

Island Health PowerChart Training Information

- Royal Jubilee/Victoria General Hospitals (RJH/VGH)..... 2
- Cowichan District Hospital (CDH) 2
- Campbell River Hospital (CRH) 2
- Comox Valley Hospital (CVH) 2
- All rural hospitals (Port Alberni, Tofino, Port McNeill, etc) 2
- All Family Practice Physicians not working in Acute Settings 2

**Royal Jubilee/Victoria General Hospitals
(RJH/VGH)
Cowichan District Hospital (CDH)
Campbell River Hospital (CRH) / Comox Valley Hospital (CVH)
All rural hospitals (Port Alberni, Tofino, Port McNeill, etc)
All Family Practice Physicians not working in Acute Settings**

Returning Physicians, Nurse Practitioners and Midwives

If you have already completed IHealth PowerChart training at **RJH/VGH/CDH/CRH/SJG** or in person then please call the service desk from an Island Health phone at local 18777 to reset your password for PowerChart and PACS Inteleviewer.

Pre-requisite E-Learning modules: Please complete the e-learning modules included below under the heading **E-Learning Modules**.

New Physicians, Nurse Practitioners and Midwives

Pre-requisite E-Learning modules: Please complete the e-learning modules included below under the heading **E-Learning Modules**.

E-Learning Modules

For both new and returning Physicians, Nurse Practitioners and Midwives: To **ensure you are prepared** for your rotation, please complete the following modules which can be found on the **Provincial Learning Hub** at <https://learninghub.phsa.ca/Learner/Home>. If you need to create an account on **Learning Hub**, see the attached instructions, otherwise, log-in to **Learning Hub** and search for courses indicated below:

1. [IHealth: PowerChart Essentials for Providers at Non-Fully Activated Sites](#) **Mandatory**
2. [Confidential Information Management Code of Practice](#) **Also required for all healthcare providers and learners**

Technical Support

The Service Desk is available to all Island Health staff 24 hours a day, 7 days a week, to help with any technical problem, incident or question.

- Call 250.370.8777 (local) or 877.563.3152 (toll-free)
 - Select option 1 for password resets
 - Select option 3 to access the Clinical Solutions Desk, for clinical application issues (e.g. PowerChart, PACS, etc.)

If you feel that you need additional training, contact EHRProviderEducation@viha.ca