

Date: October 19, 2023
From: BCPRA/PROMIS
To: All PROMIS Clients, Leads, and Managers
Re: KEEPING YOU INFORMED: PROMIS Updates

Please be aware of the following updates from the PROMIS team:

Extended Renal PROMIS Support Hours

PROMIS has extended Renal support coverage for urgent requests (i.e. unable to access PROMIS, patient re-activation, and unable to run reports):

Monday – Friday 5pm – 11pm

Weekends & Holidays 7am – 6pm

BC Transplant After-Hours Support

BC Transplant After-Hours support is provided by PROMIS team members to ensure that there is consistent service support and delivery to Canadian Blood Services (CBS) during non-business hours.

Non-Business hours are noted as starting from 17:00 to 07:30 weekdays, and 24 hours on weekends and statutory holidays.

Requests for non-urgent issues should be submitted during regular business hours (M-F 7:30 am-5:00 pm)

or by email. **The after-hours support phone number for BC Renal and BC Transplant is:**

778-873-0483

Should you need any help, please contact the PROMIS Service Desk at:

604-806-8868, 1-855-806-8868 or by email at support@bcpra.ubc.ca

Thank you, from the PROMIS team!