

JPOCSC Frequently Asked Questions - Physicians

PARKING

What do I do if I don't currently have a physician parking hanger for SMH?

Current SMH short term and long term physician hangers are valid at both SMH and JPOCSC. If you do not have an SMH physician hanger, you may request a short term, long term or daily rate hanger from Parking Administration. The relevant application forms may be downloaded at:

http://physicians.fraserhealth.ca/orientation_and_organization/orientation_program/getting_started/physician_parking (short term and long term parking passes)

http://fhpulse/hospitals_buildings_offices/travel_and_parking/Pages/ParkingApplicationForms.aspx (daily parking passes).

Should you not have a hanger, you will need to park in a non-staff designated spot and pay the public daily rate. Note that there are also bicycle lockup and transit options.

If you have questions, please email parking@fraserhealth.ca or phone Parking Administration at 604.587.3968.

Can I get a daily pay staff hangar and just purchase daily parking at the staff rate? If so, how do I get a daily pay staff hangar and what does it cost?

You may obtain a Daily Pay parking pass by attending at the offices of Parking Administration in the Shirley Dean Pavilion and showing your Fraser Health photo ID, completing a form and providing a refundable \$20.00 deposit by credit card, debit or cheque. The application form is also available on the Fraser Health intranet at: http://fhpulse/hospitals_buildings_offices/travel_and_parking/Pages/ParkingApplicationForms.aspx.

Can specific parking spots be requested for physicians?

Unfortunately, parking spots are unable to be designated. Physicians may park in the staff areas in the underground parkade on levels P2 and P3 or in the periphery of the surface lot.

How do I top up parking if I have a \$200 short term pass but need a full day?

When you know that you will be parked at the JPOCSC for a full day, you can opt to pay the daily staff rate of \$5.75 which is more economical than paying 2 additional hours. The physician hangar must be displayed as well as the time ticket purchased through the ticket dispenser.

SMART CARDS AND PROXIMITY (ID) CARDS

How do I get a Smart Card?

If you do not yet have a Smart Card and will be practicing out of the JPOCSC, please contact the Service Desk at 604-585-5544.

What do I do if I lose my Smart Card?

Please contact the Service Desk at 604-585-5544.

Where can I go to have a hole punched in my Smart card so that I may hang it from my lanyard?

Smart Cards should come with a hole already punched for a lanyard. If yours does not have a hole, please contact Ejaz Dean at Ejaz.Dean@fraserhealth.ca.

How do I know if my ID can be programmed for proximity card access?

If your ID has gold numbers on the back (near the bottom), it should be current and programmable. JPOCSC physicians will automatically have building access programmed to their card. If you need additional access, email PID@fraserhealth.ca.

What if I have an old ID that does not have the gold numbers on the back or is otherwise damaged?

Request a replacement ID from the Photo ID department by calling 604-587-3834 or emailing at PID@fraserhealth.ca. As long as you can return the old/damaged/broken ID to the office, a replacement fee will not apply. If you have lost your ID, a \$20.00 replacement fee must be paid before the new ID is produced.

For further information on photo ID see:

http://physicians.fraserhealth.ca/orientation_and_organization/orientation_program/getting_started/photo_identification

IM/IT (INCLUDING DICTATION)

Is there WIFI available at the JPOCSC?

Yes, there is wi-fi coverage in the JPOCSC. This is used both for wireless telephony as well as some wireless data applications such as wireless Biomed devices and workstations on wheels (WOWs). Wireless may also be enabled on Fraser Health laptops/tablets held by individuals who will be working in the building. Should you wish to enable this functionality, please contact the IT Service Desk at 604-585-5544 with your device name.

Can I access a patient's Meditech profile from SMH?

Meditech EMR Patient Profile – As a physician, you can access any record in EMR from any FH location. This includes accessing JPOCSC Meditech information from SMH.

Can I access the Profile system from SMH?

Intrahealth's Profile application - At present, staff are unable to access Profile from SMH because it requires an install of the application on every PC. After the JPOCSC opens, physicians who have access to Profile will be shown how to connect to it via Remote Desktop.

Is Meditech connected to Profile so that a physician at SMH can see an operation or issue which occurred at the JPOCSC?

Meditech is connected to Profile for registration and demographic information only. Clinicians will need to access both applications (if they have access) for patient information such as reports, clinical data and discharge summaries.

How do I set up external links for EMR?

You need to have a patient record open in EMR to see the link. If you are not in EMR, you can access External Links on the Meditech (MT) toolbar on the right hand side of the screen.

If there is still an issue, please call the Service Desk at 604-585-5544. You may need to have the external links added to your Meditech access.



Where do I report technical problems with EMR?

Please call the Service Desk at 604-585-5544. They will send your question/issue to a Clinical Application Specialist for review.

How do I obtain access, further information or training on PACS?

Email fhapacsriscordinators@fraserhealth.ca to request access to the PACS training module, or to arrange a personal training session.

Alternatively, call the Service Desk at 604-585-5544 and ask them to forward your information to the PACS Coordinator Group.

Can the MUSE program be installed on my Thin Client desktop?

MUSE is used for viewing and printing ECG's and stress tests performed at FHA sites using the GE Muse system. If you require MUSE Web, please contact the Service Desk to request access.

Are you able to set up the firewall at the JPOCSC so that we may access PAR (a medical software billing program which is server-based)?

Unfortunately, the PAR medical software billing program is not supported by FH's Surgical Information System.

Are the dictation numbers the same as they are at Surrey Memorial Hospital?

The dictation numbers for the JPOCSC and SMH are the same (ie. 604-585-5500); however, the site codes are different. For JPOCSC, the **site code is 18**, whereas for SMH it is 15.

PYXIS

Is a patient's profile already entered in Pyxis?

There will be generic patients in Pyxis that will be used for issuing samples. Each clinic will be required to record manually any patients to whom a sample is given.

Are samples from Pyxis entered to a patient profile or to a physician?

Samples will not be recorded to the individual patient in either Pyxis or Meditech. Instead, a manual system has been designed that will be used to record samples that have been issued.

4TH FLOOR OR

What entrance do I use to get into the 4th floor ORs when I arrive for the day?

When you arrive for the day, it is recommended that you park on levels P2 and P3 of the underground parkade. From there, you can take the elevator directly to the 4th floor (or, for non-OR physicians, to the floor on which you're working).

After arriving on the 4th floor, if you do not wish to walk through the patient areas, there is a side door (just across from the main OR reception desk and to the right as you exit the public elevator) that will take you through a back hallway, then take the door on your left into the OR change rooms. This door is controlled by your ID badge prox card access.

What is the patient flow in the 4th floor ORs?

Pre-OP: Patients who arrive for surgery (or ambulatory daycare) will be checked in by the 4th floor reception desk. All patients (including Surgical, Endoscopy & Minor Procedure) will be asked to remain in the main waiting area until escorted into the appropriate area. OR patients will be asked to change and will be escorted to the OR Waiting / Patient Prep Area that shares the same space as Phase II Recovery (also called Surgical Daycare). (Note this is the door on your left as you come from the change room and across the main hall from PACU).

Post-OP: Patients are taken to PACU as the Phase 1 anaesthetic recovery area. They will be moved to and discharged from the Phase II Surgical Daycare Recovery area.

Family: Family or friends accompanying the patient will be asked to wait in the main waiting area.

Where do I book OR time?

All bookings for the JPOCSC are done through the Surrey Memorial Hospital OR Booking office. There is a clerk dedicated to the JPOCSC site.

Where can I obtain information about surgical procedures and Endoscopy?

Key information about surgical procedures and endoscopy are contained in the document embedded below. Additional information may be obtained by contacting Hardeep Sandher (Manager) by telephone at 604-953-5117.



Surgical%20Procedures%20and%20Endoscopy

What happens if a patient is not waking up well and it's almost after hours?

Situations such as this would be assessed on a case-by-case basis with input from Anaesthesia. Generally speaking, serious problems with anaesthetic emergence would be transferred to SMH sooner rather than later as staff numbers at the JPOCSC decrease later in the day, and support is desirable in these circumstances.

When determining the procedures to be conducted at the JPOCSC, please consider the likely recovery time and, where possible, schedule such procedures early in the day. Day surgery may still be performed at SMH so if there is any likely risk associated with the procedure, we suggest that the patient be scheduled at SMH. For your information, PACU is staffed until 1800 and Admissions is staffed until 2000. Should a patient require overnight care, they will be transferred via ambulance, at no cost to the patient, to SMH.

Where can I get specific details regarding the ORs on the 4th floor?

For further information on the 4th floor ORs, please contact Loraine Best (Health Services Manager, OR/PACU) on 604-582-4550 x 764286.

What is the age cut off for the minor procedure room (ie. children)?

JPOCSC is an adult facility for patients 17 years and up. Those 17 years less a day and under will continue to be cared for at SMH.

What will be displayed on the TV screens in the physician lounge?

There is a TV screen in the lounge that will display the status of the current ORs. This is part of the Responder5 system that will also have coloured status lights above each OR main door. Details on the meaning of the different colors are detailed in the document embedded below:



OR Zone Lights.doc

ACCESSING SECURITY

What numbers do I need to dial to access Security?

<i>Codes (Red, White, Blue, etc)</i>	<i>Dial 7111</i>
<i>Security (emergency)</i>	<i>Dial 3800</i>
<i>Security Routine (non-emergency)</i>	<i>Dial 8999</i>

Do I have to dial a prefix before the above numbers (8999, 7111 or 3800)?

No, these are the only digits you need to dial to contact Security.

If I call the above numbers, do I have to tell Security where I am calling from or will they know that I am calling from within the JPOCSC site?

If you are calling from a "house phone" (ie. any phone which is hard-wired into a wall at the JPOCSC), you do not need to advise of the site or the location within the site from which you are calling. However, these details will need to be provided should you contact Security from a cellular phone. In this case, the number to dial is 604-609-4390.

MISCELLANEOUS

How much weight do the CT scanners hold?

The weight limit for the GE scanners at both the JPOCSC and SMH is 450lb for guaranteed movement and 500lb for warranty. The 450lb is significant for fine detail work as GE will not guarantee table movement accuracy over this. As most of our imaging is acquired in fine slices, there would be no guarantee of a diagnostic study if the patient weight is exceeded. A recent, confirmed patient weight is required as the warranty could be lost if a patient over 500lbs is placed on the scanner.

Another point to consider is that although the weight limit is 500 lbs, the diameter of the gantry will limit the patient's ability to fit through it. If the patient measures more than 27 inches side to side or anterior to posterior, they will not fit through the gantry without tissue touching the sides. This will result in streak artifact, thus impacting image quality - usually completely undiagnostic where streaking occurs. There is also the risk of patient injury if their skin is "dragging" on the machine.

Where a patient is over the size limits set out above, consider trying to arrange a scan at Royal Columbian, Richmond, or VGH as they have a Siemens scanner with a larger gantry diameter. You may wish to contact them for their exact specifications.

What is the referral system for the JPOCSC? That is, is it paper-based?

Each of the programs have their own referral process; many can be done through order entry from SMH, otherwise it's paper and faxed referrals. Referral forms are available at:
http://physicians.fraserhealth.ca/resources/outpatient_centre/jim_pattison_outpatient_care_and_surgery_centre

There is no centralized booking for the entire site.

What is going to be playing on the TV monitors in the waiting rooms AND in medical daycare in the IV/patient areas?

In Medical Daycare, the television monitors will be displaying cable television. The television monitors in the patient waiting rooms will display close captioned FH informational programming.