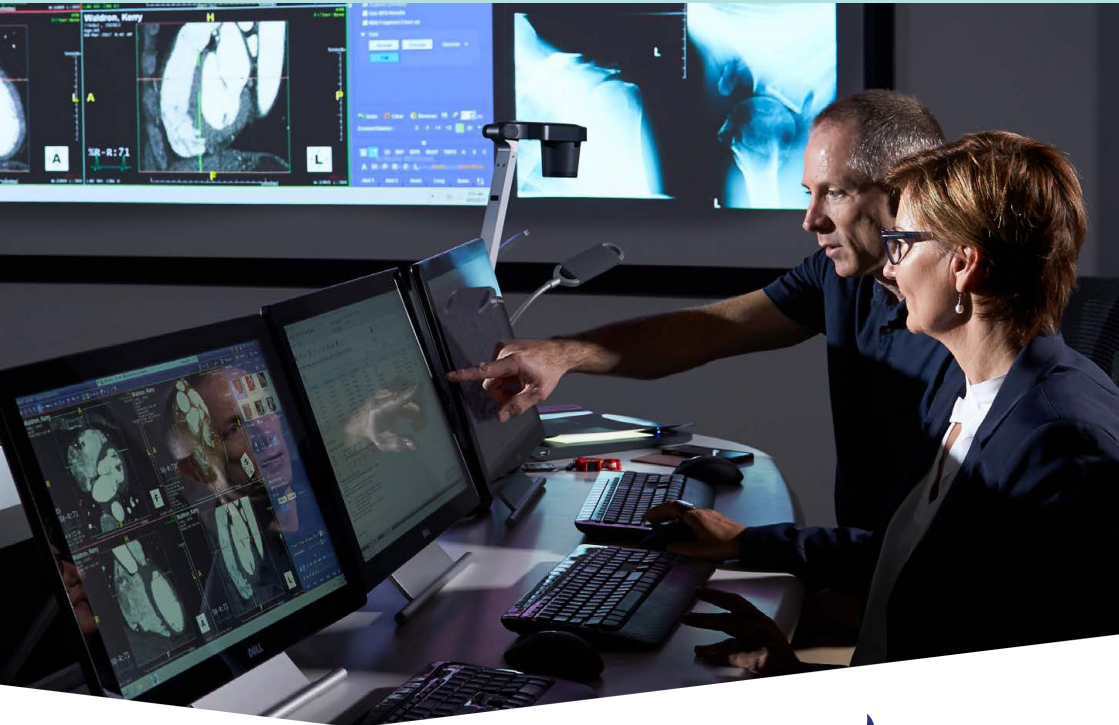


SYDNEY ADVENTIST HOSPITAL
SAN DAY SURGERY HORNSBY

Information Services for Doctors

August 2024





Welcome to Information Services (IS) at the San. The San is unique in the Australian health care environment in the innovative ways we deliver information and communications technologies. It is one of only a small number of hospitals in Australia that is approaching the full digitisation of its operational ecosystem, and the San's IS department is a leader in the sector, with a full complement of core applications, electronic medical record systems, and integration across information, biomedical and facilities management technologies. The Department's Operations and Infrastructure team has also been recognised internationally for its achievements in successful implementations. I hope you enjoy using our systems and welcome any feedback you may have.

Chris Williams

Chief Information Officer



The San offers its doctors one of the best electronic medical record user experiences in any Australian hospital. The SanCare EMR, developed inhouse, has been available since 2010, and is constantly evolving to meet the specific needs of clinical staff. Remote access to San clinical systems, mobility across devices (desktops, laptops, tablets and phones) and ease of access to patient information are high priorities at the San, exemplified by the fully integrated SanCare Mobile App. I look forward to meeting you at a training session and assisting you to get the most from our systems.

Dr Bronwyn Gaut

Medical Informatics Doctor Liaison

Information Services

The San is delighted to offer doctors:

- **SanCare**, our electronic medical record in the wards
- **Metavision**, our electronic medical record in ICU
- **SanCare** mobile phone app
- **Remote access** to SanCare on any device
- **Wifi access** within the hospital
- Access to **MIMS** and **Therapeutic Guidelines**
- **Tap on/off login** to hospital computers, and single-sign-on to all applications
- Other specialty applications
- **Secure document delivery** to your practice software
- **e-Admissions** for your patients
- **Online hospital and theatre bookings**
- **User guides** for all San software
- **Individual training** in San applications
- **IS Support/Helpdesk**
P 9480 9777

These will all be explained to you during your IS orientation training session. SanCare is not currently available at San Day Surgery Hornsby.

SanApps

SanApps (different from the mobile app) is the portal for all SAH applications – an icon to launch SanApps is on every hospital computer or remote access desktop. Access to applications is determined by role/specialty, but access to additional applications may be requested via IS Support.

SanCare

SanCare is the primary electronic medical record for all SAH patients. It contains the integrated medical/nursing/allied health notes, allergies and alerts, vital signs, fluid balance, other nursing observations and pathways, pathology/radiology/ ECG results and images, admission and other visit details, a document viewer and a photo viewer. It includes theatre lists, e-referrals/ consults, a simple-to-complete discharge summary and an electronic procedure report with optional photo insertion and drawing. It also provides access to contact details for other SAH doctors, theatre lists, MIMS, Therapeutic Guidelines, and the hospital's intranet. It does not yet cater for electronic prescribing – but this is in progress.



SanCare Mobile App

The San's award-winning SanCare Mobile app (iPhone/iPad/Android phone) is a cut-down version of SanCare. It gives convenient "anywhere" real-time access to patient clinical information, progress notes, vital signs, test results and images, patient documents, theatre lists, doctor and patient contact details and on-call rosters, and facilitates clinical photography and messaging.

Metavision

Metavision is the electronic medical record used in ICU, which integrates directly with the patient monitoring equipment. Help or tuition is available from our on-site Metavision application specialist. Metavision does not yet integrate with SanCare, but links are present in SanCare to provide easy access to Metavision reports (eg, progress notes, observations, medications) for the time a patient has spent in ICU.

Sanview (remote access)

Sanview is SAH's remote access (VMWare) "virtual desktop". It enables full access to most San clinical programs, including SanCare, Metavision and the SAH intranet, anywhere, on any device after software installation. Installation instructions are sent to you with your username and password.

Wifi

Use the SAH network (secure, San password required), also SAN-Guest (available to patients and others, no password required).

Tap On/Off login to hospital computers

Tap to log on/off and a "follow-me desktop" are available for all hospital computers with a card reader at the base of the monitor. After initial manual log in, you can tap on and off to your personal remote desktop from any computer, and your session will reopen on that computer, or any other computer, where you left off. Contact IS for an RFID access tag.



Secure Message Delivery

The San uses *Medical Objects* to send documents, such as discharge summaries, procedure reports, e-referrals/consults and radiology reports securely and automatically, directly to doctors' practice software. This requires a free software installation and set-up.

E-Admissions

This (<https://eadmissions.sah.org.au/>) is the preferred method for patients to submit their admission information and documents. Saved information can be transferred to future visits to avoid re-entering data.

Online Hospital and Theatre Bookings

The San has an online booking system that allows you and your practice staff to manage your bookings and theatre lists in real-time. The system is currently available to surgeons and proceduralists.

Other Clinical Programs for doctors at SAH

Endobase – endoscopy reporting system

Carezone – booking and clinical management system for the San Day Infusion Centre

Centricity Perinatal – obstetrics, including CTG

HeartLab – cardiac catheterisation laboratory reporting

HeartStation – online ECG reporting

CliniSearch – search, audit and data gathering tool using natural language processing, linked to the electronic medical record

ICIMS – cancer MDT meeting management system, integrated with SanCare and other key San systems

San Radiology and Nuclear Medicine portal – remote access via URL (<https://portal.sanradiology.com.au/>) on any device – no software installation required

MIMS – medication information

Therapeutic Guidelines – independent specialty-specific therapeutic information

My Health Record – can be accessed via SanCare.



Pulse (San Intranet)

Pulse is the hospital's intranet, providing access for all staff to information about the hospital, staff and department directories, employee services, corporate information, policy documents, community events and newsletters, and SAH's healthcare outreach programs.

For doctors there is a dedicated Doctors Hub, which includes access to rosters, Medical Informatics user guides and updates, CMO/registrar/intern lists, Medical Services handbooks and policy documents, MDT meeting schedules, links to MIMS and Therapeutic Guidelines, the San AMO newsletter, and the clinical publication San Doctor.

Pulse is the default Home page when you open the Microsoft Edge browser on any hospital computer or remote access desktop.

San Username and Passwords

These are assigned to you after accreditation and submission of your "AMO computer access authorisation", but you can change your password at any time. San passwords must have at least 10 characters, including one upper case letter, one lower case letter and one number or special character. Use the Password change option on your SanApps menu, or phone the IS Helpdesk. The same login is used across most San systems.

Please ensure that you respect patient privacy and only access information necessary to your patient management, and never share your password. Be aware that SanCare logs every page view against your login. This log can be audited or shown to patients on request.

Meeting Spaces

The IS department provides audio-visual access in a number of meeting spaces in the hospital. The premier meeting space is the MDT room, adjacent to the Integrated Cancer Centre. This is a state-of-the-art, technology-rich, conference room that facilitates real-time communication and collaboration across multiple locations, with sharing of digital information from a range of sources including clinical documents and pathology and radiology images and video.

Contact Information Services (IS)

IS Support/Helpdesk

For general technical enquiries, remote access, password issues and to report hardware or software problems.

P 9480 9777 (or ext 9777)

E issupport@sah.org.au

Medical Informatics Doctor Liaison

For assistance, tuition or user guides for SanCare (including mobile app) and other SAH clinical programs, and to discuss queries, suggestions or issues with SAH clinical programs.

Dr Bronwyn Gaut

Medical Informatics Doctor Liaison

P 0407 520 375

E bronwyn.gaut@sah.org.au

Metavision Application Specialist

For assistance, tuition, or customisation in Metavision [for ICU], also ECG reporting.

Arash Oskooi

Clinical Informatics Manager

P ext 9861, 0432 773 831

E arash.oskooi@sah.org.au

Software installation and user guides self-service

These are updated regularly and available on Pulse, the hospital's intranet, on the Doctors Information Hub.

Pulse is the default Home page when you open the Microsoft Edge browser on any hospital computer or remote access desktop.

IS checklist for new doctors*



- Get San username and password (submit “Computer Access Authorisation” form)
- Connect to “SAH” wifi
- Have SanCare training
- Have Metavision training (if required for ICU)
- Get SanCare and other relevant user guides (note location on intranet for future self-service reference)
- Install SanCare Mobile App on your phone +/- iPad
- Install SanView remote access on your home/office computer/tablet
- Get tap on/off computer access tag
- Have Procedure Report training (surgeons only)
- Connect your practice via “Medical Objects” – to receive San documents electronically
- Request your practice be set up with online Hospital Bookings (surgeons and proceduralists)
- Encourage your patients to use eAdmissions when booking in to the San
- Get self-rostering access from Medical Services (Hospital for Anaesthetists or SmartAppoint for Surgical Assistants)

* All services available to San AMOs. Some limitations for other doctors.



A teaching hospital of



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