Community Medical Office Assistant (MOA) Access to PowerChart - Intake Form

Please complete the intake form below and send to MOAPowerChart@viha.ca.			
Clinic Name			
Address			
Clinic Phone #		Clinic Fax #	
Clinic Email *(Point of Contact for process)*			
Clinic Manager *(Point of Contact for process)*			

All Provider Name(s) & Type • *GP - General Practitioner* • *SP - Specialist* • *NP - Nurse Practitioner* • *RM - Midwife*	Name(s) LAST NAME, FIRST NAME, INITIAL(s)	Type	Name(s) LAST NAME, FIRST NAME, INITIAL(s)	Type

MOA Names(s) and Email(s)	Name(s) LAST NAME, FIRST NAME, INITIAL(s)	Email(s) *(to provide education and account details)*

Is there any crossover in the MOAs work between multiple providers to cover breaks, vacations, etc. (e.g. do the MOAs support one or multiple providers)?	☐ Yes ☐ No	
For MOA access to PowerChart, we can take two approaches. Please select **one** option below.		
☐ **Option 1** Individual Contract(s)	Complete individual contract (s): One provider authorizes one (or more) MOA to access their patient records. The MOA is only authorized to access that provider's patient records unless a separate agreement is in place for another provider.	
☐ **Option 2** Clinic Contract	Complete clinic based contract (available for a clinic with 3 or more providers): All providers in the clinic must already have access to PowerChart. One individual from the clinic (the managing provider or clinic owner) signs the contract on behalf of the clinic. That person holds responsibility for all the MOAs actions in PowerChart. All MOAs will be able to access patient records of any patients receiving care at that clinic.	

If **Option 2**, please provide the following information:		
Authorizer Name		
Authorizer Title		
Authorizer Email		
All providers **must** have access to PowerChart	If any providers do not have access to PowerChart, please contact the appropriate Island Health team to obtain access.	
	For a provider seeking hospital privileges	Credentialing_Office@viha.ca
	For a provider that only requires "view-only" PowerChart Access	CommunityEHR@viha.ca
Comments (any additional access required?)		

Please send the completed form and any questions to MOAPowerChart@viha.ca. It is the responsibility of the clinic to ensure the information provided above is correct, and stays current with island Health.

Frequently Asked Questions

- What are the next steps in the process?
    1. Send the completed intake form to MOAPowerChart@viha.ca.
    2. The appropriate Information Sharing Agreement (ISA) will be sent to the clinic point of contact to be signed.
    3. Clinic returns the signed ISA(s) to MOAPowerChart@viha.ca. If the ISA is returned with only the signature pages, it is not valid and must be refused processing. It must come in as a full contract, pages in the correct order, with all details (including date and checkboxes initialed or checked) completed and signed by all appropriate parties.
    4. Once accounts are created, MOAs will receive an email with their username and unique Island Health ID. They will be directed to contact the service desk to reset their password.
    5. The MOA will receive an eLearning module, which is mandatory prior to using their PowerChart account.
    6. Every two years, the MOA accounts will expire. Island Health will begin contacting the clinics in November of the expiry year (most accounts expire Dec. 31) to confirm the MOA's continued enrollment and need for PowerChart access. If the MOAs change before this time period or the clinics receive an expired account notification, clinics are to contact MOAPowerChart@viha.ca to have the accounts updated.
- How long does the process take?
    - Once the completed contract is provided to MOAPowerChart@viha.ca, it will take approximately two weeks to provide the MOA's with their PowerChart access.
- What does the standard MOA access provide?
    - View only access to PowerChart for Community MOA's.
    - Island Health remote access.
- Special Access requests include: PaceArt, TeleHealth calendars, and EMR Connect
- What is the clinic's responsibility after access is granted?
    - Contact MOAPowerChart@viha.ca whenever MOA's and provider staff in the clinic change, and we will determine if changes to the agreement are required.
    - With each new account request, it is the clinic's responsibility to request deactivation of any out-going MOA's accounts.