is displayed indicating that access to this patient's record is denied.

**Patient** – Refers to patient, client, resident or person in receipt of healthcare or their authorized representative (e.g. substitute decision makers acting on behalf of incapable patients).

**Person Level Flag** – means a notification in Cerner that is attached at the person level for the current and all future patient visits. The flag remains on the record until manually removed.

**Staff** - means all employees (including management and leadership), medical staff (including physicians, midwives, dentists and nurse practitioners), residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by VCH, PHC or PHSA.

**Very Important Person (VIP) Flag** – means a notification in Cerner that designates a patient who, for some site-defined reason, requires heightened privacy/security. This flag is used for high profile patients as well as patients who require additional privacy/security.

**Visitor Status Flag** – means a notification in Cerner that indicates that the patient has requested, or has been determined by an **Authorized Person**, to not receive visitors, phone calls, or deliveries during their stay.

## 2. Heightened Information Security Flags Procedures

### 2.1. Visitor Status Flag

#### 2.1.1 What Staff Need to Know

- a. Any **patient** can request to have the ‘No Visitors’ flag placed on their health record at any point during their encounter for any reason.
- b. When the patient initiates the request for the flag, they can also ask for it to be removed at any point during their encounter.
- c. This is an encounter-level indicator that must be updated at each visit.
- d. The visitor status field will default to ‘No Visitors’ when the patient’s Very Important Person (VIP) flag is set to ‘Yes’. This will apply to every encounter until the VIP status is manually changed.
- e. Setting a visitor status of ‘No Visitors’ will not suppress the patient name from displaying on Patient Locator, Tracking Boards or Patient Lists.
- f. When visitor status of ‘No Visitors’ is applied, any person who calls inquiring about the patient must be told “we have no information on that patient”.
- g. If a patient requests the flag, but still would like to allow certain visitors (e.g. family), they must communicate that information to their care team, who will document the information in the patient’s EHR, in the **Planning in the Team Communication** section of the handoff tool.
- h. This flag also responds to the need to provide heightened privacy/security as directed by an **Authorized Person**. Staff will apply the flag as directed. In these instances, the flag will not be removed unless approved by the Authorized Person who made the initial request or by another Authorized Person.

### 2.1.2. Applying the Visitor Status Flag

- 1) Launch any Registration conversation from either (Person Management) PM Office or PowerChart.
- 2) Go to the 'Encounter Information' tab.
- 3) Change the Visitor Status to 'No Visitors'.
- 4) Click on 'Complete'

The screenshot shows the 'Patient Information' tab with various fields for patient registration. The 'Visitor Status' dropdown menu is highlighted with a red box and set to 'No Visitors'. The 'Complete' button at the bottom right is also highlighted with a red circle.

- 5) View the flag in the locations mentioned in [Appendix A: Visitor Status Flag Locations](#)
- 6) Tell any person who calls inquiring about the patient, "we have no information on that patient".

## 2.2. Very Important Person (VIP) Flag

### 2.2.1 What Staff Need to Know

- a. The VIP flag must only be used in limited situations where the patient is at a higher risk of likely harm if their location or health information is disclosed. For example:
  - i. High "curiosity" Patients, such as celebrities, politicians, athletes, high-profile individuals.
  - ii. Patients who are prone to significant reputational risk.
  - iii. Patient/employee safety – prisoners, gang related, victims of crime.
  - iv. Internationally protected persons.
- b. The flag is not meant to be applied for Staff unless they are at a higher risk of likely harm. If a staff is concerned that coworkers will access their record, then they should contact their Privacy Office to discuss. Audits will be done on request.
- c. When the VIP Flag is applied, the patient record will be subject to additional audit.
- d. In the 'Patient Information' tab the VIP Status can be modified in any Registration conversation, such as 'Register Patient to a Bed' or 'Register Outpatient'.
- e. When the VIP Flag is applied, the patient's name will not appear on Tracking boards.
- f. The VIP Flag will automatically set the Visitor Status to 'No Visitors'.

- g. This Flag is applied at the 'person level' and will apply to each future encounter unless manually removed.
- h. Third Party Request for VIP Flag:
  - i. When a request for a VIP Flag is made for a patient by a third party (e.g. law enforcement, corrections officer) to staff, the request should be forwarded to an Authorized Person for approval. The Authorized Person will follow up with the requestor if required.
  - ii. Registration staff, Unit Coordinators, or other staff will apply the VIP Flag as directed by the Authorized Person.

## 2.2.2 Applying the VIP Status Flag

- 1) Launch the conversation from either PM Office or PowerChart.
- 2) Go to the 'Patient Information' tab.
- 3) Change the 'VIP-Person Level' status to 'Yes'.
- 4) Click on 'Complete'.

The screenshot shows the 'Patient Information' tab in a medical system. The 'VIP - Person Level' dropdown menu is highlighted with a red box and set to 'Yes'. The form includes fields for Address and Contact Information, Personal Information, and Phone Numbers.

- 5) View the Flag in the locations mentioned in [Appendix B: VIP Status Flag Locations](#)

## 2.3. Denial of Access Flag

### 2.3.1 What Staff Need to Know

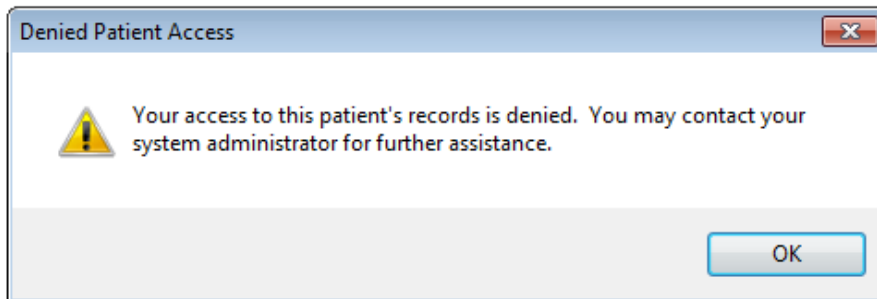
- a. The HO Privacy Office will manage the request. If the request is approved, the HO Privacy Office will apply the flag.
- b. The Denial of Access Flag is applied at the 'person' level and will remain on the record until it is manually inactivated or has reached its pre-defined end-date.
- c. This flag is not meant to be used to deny access to more than one user. For example, the following requests cannot be accommodated:
  - i. A patient requests that only their physician has access to their record; or
  - ii. A patient requests that access be denied to their ex-spouse, as well as all their ex-spouses work colleagues, who are all Cerner users; or
  - iii. A patient requests that all their co-workers be denied access to their record.
- d. If the named user attempts to access the patient's record in PowerChart, a warning message will be displayed indicating access to this patient's record is denied.

### 2.3.2 Applying the Denial of Access Flag

Staff emails corresponding HO Privacy Office (based on the patient's admitted location) to request a Denial of Access Flag:

- a. For PHC: [privacy@providencehealth.bc.ca](mailto:privacy@providencehealth.bc.ca)
- b. For PHSA: [privacyandFOI@phsa.ca](mailto:privacyandFOI@phsa.ca)
- c. For VCH: [privacy@vch.ca](mailto:privacy@vch.ca)

2) Privacy Office applies the flag if approved.



### 2.4. Documentation

- 1) Since all flags are applied in EHR, there is no additional documentation.
- 2) If a patient requests the flag, but still would like to allow certain visitors (e.g. family), they must communicate that information to their care team, who will document the information in the patient's EHR, in the Planning in the Team Communication section of the handoff tool.

### 2.5. Patient Education

- 1) If a patient asks to have their privacy protected, Staff will tell the patient they can have a 'no visitor flag' applied to their visit which means they will not receive visitors, phone calls, flowers or other deliveries during their stay.

## 3. Related Documents and References

### 3.1. Related Documents

[Client Privacy – HIM Registration Standards](#)

[Internationally Protected Persons/Very Important Persons Policy \(VCH/PHC\)](#)

### 3.2. References

Privacy: VIP and Visitor Status - [CST Cerner Help](#)

Discussion Paper - Development of Heightened Client Information Security Protocols. Apr 20, 2015.

Patient/Client Privacy – Registration Standards & Data Quality. April 13, 2017 v. 1.2.

CST Learning Team. Privacy – Denial of Access, 2018.



## 4. Appendices

### 4.1. Appendix A: Visitor Status Flag Locations

The Visitor Status Flag is displayed as follows:

#### a. Person Management (PM): Patient Locator

VIP	Name	Visitor Status	Age	Sex	Facility	Building	Location	Room	Bed	Est	Enc Type	Reg Date	Disch Date	Disch Disp
	CSTPRODREG, P... 27 Years Male LGH Lions Gate LGH Lions Gate LGH 6W 623 01 Assisted Living 2016-Oct-19 9:53													
	CSTPRODREG, P... 27 Years Male LGH Lions Gate LGH Lions Gate LGH 4W 427 01 Inpatient 2016-Oct-26 15:54													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH 7W 7W 01 Minor Surgery 2017-Apr-05 6:55													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH 3W 303 01M Inpatient 2017-Jun-06 11:37													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH 3W 303 01A Day Surgery 2017-Jun-06 15:49													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH 2E 230 01 Inpatient 2017-Jun-08 13:09													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH ED ACWRI Emergency 2017-Jun-02 9:05 2017-Jun-07 15:35 Discharged Home v													
	CSTPRODREG, P... 27 Years Female LGH Lions Gate LGH Lions Gate LGH 4E 412 02 Inpatient 2017-May-19 10:53													

#### b. PM Office: Bedboard

Room/Bed	Bed Status	VIP	Visitor Status	PD	IN	OUT	LOA	MRN	Encounter Number	Encounter Type	Patient Name	Preferred Name	Age	Isol
619-03	Assigned							700000805	7000000001125	Inpatient	CSTPRODREG, MONTSTW20		27 Years	
617-01	Assigned							700001743	7000000002590	Inpatient	CSTCD, CLINDOCJERRY		41 Years	
6W-01	Assigned							700002623	7000000004237	Inpatient	TESTSQBB, RAY		37 Years	
621-02	Assigned	Yes	No Visitors					700002742	7000000005833	Day Surgery	CSTPRODREG, PRIVACYONE		22 Years	Exp
621-01	Assigned							700001744	7000000002591	Day Surgery	CSTCD, CLINDOCLORIANN		56 Years	
615-02	Assigned							700001742	7000000002589	Day Surgery	CSTCD, CLINDOCLORIANN		37 Years	
621-03	Assigned							700001738	7000000002581	Day Surgery	CSTCD, CLINDOCRUBY		17 Months	

#### c. PowerChart: Patient Lists

Name	Visitor Status	MRN	Encounter #	Age	DOB	Admitted	Admitting Physician	Reason for Visit	Primary Care Physician
CSTPRODREG, CHANDLER		700004041	7000000005831	26 years	1990-Oct-24	2017-Jun-12 14:25 POT	Plisvca, Rocco, MD	Chest Pain	Plisvca, Jame, MD
MEDPROCESS, TESTONE		700003221	7000000005832	41 years	1976-May-12	2017-Jun-12 14:25 POT	Plisvca, Rocco, MD	Fever	CERNER, CERNER
CSTPRODREG, LESIE		700004033	7000000005799	62 years	1955-May-23	2017-Jun-12 10:29 POT	Plisvca, Rocco, MD	Headache	Lo, Charles
CSTPRODREG, EMBLY		700004029	7000000005790	72 years	1944-Nov-24	2017-Jun-12 10:04 POT	Plisvca, Stuart, MD	Headache	Plisvca, Stuart, MD
CSTPRODREG, ALLERGY		700004005	7000000005733	11 days	2017-Jun-01	2017-Jun-09 09:06 POT	Plisvca, Stuart, MD	jaundice	CERNER, CERNER
CSTPRODREG, CMTESTWIRONGMOM C		700001184	7000000005716	27 years	1989-Sep-10	2017-Jun-08 14:34 POT	Plisvca, Trevor, MD	headache	Smith, Jenni
CSTPRODREG, BABY GIRL INSURANCE	No Visitors	700003994	7000000005706	4 days	2017-Jun-08	2017-Jun-08 13:51 POT	Plisvca, Trevor, MD	NEWBORN	Smith, Jenni
CSTPRODREG, CMOTHERINSURANCE BET	No Visitors	700003993	7000000005704	27 years	1990-Feb-05	2017-Jun-08 13:27 POT	Plisvca, Trevor, MD	delivery	Smith, Jenni
CSTPRODREG, BABY GIRL	No Visitors	700003975	7000000005670	4 days	2017-Jun-07	2017-Jun-07 15:56 POT	Plisvca, Rocco, MD	NEWBORN	Plisvca, Trevor, MD
CSTPRODREG, JUSTINE	No Visitors	700002214	7000000005653	27 years	1990-May-10	2017-Jun-07 14:34 POT	Plisvca, Rocco, MD	Surgery	Plisvca, Rocco, MD
CSTPRODREG, BABY BOY	No Visitors	700003959	7000000005639	5 days	2017-Jun-07	2017-Jun-07 11:15 POT	Plisvca, Stuart, MD	NEWBORN	Plisvca, Trevor, MD
CSTPRODREG, BABY BOY	No Visitors	700003956	7000000005636	5 days	2017-Jun-07	2017-Jun-07 10:56 POT	Plisvca, Rocco, MD	NEWBORN	Smith, Jenni
CSTPRODREG, CMTESTWIRONGMOM OLIVE	No Visitors	700003954	7000000005633	27 years	1989-Dec-31	2017-Jun-07 10:50 POT	Plisvca, Rocco, MD	labor	Smith, Jenni

#### d. PowerChart: Tracking Board and PowerChart Maternity: Tracking Board

Bed	Name	Status	Age	A	RN	Provider	To Do	Communications	Lab	MAR	Comment
LDR1,01	CSTPRODREG, STRANGERDA		27 years			Plisvca, Rocco,					
LDR2,01	*****		28 years			Test, CST Test					
LDR2,01	CSTMATYAN, DOUGHNUT		27 years			Plisvca, Rocco,					
LDR3,01	CSTMATYAN, BABY GIRL		4 weeks			Plisvca, Rocco,					
LDR3,01	CSTEMPISEVEN, LILY APRIL		19 years			Plisvca, Rocco,					



e. **FirstNet: Tracking Board**

Patient: <span>WR: 4 Total: 10 Avg LOS: 128.46 Filter: &lt;None&gt;</span>													
Bed	Alerts	CTAS Name	Age	Allergy	Reason for Visit	LOS	Disposition	EDMD/APC	RN	MRP	NR	Activities	MAR Events
ACWR		CSTEDTEST, ERIC	51 years		1 Chest pain (3) and i	7.02		JB	RN				
ACWR		CSTEDHONG, ALPHA	27 years			0.48							
ACWR		*****	27 years			0.00							
<div> <div>Time</div> <div>2017-Jun-01 16:17</div> </div> <div> <div>Event</div> <div>No Visitation</div> </div> <div> <div>Status</div> <div>Request</div> </div> <div> <div>Duration (HH:MM)</div> <div>0:00</div> </div> <div> <div>User</div> <div>Test User, Emergency - Nurse</div> </div>													

f. **Reports: Registration Facesheet**

**Patient Facesheet**

**DO NOT WRITE ON THIS DOCUMENT**

Information as of 2017-Jun-12 14:07. This information may have been updated. Please refer to Cerner for the most up-to-date information.

<b>Visitor Status:</b> No Visitor	<b>VIP:</b> YES
<b>Patient Demographic Information</b>	
<b>Name:</b> CSTPRODREG, PRIVACYONE	<b>MRN:</b> 700002742
<b>Preferred Name:</b>	<b>Encounter:</b> 7000000005833
<b>DOB:</b> 1995-Apr-07	<b>BC PHN:</b> 9878094473
<b>Age:</b> 22 Years	
<b>Gender:</b> Male	<b>Phone Numbers</b>
<b>Address:</b> 123 PRIVACY STREET	<b>Preferred:</b> (604)555-5555
VANCOUVER, British Columbia V4D6Y7	<b>Home:</b>

## 4.2. Appendix B: VIP Status Flag Locations

The VIP Flag is displayed in the following places:

### a. PM Patient Locator

Name	Visitor Status	Age	Sex	Facility	Location	Room	Bed	Enc Type	Reg Date	Disch Date	Disch Disp
CSTPRODREG, ADDCONTWO		27 Years	Male	PEM Pemberton	PEM ED	WR		Inpatient	2017-Feb-16 14:36		Admitted to an Inp
CSTPRODREG, ALCEMO		27 Years	Female	LGH Lions Gate	LGH 2E	228	02	Inpatient	2017-Jul-12 10:07		
CSTPRODREG, ALEX		27 Years	Female	LGH Lions Gate	LGH 2E			ALC	2016-Oct-12 13:09		
CSTPRODREG, ALEX		27 Years	Female	WHC Cast Clinic	WHC Cast Clinic			Emergency	2017-Feb-16 14:34		
CSTPRODREG, BABY		2 Weeks	Female	LGH Lions Gate	LGH LD	LDR1	01A	Inpatient	2017-Jul-12 15:22	2017-Jul-27 11:20	Discharged Home
CSTPRODREG, BABY BOY	No Visitors	4 Days	Male	LGH Lions Gate	LGH 6E	604	02	Newborn	2017-Jul-26 15:54		

### b. Person Search Window

BC PHN	MRN	Name	DOB	Age	Gender	Address	Address (2)	City
9670196347	700001990	CSTPRODREG, PRIRESINCOMPLETE	1990-Jan-01	27 Years	Female	101 MAIN ST		VANCOUVER
9670197452	700002136	CSTPRODREG, PRIOUTREACH	1990-Jan-01	27 Years	Female	123 Main St		Vancouver
9670094473	700002742	CSTPRODREG, PRIVACYONE	1995-Apr-07	22 Years	Male	123 PRIVACY		VANCOUVER
9670100441	700002707	CSTPRODREG, PRIRESINPATIENT	1995-Jan-01	22 Years	Female	2000 43TH A		VANCOUVER
9670161187	700002574	CSTPRODREG, PROVIDERCHANGE	1990-Jun-10	27 Years	Male	231 Fa		Burnaby
967000786	700000786	CSTPRODREG, PRIRESINCOMPLETE	1990-May-10	27 Years	Male	250 W 2ND ST		TEST
9670213816	700001774	CSTPRODREG, PRIRESINCOMPLETE	1978-Jun-10	39 Years	Male	344 WEST ST		VANCOUVER
9670006394	700003467	CSTPRODREG, PRIVACYMATTWO	1989-Jul-21	27 Years	Female	435 EMERG		VANCOUVER
9670006790	700003415	CSTPRODREG, PRIVACYMATTWO	1989-Jun-08	29 Years	Female	43543 MATE		VANCOUVER
9670187394	700002137	CSTPRODREG, PRIRESINCOMPLETE	1991-Jan-01	26 Years	Female	456 Main St		Vancouver
0007788077	700000787	CSTPRODREG, PRIRESINCOMPLETE	1997-Nov-07	19 Years	Male	8899 MAIN ST		VANCOUVER
9670057945	700003762	CSTPRODREG, PRIRESINCOMPLETE	1996-Jan-01	21 Years	Male	ENTRY		ENTRY
9670057909	700001837	CSTPRODREG, PRIRESINCOMPLETE	1990-May-10	27 Years	Female	test		van

### c. PM Office: Bedboard

Room-Bed	Bed Status	VIP	Visitor Status	PD	IN	OUT	LOA	MRN	Encounter Number	Encounter Type	Patient Name	Preferred Name	Age	Isol
LGH 6W	Assigned							700000805	7000000001125	Inpatient	CSTPRODREG, MONTSTTWO		27 Years	
619-03	Assigned							7000001743	70000000002590	Inpatient	CSTCD, CLINDOCJERRY		41 Years	
617-01	Assigned							7000002623	70000000004237	Inpatient	TESTS088, RAY		37 Years	
6W/L-01	Assigned							7000002742	70000000005833	Day Surgery	CSTPRODREG, PRIVACYONE		22 Years	Exp
621-02	Assigned	Yes	No Visitors					700001744	70000000002591	Day Surgery	CSTCD, CLINDOCLORIANN		56 Years	
621-01	Assigned							700001742	70000000002589	Day Surgery	CSTCD, CLINDOCLORIANN		37 Years	
615-02	Assigned							700001738	70000000002581	Day Surgery	CSTCD, CLINDOCLORIANN		17 Months	
621-03	Assigned													

d. Scheduling: **Schedule Inquiry**

Person	Resource	Location	Request List	VIP	PHN	Est Arrival	Encounter Number	Patient Type	MRN	Patient Name	Appt Date	Appt Dur	Appt Type
Inquiry:				Yes	8678119764	2017-Jul-24 10:30	7000000007930	Pre-Outpatient	700002678	CSTSCHDEMO, STLAURE	2017-Jul-24 10:30	60	JRAC Pharmac
Appt Check-in by Location				Yes	8678119764	2017-Jul-24 10:30	7000000007930	Pre-Outpatient	700002678	CSTSCHDEMO, STLAURE	2017-Jul-24 12:45	135	JRAC Rehab C
Start date:	2017-Jul-17	Start time:	0000	Yes	8678119764	2017-Jul-19 10:00	7000000007712	Outpatient	700002678	CSTSCHDEMO, STLAURE	2017-Jul-19 10:00	60	JRAC Pharmac
End date:	2017-Jul-28	End time:	2355	Yes	8678119764	2017-Jul-19 10:00	7000000007712	Outpatient	700002678	CSTSCHDEMO, STLAURE	2017-Jul-19 11:00	60	JRAC PT Asent
Location type:					8678120633	2017-Jul-24 12:45	7000000007531	Pre-Outpatient	700002671	CSTSCHDEMO, STPATIE	2017-Jul-24 12:45	135	JRAC Rehab C
Location:	LGH JRAC				8678120633	2017-Jul-19 09:00	7000000007551	Outpatient	700002671	CSTSCHDEMO, STPATIE	2017-Jul-19 09:00	60	JRAC Pharmac
					8678120633	2017-Jul-19 09:00	7000000007551	Outpatient	700002671	CSTSCHDEMO, STPATIE	2017-Jul-19 10:30	30	JRAC RN Pre-C
					8678263312	2017-Jul-17 08:15	7000000007336	Pre-Outpatient	700001660	CSTSCHDEMO, NANCY	2017-Jul-17 08:15	30	JRAC New

e. PowerChart: **Patient List**

Patient List									
LGH 3 West									
All Patients - LGH 3 West									
VIP Code	MRN	Encounter #	Age	DOB	Admitted	Admitting Physician	Reason for Visit	Primary Care Physician	Visitor Status
	700003102	7000000004630	29 years	1987-Jun-25	2017-May-08 11:48 PDT		lab testing	Plovica, Rocco, MD	
	CSTPRODREG, VESTRO	700001631	7000000000417	27 years	1990-May-30 2016-Dec-30 18:13 PST		test	Plovica, Rocco, MD	
	CSTPRODREG, CMTESTARONGAOM CHARLOTTE	700001184	70000000004743	27 years	1989-Sep-30 2017-May-30 15:15 PDT	Plovica, Rocco, MD	test	Smith, Jenni	
	CSTPRODREG, SINGUM	700002295	70000000003603	18 years	1999-Mar-12		stuff	Chew, Victor Ding	
	CSTPRODREG, TESTPREGAL MIDDLE	700002206	70000000003454	27 years	1990-May-30		query	CERNER, CERNER	
	CSTPRODREG, MOM	700001997	700000000004846	27 years	1990-May-30		Bhijayaji		
	WINRECS, TESTFOUR	700003219	70000000004816	67 years	1950-Jan-01 2017-May-12 10:43 PDT	Plovica, Rocco, MD	pneumonia	Test, Amb	
	MEDPROCESS, TESTONE	700003221	70000000004826	41 years	1976-May-12 2017-May-12 13:35 PDT	Plovica, Rocco, MD	SOB	CERNER, CERNER	
	CSTPRODREG, BAH GIRL A	700001485	700000000004629	5 months	2016-Dec-02		test	Smith, Jenni	
	WINRECS, EGAONE	700003135	700000000004678	27 years	1990-Jan-01 2017-May-09 11:45 PDT	Plovica, Rocco, MD			
	CSTPRODREG, PRETEST	700001984	70000000003038	27 years	1990-May-30		test		
	CSTPRODREG, PRIVACYONE	700002742	700000000004465	22 years	1995-Apr-07 2017-Apr-28 15:37 PDT	Plovica, Rocco, MD	Privacy VIP Test	Test, Pet, MD	No
	CSTPRODREG, INCOMPLETED	700002373	700000000003759	27 years	1990-May-30		test		
	CSTPRODREG, ATTENDING	700002249	700000000003525	27 years	1990-May-30	Plovica, Trevor, MD	test	Plovica, Rocco, MD	
	ACUTECARE, MEDTESTIVO	700002807	700000000004995	41 years	1976-May-02 2017-May-17 14:00 PDT	Plovica, Rocco, MD	Fever (2nd Time)	Plovica, Rocco, MD	

f. PowerChart: **Patient Demographics** tab

Patient Information	
Demographics	Visit List Relationship Summary
<b>Patient Demographics</b>	
Name :	CSTPRODREG, PRIVACYONE
Date of Birth :	1995-Apr-07 00:00 PDT
Gender :	Male
Primary Language :	
Marital Status :	
Disease Alert :	Exposure to Chicken Pox
Preferred Name :	CSTPRODREG,
Age :	22 years
VIP :	Yes
Religion :	
Deceased Date/Time :	
Process Alert :	Violent Behaviour

g. PowerChart: **CareCompass**

**CareCompass**

Patient List: test custom | List Maintenance | Add Patient | Est

Location	Patient	Visit
612 - 01	<b>CSTACTUECARE, ONE</b> 61yrs   M   -- No Relationship Exists	--
310 - 01	<b>CSTCD, CHARLIEACUTE</b> Dys   M   -- Allergies   --	MVA LOS:

h. PowerChart **Maternity**: Tracking Board

**Tracking Shell**

SGH L&D | SGH OB All Beds | SGH L&D Nurses | SGH OB Recently Discharged | LGH L&D | LGH OB All Beds | LGH OB Nurses | LGH OB Recently Discharged

Patient: CSTPRODREG, PRIVACY1 | Filter: LGH OB All Beds

Bed	Name	Status	Age	A	RN	Provider	To Do	Communications	Lab	MAR	Comment
LDR OR,1	CSTPRODREG, BABY GIRL		28 hours			Plisvca, Rocco	+				
LDR OR,1	CSTPRODREG, ELLE		28 years			Test, Maternity	+				Mat Team Test
LDR1,01	CSTPRODREG, UTVEDANTBUCKP		24 years			Plisvca, Rocco	+				
LDR1,01	CSTPRODREG, UTVEDANTAGZIT		96 years			Plisvca, Rocco	+				
LDR1,01	CSTPRODREG, PRIVACYMATTWO		27 years			O'Brien, Cathie	+				
LDR2,01	CSTPRODREG, PRIVACYMATTWO		28 years			Plisvca, Rocco	+				
LDR2,01	CSTMATYAN, DOUGHNUT		27 years			Plisvca, Rocco	+		3/0	3	Using this pt to
LDR3,01	CSTMATYAN, BABY GIRL		2 weeks			Plisvca, Rocco	+				
LDR3,01	CSTPRODREG, UTVEDANTAVKBO		47 years			Plisvca, Rocco	+				

i. **FirstNet**: Tracking Board

Patient: CSTEDDEPP, JOHNNY | WR: 4 | Total: 7 | Avg LOS: 125:52 | Filter: Full Reg or Admit

MRN	Encounter Num	Bed	Alerts	CT, Name	Reason for Visit	LOS	Disposition	EDMD/APC	RN	Events
700001600	7000000004341	ACWR		*****		0:12				
700002687	7000000004342	ACWR		*****		0:04				

Time: 2017-Apr-20 15:05 | Status: Request | Duration (HH:MM): 0:02 | User: Test, ED Emergency - Nurse 4

## j. SurgiNet Perioperative Tracking Board

Perioperative Tracking							
SGH Family	SGH PACU	SGH PostOp Call	SGH Pre Op Card	SGH PreOp	SGH Provider	SGH Whiteboard	LGH Endo Fa
LGH Endo PreOp	LG Endo Provider	LGH Endo Whiteboard	LGH Family	LGH PACU	LGH PAC	LGH PostOp	LGH PostOp Call
Filter: <None> Total Cases: 4							
Start	Priority	Booking Date/Time	Pt. Type/CK/so	Allergy Patient	Age	Procedure(s)	Surgeon
LGHOR AddOn 01 (2 cases)							
18:29	Routine			CSTPRODED, VIP	19 hours	Appendectomy	Peeks, K
19:32	In AM			CSTPRODED, VIP	19 hours	Appendectomy	Peeks, K
LGHOR CAP (1 case)							
20:00	Routine			11853014.00	19 hours	Appendectomy	Peeks, K

## k. PowerChart Oncology: Tracking Board

Patient: CSTPRODNC, VIP Filter: <None>									
Location	Modality	Name	Date of Birth	Isolation	Allergies	Arrival Mode	RN	To Note	To Do
Chair 01	Radiation	CSTPRODREG, RECURRING	1960-Sep-04			zzWalking	SM		Off the unit getting labs drawn. Clinical trial info
Chair 02	Chemotherapy	CSTPRODNC, STEPHANIE	2005-Jan-10			Air Ambulance O			
Chair 03	Dual Modality	CSTPRODNC, JAY	2010-Jan-07						
Chair 04		CSTPRODNC, GARY	1980-Jan-01						
Chair 05		*****	1970-Jan-01						
IV VWR		CSTONC, STPIEONE	1980-Nov-02						2017-Feb-17 10:47 Comment by: Test User, Data Quality Phone message encounter

## l. Reports: Registration Facesheet

**Vancouver Coastal Health**  
Promoting wellness. Ensuring care.

**Patient Facesheet**  
**DO NOT WRITE ON THIS DOCUMENT**  
Information as of 2017-Jun-12 14:07. This information may have been updated. Please refer to Cerner for the most up-to-date information.

Visitor Status:	No Visitor	VIP:	YES
<b>Patient Demographic Information</b>			
Name:	CSTPRODREG, PRIVACYONE	MRN:	700002742
Preferred Name:		Encounter:	7000000005833
DOB:	1995-Apr-07	BC PHN:	9878094473
Age:	22 Years	<b>Phone Numbers</b>	
Gender:	Male	Preferred:	(604)555-5555
Address:	123 PRIVACY STREET VANCOUVER, British Columbia V4D6Y7	Home:	

- m. On tracking boards, the patient name will be masked with an asterisk (or numbered alias in SurgiNet) and the alerts column will be populated with a designated VIP icon.



**\*\*Last page of the Standard Operating Procedure document\*\***

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Approving Body:	Name / Committee: For owners and approval information see <a href="#">[CST-164312] Approved Health Information Security Procedure</a>		