

Provider and clinician documentation and communication guide BC Women's Hospital + Health Centre

Why this matters?

👁 Patient visibility has changed

Many clinical notes and results are now visible to patients (and proxies) through AccessMyHealth. Documentation choices directly affect **patient understanding, safety, and trust**, as well as **provider risk**.

This guide supports **safe, intentional documentation** across BC Women's Hospital + Health Centre.

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, distress, 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**.

2. Documentation considerations and handling sensitive information

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

- Risk or harm if disclosed
- Clinical need for third-party identifiers
- Whether auto-pulled history is appropriate

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”**
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3. Choose the right note type

📄 This is the most important decision you make

The note type determines whether information is shared with patients and proxies.

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, Adult)

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

- BCW CARE Program
- BCH Gender Clinic

⚠ 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	Examples
Some OB Ultrasounds	Dilation & Evacuation Guidance; Fetal Intracardiac Injection (single/multiple); Fetal RF Ablation (single/twins); Multifetal Reduction; Selective Reduction
Pathology	Embryopathology reports; Autopsy reports

5. CARE Program and restricted content

 **BCW CARE Outpatient Clinic location is excluded from portal distribution**

- Documents entered in the **BCW CARE Outpatient Clinic location** do **not** send to the portal
- Appointments scheduled to the **BCW CARE Outpatient location** are **not visible** to patients
- Consider using the Do not send to Portal note for all documentation supporting the care of patients from the CARE program outside of the CARE Outpatient location (such as UCC and Birthing Suite/TACC).

6. Copy and paste carefully

Before signing:

- Re-read all copied content
- Remove irrelevant or outdated history
- Remove sensitive third-party details
- Confirm tone is professional and patient appropriate

Find FAQs
on CST
Cerner Help



Note types
and how they
will distribute



7. Maternal and newborn documentation

 **Information does not automatically follow**

- Only **select maternal information** transfers to the newborn chart during Results Copy
- Transferred information appears in the **admission note**, which does **not** distribute to the portal
- Additional clinical details must be documented **directly in the infant chart**
- Pregnancy history marked as **sensitive** will not pull into the Pregnancy History template
- Pregnancy History Template can be edited to remove information not intended for distribution

8. Proxy access matters

 **Consider who may read the note**

- Parents, guardians, or other authorized proxies may view notes
- Separate sensitive third-party or safety-related details into non-distributable notes
- Authorized proxy access does not always reflect patient choice; consider privacy, safety, and potential coercion when documenting

9. When in doubt

II Pause before signing

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

Need help?

- **Staff and providers:** Contact the Service Desk
- **Patients:** Visit accessmyhealth.ca or contact accessmyhealthsupport@phsa.ca

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