

All Staff: C&W CST Daily Practice Update



Date: March 9, 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:

- Labels
- Temporary Omnicell override function disabled

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






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
“All things labels”	Quick reference guide for information about all types of labels.	For the compiled list of Daily Practice Update items related to labels, please see “ All Things Labels ”. This quick reference guide includes all types of labels – what they are, when to use them, and where to find them. For all CST Practice Updates and CST Practice Pointers, please visit http://policyandorders.cw.bc.ca/
How to Order New Label Printer Rolls for CST Cerner	Different areas require specific labels for new CST printers	All labels for new Cerner label printers can be purchased through EPro

Click here for the latest update [CSTCernerHelp](#)

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CST is a joint initiative of VCH, PHSA and PHC

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		<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>Zebra ZD420 – small volume label printer</p> </div> <div style="text-align: center;">  <p>Zebra ZT230 – large volume label printer</p> </div> <div style="text-align: center;">  <p>Honeywell Mobile Printer</p> </div> <div style="text-align: center;">  <p>Labels and Ink Ribbon</p> </div> <div style="text-align: center;">  <p>Fujitsu Document Scanner</p> </div> </div> <ul style="list-style-type: none"> To order labels for general units and clinics as well as specific departments see CST Cerner Help: Label Printer Stock <p><i>Downtime printer labels</i> are ordered here from Grand & Toy part number 99086</p> <p>For any questions email: Devices@cstproject.ca</p>
Pharmacy / Omnicell Tips		
Omnicell critical override function	The Omnicell override function will no longer be active.	The temporary Omnicell override that was put in place during CST go-live is now disabled. Access to medication will now occur through regular processes.
How to find Patient Preferred Lab and Pharmacy information	To facilitate access to patient lab and pharmacy information	<p>Reminder about how to find Patient Preferred Lab and Pharmacy information</p> <p>This information can be found here (scroll to the topic “Patient Preferred Information” and click on the “+” icon). Please see the screen shot below:</p>

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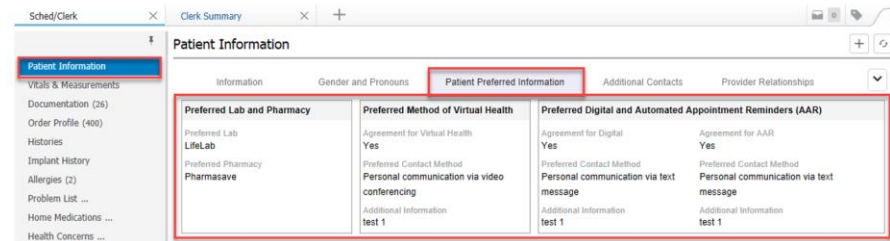
▢ Patient Preferred Information

The following Patient Preferred Information can be documented in by clerks and clinicians using the **Patient Preferred Info** PowerForm:

- Preferred Lab/Pharmacy
- Preferred Method of Virtual Health
- Preferred Digital and Automated Appointment Reminders (AAR)

Patient Preferred Information display in the **Patient Preferred Information** tab of the **Patient Information** component in the Workflow and Summary tabs of the patient's chart.

1. Select the **Patient Preferred Information** tab.
2. View **Patient Preferred Information** as applicable.



For more information about entering and modifying Patient Preferred Information, see Document Patient's Preferred Pharmacy, Lab and Special Authority Information, Document Patient Preferences for Digital Communication, Document Patient Preferences for Digital Communication, Document Patient Preferences for Virtual Health and Document Patients Preferences for Automated Appointment Reminders.

Hot Tips to Avoid These Trends

- **Help you pharmacists:** Please avoid changing standard med admin times. Your fellow Pharmacy folks are drowning in change requests. Please refer to the ["All Things Pharmacy/Omniceil"](#) practice updates for more information on this issue.
- **Help your lab techs:** Nurses/units should not mark a nurse task as completed until they actually have collected the specimen nor should they pre-print the labels from Sunquest Collect prior to specimen collection. Uncollected orders are resulting in "not received" or "inprocess" and cannot be deleted/resolved by the clinician. The lab now has over 134 orders to correct. Please refer to the ["All Things Lab"](#) practice update and ["All Things"](#) (March 1st, Task Management, page 7) for more information on these issues.
- **Save yourself:** Please ensure all documentation is complete on your patients before you discharge them. Undocumented completed orders will automatically discontinue and cannot be re-entered for completion. (ex: blood product transfusions).