

Medical Staff Newsletter

July 28, 2026

Estimated reading time: 7 minutes

INDEX. In this issue:

Updates and Reminders:

1. **Reminder: CST Cerner down August 22-23**
2. **Reminder: Responsible use of AI Scribes**
3. **Wellness and Learning Rounds: exploring the conditions that shape care**
4. **New features available on CareConnect's Encounters page**

Upcoming Events and Courses:

5. **July 29: Free Info Session: Learn about UBC Micro-certificate programs**
6. **November 24 – 27: St. Paul's Hospital Continuing Medical Education Conference**

**denotes readers will need to be on-site or access the PHSA network remotely to view these pages.*

Updates and Reminders:

1. Reminder: CST Cerner down August 22 – 23

As mentioned in the clinical program bulletins last week, the planned 10-hour CST Cerner downtime has been postponed and will now occur from 7:00pm August 22 – 5:00am August 23. The downtime will impact all live sites and clinics and apply to all CST Cerner applications including PowerChart, FirstNet, SAAesthesia, FetaLink and others.

If you are providing care during the evening or overnight period of August 22-23, please review your local downtime procedures, know where paper order/documentation forms are located, and clarify your team's process for urgent orders, consults, and recovery/back-entry after the system returns.

Inpatient units, Emergency departments, OR/procedural areas, maternity, oncology/infusion and urgent ambulatory clinics will be the most affected.

Before downtime:

- Review local downtime, paper order forms, back entry expectations and uptime procedures for your specific unit or clinical area.
- Review [quick reference guides on CST Cerner Help](#)

During downtime:

- All CST Cerner applications will be unavailable and connections to downstream systems (such as lab, medical imaging, Care Connect, Pharmanet, and pharmacy) will be interrupted.
- 724 devices (our downtime viewer) will be available to access view-only information (patient and family contact info, demographics, allergies, results, medications, orders, vitals, some key documents) current up to the start of downtime. These can be pre-printed in advance.
- Orders and documentation cannot be entered in CST Cerner during the downtime.
- Medical imaging will be available to view images via desktop versions of Philips PACS/WebDI installed on health authority devices
- All stat, urgent and critical lab results will be printed on the unit and lab will also call for critical results.
- CareConnect and PharmaNet can be accessed via direct web link: <https://careconnect.healthbc.org>

After the downtime, 24/7 technical support will be available during the initial week. For the immediate recovery period, clinical informatics support will be available remotely and on-site. Additional technical and clinical support will be available for up to four weeks following the downtime, as required.

Watch for more communications, updates and IT broadcasts as the date gets closer.

2. Reminder: Responsible use of AI Scribes

AI Scribes are a great way to reduce administrative burden in clinical care. As many medical staff start to use third party AI Scribes, it is important for users to understand that although PHSA has gone to great lengths to approve the use of specific vendor tools for the note generation functionality, the **following features have not been reviewed or approved for use with patient information, regardless of vendor:**

- New in-app features such as communication, calling, or appointment tools.
- Clinical decision support and suggested treatment or diagnostic plans.
- Vendor proprietary recording or storage devices, including dedicated hardware recorders and vendor-run storage services.
- Free or consumer tiers of these tools, which are not the same as the sanctioned trial licenses and have not been assessed.

Unauthorized use of these features at the current time puts the medical staff and PHSA at risk of data privacy and security breaches. We are working hard with the vendors to mitigate this risk in the future so that medical staff can continue to use these tools.

For more information on the AI Scribe program, read the [July 9 memo to medical staff](#) or visit [the HIM SharePoint Site](#).

3. Wellness and Learning Rounds: exploring the conditions that shape care

Care is shaped by more than clinical decisions. It is shaped by the environments care happens in, the systems people work within, the relationships teams rely on, and the lived experiences people bring to health care spaces.

This fall and winter, PHSA Medical Staff Wellness and Learning Rounds, hosted by the ASCEND and OSWELL teams, and sponsored by the PHSA Regional Physician Health and Safety Working Group, will explore the conditions that shape care: the environments, systems, relationships and lived experiences that influence safety, wellbeing and practice.

The series will begin in September with a session on planetary health, exploring health care's environmental footprint and how medical staff can support environmentally sustainable practices through leadership, education, frontline agency and practical local change.

Date: September 17, 2026

Time: 12:00pm-1:00 pm

Format: Virtual session with presentation and discussions

Presented by: Dr. Maura Brown, department head, diagnostic imaging, BC Cancer – Vancouver and climate action and sustainability leader.

[Click here to register](#)

In October, the focus will shift to Indigenous-specific anti-racism, with an opportunity to reflect on how anti-racism moves from intention to everyday practice, culture and accountability.

November's session will explore team building and managing personality challenges for medical staff, including practical approaches to boundaries, expectations, psychological safety and team culture.

For more information on these sessions, visit [Learning with PHSA](#) or email ASCEND@phsa.ca.

4. New features available on CareConnect's Encounters page

The Digitally Connected Cancer Care workstream continues to support important enhancements to CareConnect, B.C.'s secure, view-only, Electronic Health Record offering authorized care providers access to a provincial view of patient information.

The CareConnect updates bring improvements to the Encounters page, making it easier to navigate and enhancing overall usability. There are several key updates including redesigned navigation menus in both CareConnect and the VPP Cerner Portlet (CareConnect inside VPP CST Cerner), updated filtering options and linked documents which can now be viewed and

navigated in-screen and via pop-up. The full feature details are available under [‘What’s New’ on the CareConnect page on phsa.ca](#)

These enhancements have been inspired by feedback from oncology care teams and are delivering broader value across clinical workflows for all CareConnect health authority and community-based users.

To learn more about the Digitally Connected Cancer Care workstream, you can read the latest story on POD [here*](#).

If you have questions on this workstream, please reach out to connectedcancercare@phsa.ca.

Upcoming Events and Courses:

5. July 29: Free Info Session – Learn about UBC Micro-certificate programs

The UBC Data Science and Health (DASH) Research Excellence Cluster is hosting free info sessions to learn more about their Micro-certificate Programs:

- [Health Data Analytics: Opportunities and Applications](#)
- [Natural Language Processing to Improve Patient Care](#)

Created by UBC Department of Medicine and the UBC Data Science Institute, these part-time programs are designed for healthcare professionals who work with large health datasets, patient records, clinical notes and other healthcare documents. Developed to meet the growing need for data analytics and AI skills in healthcare, the programs aim to teach foundations in healthcare analytics and natural language processing to clinical decision making and better patient care.

Funding opportunity: Starting with the Fall 2026 intake, both programs are eligible for the 2026/2027 [StrongerBC Future Skills Grant \(FSG\)](#), which can cover up to \$3,500 in eligible short-term training at public post-secondary institutions. Limited seats will be available for the FSG.

Join the information session to learn more about the program, meet the instructors and ask your questions.

- **Date:** July 29, 2026
- **Time:** 12:00 PM–1:00 PM
- **Who should attend:** Healthcare professionals, researchers, data scientists, data analysts, and clinical or operational staff
- **Where:** Online Via Zoom

[Register the Info Session](#)

6. November 24 – 27: St. Paul's Hospital Continuing Medical Education Conference for Primary Care

Registration is now open for the St. Paul's Hospital Continuing Medical Education Conference for Primary Care. Open to primary care professionals, including physicians and nurse practitioners among others, the conference offers practical, evidence-based education to support clinical practice.

This year's educational activities will provide a comprehensive review of cardiology & diabetes, rheumatology, sports medicine & pain, internal medicine, geriatrics & neurology, therapeutics & investigations, brain & behaviour, pediatrics & gynecology and dermatology.

Dates: November 24 – 27, 2026

Location: Vancouver Convention Centre west (virtual option also available)

To Register: stpaulscme.org/register

The main lecture series program and optional learning sessions have been certified by the college of family physicians of Canada and the BC chapter for up to 35 Mainpro+® certified activity credits.

For more information, including the full agenda, visit the [conference website](#) or download the [conference brochure](#).

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [Carrying Siem Te Ta-in's gift forward: Joe Gallagher on the Coast Salish teachings](#)
 - [Nurses job action concludes tonight \(July 24\)](#)
 - Unique PHSA stories this week
 - Jobs of the week

Ongoing Resources:

- Check out the [Medical Staff webpages](#) on phsa.ca for information and resources for dentists, midwives, nurse practitioners, clinical scientists and physicians.
- Learn about [health and wellness](#) resources to support you.
- Looking for past issues of the Medical Staff Newsletter? Visit our Communications [page](#).
- Visit [POD](#) for stories about our workforce and supporting resources*.