

CST Cerner – C&W Site Resources

Use the table below to help guide you to the support you may need.

Issue	Team	Contact
Best Practice/Clarity of Scope	Professional Practice	CWCSTPractice@cw.bc.ca
C&W Policy & Procedures	SHOP	C&W SHOP
C&W Practice Pointers & Provider Educational CST Resources	ePOPS	C&W CST Education Resources (ePOPS)
CST Access & Training	IMITS	CSTCernerTraining@phsa.ca CSTCernerAccess@vch.ca CST Cerner Training & Access Site Access Request Form (ARF)
CST Access & Training only for new clinic implementation	CST Learning	Learn@cstproject.ca
CST System	Clinical Informatics	Service Desk at (604) 675-4299
CW (Legacy) Cerner vs CST (new) Cerner	Split Activation	CW CST – Split Activation Provider Impacts
FESR/Dictation	Transcription Services/HIM	transcriptionalerts2@vch.ca , or (604) 806-9696 Transcription Services - FESR
Health Records & Deficient Documents	Health Information Management (HIM)	HIM: Physicians and Clinicians
Learning/Knowledge & Educational Resource Need	New Knowledge and Innovation	CWProviderAdoption@cw.bc.ca
Personalization Customize Profile Order & PowerPlan Favourites Navigate the Orders Profile Order Labs & Diagnostics Documentation	Optimization Videos	CST Cerner Optimization for Providers
Remote Access	IMITS	Remote Work (healthbc.org)
Electronic Reports Distribution	Excelleris	support@excelleris.com , or (604) 658-2121 Report Distribution for CST Cerner Powerchart C&W
Safety Concern/Event	Quality & Safety	Submit a PSLS Contact Your Area Quality & Safety Lead
Workflow Questions & CST User Resources	CST Cerner Help	CST Cerner Help (healthcarebc.ca)