



Reporting CIS Issues as a Community-Based Provider

A key lesson learned from the OPOR Wave One clinical information system (CIS) implementation at IWK Health was related to information not being received in primary care clinics, either by fax or EMR eResults. While a multitude of upgrades have been applied to materially resolve the technical changes that caused those issues, we recognize there is potential for other issues to arise with subsequent implementations as the scope of the system evolves.

We want to hear from community-based providers if there are concerns you are not receiving what you should be!

- **Routing issues that may relate to an underlying technical issue should be reported via Nova Scotia Health IT Support.**
- **Routing issues that relate to a registration or data quality issue (ie. wrong provider or wrong location captured at registration), those should be reported via Medical Records Data Quality.**

IT Support

- If you have access to the NSH network, report via the streamlined CIS Help site: <https://cishelp.nshealth.ca/>
- If you are not on the NSH network but you do have access to an NSH email, report via IT Self-Service: <https://ictservices.nshealth.ca/assystnet/application.jsp>
- If you do not have access to an NSH email, report via the IT Help Desk: **902-473-3399** (Central Zone) or **1-866-224-2555** (Eastern, Northern and Western Zones)

Data Quality

- Nova Scotia Health - Data.Quality@nshealth.ca
- IWK Health – Data.QualityIWK@iwk.nshealth.ca



See the below table for guidance on specific scenarios

Scenario	What you should do
You did not receive results or reports in your office or EMR despite being the ordering provider on the test or referral	Contact NSH/IWK IT Services either via the self-service website or call the Service Desk at 1-866-224-2555 or 1-902-470-6700 to report a potential CIS routing issue .
You did not receive results or reports in your office or EMR despite being registered as the primary care provider for the patient	
You received multiple versions of the same result or report to your office or EMR and it was not labelled as an addendum	
You appropriately received a result or report on your patient but you do not think it should automatically route to your office or EMR	Contact NSH/IWK IT Service either via the self-service website or call the Service Desk at 1-866-224-2555 or 1-902-470-6700 to report a potential CIS improvement .
You received expected results to the <i>wrong</i> office or EMR location	Contact Data Quality at IWK or NSH (based on where the associated care encounter occurred) to request that the ordering provider or primary care provider be updated to your correct location . Nova Scotia Health - Data.Quality@nshealth.ca IWK Health – Data.QualityIWK@iwk.nshealth.ca
You did not receive expected results or reports in your office or EMR <i>because</i> either the wrong provider or your wrong practice location was associated with the order	
You did not receive expected results or reports in your office or EMR <i>because</i> either the wrong provider or your wrong practice location was registered as the primary care provider	
You received a report that contains an error – for example, patient demographics, birth date, or clinical details	Contact Data Quality at IWK or NSH (based on where the associated care encounter occurred) to report the error . Nova Scotia Health - Data.Quality@nshealth.ca IWK Health – Data.QualityIWK@iwk.nshealth.ca