ACCOUNTS FOR NEW VIBEX / VIPER PHYSICIANS (v2.0)

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Versioning Information

1. Updated June 9, 2025 (v2.0)

Preamble

1. Much of this information is repeated at the Virtual Physician Program [VIPP] website at https://811.saskem.ca/
2. There are a quite a few accounts that must be created as part of the VIPP onboarding process. It can take some time, and we try to assist with the process as much as possible.

Absolutely Required Accounts

At an **absolute minimum** the following accounts are needed to function as a Virtual Physician

1. Shift Admin Scheduling
2. My Contact Center / Call Center Agent (CCA)
3. One of (a) Voice Dictation or (b) Duo & Virtual Desktop & Regina SCM
4. An SHA official email address.

Shift Admin Scheduling

Purpose: Used for all physician scheduling

Who requests the account: Auto Requested as a new Hire.

Who creates the account: Physician Lead Virtual Physician Programs

Training: On the https://shiftadmin.com/ after you login

Weblink: Site is located here https://shiftadmin.com/

Account Details: Single account per physician. Username is an email address.

Technical Support: Provided the company at https://www.qgenda.com/shift-admin-contact-us/

Software Requirements: Runs in any browser. Can also install app on iPhone and android.

Details: Absolutely required to join the scheduling system

My Contact Center/ Call Center Agent (CCA)

Purpose: Virtual platform to manage the 811 call center.

Who requests the account: Auto Requested as a new Hire.

Who creates the account: Manger 811 services requests this on behalf new physicians. Created by E-Health

Training: Documents available on line for installation, user manual and FAQ

Weblink: Site is located here https://saskhealth.mycontactcenter.net/CCA

Account Details: MULTIPLE accounts per physician. One for the VIPER program and one for the VIBEX program.

Technical Support: Provided the company at E-Health

Software Requirements: **The download app is ONLY FOR WINDOWS.** Everyone else must run this tool in a web browser.

Details:

1. The account you use to sign it MUST match the type of shift you are working.
2. If working a VIBEX shift you sign in with a username ending in _VIB
3. If working a VIPER shift you sign in using username ending in _VIP

E-Health Viewer

Purpose: Provincial Portal for health data

Who requests the account: Physicians via this link

Who creates the account: E-Health upon receipt of physician request.

Training: On the E-Health Saskatchewan website here.

Weblink: Site is located here https://services.ehealthsask.ca/myehealth/

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Runs ONLY in web browser.

Details: Vital to ensuring you have up to date health information on every patient.

Pharmaceutical Information Program (PIP) / Electronic Prescribing

Purpose: Allows you to e-prescribe to any pharmacy in Saskatchewan. No need to call or fax prescriptions.

Who requests the account: Physician via this LINK. You request creation under the "Registration for facility users". Some VIPP administrator assistance is provided with this account.

Who creates the account: E-Health upon receipt of physician request.

Training: Located online here. There is a LONG list (17 videos) in total under the "Prescriber Training" section that must be completed.

Weblink: Site for all PIP related information is here.

Technical Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Runs in any browser. No download

Details: Not a required account but very convenient to allow for ease of prescribing to any pharmacy. However, this account can be completed with the help of some clarifying details.

1. There are two types of registration "individual" or "facility". If you already have an account, you are done. If you are registering ONLY for the purpose of the Virtual Physicians Program, then you register using the "facility" option. With the facility being "Healthline 811".
2. There are three types of training "basic", "prescriber" and "approver or trustee". You should complete the "prescriber" training videos.
3. There are MANY training videos. You simply "self declare" when you have completed watching all the videos and then a certificate can be generated via an online form.
4. Once you have the certificate you can then submit an online account creation request.
5. When in doubt for any information our 'facility' is Healthline 811 and the official approver for this 'facility' is the Physician Lead for VIPP (Dr. P. Kapur). Any documents that require my signature as your 'manager' can be submitted to our admin support for approval.

6. In theory the use of PIP is subject (like all prescribing of regulated compounds) to audit. If a government agent requests audit, then the Physician Lead for VIPP is responsible for this function.
7. If asked for an address on your forms, please use the address of Healthline 811
    a. Official Address: 2755 Avonhurst Dr, Regina, SK S4R 3J3

Voice Dictation

Purpose: Medical Documentation via the provincial transcription service

Who requests the account: TBD

Who creates the account: 3S Health

Training: Available from 3S Health and or focused training specific to the VIBEX / VIPER programs is on the VIPP Website under "Dictation Workflow"

Weblink: Site is located here https://www.3shealth.ca/dictation-and-transcription

Account Details: Single account per physician.

Technical Support: Provided by 3S Health

Software Requirements: Runs in any browser. Can also install app on iPhone and android

Details: Typically, this account is created last so we can ensure physicians have ALL other accounts created before signing up for shifts.

Access to DUO for Two-factor authentication

Purpose: Security Requirement for remote access to SHA applications. If you use SHA email you should already have this installed

Who requests the account: Physician new account via details in this link. Or if using an SHA computer this link.

Who creates the account: E-Health

Training: TBD

Weblink: n/a

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Exclusively app based and available for both iPhone and android

Details: TBD

Access to Virtual Desktop Interface (VDI) / VMWare Horizon

Purpose: Used allow remote access to SHA applications. Specifically access to Regina SCM. This allows physicians to type notes in real-time instead of using dictation.

Who requests the account: TBD

Who creates the account: E-Health

Training: TBD

Weblink: TBD

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Requires you to download VMWare Horizon for your Operating system

Details: Typically, this account is created last so we can ensure physicians have ALL other accounts created before signing up for shifts.

Access to Regina SCM

Purpose: This is where we do all our charting.

Who requests the account: Physicians via this link

Who creates the account: E-Health upon receipt of physician request.

Training: On the E-Health Saskatchewan website here.

Weblink: Site is located here https://services.ehealthsask.ca/myehealth/

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Runs ONLY in web browser.

Details: Typically, this account is created last so we can ensure physicians have ALL other accounts created before signing up for shifts.

Access to Saskatchewan Virtual Visit

Purpose: Secure Video Chat

Who requests the account: Physicians via this link

SK Virtual Visit Account Request Form

Who creates the account: E-Health upon receipt of physician request.

Training: On the E-Health Saskatchewan website here.

Weblink: Site is located here for detailed information or here for access to the application.

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email virtualvisit@ehealthsask.ca

Software Requirements: Runs ONLY in web browser.

Details: Typically, this account is created last so we can ensure physicians have ALL other accounts created before signing up for shifts.

Access to SharePoint

Purpose: Provincial Portal for health data

Who requests the account: Physicians via this link

Who creates the account: E-Health upon receipt of physician request.

Training: On the E-Health Saskatchewan website here.

Weblink: Site is located here for 811 / VIPER

Account Details: Single account per physician.

Technical Support: E-Health via phone at (888) 316-7446 or email ServiceDesk@eHealthSask.ca

Software Requirements: Runs ONLY in web browser.

Details: Typically, this account is created last so we can ensure physicians have ALL other accounts created before signing up for shifts.