

Obtaining access to CST Cerner

if you are on the Health Authority Intranet:

- Locate & complete the online form
 - **PHC:** via PHC Connect (<http://phc-connect/programs/PCIS/Pages/default.aspx>). This can be located through the “Programs and Services” section of the main PHC Connect page, under “PCIS”.
 - **VCH:** via VCH Connect (<https://my.vch.ca/dept-project/Coastal-clinical-info-systems/Pages/Coastal-CIS-training-and-access.aspx>). This can be located through the “CST Cerner Training and Access Section”
 - **PHSA:** via PHSA intranet POD: (<http://2pod.phsa.ca/workplace-resources/computers/Pages/default.aspx>) . In the computers, phones & technology section locate the service catalog section and select IMITS request for services there you will find the access form (<http://imitsrequest.phsa.ca/FormEntry.aspx?id=63>)

NOTE: Manager or delegate must complete the online CST Cerner Access Request form as soon as possible. All users now require their own computer login. This information must be provided on the form.
Examples: infosys\jsmith, vch\jsmith, vrhb\jsmith, or phsabc\jsmith.

- After the form has been completed:
 - The E-form is sent to Access and Provisioning and the Learning teams at CST, and PCIS Access and Training teams, who enroll the user in the appropriate e-learning modules and classroom course(s).
 - The user then receives an email from learn@CSTProject.ca and Learning Hub alerts with course registration information.
 - The user must complete all necessary training before their access will be granted
 - PHC Users will also receive view-only access to the legacy system SCM.

If you are remote & have remote access set up:

- **PHC:** Access PHC Connect through <https://access.vch.ca/> and follow the same steps as above.
- **VCH:** Access VCH Connect through <https://access.vch.ca/> and follow the same steps as above.
- **PHSA:** Access PHSA POD through <https://apps.phsa.ca/> and follow the same steps as above

If you do not have remote access and need to request it:

- You will need to be on the Health Authority intranet and then go to the IMITs Catalogue or direct link (<http://imitsinfocentre.healthbc.org/>).
- If you are already remote and cannot access the intranet :
 - **PHC:** call IMITs support line at **(604) 806-9333** to request access.
 - **VCH:** call IMITS support line at **604-875-4334** to request access
 - **PHSA:** call IMITS support line at **(604) 675-4299, 1-888-675-4299** to request access

To Request a study/clinical trial to be configured in CST Cerner

Note: For sites that are live with CST Cerner it is best to contact CST/your local informatics as soon as REB and institutional approval has been received. For upcoming sites studies/clinical trials will be identified as part of the requirements gathering process.

- Call your local CST Cerner support line

- **PHC:** Call the CST Cerner support line at **(604) 806-9333** (press 2, then 1). Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
- **VCH:** Call the CST Cerner support line at **1-844-214-7444**. Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
- **PHSA:** Call the CST Cerner support line at **(604) 675-4299**. Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
- After request logged
 - You will be contacted by site and CST informatics team members who will ask you further questions and ask that you complete some documents so the study/clinical trial can be built
 - You may be asked to attend a design/validation session if your study/clinical trials requires an order set/powerplan
 - For updates on the progress of your study/clinical trial build contact the local site informatics team member assigned to you or contact your site CST Cerner support line (listed above)

Report a CST Cerner issue:

- Call your local CST Cerner support line
 - **PHC:** Call the CST Cerner support line at **(604) 806-9333** (press 2, then 1). Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
 - **VCH:** Call the CST Cerner support line at **1-844-214-7444**. Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
 - **PHSA:** Call the CST Cerner support line at **(604) 675-4299**. Describe what you would like and ensure the call taker understands it relates to research. This will then be passed on to the CST & site clinical Informatics teams.
- During the call
 - The call taker will troubleshoot the issue. If they are not able to resolve the issue it will be escalated to site informatics to resolve. You will be provided with a JIRA ticket # - record this
- After the call
 - A site informatics team member may contact you for further details.
 - Site informatics will work to resolve the issue. If they are not able to resolve the issue they will collaborate with CST Informatics and design teams to resolve.
 - At any time if you wish a progress update on your issue call your site CST Cerner support line (listed above), state your JIRA ticket # and request an update