



Medical Staff Newsletter

September 2025

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Updates and Reminders:

1. Information Forum: AccessMyHealth Patient Portal

Medical staff using CST Cerner have recently been receiving information about the upcoming launch of the AccessMyHealth patient portal. Rolling out across PHSA, Vancouver Coastal Health, and Providence Health Care, the AccessMyHealth patient portal will connect with CST Cerner and give patients, along with their chosen proxies if applicable, access to select parts of their electronic health record.

To support providers in understanding what this means for care, you are invited to attend an information forum on **Wednesday, October 15 from 5:30–6:30 p.m.** The session will feature panelists who will explain the AccessMyHealth patient portal's functions and share real-world experiences from facilities that have already implemented similar systems.

[Click here to register.](#)

NOTE: You must register to receive the forum access link. You'll have the opportunity to submit questions in advance upon registering.

As medical staff, it's important to know that patients will be able to directly view certain clinical documentation created in CST Cerner. This transparency can improve engagement, which may mean patients will ask questions or request clarification. Some providers may wish to adapt their documentation practices—for example, by using more patient-friendly language or recording sensitive information in notes not visible to patients or proxies. Please take time to familiarize yourself with what patients will be able to see. Visit [CST Cerner Help](#) to find AccessMyHealth bulletins you may have missed.

Questions about the portal can be sent to accessmyhealthportal@vch.ca.

2. September is Language Equity & Access Month

Language Equity & Access Month (LEAM) highlights the importance of providing safe, equitable care by meeting the diverse linguistic needs of people across B.C., including those patients or clients who are Deaf, Deaf-Blind, and Hard of Hearing (DDBHH). DDBHH individuals have a [constitutional right](#) to effective communication in health care settings.

Using [professional interpreters](#), rather than relying on family members, helps ensure accurate communication and patient safety. Provincial Language Services offers interpretation through multiple modalities, some best suited to clinical settings and others that help reach patients in remote communities.

More information can be found on the [Provincial Language Services webpage](#).

In the News:

3. Celebrating 2025 Faculty of Medicine Award Recipients

Each year, the UBC Faculty of Medicine honours faculty and staff who demonstrate excellence in teaching, research, administration, innovation, and public service, many of whom are affiliated with PHSA programs and services.

The 2025 Faculty of Medicine Awards once again highlighted the outstanding contributions of individuals working in diverse areas of medicine and health sciences who are shaping the future of health care and medical education across the province. Their achievements reflect the strength of collaboration and innovation that drives improvements in patient care, research, and learning.

Congratulations to all honourees for their excellence and dedication to advancing health.

[Click here](#) for the full list of recipients.

Upcoming Events and Courses:

4. Health Ethics Week: November 3 – 7

Health Ethics Week invites medical staff to pause and reflect on the ethical dimensions of their work, and to connect these reflections to PHSA’s north star priorities of patient- and family-centered care, safety, equity, and cultural humility.

The week culminates with the *Changing the Spotlight Symposium 2025: Autonomy in Healthcare* on Friday, November 7 from 9:00 a.m. – 12:00 p.m. This three-hour virtual event will explore autonomy through the lenses of human rights, equity, and diverse worldviews offering insights that can help medical staff reduce moral distress, strengthen resilience, and foster more equitable and patient-centered care.

Additional daily workshops will be offered Monday to Thursday from 12:00 p.m. – 1:00 p.m., covering topics such as navigating challenging conversations, truth and reconciliation in health care, conscientious objection, and public health ethics. More information, including registration links, will be shared [on POD*](#) and in program bulletins in the weeks ahead.

[Click here](#) to learn more and register for the Symposium.

5. New Missing Middle Provincial Education Program Available for Care Providers

BC Children’s Hospital has launched the first module of its Missing Middle provincial education program – a free, evidence-informed online learning resource for health care providers. Module one, *Demystifying Working with Young People*, is available now and can be completed anytime, from any device. [Click here to register](#).

The program is designed to build knowledge and capacity to better support young people aged 16–24 and their families in accessing mental health and substance use care. This age group often falls into the “missing middle” — caught between child/adolescent and adult services — and their needs are not fully met by current systems. As a result, 50 per cent of young people disengage from care at the point of transition to adult services.

Future modules will be added in the months ahead.

6. Surgeons: Participate in the BC Diagnosis Prioritization Code Review Project

Surgeons practicing in B.C. are invited to participate in the BC Diagnosis Prioritization Code Review Project, organized in collaboration with The BC Surgical Patient Registry, the Ministry of Health, Doctors of BC and BC’s Health Authorities.

This project is a province-wide initiative to review and update all surgical and GI endoscopy diagnosis-based prioritization wait time targets in BC. It supports transparent and consistent prioritization across all surgical specialties and health authorities and is taking place from October 2025 – April 2026.

Surgeons' expertise and insights are needed for the specialty-specific code review process. Renumeration from the Specialist Services Committee will be provided to surgeons who participate in specialty working groups.

Register for one of the three, 30-minute information sessions listed below or email sproffice@phsa.ca to express interest and learn more.

- [October 8, 2025: 12:00-12:30 p.m.](#)
- [October 9, 2025: 4:30-5:00 p.m.](#)
- [October 10, 2025: 7:00-7:30 a.m.](#)

PHSA Operational & Leaders' News

- Read the latest [PHSA Operational News](#) and [Leaders' News](#)*:
 - [Budget review and restructuring: Updates from Sept. 11 town hall](#)
 - [Take action for Orange Shirt Day and the National Day for Truth and Reconciliation](#)
 - 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*.