
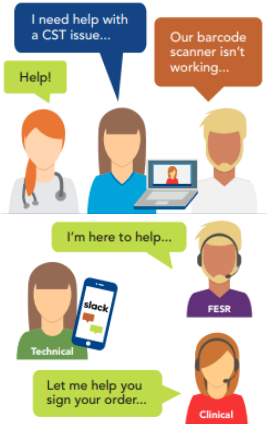



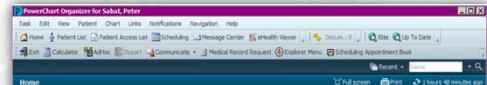

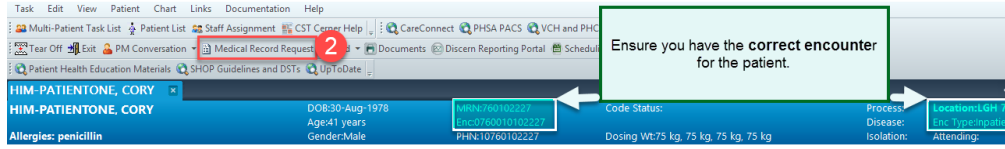



# Providers: C&W CST Daily Practice

Date: February 28, 2022

Topic	Practice				
<p>Access to CST Cerner</p> 	<p>If you cannot access CST Cerner at Go-Live:</p> <ul style="list-style-type: none"> <li>• Try restarting your computer</li> <li>• Find an At The Elbow Support (<b>red</b> shirt) and tell them your access is not working.</li> <li>• You can get help from the CST Learning team at the <b>CST Hub</b> (Room 1H15 - next to the gift shop) between 0800-1600 daily. The CST Learning Team will confirm outstanding training and next steps.</li> <li>• <b>If you have access to CST Cerner from another live location</b> (e.g. non-PHSA, infosys or VCH), <b>you need to login to CST Cerner with that login and password</b> (e.g. <i>VCH\your username &amp; VCH password</i> <u>NOT</u> <i>phsabc\username &amp; password</i>)</li> </ul>				
<p><b>NEW</b> Getting the CST support you need</p> 	<p>Ask support staff in your area for help:</p> <table border="1" data-bbox="532 898 1490 1150"> <thead> <tr> <th data-bbox="532 898 1013 919">RED SHIRT</th> <th data-bbox="1013 898 1490 919">GREEN SHIRT</th> </tr> </thead> <tbody> <tr> <td data-bbox="532 919 1013 1150"> <p>May be a peer mentor/at the elbow support (ATES)</p> <p>or</p> <p>A consultant/ATES</p> <p><b>They are all here to help you</b> and know Cerner well.</p> </td> <td data-bbox="1013 919 1490 1150"> <p>Technical Help</p> </td> </tr> </tbody> </table> <p>If you cannot find RED SHIRT help, please use <b>Zoom Support – available 24/7</b>:</p> <ol style="list-style-type: none"> <li>1. Access via Launchpad (“CST Support” button) - on site only</li> <li>2. Access icon via Citrix Storefront (“CW CST Go-live Zoom Support”) - on site and off-site</li> </ol>	RED SHIRT	GREEN SHIRT	<p>May be a peer mentor/at the elbow support (ATES)</p> <p>or</p> <p>A consultant/ATES</p> <p><b>They are all here to help you</b> and know Cerner well.</p>	<p>Technical Help</p>
RED SHIRT	GREEN SHIRT				
<p>May be a peer mentor/at the elbow support (ATES)</p> <p>or</p> <p>A consultant/ATES</p> <p><b>They are all here to help you</b> and know Cerner well.</p>	<p>Technical Help</p>				
<p><b>Patient Safety Alert:</b> Ad hoc/PRN Short Acting insulin required in addition to Long acting</p> 	<p>Place Powerplan for long acting insulin (includes orders of monitoring blood sugars). Nurse will contact Provider with blood sugar results to then place ad hoc orders for short acting insulin.</p>				
<p>Use CST Cerner MRN only</p>	<p>All labs, diagnostics and other orders cannot be actioned unless the correct CST Cerner MRN is used</p>				
<p><b>CST Cerner</b> vs. <b>CW Cerner</b></p>	<p><b>CST Cerner Powerchart</b> Blue Title Bar</p> 				



# Providers: C&W CST Daily Practice

Topic	Practice
	<p><b>CW Cerner Powerchart</b> Purple Title Bar</p>  
<p><b>Right System, Right Encounter!</b></p>	<p>CST Cerner Help: <a href="#">Find the Right Patient and Right Encounter</a></p>
<p><b>NEW</b> Provider Contact Information</p>	<ul style="list-style-type: none"> <li>All providers need to ensure that their primary contact information with the CPSBC is what they want printed on prescriptions generated by CST Cerner.</li> <li>Update your contact (College Address field) information directly with the College of Physicians and Surgeons.</li> </ul> <p>The data is directly interfaced into CST Cerner.</p>
<p><b>NEW</b> Set default printer / Add a favourite printer</p>	<p><a href="#">Set Default Printer from the Patient's Chart</a></p> <p><a href="#">Set Favourite Printers when Reprinting Documents and/or Labels</a></p>
<p><b>NEW</b> Printing from Powerchart using Medical Record Request - Use Appropriate Encounter</p>	<p>When printing portions of the patient record use <b>Medical Record Request (MRR)</b> and ensure you are using the <b>RIGHT</b> Encounter:</p>  <p><b>Tips:</b></p> <ol style="list-style-type: none"> <li>Nothing can be printed via MRR from a Historical Encounter.</li> <li>If on an Inpatient, Recurring or Outpatient Encounter, results with 'external encounter' prefix cannot print.</li> <li>If on an 'External Results' encounter, only those templates showing 'External Encounter' in the prefix will be able to print.</li> </ol> <p>See CST Cerner Help: <a href="#">Print or Fax...Using Medical Record Request (MRR)</a> and <a href="#">Print or Fax a single Document Using MRR</a></p>
<p><b>NEW</b> Newborn Admission PowerPlan</p>	<p><b>Use Newborn Admission PowerPlan</b> </p> <p>Ordering the Newborn Screening and Bilirubin via the Newborn Admission PowerPlan ensures that the labs are drawn together. This also ensures that these default to the appropriate collection details ("Collected, No; Unit Collect, No").</p>

# Providers:

## C&W CST Daily Practice



Topic	Practice
 Ambulatory Lab Requisitions	In ambulatory clinics, lab requisitions need to be provided to the patient, in the event that patients choose to get labs done elsewhere.
 Special Characters will not carry over into "Reason for Visit" Field	<ul style="list-style-type: none"><li>• Do not to include special characters (such as #,-, % etc.) in the Reason for Visit field when placing orders.</li><li>• Special characters do not carry over to the "Reason for Visit" field in the encounter.</li></ul>

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

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CST is a joint initiative of VCH, PHSA and PHC