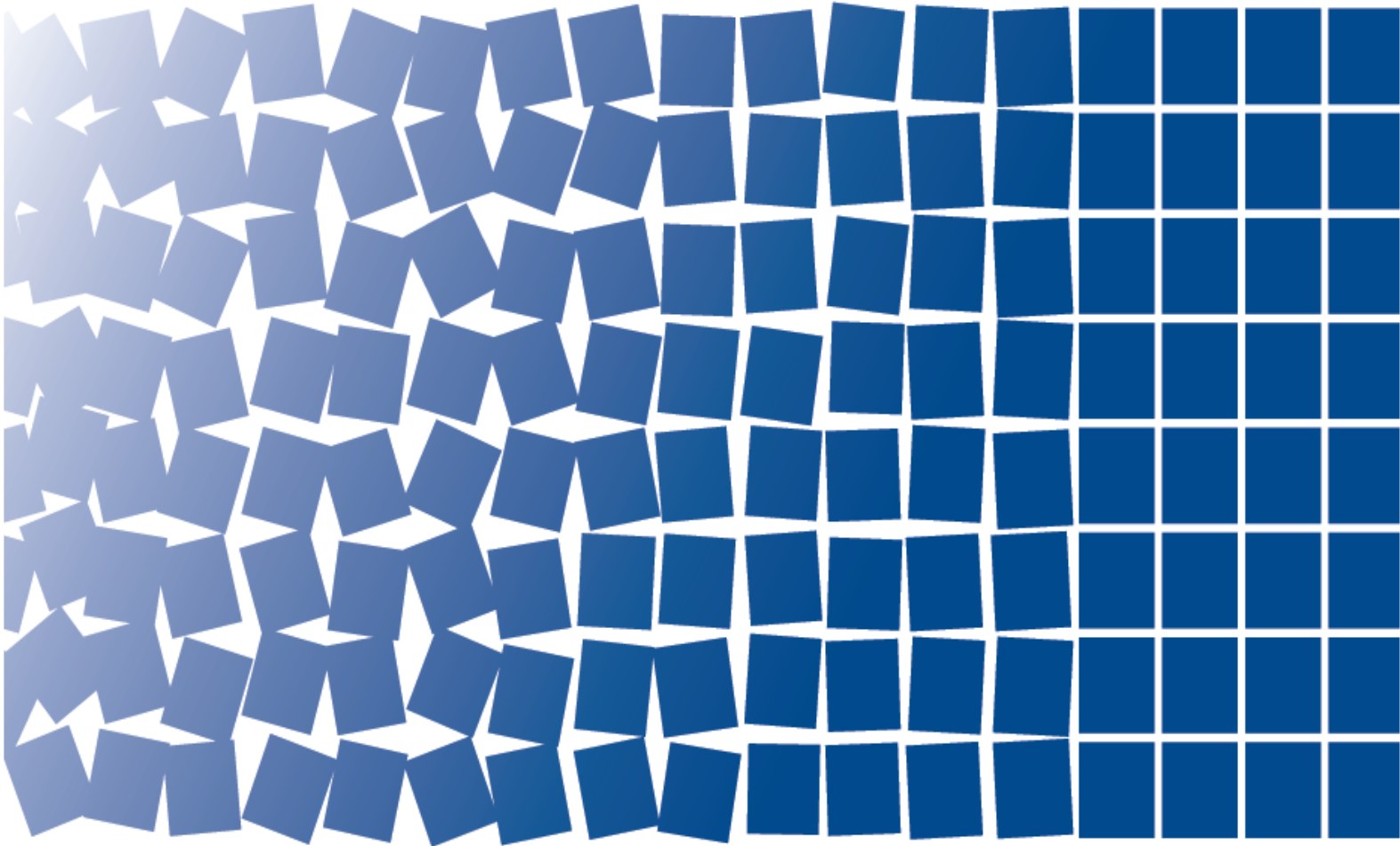


# **NON-EMERGENCY HEALTH INFORMATION SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**GOVERNMENT RECORDS SERVICE**



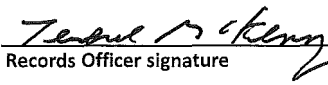
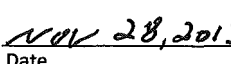

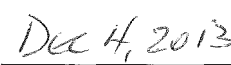


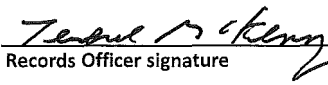
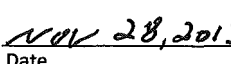

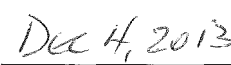


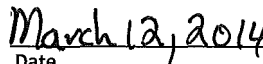
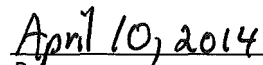
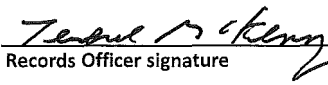
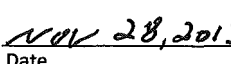

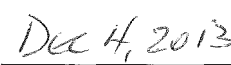


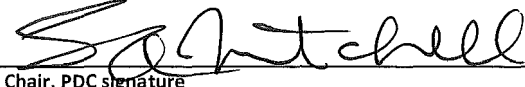
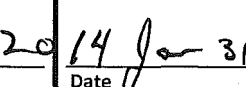
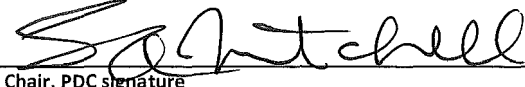
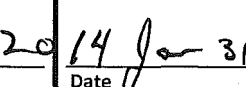
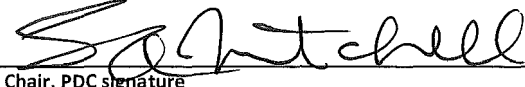
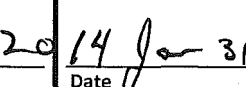
# **NON-EMERGENCY HEALTH INFORMATION SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**



**GOVERNMENT RECORDS SERVICE**



<b>RECORDS RETENTION AND DISPOSITION AUTHORITY</b>
This is a recommendation to authorize an operational records classification system.
<b>Title:</b> Non-Emergency Health Information Services Operational Records Classification System
Ministry of Health Health Sector IM/IT HealthLink BC
<b>Description and Purpose:</b>  The <i>Non-Emergency Health Information Services Operational Records Classification System</i> establishes a classification system and retention and disposition schedule for the operational records created by HealthLink BC. The schedule covers records relating to the provision of non-emergency health information services and resources to the general public and other health care providers, pursuant to the <i>Emergency Health Services Act</i> (RSBC 1996, c. 182, s. 5.1(1)(g) and (2)). This includes records relating to 8-1-1 contact centre operations, clinical content and resource development, directory development, quality management and training, policy and program development, communications activities, business support and reporting, the creation of client telehealth records, and workforce management and scheduling. For more information, see the attached schedule.
<b>Start Date:</b> 1972 - ongoing
<b>Recommended retention and disposition:</b> scheduled in accord with attached records schedule.

<b>THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">             Records Officer signature             Print Name: Terrence McKenny         </td> <td style="width: 50%;">             Date         </td> </tr> <tr> <td>             Executive Director, HealthLink BC             Print Name: Marie Root         </td> <td>             Date         </td> </tr> <tr> <td>             Executive Director, HealthLink BC             Print Name: Michele Lane         </td> <td>             Date         </td> </tr> </table>	 Records Officer signature  Print Name: Terrence McKenny	 Date	 Executive Director, HealthLink BC  Print Name: Marie Root	 Date	 Executive Director, HealthLink BC  Print Name: Michele Lane	 Date	<b>THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:</b>   Date  <b>APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:</b>   Date
 Records Officer signature  Print Name: Terrence McKenny	 Date						
 Executive Director, HealthLink BC  Print Name: Marie Root	 Date						
 Executive Director, HealthLink BC  Print Name: Michele Lane	 Date						
<b>THE PUBLIC DOCUMENTS COMMITTEE CONCURS:</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">             Chair, PDC signature             Print Name: Gary Mitchell         </td> <td style="width: 50%;">             Date         </td> </tr> </table>	 Chair, PDC signature  Print Name: Gary Mitchell	 Date					
 Chair, PDC signature  Print Name: Gary Mitchell	 Date						

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Emergency Health Services Act* (RSBC 1996, c. 182, s. 5.1(1)(g) and (2)).

The retention and final disposition guidelines specified in the attached Operational Records Classification System meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

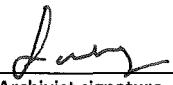

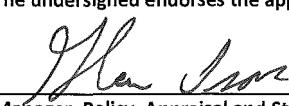
**ARCHIVAL APPRAISAL:**

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the Operational Records Classification System.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

The definition of full retention provides that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

 Archivist signature Print Name: Sarah Jensen	Nov. 19/2013 Date
 Senior Archivist signature Print Name: Mary McIntosh	Nov. 19, 2013 Date
The undersigned endorses the appraisal recommendations:  Manager, Policy, Appraisal and Storage signature Government Records Service, Information Access Operations Print Name: Glen Isaac	Nov 28, 2013 Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

A SA FD

### NON-EMERGENCY HEALTH INFORMATION SERVICES

### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

#### EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for operational records created by HealthLink BC (HLBC) pursuant to the *Emergency Health Services Act* (RSBC 1996, c. 182, s. 5.1(1)(g) and (2)).

Records document the development and delivery of non-emergency health information services and resources to the public via numerous channels such as the telephone (8-1-1), the web (healthlinkbc.ca), the *BC HealthGuide Handbook*, and HealthLinkBC Files.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since 1972. HLBC (formerly known as HealthLines Services BC) was established under the Emergency Health Services Commission (EHSC), now BC Emergency Health Services, in 2006. In 2008, it was rebranded as HealthLink BC. Between 2006 and 2008 the following services were transitioned from the Ministry of Health (MOH) and other BC health service providers to the EHSC:

- BC HealthGuide program (*BC HealthGuide Handbook*; web site; and BC NurseLine which originated in 2001 as part of the MOH)
- Dial-A-Dietitian (Dietitian Services maintains program records dating to 1972)
- BC Bedline (BCBL) (transitioned out of HLBC in March 2011)

Telehealth services were enhanced with Health Navigation Services (8-1-1 telephone access and web delivery channels). Pharmacist-After-Hours Service, a contracted service where licensed pharmacists offer medication related advice to callers, as well as Nursing Services and healthlinkbc.ca for Yukon residents were also added. In November 2010, HLBC was transitioned back into the MOH although nursing staff are still employees of BC Emergency Health Services.

The following summary describes the records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, records are linked to the *ORCS* by primary and secondary numbers. Please consult relevant primaries for further information.

1) Policy— final

(secondary 71550-00)

Throughout this *ORCS*, the government archives will fully retain final versions of all policies, procedures, standards and guidelines created by offices having

SO 5y FR

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

	A	SA	FD
primary responsibility for their development and approval. These records have significant evidential value for documenting the functions covered by this ORCS.			
2) <u>BC HealthGuide Handbook</u> (secondary 71320-05)	SO	nil	FR
These records document the marketing, promotion, and dissemination of non-emergency health information services to the public. The <i>BC HealthGuide Handbook</i> , a multilingual medically approved handbook delivered to all BC households providing comprehensive information on how to recognize and manage common health concerns at home will be fully retained.			
3) <u>HealthLink BC program development, monitoring, and evaluation case files</u> (secondary 71580-20)	SO	5y	SR
These records document the development, monitoring, and evaluation of HLBC programs and services.			
The government archives will fully retain the records of adopted programs and projects because they significantly document the development, delivery, and evaluation of non-emergency health information services in the province. The records of abandoned programs or projects and working documents will be destroyed.			
4) <u>Telehealth record creation</u> (secondary 71650-02 and 71650-05)	SO	15y	DE
These records document the creation of a personal telehealth record, containing client personal, assessment, and recommended treatment information for each call received in the HLBC contact centre. Also includes dietitian telehealth supporting documentation such as hard copy dietitian client health files that cannot be entered into First Contact, the call detail database.			
The retention period is based on the potential legal value of the records in defending legal actions pertaining to non-emergency health information services and the 15-year ultimate limitation period under the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21) for commencing a court proceeding in respect of a claim, calculated from the date the act or omission on which the claim is based took place.			
5) <u>Complaint case files</u> (secondary 71000-20)	SO	7y	DE
These records document complaints pertaining to telehealth services at HLBC. The seven-year semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished.			



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

	A	SA	FD
6) <u>NICE data and voice files</u> (secondary 71650-09)	SO+7y	nil	DE
<p>These records cover all voice communication captured on the NICE system, a component of the Telephony Systems.</p> <p>The seven-year active retention period ensures that telephone audio recording data and audio recordings are available in the event of an incident investigation, to respond to complaints, for statistical and benchmarking purposes, and provides a reasonable period of time for the legal value of these records to be extinguished.</p>			
7) <u>Scheduling and operational files</u> (secondary 71700-20)	CY+6y	nil	DE
<p>These records document the scheduling of shift work for HLBC call centre personnel.</p> <p>The seven-year retention period ensures the records are available for error correction, payroll verification, and to respond to disputes or grievances relating to shift entitlements.</p>			
8) <u>Systems</u>	SO	nil	DE
<p>The Systems Section provides descriptions of electronic systems and classifications for the records residing on them. The data on the systems are described under the appropriate primary and secondary classifications.</p> <p>Unless otherwise noted, each system will be destroyed when the records/data on it have been migrated to a new system performing the same function, or when the relevant retention schedules have elapsed, or the information has been preserved elsewhere.</p>			
9) <u>All Other Records</u>			DE
<p>All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. Any information from these records that has ongoing value is adequately documented under secondaries with longer retentions and/or full or selective retention appraisals within the ORCS or in ARCS, such as summary reports, policy records, executive briefing notes (ARCS secondary 280-20), and annual service plan reports (ARCS secondary 400-02). These records have no enduring value to government at the end of their scheduled retention periods.</p>			

END OF EXECUTIVE SUMMARY



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### NON-EMERGENCY HEALTH INFORMATION SERVICES

### OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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EXECUTIVE SUMMARY

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SECTION 1      71000 - 71799      NON-EMERGENCY HEALTH INFORMATION SERVICES

SYSTEMS SECTION

INDEX

# **INTRODUCTION TO THE NON-EMERGENCY HEALTH INFORMATION SERVICES ORCS**

For further information, contact your [Records Officer](#).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### 1. **General**

This introduction provides an overview of the functions and activities documented in records classified and scheduled under the *Non-Emergency Health Information Services Operational Records Classification System (NHIS ORCS)*.

For general information about the purpose, organization, and elements of *ORCS* in general, and of the *Administrative Records Classification System (ARCS)*, see the *ARCS and ORCS User Guide* available on BC Government's Records Management web site at [http://www.gov.bc.ca/citz/iao/records\\_mgmt/arcs\\_orcs/](http://www.gov.bc.ca/citz/iao/records_mgmt/arcs_orcs/). It is designed to help you understand, interpret and use *ARCS* and *ORCS*.

For special schedules that cover records that are not covered by *ARCS* and *ORCS*, see <http://www.lcs.gov.bc.ca/cimb/special/default.asp>.

For legislation, policies, and standards for managing records in the BC Government, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/policy\\_standards/](http://www.gov.bc.ca/citz/iao/records_mgmt/policy_standards/).

For tips, guides, and FAQs on related topics, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/guides/](http://www.gov.bc.ca/citz/iao/records_mgmt/guides/).

For Records Officer contact information, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/rec\\_officers/](http://www.gov.bc.ca/citz/iao/records_mgmt/rec_officers/).

### 2. **Overview of ORCS Purpose and Structure**

The operational records covered by this *ORCS* relate to the operations and services your ministry or agency provides in accordance with statute, mandate, and/or policy.

This *ORCS* has the following parts:

- Executive Summary:
  - a copy of the signed records retention and disposal authority (ARS 008) form
  - a high-level overview of the *ORCS*
- Table of Contents
- Introduction
- Section 1 with classifications and schedules for the records covered by this *ORCS*; see part 3 below for further information
- Systems Section: contains a comprehensive listing of electronic systems relevant to this *ORCS*, with detailed descriptions where warranted, and brief descriptions where not.
- Index

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### **ORCS KEY: the Key to your ORCS Codes and Acronyms**

The following codes and acronyms are used throughout this *ORCS*:

Office information: **OPR** = Office of Primary Responsibility

Records life cycle: **A** = Active  
**SA** = Semi-active  
**FD** = Final Disposition

Active and semi-active periods: **CY** = Calendar Year  
**FY** = Fiscal Year  
**NA** = Not Applicable  
**SO** = Superseded or Obsolete  
**w** = week  
**m** = month  
**y** = year

Final dispositions: **DE** = Destruction  
**FR** = Full Retention  
**SR** = Selective Retention  
**OD** = Other Disposition

Special flags: **FOI** = Freedom of Information/Privacy  
**PIB** = Personal Information Bank  
**VR** = Vital Records

For further explanation of terms, see the [ARCS and ORCS User Guide](#).

### **3. The Functions and Activities Covered by this ORCS**

Section Number	Primary Numbers	Section Title
Section 1	71000-71799	NON-EMERGENCY HEALTH INFORMATION SERVICES

Covers records relating to the provision of non-emergency health information services and resources to the general public and other health care providers, pursuant to the *Emergency Health Services Act* (RSBC 1996, c. 182, s. 5.1(1)(g) and (2)). This includes records relating to 8-1-1 contact centre operations carried out by Health Service Representatives (HSRs), dietitians, and nurses; clinical content and resource development by dietitians, nurses, and Navigation Services staff; directory development; quality management and training across the program areas; policy and program development; communications activities; business support and reporting; the creation of telehealth client records; and workforce management and scheduling.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### 4. **Legal Authority of this ORCS**

Under provisions of the *Document Disposal Act* (RSBC 1996, c. 99), this ORCS has been reviewed and endorsed by the following authorities:

- government archivists
- your executive
- the Public Documents Committee
- the Select Standing Committee on Public Accounts

Upon approval by the Legislative Assembly, this ORCS has statutory authority governing the retention and disposition of the records that it covers.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### SECTION 1

#### NON-EMERGENCY HEALTH INFORMATION SERVICES

#### PRIMARY NUMBERS

71000 – 71799

Section 1 covers records relating to the provision of non-emergency health information services and resources to the general public and other health care providers, pursuant to the *Emergency Health Services Act* (RSBC 1996, c. 182, s. 5.1(1)(g) and (2)). This includes records relating to 8-1-1 contact centre operations carried out by Health Service Representatives (HSRs), dietitians, and nurses; clinical content and resource development by dietitians, nurses, and Navigation Services; directory development; quality management and training across the program areas; policy and program development; communications activities; business support and reporting; the creation of client telehealth records; and workforce management and scheduling.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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#### NON-EMERGENCY HEALTH INFORMATION SERVICES

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71000	NON-EMERGENCY HEALTH INFORMATION SERVICES - GENERAL
71010	- BUSINESS SUPPORT
71020	- COMMUNICATIONS
71200	DIETITIAN SERVICES - GENERAL
71240	- CLINICAL CONTENT AND RESOURCE DEVELOPMENT
71250	- QUALITY MANAGEMENT AND TRAINING
71300	NAVIGATION SERVICES - GENERAL
71320	- CLINICAL CONTENT AND RESOURCE DEVELOPMENT
71330	- DIRECTORY DEVELOPMENT
71340	- QUALITY MANAGEMENT AND TRAINING
71500	NURSING SERVICES - GENERAL
71520	- CLINICAL CONTENT AND RESOURCE DEVELOPMENT
71530	- QUALITY MANAGEMENT AND TRAINING
71550	POLICY DEVELOPMENT
71580	PROGRAM DEVELOPMENT, MONITORING, AND EVALUATION
71650	TELEHEALTH RECORD CREATION
71700	WORKFORCE MANAGEMENT AND SCHEDULING

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71000 NON-EMERGENCY HEALTH INFORMATION SERVICES - GENERAL

Records not shown elsewhere in the Non-Emergency Health Information Services section that relate generally to the provision of non-emergency health information services and resources to the general public and other health care providers.

This primary includes complaint and issues management case files, web sites, and recorded announcements (RANS).

NOTE: Only records that cannot be classified into a more specific primary or secondary may be classified under this primary.

For annual reports and service plans, see *ARCS* secondary 400-02.

For business continuity planning, see *ARCS* primary 275.

For information systems development and implementation, see *ARCS* primary 6450.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For program development, see primary 71580.

For reference material/topical files, see *ARCS* secondary 358-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-05.

For systems descriptions, see the Systems Section.

For surveys, see *ARCS* primary 338.

For technical manuals and documentation, see *ARCS* secondary 6450-80.

The ministry OPR is HealthLink BC (HLBC) unless otherwise noted below.  
See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE
NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.			
<b>-05 HLBC web site</b>	SO	nil	DE
OPR: Health Information Design and Delivery (HIDD)			
SO: when the web site is altered, updated, redesigned or closed			
(cont'd)			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71000	NON-EMERGENCY HEALTH INFORMATION SERVICES - GENERAL	A	SA	FD
-05	<b>HLBC web site</b> (continued)  DE: As the web site is updated, superseded or obsolete versions of the documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.  NOTE: All documents presented on the web site are classified under appropriate secondaries within the ORCS or in the <i>Administrative Records Classification System (ARCS)</i> . For a detailed description of the web site, see the Systems Section.			
-07	<b>RANS (recorded announcements)</b> (includes scripts, voice recordings, disclaimer forms, call duration, call flows, and supporting documentation) (covers records associated with recorded telephone messages for callers to the contact centre and associated documentation)  SO: when no longer required for reporting purposes	SO	nil	DE
-20	<b>Complaint case files</b> (includes incident reports, correspondence, investigation reports, and copies of audio recordings) (arrange by complaint number)  OPR: program area conducting the complaint investigation  SO: when complaint is resolved and investigation is closed  7y: The seven-year semi-active retention period provides a reasonable period of time for the legal value of these records to be extinguished.  FOI: Complaint case files may include patient identification, medical condition, and treatment. Access to this information is restricted in accordance with the provisions of the <i>Freedom of Information and Protection of Privacy Act</i> (RSBC 1996, c. 165).	SO	7y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71000	NON-EMERGENCY HEALTH INFORMATION SERVICES - GENERAL	A	SA	FD
-35	<b>Issues management case files</b> (includes issues logs, lessons learned, communication plans, and reports) (arrange by topic and date) (covers records relating to each program area's approach to managing issues)  OPR: each program area is responsible for managing its own issues  SO: when issue is resolved or no longer topical  DE: These records can be destroyed, upon authorization of the Records Officer, because issues of a significant nature are adequately documented under special schedule 102906 ( <i>Executive Records</i> ).	SO	3y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71010 NON-EMERGENCY HEALTH INFORMATION SERVICES - BUSINESS SUPPORT

Records relating to measuring the use and effectiveness of HealthLink BC's non-emergency health information services to provide insight into the overall client experience and for the purpose of performance management. Reports are generated from the program area's database infrastructure to measure key activities, targets, and agent performance. Data from these systems are also used to determine workload and service delivery capabilities, identify opportunities for service improvement, and for forecasting purposes.

The contact center management system (AACC) tracks, routes, and captures raw, transactional data from each client call. AACC data are filtered, aggregated, and exported to the nVision data mart, considered the primary data store, which is optimized for reporting via specifically created operational performance metrics (KPI) reports and ad-hoc reports. KPIs are used to monitor service level performance in areas such as call volume, call handling (service levels, handle times, calls answered and abandoned), agent activity, and other performance metrics. These data are extracted through SQL queries and are presented using Crystal Reports and Excel software. Scheduling data from agent scheduling spreadsheets are also incorporated into these reports in support of workforce management.

The call detail database or First Contact (FC) is an encounter management system used by Health Service Representatives (HSRs), clinicians, and allied health professionals, such as pharmacists, to create a client telehealth record. The record may contain demographic information and call details related to specific program areas and service types. First Contact and nVision data mart data are used to create performance management reports and to update regular Crystal Reports and Excel report templates.

For First Contact data, see primary 71650.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For quality assurance, strategic planning, and other corporate reports, see ARCS secondary 400-20.

For reference material/topical files, see ARCS secondary 358-20.

For reports and statistics pertaining to administrative activities not covered elsewhere, see ARCS secondary 440-20.

For systems descriptions, see the Systems Section.

For telehealth records, see secondary 71650-05.

The ministry OPR is Clinical Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

<b>71010 NON-EMERGENCY HEALTH INFORMATION SERVICES - BUSINESS SUPPORT</b>		<b>A</b>	<b>SA</b>	<b>FD</b>
	<b>-01 General</b>	CY+1y	nil	DE
PIB	<b>-02 AACC (nVision data mart) data</b> (covers AACC data in the data mart)  SO: when data are no longer required to support management reporting  NOTE: AACC is a component of the Telephony Systems	SO	nil	DE
	<b>-03 AACC reports</b> (includes regular and ad hoc reports) (arrange by operational area and report type) (covers operational performance metrics (KPIs), daily review reports, and service and resource management reports)  SO: when no longer required for performance management or scheduling purposes  NOTE: Service and resource management reports, containing AACC data and scheduling information, are used to assist with workforce scheduling and to make predictions about staffing levels.	SO	nil	DE
	<b>-05 First Contact reports</b> (includes regular and ad hoc reports) (arrange by operational area and report type) (covers demographic call details related to specific program areas, service types, and regions)  SO: when no longer required for performance management	SO	nil	DE
	<b>-07 Forecasting and modeling files</b> (includes trend analysis documentation and economic modeling reports) (arrange by operational area or program) (covers estimates, projections, and reports created to support the budget and forecasting process and assess growth per service)	FY+4y	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71020 NON-EMERGENCY HEALTH INFORMATION SERVICES - COMMUNICATIONS

Records relating to HealthLink BC's communications with the general public and stakeholders, concerning its promotional and marketing activities, distributed mainly via publications and marketing collateral, as well as through speaking tours and tradeshow. Communications activities such as branding and distribution are aimed at enhancing HLBC's profile to increase awareness of the availability of non-emergency health information services in the province.

This primary also covers organizational change management.

For *BC HealthGuide Handbook*, see secondary 71320-05.

For briefing notes and executive issues, see ARCS primary 280.

For committee files, see ARCS secondary 200-20.

For complaints, see secondary 71000-20.

For conferences and events, see ARCS primary 220.

For contracts, see ARCS secondary 1070-20.

For employee awards and recognition, see ARCS primary 1310.

For employee orientation information, see ARCS secondary 1730-04.

For estimates, see ARCS secondary 1000-03.

For general inquiries, see ARCS secondary 320-30.

For issues management, see secondary 71000-35.

For media relations and news releases, see ARCS secondary 330-25.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For reference material/topical files, see ARCS secondary 358-20.

For speaking notes, see ARCS primary 324.

For surveys, see ARCS secondary 338-30.

For systems descriptions, including the HLBC web site, see the Systems Section.

For the wiki site, see ARCS secondary 340-30.

For travel arrangements, see ARCS secondary 1240-20.

The ministry OPR is Navigation Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71020	NON-EMERGENCY HEALTH INFORMATION SERVICES - COMMUNICATIONS	A	SA	FD
-20	<b>Branding and promotional material files</b> (includes design files, product-related correspondence, research materials, tracking documents, promotional/collateral items, exhibit materials, web button and icon design files, and planning documents) (arrange by item name) (covers concept development, merchandise production, and marketing and promotion, as well as web product development, domain name management, and Wikipedia article maintenance activities)  SO: upon creation of new template, document, or collateral item	SO	2y	DE
-30	<b>Champions program case files</b> (includes correspondence, planning files, attendance lists, training schedules and event plans, orders, binders, presentations, and reports) (arrange by training session date) (covers the Champions Program which trains HLBC staff members to promote HLBC services to the wider community)	CY+2y	nil	DE
-40	<b>Change management planning files</b> (includes communication plans, sponsor roadmaps, coaching plans, resistance and master change management plans) (arrange by project name)  SO: upon project completion or cancellation	SO	5y	DE
-50	<b>Order Desk process files</b> (includes order forms, order-related reports and analysis, and distribution stock reports known as WAMS reports) (arrange by date) (covers communication with the distribution centre and tracks items orders from the HLBC web site)  SO: when no longer required for reference purposes	SO	nil	DE
-60	<b>Outreach planning files</b> (includes correspondence with the public, event plans, contact lists, presentation decks, speaking notes, exhibit materials, and reports)	CY+3y	nil	DE
(cont'd)				

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71020	NON-EMERGENCY HEALTH INFORMATION SERVICES - COMMUNICATIONS	A	SA	FD
-60	<b>Outreach planning files</b> (continued) (arrange by topic and date) (covers tradeshow, Champions program outreach, and speaking tour program materials developed for the public)			
-70	<b>Publication review files</b> (covers correspondence, drafts, newsletter excerpts, and promotional documents created by HLBC program areas sent to Navigation Services for review) (arrange by date and title)  SO:      when there has been no activity on the file for two years  NOTE:    Navigation Services is not the OPR for HLBC produced publications but they do retain a final copy of each publication for reference purposes.	SO	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71200 DIETITIAN SERVICES - GENERAL

Records not shown elsewhere in the Dietitian Services primary block that relate generally to the provision of nutrition and healthy eating information to the public, health professionals, and health related organizations in the areas of nutrition for chronic conditions, infant nutrition and feeding, general healthy eating, nutrients, food, and food safety, and health eating policy. Specialized nutrition services are available in areas such as oncology, allergy, and pediatrics nutrition.

Dietitians must be registered with the College of Dietitians of British Columbia.

NOTE: Dietitian Services has a collaborative relationship with Dietitians of Canada, Eat Right Ontario, and the BC Cancer Agency.

For message board response files and message logs, see special schedule 102901 (*Transitory Records*).

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For program development, see primary 71580.

For recorded announcements (RANS), see secondary 71000-07.

For reference material/topical files, see ARCS secondary 358-20.

For surveys, see ARCS secondary 338-30.

For systems descriptions, see the Systems Section.

The ministry OPR is Dietitian Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE

NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71240 DIETITIAN SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT

Records relating to the development of nutrition and healthy eating content and resources for CPEN (Customized Practice-based Evidence in Nutrition) and the HealthLink BC (HLBC) web site, as well as the development and maintenance of resources and tools, such as the Fact Sheet Generator (FSG), which allows HLBC web site visitors to create and customize nutrition fact sheets. Also covers records documenting the writing, research, and clinical evidence review process, the publication of nutrition and health eating articles, and the provision of consultation services to a range of health professionals including physicians, nurses, pharmacists, other dietitians, and food industry and health partner organizations.

CPEN is the knowledgebase dietitians use to provide nutrition counselling services to clients. Through CPEN, dietitians send standardized email messages to clients containing links to nutrition related resources and fact sheets. Dietitians provide more detailed, customized responses to client inquiries via the Email A HealthLink BC Dietitian service accessible to clients via the HLBC web site and accessed by dietitians through CPEN.

This primary also includes records created by Dietitian Service's food policy service, the province's nutritional experts on food policy and program development, providing policy implementation and professional support to the Ministry of Health's Healthy Eating Team. This service also manages the Brand Name Food List (BNFL), a web-based application that provides registered users with nutrition ratings for packaged and franchised foods and beverages; and NutriBase (NB), a knowledgebase used to evaluate participating restaurant recipes through nutritional analysis in support of the Informed Dining pilot program.

For policies, procedures, standards, and guidelines, see secondary 71550-00.  
For program development records, see secondary 71580-20.  
For reference material/topical files, see ARCS secondary 358-20.  
For systems descriptions, see the Systems Section.

The ministry OPR is Dietitian Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE
<b>-02 BNFL data</b> (covers the maintenance of data in the BNFL application)	SO	nil	DE
	(cont'd)		

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71240	DIETITIAN SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-02	<b>BNFL data</b> (continued)  SO: when no longer required for maintenance of the BNFL and reporting purposes	SO	nil	DE
-03	<b>CPEN data</b> (covers data in the CPEN system such as nutritional content and email responses to clients)  SO: when nutritional content is outdated and no longer required for response purposes	SO	nil	DE
-04	<b>Email a HealthLink BC Dietitian response files</b> (arrange by topic and then by status) (covers draft email responses to client inquiries saved on the LAN)  SO: when clinical or reference value of draft email has expired, typically on a monthly basis	SO	nil	DE
PIB	<b>-05 FSG data</b> (covers data in the FSG system)  SO: when no longer required for fact sheet dissemination and reporting purposes	SO	nil	DE
-20	<b>Advisory council approval files</b> (includes minutes, reference materials, and drafts) (arrange by content type and then chronologically) (covers approval of clinical information involving collaborative evidence based review of food allergy and pediatric nutrition resources by specialized dietitians and a medical doctor)  SO: when documentation is updated or no longer has clinical value	SO	5y	DE
-25	<b>BNFL product submission files</b> (includes correspondence, faxes, submissions, product label photographs, product assessments, and tracking spreadsheets)	FY+2y  (cont'd)	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71240	DIETITIAN SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-25	<b>BNFL product submission files</b> (continued) (arrange by vendor or brand and then by name of product and size) (covers records pertaining to nutritional ratings for packaged and franchised foods and beverages to help users identify items that meet British Columbia's food and beverage guidelines for schools and public buildings)  NOTE: Part of this activity involves advising food service company representatives and teachers on provincial food policies and initiatives.			
-30	<b>FSG development files</b> (includes fact sheet templates, health eating key messaging, graphics, and user feedback/client satisfaction surveys) (covers records relating to a tool that is used to build customized fact sheets, using a template with standardized evidence based key messages and graphic components) (arrange by topic)	SO	nil	DE
-35	<b>Nutrition content and educational resource files</b> (includes correspondence, consumer and professional handouts, Frequently Asked Questions (FAQs), counselling resources and tools, nutrition factsheets and pamphlets, nutrition series of health files, workshop and presentation materials, logic models, referral forms, food diary templates, presentations, and outreach materials) (arrange by topic, content area, and audience) (covers records created by resource development and specialty area nutrition services dietitians mainly for CPEN and the HLBC web site)  SO: when material is updated or no longer has clinical value	SO	5y	DE
-37	<b>NutriBase content submission files</b> (includes ingredient lists, reports, and recipes submitted by restaurants) (covers management of submissions to a knowledgebase used to evaluate participating restaurant recipes through nutritional analysis in support of the Informed Dining pilot program)	SO	2y	DE
(cont'd)				

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71240	DIETITIAN SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-37	<b>NutriBase content submission files</b> (continued)	SO	2y	DE
	SO: when Informed Dining program ends or when no longer required for reference purposes			
-40	<b>Provincial food policy service files</b> (includes correspondence, background statements, research materials, literature reviews, jurisdictional scans, checklists, draft guidelines and regulations such as "Guidelines for the Sale of Food and Beverages in BC Schools", procedural documentation involved in policy implementation, reports, educational materials, presentations, and blog posts) (arrange by program or topic) (covers records generated by food policy staff in support of Ministry of Health (MOH) and the Healthy Eating Team)	SO	5y	DE
	SO: when policy related work is complete or policy is approved			
	NOTE: The MOH Healthy Eating Team is the OPR for final food policy files.			
	NOTE: Program development files, including Informed Dining, should be classified under secondary 71580-20.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71250 DIETITIAN SERVICES - QUALITY MANAGEMENT AND TRAINING

Records relating to the development and delivery of contact centre training programs for dietitians. Includes the creation and maintenance of call handling tools designed to support staff operating in the contact centre, as well as call auditing and call review for quality management and ongoing training or coaching purposes.

For branch employee files, see *ARCS* 1385-20.

For complaint case files, see secondary 71000-20.

For policy, procedures, standards, and guidelines, see secondary 71550-00.

For professional development files and staff orientation see *ARCS* primary 1730.

For reference material/topical files, see *ARCS* secondary 358-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-05.

For systems descriptions, see the Systems Section.

For training development files, see *ARCS* secondary 1735-20.

For training evaluations and attendance lists, see *ARCS* primary 1735.

The ministry OPR is HealthLink BC unless otherwise noted below. See specific secondaries for OPR retention schedules.

		A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-01	<b>General</b>	CY+1y	nil	DE
-20	<b>Dietitian call handling resources</b> (includes learning modules, case studies, tool kits, and other reference materials) (arrange by topic area) (covers practice improvement documentation)  SO: when no longer clinically relevant or reference value has expired	SO	2y	DE
PIB	<b>-25 Dietitian call review case files</b> (includes audit records) (arrange by tele-dietitian name) (covers the review of tele-dietitian NICE voice files using self-reflexive practice improvement such as iterative goal setting and coaching)	FY+1y	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71300 NAVIGATION SERVICES - GENERAL

Records not shown elsewhere in the Navigation Services primary block that relate generally to the provision of 8-1-1 telephone access 24/7, directory services (Community Healthcare and Resource Directory (CHARD) and Health Services Information, Referral and Navigation (HSIRN)), and the development of web delivery channels designed to present health information content and resources to the public in accessible and easy to use formats.

This primary also covers records created by Health Service Representatives (HSRs) relating to confirming client eligibility with the Nicotine Replacement Therapy (NRT) program.

For NRT downtime forms, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For reference material/topical files, see ARCS secondary 358-20.

For staff meeting materials, see ARCS secondary 102-20.

For systems descriptions, see the Systems Section.

The ministry OPR is Navigation Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE

NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.

PIB	<b>-02 NRT authorization records</b> (includes NRT issues logs, forms, product orders) (covers printed forms documenting the HSR collection of client personal information in First Contact (FC), the call detail database, for the purposes of confirming eligibility with the NRT program and for processing product orders)	SO	nil	DE
	SO: when information is no longer required for special authorization purposes			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71320 NAVIGATION SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT

Records relating to the development and review of all general health information available to the public on the HealthLink BC (HLBC) web site, as well as the development of resources and tools, such as the BC Health Service Locator (BCHSL) application, to assist the public with self-care and health education.

The program area reviews and updates health information content on a regular basis for the Healthwise® Knowledgebase, a searchable database of health information topics contained in Healthwise® Connect (HWC) that is available to the public on the HLBC web site; the HealthLinkBC files, a series of HLBC created health information sheets with BC specific information on common health topics; the *BC HealthGuide Handbook*, a HLBC created multi-lingual medical handbook; and as required for new and updated health topics, medical tests, and tools. Since all content is for public consumption, it is reviewed for plain language use.

These resources and tools are also used by contact centre staff, particularly Health Service Representatives (HSRs), to assist the public with navigating the health information system.

For information system development files see, *ARCS* primary 6450.

For issues management, see secondary 71000-35.

For IT incidents and troubleshooting files, see *ARCS* primary 6820.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For program development, see primary 71580.

For reference material/topical files, see *ARCS* secondary 358-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-05.

For systems descriptions, including the HLBC web site, see the Systems Section.

For web site development and maintenance documentation, see *ARCS* 340-40.

The ministry OPR is Health Information Design and Delivery (HIDD) unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE
<b>-02 Web navigation materials</b> (includes Frequently Asked Questions (FAQs), help guides, and Questions and Answers (Q&As))	SO	nil	DE
SO: when updated, replaced with new content, or web site is redesigned or closed			

[Key to ARCS/ORCS Codes and Acronyms](#)

# OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71320	NAVIGATION SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-05	<b><i>BC HealthGuide Handbook</i></b>  SO: when publication has been distributed or posted and when no longer required for reference purposes  FR: The government archives will fully retain one copy of each final, completed version of the <i>BC HealthGuide Handbook</i> in all languages because it documents the marketing, promotion, and dissemination of non- emergency health information services to the public. These records have value in demonstrating the Province's efforts to provide the public with access to non-emergency health information in support of self- care.	SO	nil	FR
-20	<b><i>BC HealthGuide Handbook development files</i></b> (includes drafts, planning documents, translations, business cases, logos, fact sheets, implementation documents, issue notes, security reviews, presentations, meeting materials, and working materials) (arrange by health guide version number) (covers health guide development, translations, updates, and publication information)  SO: when handbook is updated  DE: These records can be destroyed upon authorization of the Records Officer because final published versions are fully retained in secondary 71320-05.  NOTE: For files relating to branding and distribution of the handbook see secondary 71020-20.	SO	5y	DE
-25	<b>Clinical intake review files</b> (includes correspondence, content intake and review lists, subject matter expert input request forms, research materials, drafts, templates, and meeting materials) (arrange by project name and date) (covers process of evaluating existing health information and requests for new health information content from staff, the public, or subject matter experts to identify new web content for creation)	SO	3y	DE
(cont'd)				

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71320	NAVIGATION SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-25	<b>Clinical intake review files</b> (continued)  SO: when new content is created and when previous content no longer has clinical relevance  NOTE: New health information content or revised content may be presented as web content, an HLBC file, or feedback to Healthwise.			
-30	<b>HealthLinkBC files</b> (includes multilingual health related fact sheets, drafts, working documents, correspondence, rationale statements documenting decision making, and routing forms summarizing the reason for creation or review of each HealthLinkBC file) (arrange by HealthLinkBC file number and name) (covers clinical content and public health and safety topic development, including subject matter expert review, coordination, translation processes, and final versions of the health files)  SO: upon date of publication or when no longer clinically relevant  NOTE: This retention period is consistent with Health file resource files secondary 31600-20, <i>Health Protection and Safety ORCS</i> (schedule 122346).	SO	3y	DE
-40	<b>Healthwise ® Knowledgebase review files</b> (includes correspondence, tracking documents with rationale statements for content inclusion or exclusion, lists of contributors and roles, CLMS (Customized Link Messages), and SLMS (Suppressed Link Messages)) (arrange by Healthwise version number) (covers records documenting the regular review process, ensuring Healthwise ® Knowledgebase content is clinically applicable to Canadian audiences)  SO: when the Healthwise ® Knowledgebase is altered, updated, redesigned, or closed  NOTE: The Healthwise ® Knowledgebase is used by the public and HSRs and is available from the HLBC web site.	SO+5y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71320	NAVIGATION SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-50	<b>Non-clinical content review files</b> (includes correspondence, content intake list, web page content such as immunization schedules, workflow process documents, templates, drafts, style guides, and stakeholder subject matter expert contact lists) (arrange by project name and date) (covers the process of reviewing web content from a non-clinical perspective, updating non-clinical web content, and rendering clinical web content web ready by reviewing for plain language use)	FY+2y	nil	DE
-55	<b>Public health alerts</b> (covers internal and external announcements created to inform contact centre staff of health alerts and community notices or letters that may result in an increase in call volume, as well as health alerts compiled and posted for the public on the HLBC web site)  SO:      when health alert is no longer relevant	SO	nil	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71330 NAVIGATION SERVICES - DIRECTORY DEVELOPMENT

Records relating to the collection of information on all health related services across the province and the development of a Provincial Health Services Information, Referral and Navigation (HSIRN) 8-1-1 Directory that is publicly available via the HealthLink BC (HLBC) web site, providing detailed information about how, and where, to find health services in BC. The directory includes healthcare and mental health and addictions services that are publicly funded or subsidized by government and are freely available to the public.

This primary also includes records relating to the provision of the Community Healthcare and Resource Directory (CHARD), a free, secure, web-based referral directory service enabling healthcare providers and their office staff to find detailed information on healthcare specialists and resources locally and across the province. CHARD builds on the directory of health services accessible to the public through the 8-1-1 Directory.

NOTE: The information in CHARD is managed in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165). CHARD can only be accessed by authorized users using the BC government's BCeID authentication.

For database management records, see ARCS primary 6820.

For data sharing agreements, see ARCS secondary 146-45.

For forms management, see ARCS secondary 285-20.

For HSIRN daily snapshot files, see ARCS secondary 6820-05.

For issues management, see 71000-35.

For planning and performance reports, see ARCS secondary 400-20.

For policy, procedures, standards, and guidelines, see primary 71550.

For program development, see primary 71580.

For quality assurance reports, see ARCS secondary 400-20.

For reference material/topical files, see ARCS secondary 358-20.

For routine reports of temporary usefulness, see special schedule 102901  
(*Transitory Records*).

For spreadsheets for tracking operational work, see ARCS secondary 100-05.

For systems descriptions, see the Systems Section.

For systems development and changes, see ARCS primary 6450.

For the CHARD web site, see ARCS primary 340-30.

For training materials, see ARCS primary 1735.

For trend analysis reports, see secondary 71010-07.

The ministry OPR is Navigation Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71330 NAVIGATION SERVICES - DIRECTORY DEVELOPMENT		A	SA	FD
<b>-02</b>	<b>CHARD data</b> (closed secondary - do not add new data to this database) (covers referral directory data in CHARD)  SO: when the system closes  NOTE: CHARD input source records are considered transitory and can be destroyed according to special schedule 102902 ( <i>Transitory Electronic Data Processing (EDP) Records</i> ).  NOTE: This database is no longer being updated as CHARD was discontinued in August 2013.	SO	nil	DE
<b>-03</b>	<b>HSIRN data</b> (covers data in the HSIRN system such as organization and service provider forms and verification edits from organization and service providers, as well as data from the BC Health Service Locator (BCHSL) application)  SO: when HSIRN information is outdated or no longer required  NOTE: HSIRN input source records are considered transitory and can be destroyed according to special schedule 102902 ( <i>Transitory Electronic Data Processing (EDP) Records</i> ).	SO	nil	DE
<b>-30</b>	<b>HSIRN data request forms</b> (includes correspondence, templates, data definition document, and completed forms) (covers records documenting the approval process of third party requests for use of HSIRN data)  SO: when written approval is no longer in place	SO	nil	DE
<b>-35</b>	<b>HSIRN organization and service provider information</b> (includes correspondence, administrative contact information, verification reports, and working documents) (arrange by geographic area and service)  SO: when no longer required to support the directory	SO	nil	DE
END OF PRIMARY				

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71340 NAVIGATION SERVICES - QUALITY MANAGEMENT AND TRAINING

Records relating to the development and delivery of contact centre training programs for Health Services Representatives (HSRs). Includes the creation and maintenance of call handling tools designed to support staff operating in the contact centre, as well as call auditing and call review for quality management and ongoing training purposes.

For branch employee files, see *ARCS* secondary 1385-20.

For complaint case files, see secondary 71000-20.

For policy, procedures, standards, and guidelines, see secondary 71550-00.

For professional development files and staff orientation see *ARCS* primary 1730.

For reference material/topical files, see *ARCS* secondary 358-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-5.

For systems descriptions, see the Systems Section.

For training development files, see *ARCS* secondary 1735-20.

For training evaluations and attendance lists, see *ARCS* primary 1735.

The ministry OPR is Navigation Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

		A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	<b>-01 General</b>	CY+1y	nil	DE
PIB	<b>-20 HSR call audit case files</b> (includes correspondence, audit tool, supporting documentation, audit reports, and audit trackers) (arrange by HSR name) (covers the regular review of HSR NICE voice recordings)  SO: when audit complete and no longer required for reference purposes	SO+2y	nil	DE
	<b>-25 HSR call handling and training resources</b> (includes practice guides, algorithms, disclaimers, tools, reference manuals, bulletins, FAQs, protocols, standards and guidelines, training videos, presentations, approved list of resources, and job aids such as phone scripts, key wording, and activity codes) (arrange by topic) (covers training materials and risk and non-risk adverse call type recognition tools and job aids for HSRs)	SO+3y	nil	DE
		(cont'd)		

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71340 NAVIGATION SERVICES - QUALITY MANAGEMENT AND TRAINING

A SA FD

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#### -25 HSR call handling and training resources (continued)

SO: when new and revised resources are issued or program becomes inactive

NOTE: Quality Management Coordinators (QMCs) create and maintain Navigation Services risk adverse policies and practice guide documents. Service and Training Analysts (STAs) create and maintain practice guides requiring non-risk procedures and all other call handling tools.

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END OF PRIMARY



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71500 NURSING SERVICES - GENERAL

Records not shown elsewhere in the Nursing Services primary block that relate generally to the provision of tele-nursing services to the public.

Nurses are governed by the College of Registered Nurses of British Columbia (CRNBC) Standards of Practice which assist nurses with providing competent and ethical care by setting the requirements for practice. The British Columbia Nurses Union (BCNU) collective agreement governs the employment of nurses at HLBC.

This primary also includes occurrence reports which identify unusual or unexpected situations that arise in the contact centre.

For downtime forms, see special schedule 102902 (*Transitory Electronic Data Processing (EDP) Records*).

For First Contact change request forms, see ARCS secondary 6840-20.

For First Contact merge tracking records, see ARCS secondary 100-05.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For reference material/topical files, see ARCS secondary 358-20.

For systems descriptions, see the Systems Section.

For telehealth records, see secondary 71650-05.

The ministry OPR is Nursing Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE
NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.			
<b>-02 Occurrence reports</b> (includes assessment forms, submission forms, and quality reports) (arrange by year or by submission and analysis columns) (covers records used for managing unusual or unexpected events that occur in the contact centre environment such as power outages and live phone lines left unattended)	CY	2y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71520 NURSING SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT

Records relating to the development of clinical content and resources for use by the tele-nurse audience, including the clinical review of Healthwise ® Connect (HWC), a commercially available off-the-shelf product which is the primary clinical tool used by tele-nurses to provide health related advice and guidance to callers in a standardized manner. Tele-nurses use HWC to take symptoms, search knowledgebase content, make an initial assessment, and recommend treatment options. The HWC vendor sends new and updated health topics to HealthLink BC (HLBC) on a quarterly basis. Nurses review health content from a clinical perspective, sending any changes to the vendor as alerts or in-line notes. The vendor then sends the in-line notes back to HLBC IM/IT staff who incorporate the changes into the new content release.

HWC is linked to First Contact (FC), HLBC's call detail database. Tele-nurses access HWC directly from within a First Contact (FC) session. By clicking a button in FC, they can search HWC content, using their professional judgment to evaluate standardized symptom topic triage questions. At the end of the health consultation, the tele-nurse saves the client's FC record which transfers HWC session information, such as topics visited, triage level achieved, and other charting information to the FC telehealth record. If the tele-nurse returns to HWC from the same client telehealth record, information from the FC chart field reappears in the HWC notes field. No records pertaining to client health interactions are retained by HWC.

This primary also includes Nursing Services clinical resource management files.

NOTE: In 2014, HWC will be replaced by Clinical Solutions which will have the same functionality.

For committee records, see *ARCS* secondary 200-20.

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For reference material/topical files, see *ARCS* secondary 358-20.

For reports, see *ARCS* secondary 400-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-05.

For systems descriptions, see the Systems Section.

For telehealth records, see secondary 71650-05.

The ministry OPR is Nursing Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

71520	NURSING SERVICES - CLINICAL CONTENT AND RESOURCE DEVELOPMENT	A	SA	FD
-20	<b>Healthwise ® Connect clinical content evaluation files</b> (includes correspondence, clinical feedback spreadsheets, templates, customized messages such as in-line notes and alerts, bulletins, comparative studies between versions, usability tests, and HWC's "What's new documents") (arrange by version number, topic, or date) (covers the clinical review by Health Information Coordinators (HICS) of the HWC quarterly release, as well as ad hoc and biennial reviews)	SO	5y	DE
	SO: when the Healthwise ® Connect database is altered, updated, redesigned, or closed			
	NOTE: HWC contains vendor authored health education and symptom topics, disease management and home treatment information, HLBC customized Canadian health related and medical content (identified via alerts and in-line notes), broadcast bulletins, interactive tools, and links to other health related information.			
-25	<b>Clinical resource management files</b> (includes correspondence, algorithms, FAQs, communication materials, Subject Matter Expert (SME) documentation, research and meeting materials, the tele-nurse resource manual known as the "Red Resource binder", drafts, and final versions) (arrange by topic or project) (covers the development, review, and management of Nursing Services resources relating to such topics as clinical issues, coaching, health information, and special projects)	SO	3y	DE
	SO: when no longer clinically relevant			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71530 NURSING SERVICES - QUALITY MANAGEMENT AND TRAINING

Records relating to the development and delivery of contact centre training programs for tele-nurses. Includes the creation and maintenance of call handling tools designed to support tele-nurses operating in the contact centre, as well as call auditing and call review for quality management and ongoing training purposes.

For complaint case files, see secondary 71000-20.

For nursing personnel management and payroll services, see the *Emergency Health Services ARCS Supplement* (EHAS) (schedule 206185).

For occurrence reports, see secondary 71500-02.

For policy, procedures, standards, and guidelines, see secondary 71550-00.

For professional development files and staff orientation see *ARCS* primary 1730.

For reference material/topical files, see *ARCS* secondary 358-20.

For spreadsheets for tracking operational work, see *ARCS* secondary 100-05.

For systems descriptions, see the Systems Section.

For training development files, see *ARCS* secondary 1735-20.

For training evaluations and attendance lists, see *ARCS* primary 1735.

The ministry OPR is Nursing Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

		A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01</b>	<b>General</b>	CY+1y	nil	DE
<b>-20</b>	<b>Tele-nurse call handling and training resources</b> (includes practice lab and workshop materials, training videos, research materials, lessons learned, self-guided learning modules, workbooks, guidebooks, recorded calls stripped of personal information for role-plays, job aids, and other orientation training material) (arrange by topic or subject) (covers non-clinical training materials and job aids developed for nurses)	SO+2y	nil	DE
	SO: when revised or replaced, generally as a result of a policy or practice change			
PIB	<b>-25 Tele-nurse call review case files</b> (includes call review tools, audit trackers, issues logs, spreadsheets, call analysis meeting materials, supporting documentation, and reports)	SO+2y	nil	DE
		(cont'd)		

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71530 NURSING SERVICES - QUALITY MANAGEMENT AND TRAINING

A SA FD

PIB	<b>-25</b>	<b>Tele-nurse call review case files</b> (continued) (arrange by nurse name or document type) (covers the review of NICE voice recordings for quality, practice improvement, and performance management purposes)  SO: when next year's review is complete  NOTE: Quality Management Coordinator (QMC) staff are responsible for anonymous and focused audits; shift leaders conduct peer review audits; and team managers conduct performance management audits.
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PIB	<b>-30</b>	<b>Tele-nurse training summary documentation</b> (covers an individual summary of orientation training and preceptor shifts completed by each tele-nurse during the training process) (arrange by surname and date)  SO: when the nurse successfully completes the tele-nurse training program or at the discretion of the team manager  NOTE: These records are retained for a short period because the official tele-nurse training records are retained by the Human Resources department of BC Emergency Health Services.	SO	nil	DE
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END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71550 POLICY DEVELOPMENT

Records relating to the development of operational policies, including procedures, standards, guidelines, recommended practices and directives for use by internal staff, particularly those working in the contact centre, and contracted services, such as pharmacists. Policy and procedural documentation include such topics as handling emergency and third party calls, public health issue information management, guidelines for referrals, and steps for resolving concerns with HealthLink BC (HLBC) approved clinical decision support tools, such as Healthwise ® Connect.

This primary also covers records related to supporting and improving clinical professional practice and clinical liaison activities with the Ministry of Health (MOH) and key partners such as academic institutions. For example, the HLBC research framework ensures research at HLBC is effectively prioritized, coordinated, and shared between HLBC and the MOH.

For committees, see *ARCS* secondary 200-20.

For policy from external sources, see *ARCS* primary 195.

For policy registration and tracking, see *ARCS* secondary 100-05.

For program development, see primary 71580.

For reference material/topical files, see *ARCS* secondary 358-20.

The ministry OPR is HealthLink BC unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-00 Policy - final</b> (arrange by policy name) (includes station guides and operational manuals) (covers final/approved policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this <i>ORCS</i> , developed for use by the program area and key stakeholders)	SO	5y	FR
SO: when the policy is replaced or becomes irrelevant			
FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this <i>ORCS</i> .			
<b>-01 General</b>	CY+1y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71550 POLICY DEVELOPMENT

		A	SA	FD
<b>-20</b>	<b>Clinical strategy development case files</b> (includes correspondence, clinical and research frameworks, action plans, literature reviews, gap analyses, draft reports, and other working documents) (arrange by program or project) (covers analysis and recommendations pertaining to supporting and improving clinical practice at HLBC)  OPR: Clinical Services  SO: when no longer required for clinical strategy development  DE: These records can be destroyed as final versions of policy documentation are fully retained in 71550-00 and program development records are selectively retained in 71580-20.	SO	2y	DE
<b>-30</b>	<b>Policy development case files</b> (includes background materials, briefing notes, correspondence, research and analytical reports, policy reviews, drafts, memoranda, and other working materials) (arrange by program area and policy name)  SO: when the policy is approved and distributed or abandoned  DE: Policy development files may be destroyed because final policies are fully retained under secondary 71550-00.	SO	2y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71580 PROGRAM DEVELOPMENT, MONITORING, AND EVALUATION

Records relating to the development, monitoring, and evaluation of HealthLink BC (HLBC) programs and services, such as the BC HealthGuide program, the HLBC evaluation project, and the Pharmacist-After-Hours Service. Also includes records documenting the planning and development of new service concepts which aim to improve the availability of non-emergency health information services to the public, such as the web chat pilot project.

This primary covers records created in support of Ministry of Health (MOH) initiatives and health system priorities such as the Nicotine Replacement Therapy (NRT) program (Provincial Smoking Cessation Program); Email-A-Dietitian service (Healthy Families BC); Informed Dining Pilot project (MOH); and After-Hours Palliative Tele-Nursing Support program (MOH, Health Authorities).

For business continuity planning, see *ARCS* secondary 275-30.

For change management records, see 71020-40.

For clinical content and resource development records, see primaries 71240, 71320, and 71520.

For committee records, see *ARCS* primary 200.

For emergency or disaster planning, see *ARCS* secondary 275-02.

For IT related projects, see *ARCS* primary 6450.

For procurement and Requests for Proposal (RFP), see *ARCS* primary 1070.

For project management support and evaluation, see *ARCS* primary 405.

For surveys, *ARCS* primary 338.

The ministry OPR is HealthLink BC unless otherwise noted below. See specific secondaries for OPR retention schedules.

	A	SA	FD
All non-OPR offices will retain these records for:	SO	nil	DE
<b>-01 General</b>	CY+1y	nil	DE
<b>-20 HealthLink BC program development, monitoring, and evaluation case files</b> (includes correspondence, scoping documents, research proposals, discussion papers, project plans, briefing notes, presentations, survey results, meeting and communication materials, status reports, working documents, and statistical and final reports) (arrange by program, project, or activity)	SO	5y	SR
OPR: Program area responsible for program or project	(cont'd)		



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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71580	PROGRAM DEVELOPMENT, MONITORING, AND EVALUATION	A	SA	FD
-20	<b>HealthLink BC program development, monitoring, and evaluation case files</b> (continued)  SO: upon implementation or abandonment of the project or program, or when the monitoring or evaluation phase is complete, and when no longer required for reference purposes  SR: The government archives will fully retain the records of adopted programs and projects because they significantly document the development, delivery, and evaluation of non-emergency health information services in the province. The records of abandoned programs or projects and working documents will be destroyed.  NOTE: At the time these files are prepared for transfer to semi-active storage, branch staff will ensure that records designated for full retention are clearly identified and separated from those records scheduled for destruction.			
-30	<b>Dial-A-Dietitian program records</b> (includes meeting materials such as minutes, evaluation data from survey studies, and financial records) (covers legacy program records dating back to 1972)  OPR: Dietitian Services  SO: when no longer required for operational purposes  NOTE: This secondary covers a collection of legacy records dating to 1972 and was created specifically to dispose of these records.  NOTE: Annual reports are not covered under this secondary and are to be fully retained under ARCS secondary 400-02.	SO	nil	DE
-35	<b>Service concept design case files</b> (includes correspondence, environmental scans, literature reviews, presentations, and other working materials) (arrange by program or project name)	SO	2y	DE
	(cont'd)			

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71580 PROGRAM DEVELOPMENT, MONITORING, AND EVALUATION

A SA FD

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- 35 Service concept design case files** (continued)  
(covers records created during the process of developing new  
HLBC service concepts)

OPR: Navigation Services

SO: when no longer required for program or project  
development

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END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71650 TELEHEALTH RECORD CREATION

Records relating to client personal, assessment, and recommended treatment information for each 8-1-1 call received by HealthLink BC's 24/7 contact centre. Contact centre staff from the operational areas listed below input client health information into the telehealth record which resides in First Contact (FC), the call detail database:

#### **Health Navigation Services**

Health Service Representatives (HSRs) respond to and coordinate incoming 8-1-1 client calls. They operate in a non-clinical capacity and provide quick information and referral advice on health related information and services to callers using established call handling resources. HSRs create an initial anonymous or personalized client record in FC, depending on information supplied by the client. They transfer clinical calls to tele-nurses and tele-dietitians and register clients in the Nicotine Replacement Therapy (NRT) program. HSRs also transfer clients to external services such as the Drug and Poison Information Centre (DPIC), BC Ambulance Service (BCAS) 9-1-1, Pharmacist Services, and Quit Now.

#### **Nursing Services**

General inquiries are routed through HSRs to tele-nurses according to predetermined rules or skillsets. Registered tele-nurses offer telephone triage resulting in the safe and timely care of health related problems by using protocols that are comprehensive, medically accurate, and up to date. Tele-nurses also provide information and education about a variety of health topics and resources and transfer callers to other health care or service providers as required. The primary clinical tool used by nurses for charting purposes is Healthwise® Connect (HWC). At the end of the telephone session, the tele-nurse saves the client's FC record which transfers HWC session information, such as topics visited, triage level achieved, and other charting information, to the client's telehealth record.

#### **Dietitian Services**

Tele-dietitians create their own telehealth record in FC when a call is transferred to them from an HSR and when they receive calls directly. Tele-dietitians maintain some hard copy client records that cannot be incorporated into FC.

#### **Pharmacist Services**

Medication-related calls are transferred to this contracted service which is provided by licensed pharmacists. Pharmacists enter medication-related information into the client telehealth record.

This primary also covers voice recordings of all telephone calls into and out of HLBC's contact centre, which are stored in the NICE system.

FOI: Telehealth records and associated supporting documents include patient identification, condition, and recommended health advice. Access to this information is restricted in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165).

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71650 TELEHEALTH RECORD CREATION

**A SA FD**

For a description of the Client Registry, see *Vital Statistics ORCS* (schedule 163600).

For policies, procedures, standards, and guidelines, see secondary 71550-00.

For reference material/topical files, see *ARCS* secondary 358-20.

For systems descriptions, see the Systems Section.

The ministry OPR is HLBC unless otherwise noted below. See specific secondaries for OPR retention schedules.

**A SA FD**

All non-OPR offices will retain these records for:

SO nil DE

#### **-01 General**

CY+1y nil DE

PIB

#### **-02 Dietitian telehealth supporting documentation**

SO 15y DE

(includes Dial-A-Dietitian Service Request files, reports, and client paper charts containing referral information, food histories, BC Cancer Agency screening tools, nutrient analysis prints outs, growth charts, and consultation letters)

(arrange by patient name)

(covers hard copy client health files such as those of the specialized dietitian nutrition counseling services that cannot be entered into FC, as well as legacy Dial-A-Dietitian Service Request files)

SO: when the health record is closed and in the case of minors, when the age of majority is reached

15y: The retention period is based on the potential legal value of the records in defending legal actions pertaining to non-emergency health information services and the 15-year ultimate limitation period under the *Limitation Act* (SBC 2012, c. 13, s. 21) for commencing a court proceeding in respect of a claim, calculated from the date the act or omission on which the claim is based took place.

#### **-03 First Contact anonymous data**

SO nil DE

(covers the data in FC created by an HSR while handling an anonymous general health information or way finding 8-1-1 telephone call)

SO: when no longer required for statistical purposes

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71650 TELEHEALTH RECORD CREATION

			A	SA	FD
PIB	<b>-05 Telehealth records</b> (includes client name, personal health number, contact information, reason for call, advice given) (covers personalized client data in FC)		SO	15y	DE
	SO: when the telehealth record is closed and in the case of minors, when the age of majority is reached				
	15y: The retention period is based on the potential legal value of the records in defending legal actions pertaining to non-emergency health information services and the 15-year ultimate limitation period under the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21) for commencing a court proceeding in respect of a claim, calculated from the date the act or omission on which the claim is based took place.				
PIB	<b>-07 Local registry data</b> (covers local registry data in the FC system)		SO	nil	DE
	SO: when no longer required for operational purposes				
	NOTE: Local registry data is stored in a unique table of the FC system. The data is accessed when the Client Registry is not functioning or when the client is not listed in the Client Registry.				
PIB	<b>-09 NICE data and voice files</b> (covers data, metadata, and voice files captured on the NICE system, a component of the Telephony Systems)		SO+7y	nil	DE
	SO: when the recording is complete				
	7y: The seven-year active retention period ensures that telephone audio recording data and audio recordings are available in the event of an incident investigation, to respond to complaints, for statistical and benchmarking purposes, and provides a reasonable period of time for the legal value of these records to be extinguished.				
	NOTE: Audio recordings required for an internal investigation or a legal matter are copied from the Voice Server and retained in the complaint case file on the LAN.				

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 71700 WORKFORCE MANAGEMENT AND SCHEDULING

Records relating to coordinating and scheduling HealthLink BC call centre personnel. The program area manages all staff schedules, timekeeping, and schedule exceptions such as leaves, vacation requests and shift trades, ensuring key performance targets are met while operating within the guidelines of the applicable collective agreements.

For business support and performance management, see primary 71010.

For forecasting reports, see secondary 71010-07.

For nursing personnel management and payroll services, see the *Emergency Health Services ARCS Supplement* (EHAS) (schedule 206185).

For policies, procedures, standards, and guidelines, other than the operational process manuals, see secondary 71550-00.

For reference material/topical files, see ARCS secondary 358-20.

The ministry OPR is Business Operations Service Support unless otherwise noted below. See specific secondaries for OPR retention schedules.

		A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-01	<b>General</b>	CY+1y	nil	DE
-02	<b>Operational process manuals</b> (arrange by program area) (covers the scheduling process including staff roles and responsibilities)  SO: when updated and no longer required for operational purposes  NOTE: Manuals are co-managed with program areas.	SO	nil	DE
PIB	<b>-03 Duty to accommodate schedule</b> (arrange by program area, function, and employee)  SO: when updated and no longer required for scheduling purposes  NOTE: Business Operations Service Support provides operational input and subject matter expertise.  NOTE: Final versions of these schedules are retained by the BC Public Service Agency or the Human Resources department of BC Emergency Health Services.	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### 71700 WORKFORCE MANAGEMENT AND SCHEDULING

		A	SA	FD
	<b>-04 Master rotation schedules</b> (covers workforce scheduling documentation that is approved by the BCNU and BCGEU) (arrange by date)  SO: when replaced with a new master rotation schedule  NOTE: Workforce analysts create this document which is then updated, maintained, and managed by Business Operations Service Support.	SO+5y	nil	DE
	<b>-20 Scheduling and operational files</b> (includes working and tracking spreadsheets, daily sign in sheets, call out logs, availability forms, and seniority lists) (arrange by program area)  7y: The retention period ensures the records are available for error correction, payroll verification, and to respond to disputes or grievances relating to shift entitlements.	CY+6y	nil	DE
PIB	<b>-30 Ad hoc individual scheduling actions</b> (includes exception requests, switch shift application forms, and holiday schedules) (arrange by employee surname)	CY+2y	nil	DE

END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### NON-EMERGENCY HEALTH INFORMATION SERVICES

#### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

### SYSTEMS SECTION TABLE OF CONTENTS

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### SYSTEMS SECTION: COMMON SYSTEM NOTES

#### Retention Schedules for the Systems

The data on the systems are classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System (ARCS)*, as indicated in the following descriptions. The systems themselves are all scheduled as follows:

Active	SO:	The system becomes superseded and obsolete when all data have been migrated to another system or documented elsewhere, or when all applicable retention schedules for the data have expired; see relevant classifications.
Semi-Active	nil:	There is no semi-active retention period assigned to systems.
Final Disposition	DE:	Each system will be destroyed when all data has been migrated to a new system performing the same function, or when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere. For more information, see DE appraisal notes under the secondaries that cover the data.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

System Title	System Overview	Retention Schedule			Creating Agency
		A	SA	FD	

## SIMPLE SYSTEMS LIST

This table provides a comprehensive list of simple information systems that contain data covered by this *ORCS*, but which do not warrant detailed systems overviews. Please note that simple web sites are classified under *ARCS* secondary 340-30 and are not mentioned here.

Systems and web sites that warrant more detailed descriptions are not included in this list; see the Systems Section table of contents.

BC Health Service Locator App (BCHSL)	The BCHSL is an internally developed mobile resource that leverages embedded iDevice GPS technology to allow non-emergency medical services information extracted from the HSIRN database to be served by proximity and overlaid to Google maps. The device is available free of charge on the Apple App Store.					Health Information Design and Delivery
BCHSL: data	71330-03	HSIRN data	SO	nil	DE	
BCHSL: output	ARCS 440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE	
Brand Name Food List (BNFL): description	The BNFL is an externally developed web-based application containing nutrition ratings for packaged foods and beverages to help registered users find “Choose Most” and “Choose Sometimes” items that meet British Columbia’s nutrition guidelines for schools and public buildings. The list is meant for ready-to-eat, packaged and franchised foods, not individual ingredients. Public users can select and save lists of foods and generate scorecards based on the lists.					Dietitian Services
BNFL: data	71240-02	BNFL data	SO	nil	DE	
BNFL: inputs	71240-25	BNFL product submission files	FY+2y	nil	DE	
BNFL: outputs	ARCS 440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE	

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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System Title	System Overview		Retention Schedule			Creating Agency
			A	SA	FD	
Fact Sheet Generator (FSG): description	The FSG is an externally developed web-based tool that allows users (public and health professionals) to build customized fact sheets using a template with standardized evidence based key messages and graphics components. User satisfaction survey data contained in the system may contain client personal information.					Dietitian Services
FSG: data	71240-05	FSG data	SO	nil	DE	
FSG: inputs	71240-30	FSG development files	SO	nil	DE	
FSG: outputs	ARCS 440-20	Reports and statistics (not covered elsewhere)	CY+1y	nil	DE	

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY (CHARD)**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health  
Health Sector IM/IT  
HealthLink BC  
Health Navigation Services

##### **Purpose**

CHARD is a free, secure, externally developed web-based resource directory accessible to authorized users (general practitioners, nurse practitioners, medical office assistants, Integrated Health Network staff, and other service providers and practitioners) enabling healthcare providers and their office staff to find detailed information on healthcare specialists and resources locally and across the province.

The directory was developed to address the challenge faced by general practitioners and other healthcare providers in British Columbia of obtaining timely and appropriate resource information for patients.

##### **Information Content**

The directory contains resource information on practitioners and services, including detailed descriptions of the services offered, contact information including maps and hours of operation, up to date referral forms and procedures, patient eligibility criteria and instructions, fee structures, and practitioner specialties. It also includes information on specialist physicians; publicly and privately funded programs and services, including health authority options; and information on allied health professionals across the following topics: cancer, cardiac, mental health and addiction, musculoskeletal, neuro-degenerative, palliative, renal and respiratory conditions.

Data blocks cover communication information, demographics information, Health Resource and Service information (HSIRN), and provider information obtained from:

- Health Authorities
- Practitioner or service provider forms containing directory information
- Ministry of Health's Provider Registry System (PRS) which obtains data directly from the practitioners' colleges and associations. CHARD extends the basic PRS information with additional details specifically geared to referral service.
- HSIRN 8-1-1 directory supplies CHARD with directory information on public services.

##### **Inputs, Processes, and Outputs**

Data stewards manually enter data from practitioner and service forms collected directly from health practitioners and services into the CHARD database. Information from the PRS and HSIRN 8-1-1 is automatically fed into the database. This information is saved, quality assured, and published by the data stewards and the quality assurance lead. The database is also equipped with a Self Service Tool (SST) form that physicians, healthcare professionals, and their medical office assistants can use to update information themselves. This information becomes a task for the data stewards who then update the database accordingly.

CHARD provides access to practitioner and service information through a specialized search engine that health care providers and assistants require a password to access. Invitations containing instructions for

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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obtaining a secure user ID and password through the BC government's BCeID system are sent out to all authorized CHARD users. The invitation also includes a personal CHARD activation code which is used to activate an account.

Users can search by services and physician's name. The web based directory is available at: <http://info.chardbc.ca>. Practitioner and service related search results are displayed by distance (postal code).

### Historical Note

CHARD received funding from the General Practice Services Committee (GPSC), a joint body of the Ministry of Health (MOH) and the British Columbia Medical Association (BCMA). Some additional funding was provided by the Specialist Services Committee (SSC), a body with the same joint governance.

Following a prototype in 2009, CHARD was launched province-wide in April 2010 with directory listings of practitioners and services in the field of mental health and addiction. In April 2011, CHARD was further enhanced by the addition of seven new topics, and directory listings for all physician specialists in BC.

Promotional efforts since April 2010 have built the CHARD user base to almost 1,000 (as of March 31, 2011), consisting of General Practitioners (GPs), their office staff, and some health authority and specialist physician users, including 600 GPs.

In February 2011, the GPSC approved an additional development phase of the CHARD initiative, with funds allocated to complete the data in the directory (including all remaining services and practitioners applicable to family practice and listings of GPs) and to expand promotional efforts to increase adoption.

CHARD was decommissioned in August 2013.

## COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY (CHARD)

### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
NHIS	71330-02	CHARD data	SO	nil	DE
<b>Inputs</b>					
VSTA	24250-20	Provider Registry System data	SO	nil	DE
NHIS	71330-03	HSIRN data	SO	nil	DE
<b>Outputs</b>					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### Other Related Records

ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Special Schedule for Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
NHIS = *Non-Emergency Health Information Services ORCS*, schedule 179409  
VSTA = *Vital Statistics Services ORCS*, schedule 163600

END OF OVERVIEW

**CUSTOMIZED PRACTICE-BASED EVIDENCE IN NUTRITION (CPEN)**

**SYSTEM OVERVIEW**

**Creating Agency**

Ministry of Health  
Health Sector IM/IT  
HealthLink BC

Dietitian Services (DS) (users and administrators) and Health Information Design and Delivery (HIDD) (web officer technical support and administrators as assigned by the primary Dietitian Services administrator)

**Purpose**

CPEN is an externally developed nutrition knowledge base and support tool for tele-dietitians serving the general public, health professionals, businesses, and public sector organizations. It captures user feedback after each call, provides geographical mapping of contacts, allows dietitians to email or mail resources and factsheets to callers and respond to web-based email through Email a HealthLink BC Dietitian, and delivers information alerts to users via a bulletin board.

**Information Content**

CPEN contains DS authored nutrition information and advice such as factsheets, pamphlets, counseling guidelines, and a glossary. The database also houses Practice-based Evidence in Nutrition (PEN) information and advice from Dietitians of Canada (DC) and shared content created in partnership with organizations such as DC and EatRight Ontario.

CPEN also contains the following:

- Contacts and organizations
- Client email or mail addresses if resources and/or factsheets are emailed or mailed
- Relevant external links
- Relevant current news
- User profile (first name; last name; email address; phone number; login/username)
- User feedback about CPEN content (these reports are for the DS resource management team to assess gaps or required updates to content and to develop content development plans)

**Inputs and processes**

The CPEN web officer, with administrative access (HIDD staff), operates under the direction of the DS Manager of Resource Coordination to update, classify, and manage existing and new content in the system. Other features of CPEN include search manager which displays the order of search results by relevancy based on keywords and items identified; central attachments, a central repository for storage and retrieval of all uploaded items, images, files and web addresses; and glossary manager, a tool that allows CPEN administrators to add new or update existing consumer glossary definitions.

Email a HealthLink BC Dietitian is an email service that operates in the following manner:

- Clients pose their questions through the HLBC web site. Information is collected by the CPEN system.
- The client's email (containing no personal information) is answered by the dietitians through the CPEN system and the response is sent back to the client through the CPEN system.
- Clients have the option of answering a quick satisfaction survey.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

- CPEN produces email response reports.
- Dietitians can search emails by date range, dietitian, language, category, key word, and region.
- Administrative console can be reviewed by managers to determine if there are any outstanding emails that have not been responded to.

### Outputs

CPEN produces adhoc and pre-defined reports.

### Historical Note

In November 2004, NutritionLink Services Society's Dial-A-Dietitian program (now DS) obtained funding from the BC Ministry of Health (MOH) for a knowledge-based nutrition web site. In 2005, a contribution agreement was established between the Province, DC, and NutritionLink Services Society to develop CPEN which went live that year. At the end of March 2006, the service met BC Ministry of Health's service-level objective: to help contact centre dietitians answer 80% of clients' questions using information in CPEN. In 2009, a license agreement for CPEN and PEN was established between the Province and DC. In 2010, a maintenance and service agreement was established between the Province (HLBC) and DC for CPEN. In 2011, the CPEN email response feature was customized for HLBC.

## CUSTOMIZED PRACTICE-BASED EVIDENCE IN NUTRITION (CPEN)

### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
NHIS	71240-03	CPEN data	SO	nil	DE
<b>Inputs</b>					
NHIS	71240-35	Nutrition content and educational resource development files	SO	5y	DE
<b>Outputs</b>					
ARCS	338-30	Polling and surveying records	SO	nil	DE
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
NHIS	71240-04	Email a HealthLink BC Dietitian response files	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Special Schedule for Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
NHIS = *Non-Emergency Health Information Services ORCS*, schedule 179409  
END OF OVERVIEW

[Key to ARCS/ORCS Codes and Acronyms](#)



## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **FIRST CONTACT (FC) CALL DETAIL DATABASE**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Ministry of Health

HealthLink BC

Clinical Services (Dietitian Services (DS), Health Navigation Services (HNS), Nursing Services (NS), Pharmacist Services (PS)), and IM/IT

##### **Purpose**

FC is a Contact Center Manager (CCM) product that stores electronic health encounters containing clinical information compiled by Nursing, Dietitian, Pharmacist, and Health Navigation Services. The customized software provides contact-related reporting and metric needs. Each call to HLBC results in the creation of a telehealth record in FC which is used to document the reason behind the call and the interaction with the caller.

##### **Information Content**

FC contains the following contact centre client information:

- Communication: any record of communication between the care provider and patient, between two care providers, or between the care provider and a third party
- Demographics: general contact and identification information (patient, caller, or provider)
- Health Resource and Services Information: non-patient specific health information
- Medications: patient medication information
- Nutrition diagnosis: identified problems/findings
- Nutrition interventions: specific for dietitian services: education, counselling or coordination of care
- Problem category: includes patient condition, chief complaint, problem, diagnosis, reason for call/referral
- Provider information: information regarding care providers, facilities

##### **Inputs, Processes, and Outputs**

Per Figure 1 below, calls can be received directly by NS, HNS, or DS. The calls taken by NS, HNS, or DS call takers can be handled directly and/or handled and then transferred to other internal or external services. When calls taken by HNS are transferred to another HLBC service, the call takers create and send a task that captures information such as call owner (e.g. Pharmacist Team), priority (e.g. medium), date and time, and client contact information and the receiving service picks up the task. NS can also send tasks to Pharmacist Services. When the call handling process is complete a telehealth record containing caller information and client demographics is saved. Prior to January 2013, the only HNS informational call encounters that were saved pertained to Nicotine Replacement Therapy (NRT) orders.

If FC is down, call takers record client health information on a hard copy downtime form which is input into FC when the system is again operational.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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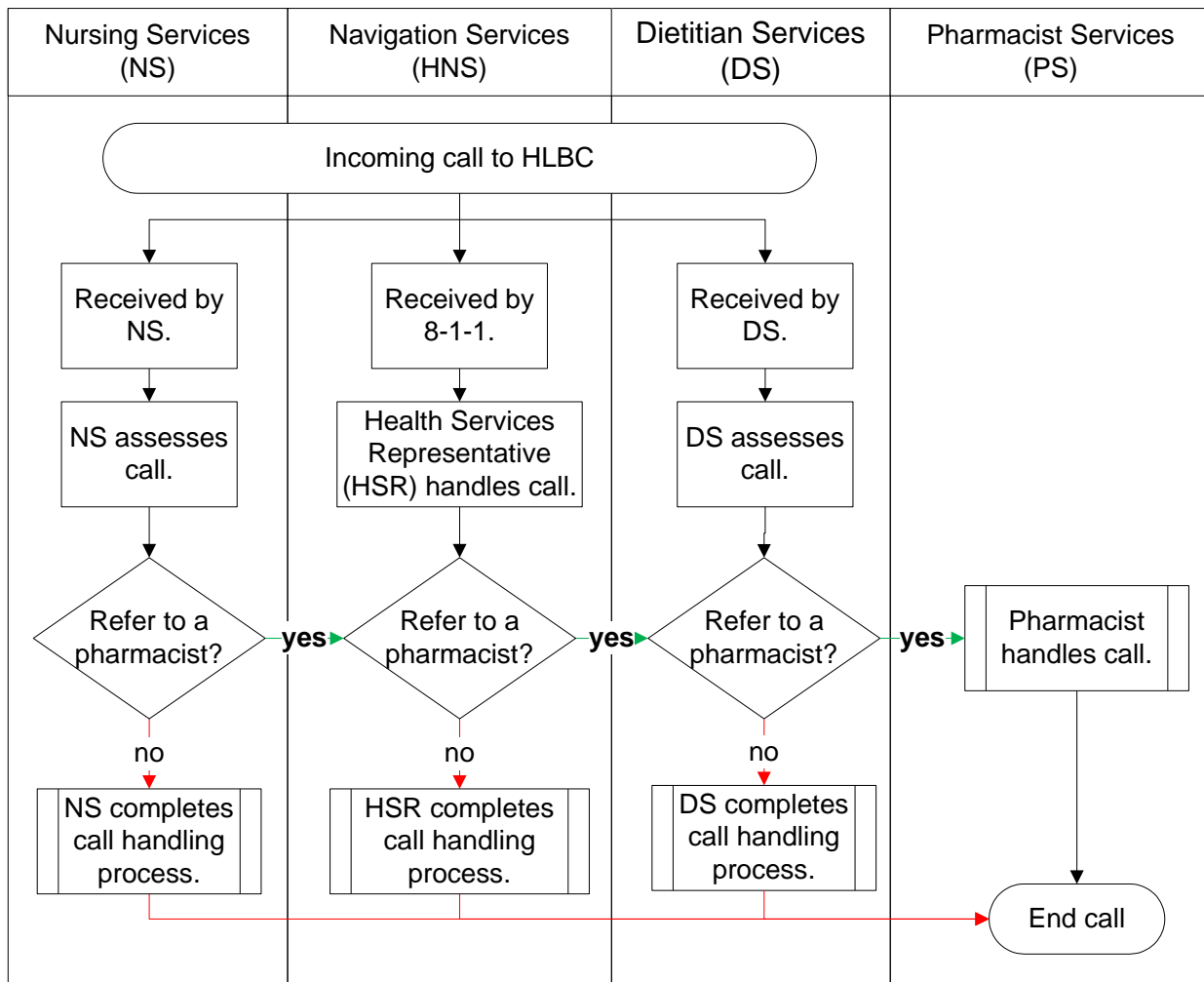


Figure 1: HLBC Call Handling Process During Pharmacist Services Operating Hours

FC is integrated with the Vital Statistics Agency's Client Registry (CR). Users are able to search CR and upload data into FC. HLBC created a Local Registry, a customized table built into FC, to save and search for client demographics when FC or the CR is down.

Outputs of FC include reports and NRT authorization records.

### Historical Note

First Contact established: 2006

Predecessor system: *Call Manager*. Demographic portions of this system were migrated to FC. No clinical content was moved.

NOTE: This schedule also covers data retained in *Call Manager*.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### FIRST CONTACT (FC) CALL DETAIL DATABASE

#### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
<b>Data in the System</b>					
NHIS	71650-03	First Contact anonymous data	SO	nil	DE
NHIS	71650-05	Telehealth records	SO	15y	DE
NHIS	71650-07	Local Registry data	SO	nil	DE
<b>Inputs</b>					
VSTA	24210-20	Client personal health number registration data	SO	nil	DE
<b>Outputs</b>					
NHIS	71010-05	First Contact reports	SO	nil	DE
NHIS	71300-02	NRT authorization records	SO	nil	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Special Schedule for Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
NHIS = *Non-Emergency Health Information Services ORCS*, schedule 179409  
VSTA = *Vital Statistics Services ORCS*, schedule 163600

END OF OVERVIEW

**HEALTHLINK BC (HLBC)**

**WEB SITE OVERVIEW**

**Web Site URL**

<http://www.healthlinkbc.ca/>

**Creating Agency**

Ministry of Health  
Health Sector IM/IT  
HealthLink BC

**Purpose**

The purpose of this web site is to offer general health information, tools, and resources to the public. Web site includes current, medically-approved information on diverse health topics and services in a searchable database. Web visitors can also find general information on medical tests and procedures, check symptoms, find resources in their local area, and learn about maintaining healthier lifestyles.

**Information Content**

HealthLinkBC.ca contains information on the following:

- HealthLink BC's purpose
- Healthy living (healthy eating, physical activity, healthy habits, disease and injury prevention, informed health decisions, immunization schedules)
- Common health concerns (diseases and conditions, first aid, children and teens' health, women's health, men's health, senior's health, and aboriginal health)
- Public health alerts
- Services and resources available at HLBC such as: 8-1-1, Find directory, *BC HealthGuide Handbook* resource form, and translated resources
- Health features
- Health information database (all health topics, medical tests, medications, healthy eating)
- HealthLinkBC Files
- HealthLink BC's partners and endorsers

**Web Site Features**

Features of the HealthLinkBC.ca include:

- Search Health information database and filter by:
  - All Health Topics A-Z
  - Medical Tests A-Z
  - Medications A-Z
  - Healthy Eating
- Search Find Health Services Information, Referral and Navigation Directory (HSIRN):  
<http://find.healthlinkbc.ca>
- Resource order forms
- Interactive symptom checker
- Learning centres
- Links to key health tools, hot topics, and top searches (reviewed and updated weekly)
- Links to health related contacts and useful web sites
- HealthLinkBC Files database and email alerts

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

- Search, view, print, email, share, RSS
- Feedback forms
- Frequently Asked Questions (FAQs)
- Factsheet generator application

### Web Review Cycle

Non-clinical web content can be entered, reviewed, and updated by the content design and delivery team on a daily basis. Clinical content is updated as required. All web content is reviewed on a predefined basis.

### Linked Databases

- Find Health Services and Resources directory (HSIRN)
- Healthy Eating and Nutrition topics database
- Health Information database (Healthwise)

### Related Sites

Contains links to general health web sites and healthy eating and nutrition web sites. Includes links to the BC Ministry of Health, health authorities, and other health resources such as: Aboriginal Healthy Living; BC Services Card; and Immunize BC.

### E-forms, e-business processes or transactions

- BC Health Services Locator app (link to App Store)
- HSIRN Feedback form
- Contact Us form
- Resource Order forms (HLBC Promotional Materials, HealthGuide handbooks, Health Eating for Seniors, Healthy Eating Promotional Materials)
- HealthLink BC web buttons

### Classification and Scheduling

Records are maintained on the web site as long as appropriate. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

#### HEALTHLINK BC (HLBC)

#### Classifications of Records that Relate to the Web Site

Schedule Code	Secondary No.	Secondary Title	Retention A	Schedule SA	FD
Web Site					
NHIS	71000-05	HLBC web site	SO	nil	DE
Records on the Web Site					
NHIS	71020-20	Branding and promotional material files	SO	2y	DE
NHIS	71240-35	Nutrition content and educational resource files	SO	5y	DE
NHIS	71240-40	Provincial food policy service files	SO	5y	DE
NHIS	71320-02	Web navigation materials	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<i>NHIS</i>	71320-05	<i>BC HealthGuide Handbook</i>	SO	nil	FR
<i>NHIS</i>	71320-30	HealthLink BC Files	SO	3y	DE
<i>NHIS</i>	71320-50	Non-clinical content review files	FY+2y	nil	DE
<i>NHIS</i>	71320-55	Public health alerts	SO	nil	DE

### Other Related Records

<i>ARCS</i>	6820-05	Back-up data	SO	nil	DE
<i>ARCS</i> Section 6	<i>see appropriate</i> <i>secondaries</i>	INFORMATION TECHNOLOGY			
<i>ARCS</i>	6450-20	BC Health Service Locator App files	SO	2y	DE

Schedule Code Key: *ARCS* = *Administrative Records Classification System*, schedule 100000  
*NHIS* = *Non-Emergency Health Information Services ORCS*, schedule 179409

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### HEALTH SERVICES, INFORMATION, REFERRAL, AND NAVIGATION SYSTEM (HSIRN)

#### SYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Health  
Health Sector IM/IT  
HealthLink BC  
Health Navigation Services

##### **Purpose**

The HealthLink BC HSIRN 8-1-1 directory database houses detailed information about how and where to access health services in British Columbia. Directory information is made publicly available via the HealthLink BC website at: <http://find.healthlinkbc.ca>.

##### **Information Content**

HSIRN directory information contains publicly funded and publicly accessible health and mental health/addiction services serving British Columbians. Data contributors include Health Authorities, major health charities, community organizations, municipal governments, provincial government ministries, and Revenue Canada. The HSIRN directory excludes social services, sole practitioners (e.g. General Practitioners and specialists), and services paid 100% by the user.

##### **Inputs, Processes, and Outputs**

Data stewards collect, confirm, and manually input data from data collection forms containing health organization, service description, and points of access information into the directory database, a web-based application. A provincial data coordinator performs quality assessment on all the data. A taxonomist reviews this data, identifying appropriate taxonomy classifications. After undergoing these reviews and evaluations, the data is published to the find site (<http://find.healthlinkbc.ca>) and sent via data feeds to CHARD, the BC Health Service Locator (BCHSL) App, and other data consumers such as the Vancouver Coastal Health Authority and the Fraser Health Authority. Data is also available to researchers and health authorities via data requests and a subset of data is sent to Data BC. The application interfaces with Google Mapping to display the location of the access points; geo-coding is generated in house. In addition to the data feeds, database outputs include ad hoc reports.

Members of the general public search for health service directory content using search features such as "What?" and "Where?" accessible from the HealthLink BC website at: <http://find.healthlinkbc.ca>.

### HEALTH SERVICES, INFORMATION, REFERRAL, AND NAVIGATION SYSTEM (HSIRN)

#### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
NHIS	71330-03	HSIRN data	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### Inputs

NHIS	71330-35	HSIRN organization and service provider information	SO	nil	DE
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### Outputs

ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
NHIS	71330-02	CHARD data	SO	nil	DE
NHIS	71330-03	HSIRN data	SO	nil	DE

### Other Related Records

ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Special Schedule for Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
NHIS = *Non-Emergency Health Information Services ORCS*, schedule 179409

END OF OVERVIEW



## **TELEPHONY SYSTEMS**

### **SYSTEM OVERVIEW**

#### **Creating Agency**

Ministry of Health  
Health Sector IM/IT  
HealthLink BC

#### **Purpose**

The telephony systems are the contact centre management systems that track, route, and capture raw data from each client call and record telephone calls into and out of HealthLink BC's 8-1-1 contact centre.

The Avaya Aura ® Contact Center (AACC) is an Automatic Call Distribution system (ACD) which routes calls according to call agent's skills. It has a web based interface that multiple employees access for reporting and performance management purposes.

The NICE system records calls captured on a physical trunk (scheduled to go into production in 2013) and on a call taker's phone set (in production). This is VOIP (Voice over IP) stream capture.

#### **Information Content**

The application database, AACC, records the following information about incoming and outgoing calls:

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN (Controlled Directories) and Route Point statistics
- DNIS (Dialed Number Identification Service) statistics
- IVR (Interactive Voice Response) queue and port statistics
- network incoming and outgoing call statistics (NSBR option)
- RAN (recorded announcement) statistics
- route statistics
- skillset statistics
- trunk statistics

NICE records consist of voice recordings of calls into and out of the contact centre recording health interactions with clients.

#### **Inputs, Processes, and Outputs**

AACC:

- Inputs: telephone calls to 8-1-1 and other HLBC services; agent-entered activity codes; and configuration data, such as agent IDs assigned to employees, as well as routing, skillset, and queue setups.
- Processes: AACC data is transferred via a data filter and transformed via a configuration filter to the Symmetrics/nVision data mart where it is used for reporting purposes.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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- Outputs: historical reporting records (stored in the AACC database, extracted daily and injected into the Symmetrics/nVision data mart). Although AACC has the ability to store historical transactional data for an extended period of time, the primary data store is the Symmetrics/nVision data mart. AACC data is viewed as transactional.

Symmetrics/nVision software:

- Input: Symmetrics software filters contact centre statistics, transferring them to the nVision data mart.
- Processes: data is further filtered through the use of configuration files (excel spreadsheets that are parsed and uploaded to the data mart through a vendor provided application); data is placed in a sub-data mart which is then used to create reports.
- Outputs: AACC reports.

NICE:

- Inputs: calls that transit specific telephone lines or trunks, recording both the caller and agent.
- Outputs: record associating the call with the agent and the physical voice file.

## TELEPHONY SYSTEMS

### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
NHIS	71010-02	AACC (nVision data mart) data	SO	nil	DE
NHIS	71650-09	NICE data and voice files	SO+7y	nil	DE
Outputs					
NHIS	71010-03	AACC reports	SO	nil	DE
NHIS	71650-09	NICE data and voice files	SO+7y	nil	DE
Other Related Records					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6	see appropriate secondaries	INFORMATION TECHNOLOGY			
102902		Special Schedule for Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100000  
NHIS = *Non-Emergency Health Information Services Operational Records Classification System*, schedule 179409

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

#### NON-EMERGENCY HEALTH INFORMATION SERVICES

#### OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

### INDEX

This index is an alphabetical guide to ORCS subject headings and relevant primary number(s).

Use this index in the following ways:

- to locate the correct primary number to classify documents;
- to retrieve, by subject, documents which have been classified and filed; and
- to access the contents of your ORCS.

This index contains an alphabetical listing of:

- all keywords from primary titles;
- all keywords from secondary titles;
- keywords from primary scope notes;
- common synonyms for indexed keywords; and
- common abbreviations.

#### Cross-references:

"See" references indicate that the subject heading sought is indexed under an alternate entry (a more appropriate keyword, a full or official name, etc.).

"See also" references are used when additional information can be found in another entry.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

- A -

AACC (See CONTACT CENTER MANAGEMENT SYSTEM)

#### ACTIVITIES

- program development monitoring and evaluation 71580

#### AUDIO RECORDINGS

(See also VOICE RECORDINGS)

- relating to a complaint 71000

#### AUDITS

- health service representatives (HSRs) 71340

AVAYA AURA CONTACT CENTER (See CONTACT CENTER MANAGEMENT SYSTEM)

- B -

BC HEALTHGUIDE HANDBOOK

71320

BC HEALTH SERVICE LOCATOR APP

71320

(See also the SIMPLE SYSTEMS LIST)

BCHSL (See BC HEALTH SERVICE LOCATOR APP)

BNFL (See BRAND NAME FOOD LIST)

BRAND NAME FOOD LIST

71240

(See also the SIMPLE SYSTEMS LIST)

BUSINESS SUPPORT

71010

- C -

CALL DETAIL DATABASE

71010

(See FIRST CONTACT)

CALL HANDLING AND TRAINING RESOURCES

- tele-dietitian 71250

- tele-nurse 71530

CALL REVIEW

- case files (tele-dietitian) 71250

- case files (tele-nurse) 71530

CHARD (See COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY)

CLINICAL CONTENT AND RESOURCE DEVELOPMENT

- Dietitian Services 71240

- Navigation Services 71320

- Nursing Services 71520

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
CLINICAL STRATEGY DEVELOPMENT	71550
COMMUNICATIONS	71020
COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY (See also COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY SYSTEM OVERVIEW)	71330
COMPLAINTS	71000
- incident reports	71000
- investigation reports	71000
CONTACT CENTER MANAGEMENT SYSTEM (See also TELEPHONY SYSTEMS SYSTEM OVERVIEW)	71010
CPEN (See CUSTOMIZED PRACTICE-BASED EVIDENCE IN NUTRITION)	
CUSTOMIZED PRACTICE-BASED EVIDENCE IN NUTRITION (See also CUSTOMIZED PRACTICE-BASED EVIDENCE IN NUTRITION SYSTEM OVERVIEW)	71240
- D -	
DIAL-A-DIETITIAN	
- program records	71580
- service request files	71650
DIRECTORY DEVELOPMENT (See also COMMUNITY HEALTHCARE AND RESOURCE DIRECTORY) (See also HEALTH SERVICES INFORMATION REFERRAL AND NAVIGATION)	71330
- E -	
- F -	
FACT SHEET GENERATOR (See also the SIMPLE SYSTEMS LIST)	71240
FC (See FIRST CONTACT)	
FIRST CONTACT (FC) (See also FIRST CONTACT SYSTEM OVERVIEW)	71010
FSG (See FACT SHEET GENERATOR)	
- G -	
- H -	
HEALTHLINKBC FILES	71320
HEALTHLINK BC WEB SITE (See also HEALTHLINK BC WEB SITE SYSTEM OVERVIEW)	71320

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

#### HEALTHWISE CONNECT

- clinical content evaluation 71520
- customized link messages (CLMS) 71320
- in-line notes 71520
- review 71320
- suppressed link messages (SLMS) 71320

HEALTH SERVICES INFORMATION REFERRAL AND NAVIGATION 71330  
(See also HSIRN SYSTEM OVERVIEW)

HSIRN (See HEALTH SERVICES INFORMATION REFERRAL AND NAVIGATION)

HWC (See HEALTHWISE CONNECT)

ISSUES - I - 71000

- J -

- K -

LOCAL REGISTRY - L - 71650

- M -

NICE - N - 71650  
(See also TELEPHONY SYSTEM OVERVIEW)

NICOTINE REPLACEMENT THERAPY  
- authorization records 71300

NRT (See NICOTINE REPLACEMENT THERAPY)

NUTRIBASE 71240

NUTRITION SERIES OF HEALTH FILES 71240

nVISION DATA MART 71010  
(See also TELEPHONY SYSTEM OVERVIEW)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>		<u>PRIMARY NUMBERS</u>
	- O -	
OCCURRENCE REPORTS		71500
OPERATIONAL MANUALS		71700
OPERATIONAL PROCESS MANUALS		71550
	- P -	
PERFORMANCE MANAGEMENT		71010
POLICY DEVELOPMENT		71550
PRACTICE IMPROVEMENT DOCUMENTATION (See CALL HANDLING AND TRAINING RESOURCES)		
PROGRAM DEVELOPMENT MONITORING AND EVALUATION		71580
PROJECTS		
- program development monitoring and evaluation		71580
PUBLIC HEALTH ALERTS		71320
	- Q -	
QUALITY MANAGEMENT AND TRAINING		71250, 71340, 71530
	- R -	
RANS (See RECORDED ANNOUNCEMENTS)		
RECORDED ANNOUNCEMENTS		71000
- call flows		71000
- disclaimer forms		71000
- scripts		71000
RED RESOURCE BINDER		71520
REPORTS		
- AACC		71010
- economic modeling		71010
- First Contact		71010
- WAMS		71020
	- S -	
SERVICE CONCEPT DESIGN		
- case files		71580
SCHEDULES		
- ad hoc scheduling actions		71700
- duty to accommodate		71700
- master rotation		71700

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

STATION GUIDES		71550
	- T -	
TELEHEALTH RECORDS		71650
TELEPHONY SYSTEMS (See also TELEPHONY SYSTEMS SYSTEM OVERVIEW)		71010, 71650
TRAINING (See QUALITY MANAGEMENT AND TRAINING)		
	- U -	
	- V -	
VOICE RECORDINGS (See also AUDIO RECORDINGS)		71650
	- W -	
WEB SITES		71000
WORKFORCE MANAGEMENT AND SCHEDULING		71700
	- X -	
	- Y -	
	- Z -	