

All Staff: C&W CST Daily Practice Update



Date: March 8, 2022

Daily Practice Updates → [What's New in CST Cerner Help](#)



Zoom support is available 24/7 via *Launchpad*  and *Citrix Storefront/Enterprise Apps* 

Key Issues

4 New Practice topics including:

- Transfusion Medicine workflow
- Omnicell Fingerprinting
- Omnicell Troubleshooting

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Topic	Why Is It Important?	Practice
Zoom Help for CST Support	Getting CST Help through Zoom is quick, easy and effective.	Stuck? Call for CST Support through Zoom! Zoom support is through screen sharing or by phone – you will need a phone or desktop computer to access the support as the WOWs are not set up for audio/video. More instructions on the CST How-to Guide for options to access CST Zoom support
Transfusion Medicine	Understanding the workflow for transfusion medicine and how information is communicated back to the Blood Bank makes documentation more accurate.	Documenting a Transfusion task as “Done” via the Single Patient Task List is important. This must be completed before the patient is discharged because the task is otherwise labelled as “Cancelled” in TML and indicates that the transfusion was not received. Tips and Reminders sheet on ePOPS can be found under Practice Pointers: <ul style="list-style-type: none"> • Reprint Blood Product Order Requisition • Reprint Blood Product Order Requisition with Frequency of more than Once • Completing Blood Products Transfusions • Cancelling/Discontinuing Blood Product Orders Manage Tasks from Single Patient Task List on CST Cerner Help

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Pharmacy / Omnicell Tips		
Omnicell Fingerprinting	<p>Staff must have proper access to Omnicell and should not rely on temporary user access.</p> <p>The CST Hub is no longer troubleshooting Omnicell access issues.</p>	<p>If nursing staff cannot log into Omnicell with their user ID (H + employee ID number) or password, they need to contact unit leadership (e.g. Program Coordinator or Clinical Nurse Coordinator).</p> <p>Unit leadership will contact Marina Puddell with the employee's full name and employee ID, who will grant them access.</p> <p>For Provider access, contact Linda Sear in Pharmacy.</p>
Omnicell Troubleshooting and Resources	<p>Find the Omnicell or Pharmacy tip you need!</p>	<p>New resources are available to support users with these Omnicell items:</p> <ul style="list-style-type: none"> • CW Omnicell Printer Troubleshooting • Scanning Ampoule or Vial with Omnicell Label Barcode • Omnicell User Access Guide <p>Also, for the compiled list of Daily Practice Update items for Omnicell and Pharmacy, please see All Things Pharmacy/Omicell. This link will be updated during the week with any new Daily Practice Update items for Omnicell and Pharmacy.</p>

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