

Critical COVID-19 News

Information for employees, medical staff, paramedics and contractors

April 3 at 5:05 p.m.

*Today's message is sent on behalf of Benoit Morin, President & CEO, PHSA
& PHSA's COVID-19 EOC*

Every day the media we consume is flooded with news about COVID-19, causing many to fear for their personal safety and also to question what they should and should not believe. How are we to make sense of it all in a way that allows us to show up each day calm and with the courage we need to care for our patients and for each other?

At our town hall yesterday, I [shared my thoughts](#) about what it takes to overcome such fears and reflected that one of the most important steps is to arm ourselves with facts. And as health care workers, one of the most important facts you need to know is that – despite headlines from around the world, and most notably the news of extraordinary measures invoked by the United States government to prioritize production of medical supplies for the Federal Emergency Management Agency (FEMA) – we are on top of our supply chain needs.

We are approaching this work in a provincially coordinated manner that is supported by a clear chain of command involving the Deputy Minister of Health and all health authority CEOs. Together we plan for the ordering, storage and equitable distribution of supplies based on clinical needs. When I come to this leadership table, I do so with the awareness of what is being said in the larger world and also the knowledge of what it is PHSA's employees and physicians need to perform their critical roles safely and well.

Out of this, I offer you facts to help mitigate your fears: we are ready to continue our fight against COVID-19. Despite what you may see or hear or read on social media or elsewhere, B.C. is tracking well in all areas of our response, be it supplies, testing or direct patient care. I encourage you to hold to this knowledge so that you may focus your time and energy on your important jobs, on your patients, and also on your families and friends.

Should you have questions, I encourage you to bring them to your senior leader or even to me ([via our Slido page](#)) at one of our weekly town halls. We are here to help you make sense of our rapidly evolving world.

Thank you for your continued dedication. Each and every one of you is making a difference.

Bulletin Highlights:

Breaking news from the provincial government:

1. Enhanced infection prevention for seniors

Other important updates:

- 1. Remote access offers a great experience**
- 2. Parking updates and reminders**
- 3. Update: Access to COVID-19 test results via my eHealth**
- 4. Support from the IT service desk**

Enhanced infection prevention for seniors

- The [Province announced today](#) it is partnering with the BC Care Providers Association to launch EquipCare BC to help seniors in long-term care and assisted living homes.
- EquipCare BC is a new program that will provide \$10 million to enhance infection prevention and control, and improve quality and safety in long-term care and assisted living homes throughout the province.

Remote access offers a great experience

- Supporting more and more people to work from home necessitated swift and significant effort by our IMITS team members. The result has been a vastly improved user experience, with more than a few people noting the improved speed and access.
- One user from Lower Mainland Medical Imaging, shared: "Working remotely has been an excellent experience for me. It is very efficient to use the New Citrix Access. I can easily access all my files and folders."
- These are improvements here to stay. None of us wished for COVID-19, but the reality is that necessity in this moment is removing barriers and enabling new and improved ways to work remotely.

Have you determined with your manager that you need remote access to work from home?

- If so, the request needs to be submitted through the service catalogue. (You may recall a more manual process announced in early March; we have increased our remote access capacity and are moving to a more automated approach to respond more quickly to your requests).
- Working on-site at a health organization facility with network access? Please submit the form on [IMITS Service Catalogue: Remote Access Request](#).
- If you are already working off-site, ask your manager, a peer or someone with access to the form, to submit this request on your behalf.
- You can expect a response to your work email address.

Parking updates and reminders

- Further to the B.C. Health Minister's announcement on Monday that parking is now free for staff and medical staff, payroll deductions for parking have stopped until such time as this offer comes to an end.
- Staff and medical staff who have pre-paid in advance will be reimbursed when parking fees are reinstated. Please watch for details when that time comes.
- If you use daily parking or have monthly parking in the vicinity, please continue to park at your location and submit your receipts or invoice to Accounts Payable via the PeopleSoft Travel & Expense module for employees. Please code the parking through your department cost centre.
- While free parking is now available, please remember that parking restrictions still exist, such as reserved parking, emergency-only parking and accessible spaces. Please observe those restrictions.
- Parking monitors will be in our hospital lots to monitor capacity through the day and through shift change to keep reserved parking clear for staff and patients as a priority.
- The City of Vancouver has lifted parking restrictions, including residential permit-parking areas, time limits and at parking metres. Staff working in Vancouver locations are asked to park nearby, rather than in hospital parking lots, to ensure available space for patients

Update: Access to COVID-19 test results via my ehealth

- Outpatient COVID-19 test results from most areas of the province are now available via [my ehealth](#).
- To provide clarity on yesterday's bulletin:
 - This includes outpatient test samples being collected at PHSA, as well as Vancouver Coastal Health, Fraser Health, Providence Health, Northern Health [community and staff collection centres](#).
 - Island Health and Interior Health COVID-19 outpatient test results (including test samples from those health authorities' [community and staff collection centres](#)) are available via the Cerner (VIHA) and Medinet (IH) patient portals.
- In order to access your COVID-19 test results via [my ehealth](#):
 - **Important:** patients need to provide a [Personal Health Number \(PHN\)](#) at the clinic or collection centre where their test is being done for results to be accessed via [my ehealth](#).
 - If you are not already registered for [my ehealth](#), please call the **my ehealth™** customer support line at **1-888-522-7758** to access your lab visit number and complete your registration.
 - If you are already registered, please login using your existing account to view your test results.

Support from the IT service desk

- The IT Service Desk continues to experience high call volumes, which has led to calls being dropped or ringing busy.
- To serve you better throughout the COVID-19 pandemic, please call the direct toll-free number: 1-855-242-1301 until further notice. If your request is not urgent, please send your request to servicedesk@phsa.ca.

Thank you for your continued dedication

The service that each and every one of you offers for patients and families – and the essential support you provide to provincial systems – is critical, and is making a meaningful difference in B.C.

Your ongoing sources of information

- We are sending daily updates. Watch for emails from phsacomm@phsa.ca.
- Send in your questions via [Slido.com](https://www.slido.com) using the event code **#PHSATownHall**. ‘Like’ questions that are similar to yours to let us know the priority topics to cover at our virtual town halls and in future communications.
- Check the [BCCDC’s website](#) as a trusted source of information.
- Visit the [staff COVID-19 section on phsa.ca](#) to access [PHSA News](#) and COVID-19 information when off the network.
- For BCEHS alerts and updates, check the [BCAS intranet](#) and in the [BCEHS Handbook](#). *[Note: you must be on the BCEHS network to access these links].*
- For site-specific questions, please check in with your manager or clinical leadership.
- For trusted information from around the world, please check the [World Health Organization website](#).