

CDX CLINICAL DOCUMENT EXCHANGE - CLINIC SUPPORT REFERENCE SHEET

Congratulations on signing up for the Clinical Document eXchange (CDX). Your EMR vendor will configure your system shortly. Here are some answers to common questions:

Q: When will I start getting results in my EMR from CDX?

A: Your subscription request will be processed within 3 business days, but there may be some configuration or upgrades that will need to be completed by your EMR vendor. In most cases, clinics are receiving results within a week.

Q: When will the paper distributions be turned off for the results I will be receiving through CDX?

A: Two weeks after subscription all faxed copies of reports being received through CDX will discontinue with the exception of INR results from Interior Health.

Q: Are paper distributions required to be turned off?

A: Yes. With the exception of INR results from Interior Health all paper distributions are required to be turned off.

Q: Can locums sign up for the service?

A: Due to the administrative overhead, we are not currently signing locums up for CDX unless they will be at the clinic for more than 30 days. Most EMRs allow locums to “shadow” as the physician they are providing service for, which works quite well with our service. Contact your EMR vendor for specific details on how locum temporary access is handled.

Q: What do I do if I think I am missing a result?

A: Check to ensure that the result is finalized in the HCIS (i.e. Cerner for NH or Meditech for IH). If the result is finalized then email info@bccdx.ca and include: a description of the type of result, expected date of delivery, the PHN of the patient, and your clinic name.

Q: What do I do if I have an internet connection but stop receiving results?

A: Call the ITS Service Desk and report that you are no longer receiving electronic results. Be sure to include your clinic name and EMR name.

Q: What if a provider leaves a clinic that is participating in the CDX distribution service?

A: If a provider leaves a subscribed clinic, the clinic will need to fill out the online form to un-subscribe that provider by selecting the Modify Existing option on our online subscription form.

Q: What if a provider or clinic switches to a different EMR system?

A: If a provider changes EMR systems, the clinic will need to fill out the online subscription form, being sure to include the updated EMR Vendor Information in the appropriate section of the form. Any additional details should be provided in the Comments section.

CDX Contact Email: Info@bccdx.ca