

Trouble Shooting for Anesthesia and OR Computers

You can't enter your Windows user ID to log into the PC and/or you can't access Internet Explorer	Call the Service Desk 604-585-5544 – you must have your employee ID for assistance with your network account
You can't open Meditech and/or enter your User ID	Call the Service Desk 604-585-5544 – you must have your employee ID for assistance with your Meditech account
You get "Run-time error 75" when you try and open CPA	Call the Service Desk 604-585-5544 – you must have your employee ID – permissions for your H: drive are missing – request they be added to your profile
You can't open CPA and/or you can't see your name on the census	Email Surgeryinformationssystemssupport@fraserhealth.ca to have your CPA setup reviewed – include the phone number where you can be contacted
All your slated patients don't appear on the census	Email Surgeryinformationssystemssupport@fraserhealth.ca to trouble shoot – include the phone number where you can be contacted
The script you want isn't available and/or you aren't able to enter documentation	Email Surgeryinformationssystemssupport@fraserhealth.ca to assist you remotely – include the phone number where you can be contacted
The same monitor values that are showing on the anesthetic machine are not showing on your CPA documentation	First contact Biomed to ensure the monitor is functioning correctly – if monitor is ok, then contact on-site support person who will contact Surgeryinformationssystemssupport@fraserhealth.ca if further assistance required