



Bacchus Marsh and Melton Digital Health Transition Project: Weekly Update:

22 November 2024

We're just **3 days away** from the Go-Live of the Electronic Medical Record (EMR) and other digital applications at Bacchus Marsh and Melton (BMM), and Caroline Springs. We're tracking well to achieve our staged Go-Live schedule, starting Tuesday, 26th November.

An Operations Bulletin from Chief Operating Officer, John Ferraro, on Monday, 25th November will inform all staff of the final arrangements.

Our priority is supporting you during this exciting time of change. Ask your manager or a member of the onsite Digital Health team for support in the lead-up to Go-Live.

Key Updates for This Week:

1. **The Divisional Go-Live readiness tracker is now 98% complete**, with daily updates from BMM Managers. For questions, contact [Kylie Van Rooyen, Operations Manager.](#)
2. **92% of staff have completed EMR training!** For follow-up questions or additional training needs, contact WHS-EMRTrainers@wh.org.au or access resources on the [Digital Health site.](#)
3. **Resources:**
 - **A pre- and post-Go-Live system usage tip sheet** is available online – [click here.](#)
 - **BMM Workflow Diagrams** are now live on the BMM Digital Health Transition page on the [Digital Health site](#), with printed copies arriving at BMM sites this week.
 - [What Goes Where](#) and [Quick Reference Guides](#) are accessible online.
 - **BMM Screen Savers**, featuring QR codes for easy access to resources.
4. **Connect Nursing App Pilot:** The BMM Medical Surgical Unit will pilot the Connect Nursing app, extending EMR functionality on mobile devices. A '[Mobile App – Connect Nursing](#)' Quick Reference Guide and [demonstration video](#) is available on the Digital Health site.

5. EMR and Digital Applications Access

Your role-specific access to the EMR and digital applications is ready. Use your Western Health username to login, unless otherwise advised. Legacy applications will remain available in read-only mode for historical data.

Important reminder: do not enter or modify data in the EMR or any of the new digital systems until you are informed that your venue of care has fully transitioned during the Go-Live period and is confirmed as EMR active.

System	Access
EMR	All staff now have full access and from 12 noon on Monday, 25 th November will be able to see BMM locations and patient data.
BOSSnet	Access has been provided to all BMM staff.
Transition to WH iPM	Quick Reference Guides have been developed to help you search for alternate identifiers in the EMR and WH iPM and understand how to access both WH iPM and BMM iPM at the same time.
3M Modal	Syberscribe for digital dictation will remain available until Sunday, 1 December. From Monday, 2 December 3M Modal will be used for dictated patient appointment letters.
BING	Staff will transfer from Notification Manager to BING and those affected have been notified.
BOS	Staff will switch to using WH BOS, starting Tuesday, 26 November.

If you experience any issues, contact the Western Health Service Desk on **8345 6777** or log a ticket via the [Service Desk portal](#).

6. EMR Downtime Kits Have Been Delivered: EMR Downtime Action Cards and Checklists have been updated and are available on the [Digital Health site](#).

7. Go-Live Support will start from 7:00am on Tuesday, 26th November:

- **24/7 Go-Live Support Team:** Easily identifiable in blue polo tops, members of the Digital Health team will be available on the floor in all areas. Local hubs will also be stationed at the Bacchus Marsh Hospital conference room and Group Room 168, Ground Floor in the Melton Community Hub (yellow building).
- **Go-Live chat:** A dedicated Microsoft Teams support chat for managers, Super Users, and the Digital Health team to communicate and escalate issues.

- **Western Health Service Desk – Contact 8345 6777 (and press 1):** Available 24/7-hour starting 7:00 am on Tuesday, 26th November to 7:30 pm on Monday, 2nd December). From Tuesday, 3rd December, support will transition to 12/7-hour support until Sunday, 15th December.
- **Quality and Safety team:** Onsite to address any clinical safety or quality issues.
- **Patient communication materials:** Consumer endorsed patient materials will be available for patients at Go-live sites and can also be accessed on the [Digital Health site](#).

Missed the virtual drop-in sessions this week? You can access [FAQs](#) and helpful resources on the [Digital Health site](#).

We're almost there! For any questions or support, reach out to a member of the Digital Health team onsite or your manager.

Regards

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[Visit the Digital Health Site](#)