

Collaborative Health Records – Adding Contacts and Setting Preferred Pharmacies

REMINDER: Users should not add or modify contacts in CHR. If you need a new contact created, please request a contact be added (or modified) through the purple Telus intercom chat feature in the CHR.

Adding new contacts in the CHR has created several issues:

- New contacts have been setup with incorrect fax numbers which has resulted in privacy breaches (faxes being sent to the wrong number)
- New contacts have been accidentally set as the preferred pharmacy in the patient chart

Searching: To allow for easier contact searches, as of August 30, 2022, Telus has changed the fax search to be moveable and resizable. This will allow for easier searches.

For more information, please see the Telus release note

<https://help.inputhealth.com/en/articles/6515136-chr-release-notes-version-22-16>.

Preferred Pharmacy: It is standard practice to confirm a patient's preferred pharmacy at the time of arrival for an appointment.

The following Telus articles and short videos can assist you set a patient's preferred pharmacy – <https://help.inputhealth.com/en/articles/1465879-setting-patients-preferred-pharmacy>.

Search Tip – When searching for a contact, in the list beside the search field, select one of the following search options:

Full Search - Searches by contact first name, last name, billing code, occupation, occupation, facility name, facility address and contact/ facility fax number.

Contact Name - Searches by the name of a contact (individual) who is linked to the facility.

Fax - Searches by the facility's fax number.

Billing Code - Searches by the billing number of a contact (provider) who is linked to the facility.  **Tip:** This is handy if a provider works out of multiple facilities and has a unique billing number at each facility. If you don't know what facility a billing number is for, you can search for the facility by the billing number.

Occupation - Searches for facilities that have at least one contact with a certain occupation (for example, if you want to search for a list of "lawyer" offices).

Facility – Searches by the facility's name, address, phone, and fax number.