

CPA Operational Support

First point of contact – Biomed

- Biomed will troubleshoot to determine if the issue is with the medical device
- If the issue is not the medical device follow up with the second point of contact

Second point of contact – Surgery Information Systems (SIS). surgeryinformationsystemssupport@fraserhealth.ca

- SIS will troubleshoot all issues with the application, for example:
 - issues with the monitor capture data not coming into the CPA application
 - a patient not displaying on the census
 - printing issues
 - issues with how the scripts are functioning
 - dose changes to drugs
 - adding drugs to others
 - general questions

If extensive changes are required to the scripts please contact your site lead and he/she will take your suggestions/recommendations to the steering committee for evaluation and approval.