iCHIP Patient Home Module (PHM)User Guide

BC Provincial Blood Coordinating Office

promoting good stewardship in transfusion medicine

Contents

1 Introduction

The Inherited Coagulopathy and Hemoglobinopathy Information Portal (iCHIP) is a secure web-based registry that is used to collect and store health information including:

- Treatment protocols
- Infusion Records
- Factor Product orders
- Contact information

iCHIP may be accessed by your healthcare team at the hospital program to improve patient outcomes through the management of patient care.

The iCHIP Patient Home Module is a web and mobile-based application that makes it easy for patients to report clinical events, record use of blood factor products from their personal inventory, self-manage their care and receive notifications from their health care team.

The iCHIP Patient Home Module is also available as a mobile App. Search either the Google Play Store or the iTunes Store for "iCHIP PHM".

2 Patient Home Module (PHM) at a glance

PHM Sections

The iCHIP Home Page has three distinct sections: Sidebar, Submission Area and Information Area.
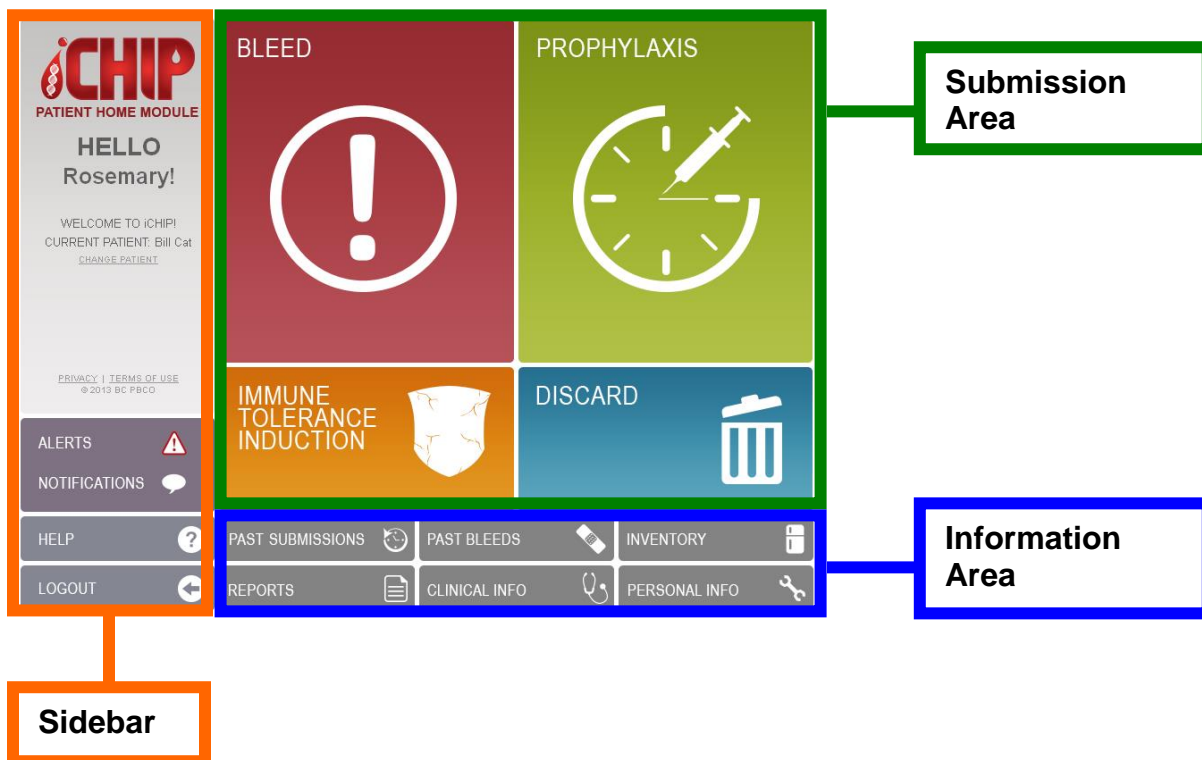
Submission Tiles

The different tiles (Bleed, Prophylaxis, Immune Tolerance Induction, Discard) allow you to enter in different types of records.

If you do not see all the tiles you are supposed to have as a part of your treatment, please contact your clinic staff.

The Prophylaxis and Immune Tolerance Induction tiles will display only when applicable to your care.

Help

To see a full help menu:

Click HELP `HELP ?` at the side of the iCHIP Home Page
A new browser tab with a full Help menu can be viewed

To see help information for the page you are currently on:

Click the question mark `?` at the top of the page
The box with the help information will appear and can be moved around the page so it does not get in your way when using the application.

Click `✕` to close the help box.

Web Browser Requirements

Supported Web Browsers:

iCHIP is compatible with the latest versions of Chrome, IE, Firefox and Safari. If you have an issue with iCHIP that you suspect may be browser-related, please send an email to ichip@pbco.ca with you username, browser version and a description of the issue.

In Internet Explorer, if you receive a Compatibility View Error:

1. Click **Tools** at the top left of the browser window

2. Click **Compatibility View Settings**

3. Uncheck **Display Intranet Sites in Compatibility View**

4. Click **OK**

Privacy

<u>How can you protect your own information</u>

It is important that you protect your personal information on the iCHIP PHM. You can do this by:

- ☐ Ensuring that there is an anti-virus protection service on your computer
- ☐ Keeping usernames and passwords confidential by not sharing this information with anyone
    - ○ This will protect against theft of usernames, passwords or other authentication information
- ☐ Confirming that anyone requesting iCHIP PHM information from you is authorized to have it
- ☐ When using a laptop or other mobile device to access iCHIP PHM, please avoid accessing it over an unsecured public network such as:
    - ○ A home or office network that does not have encryption enabled
    - ○ Wi Fi in public spaces (e.g. coffee shops)
- ☐ Preventing accidental disclosure of authentication information
    - ○ Do not forget to pick up a printout you make on a shared printer (e.g. office)
    - ○ Use caution when using work computers with shared access
    - ○ Do not keep information in written or otherwise easily identifiable form exposed for others to see
- ☐ Always reporting suspected or accidental disclosures immediately to your hemophilia clinic
    - ○ BC Children's Hospital: Tel 604-875-2345 ext 5335; Toll-free: 1-888-300-3088 ext 5335
    - ○ St Paul's Hospital: Tel 604-806-8855; Toll-free: 1-877-806-8855

<u>How iCHIP information is protected by the BC Provincial Blood Coordinating Office</u>

iCHIP, which is managed by the BC Provincial Blood Coordinating Office (PBCO), keeps your personal information secure. Personal information is protected under the BC *Freedom of Information and Protection of Privacy Act*. All PBCO and clinical staff and anyone who uses iCHIP data must protect your information from inappropriate or unauthorized use and disclosure.

Measures taken to protect your information include:
- Use of frequently changed passwords
- Security for electronic transmission of data
- Physical security

Parties that are interested in obtaining transfusion data stored in iCHIP must request this data. The BC PBCO has a Data Access Policy which prevents the misuse of data and ensures the privacy and confidentiality of patient information.

The BC PBCO Data Access Policy includes the following:
- A written request that needs to be completed by the applicant requesting data which will include what information is requested and for what purpose(s)
- The written request is reviewed by the PBCO director or their designate to verify the validity and the level of confidentiality and sensitivity associated with this request
- Depending on the type of request, a review committee will provide feedback to support or oppose the request based on identified characteristics. The committee looks to ensure that the request complies with current regulations/standards/guidelines and ethical approval processes
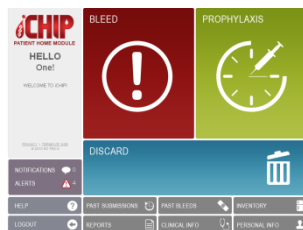- PBCO staff will inform the applicant on the final status of the request

3 Getting Started

Logging In

Go to website: **www.ichip.ca**
Click Enter – the login screen will display

Enter your username and password
The iCHIP Patient Home Module (PHM) home page displays

ⓘ If you are authorized to view more than one patient account (e.g. a parent with multiple children being cared by the clinic), you will see a patient list. Choose the patient account you want to use and click **SELECT**

Logging In for the First Time

Logging in for the first time requires you to take steps to secure your account access

After logging in, the system will prompt you to confirm your account details and password

Review Email, First Name, Last Name, Postal Code (your home postal code)
Enter a Password Recovery Question of your choosing
Enter a Password Recover Answer - the question and answer will be used if you need to
        retrieve your forgotten password
Enter your existing password
Enter a new password
Click **Save** to continue OR **Reset** to clear the form and start again

Password Requirements

A password must be:

- A minimum of 8 characters (combination of upper and lower case letters)
- Include at least one symbol
- Include at least one number and one letter

ℹ️ For security purposes, you will be asked to change your password every 90 days. You can change the length of time to change your password from 90 days to never on the Password tab under Personal Info. You can only make this change if you are using the Two-Factor Authentication.

Two-Factor Authentication

iCHIP PHM makes your access to the application more secure by allowing you the ability to verify your identity as the account owner.

You will be required to input a code that you receive via text on your cell phone into iCHIP before you can login to the system. This code will be required when:

- You are logging in from a new IP (Internet Provider) address
- Your authentication for that IP address has expired
  - Your home or office IP address will expire in one year
  - All other IP addresses (e.g. coffee shop) will expire in one hour

If you do not have a cell phone or one that does not accept text messages, you must call your clinic so that they can authenticate your access for you.

You can opt-out of the Two Factor Authentication on the Password tab under Personal Info.

Home Page Display

Once you log in, you should see the home page with:
- ☐ A greeting to you
- ☐ All the tiles for the types of submissions you will need to do
- ☐ The account for the patient you selected

ℹ️ Maintenance messages display when a planned outage/upgrade is scheduled.

ℹ️ If you do not see all the submission tiles you need to enter in your information, please contact your clinic staff.

ℹ️ If you have access to more than one patient account, in the Sidebar Area you should see the patient account you selected identified as the CURRENT PATIENT. To change the patient account you are seeing without having to log out and back into the PHM, click on the CHANGE PATIENT link and select another patient account when prompted.

If you have any Notifications and Alerts to review, you will see a number beside those icons.

When you want to return to the home page, click 🏠 located in the upper right hand corner of the page.

⚠️ Do not use your browser's back button to return to the home page. You will receive an error.

4 Basics

General Navigation

If it is mandatory that you enter a piece of information, the field will be marked with an asterisk (*). You will not be able to save the information on that page without providing that information.

⚠️ Browser buttons or keyboard function keys will result in an application error
Do not use buttons and links on the browser
Do not use your browser's Back and Forward arrows
Do not press F5 to refresh your screen

To move between the different fields on a page:
      Press Tab OR Click the field to be entered/edited
      Pressing Shift + Tab will move you to the previous field

Making a selection:

      From radio buttons: Click the radio button ⦿ to make your selection
      From a dropdown list: Click on the list item to make your selection

Text boxes – It is not mandatory to put information in a text box but you can provide more detailed information on your submission that your clinic staff may find important.

Enter an Infusion Note (Optional):

Date/time field – Date/time can be entered manually or by using the calendar selection button

*Date and Time of Infusion:

03 Feb 2014, 11:27 AM 📅

      To enter a date manually:
            Select the date and time field
            Enter the date and time using dd mmm yyyy, hh:mm am/pm

      To enter a date from the calendar:
            Click the calendar icon beside the date/time field
            A calendar will display
            Select the date and time and select **OK**

Moving between different pages

If you try to move to a different page without saving the information you have entered on your current page, a Confirm Navigation box will display

Cancel Submission?
Are you sure that you wish to cancel this submission?
                                                          Yes   No

> To move to a new page without saving your current information: Click **Yes**
> To stay on your current page and review your information: Click **No**
> > To Save your information: Click **Submit** OR
> > To Discard your information: Click **Cancel Submission**
>
> Now you will be able to go to a different page

Lists

The PHM has lists that contain summarized information (e.g. Past Submissions). Clicking on a row (record) in a list displays additional details about that record. To view or make changes to the information, ensure that you have selected the proper record to edit.

Searching/filtering for information in a list

> Click the magnifying glass located at the top of the list box

Past Bleeds						
ID	Event Date/Time	Primary	Knee - Joint	Side of Body	Cause	Syr

> Click the appropriate field of the column you want to search in
> Enter the detail that you want to search by and click Enter
> The selections that have that search detail will be displayed in the list

ℹ️ To filter for a particular word, put the keyword in between wildcard characters. For example, to search for the word common, type %common% in the filter field.

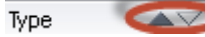⚠️ Do not use "and" or "or" in the field you are searching in.

To remove the search/filter

> Click the eraser 🖊️ located at the left corner of the filter row OR
> Delete the information in the search/filter field and press Enter

Sorting information in a list

Move your cursor over the column header
Up and down arrows will appear
Click either the up or down arrow to sort the column in ascending or descending order

Moving columns

You can change the way that the columns in the list are arranged
Click the column that you want to move
Drag the column and drop it in the new location that you want it

ⓘ Changing the order of the columns stays only in effect while you are on that page. As soon as you go to a different page or log out, the columns will be reset.

Editing Information

You can only edit information in personal and clinical info that you have submitted. Any information in these sections that has been submitted by the clinic staff or other users cannot be edited by you.

ⓘ Please contact your clinic staff to discuss correcting the information they have entered.

For submission record information that you have previously entered (e.g. bleed record), you may edit and add information to the record (e.g. location/type of bleed) **except** for the infused product information.

When editing/removing/inserting information, no changes are permanently saved until the **Submit** or **Save** button is clicked.

Password Editing and Recovery

To change your password

Click the **Personal Info** button and select the Password tab
Enter your old password into the **Enter Old Password to Change Password** field
Enter your new password into the **New Password** Field
Enter your new password into the **Confirm New Password** field
Click **Save**

⚠ Passwords must meet the minimum requirements described on page 9

<u>To recover your password</u>

On the Login screen, click **Forgot Password**
Type your username in the requested field and click **Next**
Follow the instructions in a password recovery email sent to your email address (which is on file in PHM)
Enter your password Recover Answer and click **Next**
Complete New Password and Confirm New Password
Click **Change Password** and the Reset Password screen displays
Click **Back to Login** and continue to log into iCHIP.

ℹ️ If you had not previously created a recovery question or if the link in the recovery password email does not work, send an email to the Data Operations Coordinator at ichip@pbco.ca for assistance.

Notifications and Alerts

Notifications

Notifications are messages sent by your clinic to you. It can be information on:

- Expiring product
- Recalled product
- Upcoming events
- General messages

These messages will appear under the Notifications section and will be you can view them until they are removed by the clinic staff.

Alerts

Alerts are automatically generated notices based on the information you entered into the PHM.

You may be alerted to:

- Entering a follow up treatment on a bleed
- Infusing more than a maximum daily dose or maximum monthly amount (as identified by your clinic staff)
- Reporting a specific type of bleed
- Entering more than a specified number of bleeds (as identified by your clinic staff)
- Infusing product that is past its expiration date or has been recalled
- Infusing product that was obtained outside of BC
- Reporting a reaction to a product you have infused
- Your home inventory being low

When an alert occurs, your clinic staff automatically gets a notice. A clinic staff member will review the alert and follow-up on it themselves or identify another staff member to follow-up on it.

Alerts

- **20-Jan-2014** – Out of Province/Country Product Infused : 1/1
- **06-Jan-2014** – Transfusion Reaction : occurred Jan 06, 2014 04:05 PM

When the alert has been followed up with, staff can close the alert and you will no longer see it.
If you have questions about an alert, you can contact your clinic staff during clinic hours. Please note that your clinic staff are not monitoring the alert system at all times. They are only able to see the alerts during working hours and when they log into iCHIP.

If you require immediate attention during non-office hours, please contact the hematologist on-call.

Your Home Inventory

The inventory in iCHIP PHM should be an up to date view of what you should have
in your possession. The product you have ordered and received from your hospital
will be automatically put into iCHIP when you are asked in iCHIP if you have picked up your product.
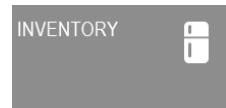
Once you verify that what you have picked up your product order as it is indicated in iCHIP, you select
OK and it will be available for you to use in your submissions.

Your inventory is automatically updated as you enter your usage or discards through iCHIP. Please
contact your clinic staff if your inventory in the PHM does not match your actual inventory.

Profile and Contact Information

This information is found under the Personal Info tile. You are only able to remove or edit information
that you have entered. You cannot edit or remove information that the clinic staff or other users that
have access to this patient account have entered.

Creating a new entry

> Choose the type of entry you want to make (e.g. email address)
> Click **New** under the table to display a blank entry form
> Enter the information and click **Save**

Editing an entry

> Select the row containing the information you want to edit
> Click **Edit** and the information field displays
> Edit the information and click **Save**

Removing an entry

> Select the row containing the information you want to remove
> Click **Remove** and **Save**

Treatment Protocols

This information is found under the Clinical Info tile. You can view your current treatment protocols as prescribed by your care team including:

- The different protocols you are on (e.g. prophylaxis, ITI)
- The amount of product prescribed for your different protocols
- The different medications that your clinic team prescribes for you

This report can be printed out using the **Print** button and brought with you to your family doctor's office or with you when traveling out of town.

This report can also be accessed from the Reports tile.

Vaccinations and Allergies

This information is found under the Clinical Info tile. You can add information on the vaccines you have received and any allergies that you may have. This information may be important to your clinic team.

To add information:

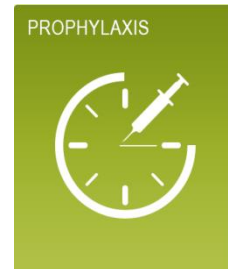   Click **Add**
    Provide the information requested
    Click **Done**

5 Reporting Infusion Records

⚠️ Entries will display but no changes are permanently saved until the **Submit** button is clicked

ℹ️ After submitting, all infusion records will be accessed on the **Past Submissions** Page

Reporting a Prophylaxis Infusion

Click the Prophylaxis submission tile from the homepage

> Select the Product Origin type (automatically set for Home Inventory)
> Highlight the line containing lot number of the product you will infuse. You can search for the Lot number by typing the first part of the lot number in the filter box.
> Enter the number of vials of the lot number you are infusing and Click **Add**
> The information about the product move to the Products Infused table

ℹ️ When you are infusing more than one lot number in one infusion, repeat the above steps

ℹ️ When you have selected a product by mistake, select the row in the **Products Infused table** that contains that product and select **Remove**

> Enter the date and time of the infusion
> Enter a note if you have more information to provide to your clinic team

ℹ️ When you are entering this information after your infusion and you have already experienced a reaction to the product, enter the Date and Time and the details of the reaction
You can also report a reaction using the Past Submission Page if you have submitted this record before the reaction has occurred

> Click **Submit** - A box will be displayed with a summary of your infusion entry.
> Click **OK** to return to the home page.
> Click **COPY** to make a copy of the current entry that you can edit for a subsequent infusion entry. The copy will be exactly the same. You will need to change any information such as the date and lot number before submitting.

Reporting Product that you have Discarded

Click the Discard submission tile from the homepage

> Highlight the line containing lot number of the product you will infuse. You can search for the Lot number by typing the first part of the lot number in the filter box.
> Enter the number of vials that you are discarding and click **Discarded**
> The information about the discarded product will move to the Products Discarded table

When discarding more than one lot number of product, repeat the above steps

If you have selected a product by mistake, select the row in the **Products Discarded table** that contains that product and select **Remove**

> Enter the date and time of the infusion
> Select Reason for Discard
> Enter a note if you have more information to provide to your clinic team

> Click **Submit** - A box will be displayed with a summary of your infusion entry.
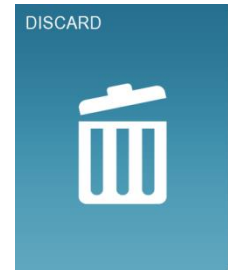> Click **OK** to return to the home page.
> Click **COPY** to make a copy of the current entry that you can edit for a subsequent infusion entry. The copy will be exactly the same. You will need to change any information such as the date and lot number before submitting.

Reporting an Infusion for a Bleed

Click the Bleed submission tile from the homepage
Your screen will show four tabs
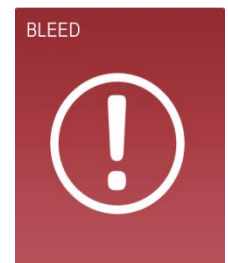
Click on any tab to advance to that tab or click Next at the bottom of the page

To report an infusion for a bleed, you can proceed through all the different tabs and enter the Info on each page or you can skip to the **Summary** page and enter all the info on one page

Product

Select Product Origin (automatically set for Home Inventory)
Highlight the line containing lot number of the product you will infuse. You can search for the
    Lot number by typing the first part of the lot number in the filter box.
Enter the number of vials you are infusing and click **Infused**
The information on the infused product will move to the **Products Infused** table

ⓘ When infusing more than one lot number of product, repeat the above steps

ⓘ If you have selected a product by mistake, select the row in the Products Infused table that
   contains that product and click **Remove**

Enter the date and time of the infusion
Enter a note if you have more information to share with your clinic team
If you are entering this record after you have infused your product and you have already
    experienced a transfusion reaction to the product you have used, you can report it in the
        Reaction to Infusion Product section of this page.
Click the **Next** button or the **Bleed** tab to provide more information on your bleed

Bleed

Click the checkbox and make selection in the dropdown lists about your bleed information
Click Done – Bleed information will be displayed in the **Reported bleeds for this infusion** table

ⓘ To add another bleed for this infusion, click **Add another bleed** and repeat the above steps

ⓘ If you have entered a bleed by mistake, select the row in the Reported bleeds for this infusion
   table that contains that bleed and click **Remove**

Click the **Next** button or the **Other Info** tab to provide more information on your bleed

Other Info

To enter information on your bleed Symptoms, click on the radio button for the severity of that
particular bleed symptom

To enter information on Other Treatments you are using for your bleed, click on the radio button
for that treatment

For both Symptoms and Other Treatments, if you have a symptom or a treatment not listed,
please provide this information using the **Details** text box.

Click the **Next** button or **Summary** tab to review all your entered information before
permanently saving this infusion record

The Summary Page is used to review and confirm the info you entered before saving the record

Review the information you entered

Click **Submit** if no information needs to be edited - A box will be displayed with a summary of your infusion entry.
Click **OK** to return to the home page.
Click **COPY** to make a copy of the current entry that you can edit for a subsequent infusion entry. The copy will be exactly the same. You will need to change any information such as the date and lot number before submitting.

If you need to edit information before you submit, select **Edit** on the section that you need to revise and make your changes

This record can be found in the **Past Bleeds** page and the **Past Submissions** page.

After submitting the record, if you need to add a Reaction to the infused product or add more bleed information to this, you can make edits by accessing it through the Past Submissions page.

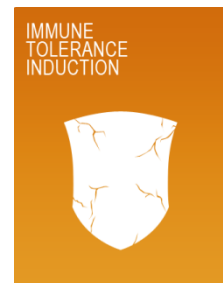# Reporting an Infusion for Immune Tolerance Induction (ITI)

Click the Immune Tolerance Induction submission tile from the homepage

Select Product Origin type (automatically set to Home Inventory)
Highlight the line containing lot number of the product you will infuse. You can search for the Lot number by typing the first part of the lot number in the filter box.
Enter the number of vials that you are discarding and click **Add**
The information about the discarded product will move to the **Products Infused** table

When infusing more than one lot number of product, repeat the above steps

If you have selected a product by mistake, select the row in the **Products Infused table** that contains that product and select **Remove**

Enter the date and time of the infusion
Enter a note if you have more information to provide to your clinic team

When you are entering this information after your infusion and you have already experienced a reaction to the product, enter the Date and Time and the details of the reaction
You can also report a reaction using the Past Submission Page if you have submitted this record before the reaction has occurred

Click **Submit** - A box will be displayed with a summary of your infusion entry.
Click **OK** to return to the home page.
Click **COPY** to make a copy of the current entry that you can edit for a subsequent infusion entry. The copy will be exactly the same. You will need to change any information such as the date and lot number before submitting.
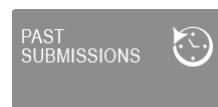
6 Reviewing PHM Information

Viewing your Past Bleed Records

This section allows you to view the bleeds that have been entered from the Bleed page. This is a read-only page. To make edits to any of these records, please access the specific bleed record on the Past Submissions page.

Viewing your Past Submissions

This section allows you to view records entered from Bleed, Prophylaxis, Discard and Immune Tolerance Induction pages. You are able to edit and add information to the submissions **except** for information on the lot number and number of vials you infused for that submission You can also delete the submission.

To add information on a reaction to an infused product for a particular submission

Highlight the record in the submission table that you want to add reaction information to
Enter the **Date/Time** of the reaction
Enter any **Details** regarding the reaction
Click **Save**

To edit/add information to the submission

Highlight the record in the submission table that you want to edit/add information to
Click **New** or **Remove** to the section that you want to change or simply type information in the
		Details box if you are adding reaction information to the submission
Click **Save**

To delete the submission

Highlight the record in the submission table that you want to delete
Click **Delete**
A confirmation box is displayed
Click **Delete** to permanently delete the submission

7 Reports
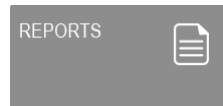
Running a Report

Click the **Reports** tile
Select the start and end date for the report (if applicable)
Select the format that you would like to see the information (excel, PDF, text)
Click **Run**

⚠️ If the report does not appear, please check if your browser has pop-ups enabled. If not, please allow pop-ups and re-run the report

My Reports

These reports have been developed to help you and your clinician better understand your care

My Bleed Report

This graph displays the history of bleeds reported by date and by the primary bleed site

My Infusion Log Report

This report details the history of all the infusions you entered into the PHM.
It includes the:
- Type of infusion
- Infusion date and time
- Primary bleed site
- Site of the body the bleed occurred
- Cause of the bleed
- Product infused

My Utilization Report

This graph compares the amount of prophylaxis infusions compared to bleed infusions for a period of time. Prophylaxis infusions are represented with a line and the bleed infusions are represented with a bar. It can be used to show how prophylaxis therapy affects the occurrences of bleeds.

My Treatment Protocol Report

This report lists the current treatment protocols as prescribed by your care team including:
- The different protocols you are on (e.g. prophylaxis, ITI)
- The amount of product prescribed for your different protocols
- The different medications that your clinic team prescribes for you

This report can be printed out and brought with you to your family doctor's office or with you when traveling out of town.

8 Helpful Tips

Tips for Reporting Infusion Records

General tips

It is recommended that you enter in your infusion record soon after or during your infusion. This may not always be convenient for you and iCHIP PHM will allow you to enter multiple records during a single log-in session.

You are not able to enter infusion records that will be done in the future (e.g. prophylaxis treatments for the upcoming week/month).

Tips for entering in your product information

The iCHIP PHM is automatically set to record infusions using your home inventory.

Once you have selected your product and clicked Infused, the product information moves from the Choose the products you infused/discarded from available inventory table to the Product infused/discarded table

The system will ask you for more information on your product if you obtained it from:
   Out of Province (within Canada but outside of British Columbia) OR
   Out of Country (outside of Canada)

You will be asked for:
   Lot No - the lot number of the product you have infused
   Product Name - the type of factor product e.g. Advate
   Number of Vials - the number of vials you have infused
   Vial Dose - the total dose you have infused
   Vial Note (Optional) – additional information regarding the product

The system does not add the product that you have obtained from Out of Province/Country to your home inventory.

Tips for entering in your bleed information

The information recorded in this section will provide your clinic staff with more details on the bleed and support its treatment.

By answering the question "**Is this infusion for the same bleed within the past 7 days?**", your clinic staff will be able to identify if your infusion was for an initial treatment after a bleed or was a follow-up treatment for an older bleed.

You can report an infusion for an injury that did not actually show symptoms of a bleed. Indicate this kind of infusion by choosing "**preventative**" in the "**How long have you been bleeding?**"selection list.

If you notice new symptoms for a bleed or if you experience a reaction to the infused product after you have already entered in a record for the infusion, you can add this new information to the record by accessing the submission in the **Past Submissions** tile and updating your record.

You can choose multiple selections for both symptom and treatments. If your symptom or treatment is not provided on the available list, please enter that information into the detail boxes provided.

Tips for viewing the Past Submission/Bleeds tables

The **Past Bleed** table is a list of just your bleeds. You cannot change any information on your bleed records from this list.

The **Past Submission** table is a list of all the different submission records entered into the iCHIP PHM. A feature of this list is that it will be able to show you the infusions that were given as a follow-up treatment for a bleed. You can only edit or delete submission information using this list.

To access the details of a particular submission, highlight that record in the list. The details will be shown below the list in a series of boxes.

To edit or delete information for that submission, please ensure that you have selected the appropriate record. You can update your symptoms/treatments/bleed information and add information on a reaction to the product. You cannot edit or remove information in regards to the product that you have infused. If you need to change this information, you can delete the submission and re-enter it or you can contact your clinic staff.

Tips for Entering/Updating Personal Information

Under the personal information tile, you are able to see details for the patient. Details on the patient's name (first/last/middle), birthdate, PHN (your BC health care number), diagnosis and severity of the diagnosis are listed as read-only. If this information requires editing, please contact your clinic staff.

You are able to edit any information that you have entered into the PHM yourself. Information entered by your clinic staff or other users with access to this patient account are cannot be changed by you.

The sections for entering phone numbers/email addresses/addresses will all require there to be a primary phone number attached to the patient or the contact/relative. The primary information associated with the patient was entered in by the clinic staff. If any information requires editing and you are not able to do so because it was entered by someone else, please contact your clinic staff.

9 Contact Information

Please contact your clinic staff for assistance with the iCHIP Patient Home Module

> BC Children's Hospital Pediatric Hemophilia Program – 604-875-2345 ext 5335
>
> St Paul's Hospital – Hemophilia Program Adult Division – 604-806-8855
>
> or email ichip@pbco.ca