

## Provider and clinician documentation and communication guide BC Children's Hospital

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### Why this matters?

#### 👁️ Patient and proxy visibility has changed

Many clinical notes and results are now visible to patients and proxies through AccessMyHealth.

Documentation choices directly affect **patient safety**, **confidentiality**, and **provider risk**.

This guide supports **safe, intentional documentation** for pediatric care at BC Children's Hospital.

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### 1. Document with awareness

Before signing a note, pause and ask:

- Is this information **necessary for care**?
- Is it **appropriate for patient or proxy viewing**?
- Could it cause **harm or misunderstanding** if read without context?
- Is **sensitive third-party** information being disclosed that is **not relevant** to care of my patient

Write clinically accurate notes using **clear, respectful language**.

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### 2. Documentation considerations and handling sensitive information

When documenting sensitive information (e.g. mental health or substance use, third-party information, legal issues or safety concerns), consider:

- Risk/harm of disclosure to patient and/or proxy
- Clinical need for third-party identifiers
- Whether auto-pulled history in the note is appropriate and/or relevant

If information should **not** be visible to patients or proxies:

- Use a **non distributable note type**, or
- Add details to **“Provider Note – Do Not Send to Portal”**

Also consider confidentiality of certain information, including third parties, when a pediatric patient reaches **age 12** and can see the whole content of information on their portal (from portal go-live or the day they first got in contact with a CST site).

*When copying and pasting into distributed note types (e.g. discharge summaries), ensure all copied content is accurate, appropriate, and intended for distribution.*

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### 3. Choose the right note type

#### 📄 The note type determines whether information is shared

#### Notes that **post** to the portal (most specialties)

- Clinic Notes
- Consult Notes (Inpatient & Outpatient)
- Discharge Summaries
- Operative Reports
- Procedure Reports
- Patient Handouts

#### Notes that **do not post** to the portal

- Admission Notes
- Progress Notes
- Highly Sensitive Information Notes

#### Medical specialty note types that **do not post**

- Addiction Medicine
- Adolescent Medicine
- Child Protection Services
- Pediatric Complex Pain
- Pediatric Gynecology
- Perinatal Addiction Medicine
- Psychiatry (Child, Adolescent and Adult)

#### Locations that **do not distribute** to the portal

- BCH Gender Clinic
- BCW CARE Program

## ⚠ Important

The appropriate **distributable note must be created for every patient.**

“**Provider Note – Do Not Send to Portal**” should only be created **in addition to** the distributable note and must contain information not intended for the patient or proxy.

## 4. Test results and reports that do not distribute

 These results will **not** appear in the portal

Category	Details
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Autopsy reports	Autopsy reports will not send to the portal
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## 5. Medical imaging reports and child maltreatment

### ⚠ Medical imaging reports and child maltreatment

- Reports are considered **critical** and must be communicated **verbally**
- Reports will publish to AccessMyHealth **seven days after finalization**
- By then, a **safety plan for the child will have been established**
- Proxies can be **restricted as needed** by the patient or a legal guardian

## 6. Proxy access considerations

### Proxy access rules for pediatric patients

Patient category	Consent / authorization	Proxy access duration	Renewal / notification process
Child (under 12 years of age)	Legal documents required	Expires automatically at age 12	Expires automatically at age 12
Mature minor (12 to 18 years of age)	No proxy access for initial portal go-live	No proxy access	N/A
Incapable minors (12 to 18 years of age)	Legal documents required	Valid for one year	Proxy access must be renewed annually

## 7. When in doubt

- Choose the conservative option
- Use a non-distributable note type if unsure
- Ask for guidance before signing

## Need help?

- **Staff and providers:** Contact the Service Desk
- **Patients:** Visit [accessmyhealth.ca](https://accessmyhealth.ca) or contact [accessmyhealthsupport@phsa.ca](mailto:accessmyhealthsupport@phsa.ca)


More FAQs are available on the [CST Cerner Help](#).

Find FAQs on CST Cerner Help 

Note types and how they will distribute 

### Learning Hub Courses

**AccessMyHealth Patient Portal Overview** 

**Best Practices In Clinical Documentation** 

**AccessMyHealth Patient Portal Documentation Overview** 