



## Document and Results Routing Optimization Address-level Delivery Method (Specific to Provider Location/clinic)

### What do I need to know?

- On August 25, 2024, Alberta Health Services (AHS) Connect Care will be able to deliver more clinical documents and results to providers at specific locations/clinics (typically where you see the patient, rather than a single default community location).
- Mixed-Context Providers (providers who work at AHS using Connect Care and in the community using another legal record of care) will be able to choose a primary address other than the Connect Care In Basket; if they do, their default delivery method will change from In Basket to Fax/Mail.
- To facilitate these improvements, your location and delivery method set-up in Connect Care will be updated.
- Community DI (e.g. Mayfair, MIC) and other community services are not impacted.
- Lab results will be added to this delivery optimization on September 23, 2024.
- As a provider, you may receive a letter asking you to confirm results delivery methods and locations. **Changes to this information need to be returned to AHS by August 19, 2024.**
- **Get support:** call the AHS Provincial Service Desk: 1-877-311-4300 (Select option 1 for Clinical Applications, then option 1 for Connect Care; have your PraeID available).

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## What does it mean to route documents and results via a delivery method specific to a provider's location/clinic? What is address-level delivery?

Currently, documents are delivered to providers based on information available about who ordered a test or who has a clinical relationship with the patient, and how the documents/results should be sent to each provider (the delivery method, e.g. fax, mail or eDelivery). Because the information available to the system is limited, providers who work at more than one location sometimes receive results at a clinic where they do not see the patient.

With this change, delivery methods will consider **who** (provider), **where** (location/address for each provider) and **how** (delivery method for each location/address). With this additional information, documents and results will be more consistently delivered to the right location (where the provider sees the patient). We call this approach to document and results routing “**address-level delivery**.”

## When will I start to receive documents and results to my location/clinic?

Most providers will begin to receive clinical documents and non-lab results to their location and clinic starting August 25, 2024. Providers who update their clinic information with AHS after July 8 could start to receive results via the method specific to their location/clinic earlier. Lab results will be delivered at the address level beginning September 23, 2024

## Will this address-level delivery reduce the number of duplicate results I receive?

No. This change is one in a series of steps to optimize the delivery of documents and results from Connect Care. This change will ensure that more clinical documents and results are delivered to the location/clinic where a provider sees the patient, and in more cases, duplicate results will be received at the same location. Future optimizations planned for early 2025 should significantly reduce duplicate results delivery. For more information, see the [Connect Care Results Routing Optimization Overview](#)

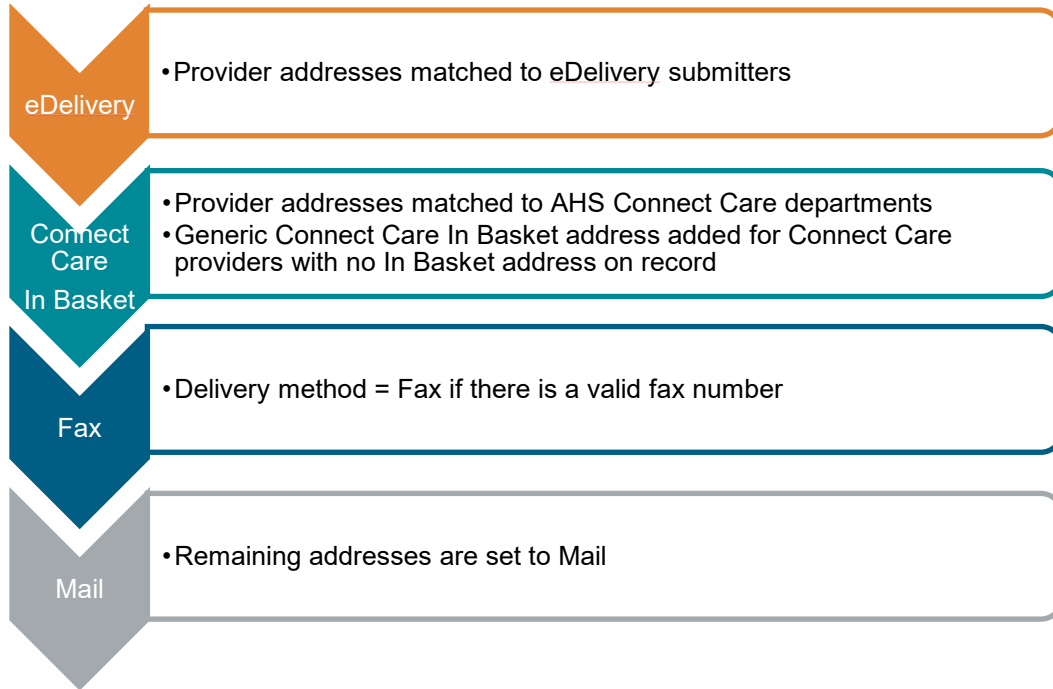
## How will I know where my documents and results will be delivered?

Many providers will continue to receive results where and how they do today. Providers who work at more than one location/clinic and/or have electronic delivery (eDelivery) direct to their EMR Inbox will receive a letter asking to confirm results delivery methods and locations. This letter will be sent by fax (or in a few cases, by mail) to the location which Alberta Health Services (AHS) has on record as your primary/default location:

- **To change the delivery methods or primary location**, annotate changes on the letter/form you receive and email it to [AHS.Provider\\_Requests@ahs.ca](mailto:AHS.Provider_Requests@ahs.ca) or fax it to **780-644-1792**. Changes received by August 19 will be in the system by August 25, 2025.
- If no changes are required, the letter/form does not need to be returned; set-up will be automatically updated on August 25, 2024.
- For **additional changes**, a missing location, or if your clinic wishes to set up eDelivery to an EMR, complete the [Provider Set-Up in Health Information Systems form \(ahs.ca/frm-21762.pdf\)](https://ahs.ca/frm-21762.pdf).

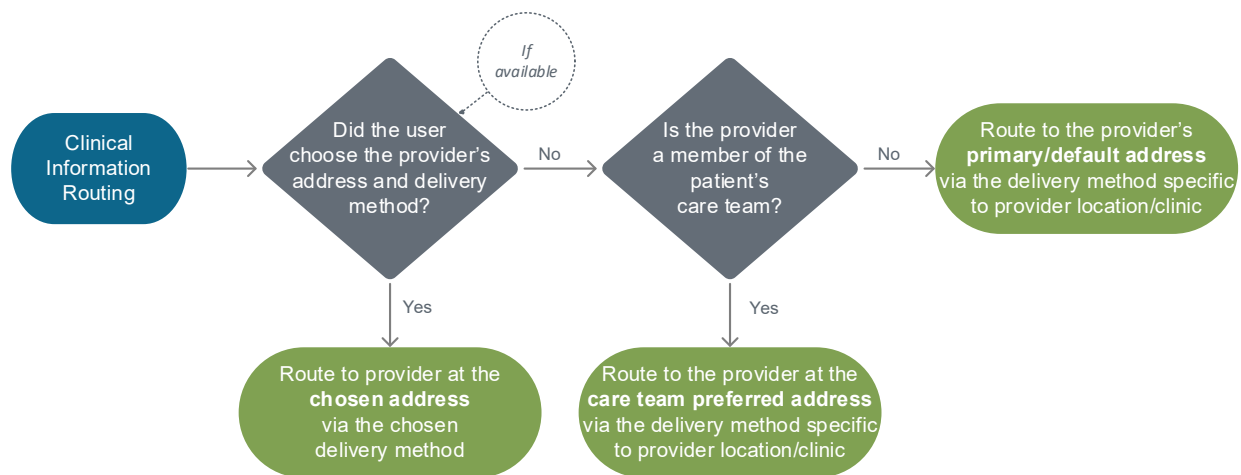
## How do you determine my location and delivery method set-up in Connect Care?

Address level delivery methods will be determined using demographic information and matching to eDelivery lab submitters (locations with electronic delivery direct to EMR Inboxes) and AHS Connect Care departments. Address level delivery method is assigned in a prioritized manner, as follows:



### How does Connect Care route clinical information?

Where and how clinical information is routed depends on what is entered by the Connect Care user, whether the location the provider saw the patient is known, and the provider's set-up. When a Connect Care user chooses the address and delivery method, that will be used. For example, if a provider is listed on the patient's care team in Connect Care as the patient's primary care provider (PCP), the location at which they see the patient will be used. If the location is not known, the provider's primary/default address will be used.





## How will document and results delivery change on August 25, 2024?

- **Summative documents** (Labour and Delivery Reports, Admitting History & Physicals, Operative Reports, Inpatient Consultation Reports, and Emergency Department Provider Notes) are currently sent to primary care providers (PCP) via eDelivery to an EMR. With this change, providers can also receive these documents via fax/mail and Connect Care In Basket.
- **Letters** sent from AHS Ambulatory clinics will be more reliably sent to the right location, where the provider sees the patient. Delivery of the letter will respect the location on record for the PCP and will also respect the patient care team information (entered in Connect Care) .
- **Non-Lab Results** (Diagnostic Imaging, Cardiology etc.), including copy to results, will be sent more reliably to the right location.
- **Delivery to EMR Inboxes** (eDelivery) will be set up for paper suppression by default, so that less paper is delivered to the clinic. Clinics for whom this is a change will receive a notice and can ask that they continue to receive results in duplicate (on paper and via EMR) if they wish.
  - There will be no other changes/reduction in duplication at this time, with additional improvements anticipated in early 2025.
- **Mixed-Context Providers** (providers who work at AHS using Connect Care and in the community using another legal record of care) will be able to choose a primary address other than the Connect Care In Basket; if they do, their default delivery method will change from In Basket to Fax/Mail. Please note that some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, CC'd charts, etc.

## When will lab results be delivered at the address-level?

Beginning September 23, 2024, more lab results will be delivered to the right place (where the patient is seen) when that information is known.

## How will address-level delivery change routing for primary care providers (PCPs) who work at multiple community locations?

Currently, primary care providers who work at multiple locations often receive clinical information at a primary/default location. When the patient is seen at another clinic, clinical information may not be sent to where they see the patient. If the PCP is recorded in Connect Care, information can be redirected to where the patient is seen. The diagrams below show where and how clinical information is *generally* routed for an example where the PCP works at multiple locations and the patient is seen at a location that is not the provider's primary/default delivery location.

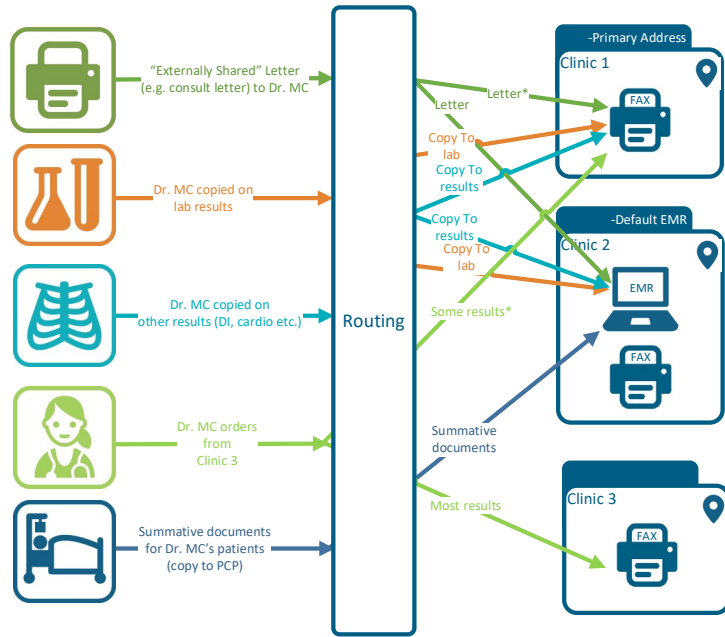
Note: These diagrams do not include all clinical information, workflows, or scenarios. There are exceptions (e.g. diagnostic imaging results from community providers like Mayfair and MIC). They represent general trends and most clinical information originating from Connect Care. For Connect Care users, there are some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, CC'd charts, etc.



**Dr. MC**  
Multi-Clinic PCP  
• Primary care provider at multiple private clinics

Patients seen at Clinic 3  
• PCP accurately recorded in Connect Care patient care team

## Before Optimization

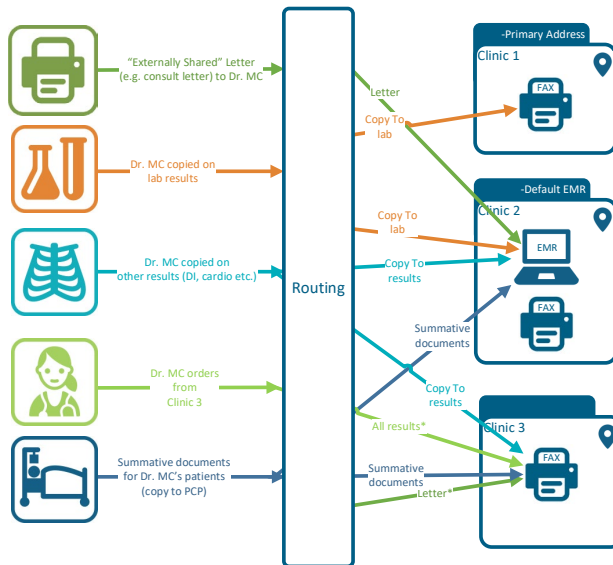


\*Default routing, may be overridden by Connect Care user

**Dr. MC**  
Multi-Clinic PCP  
• Primary care provider at multiple private clinics

Patients seen at Clinic 3  
• PCP accurately recorded in Connect Care patient care team

## Address Level Delivery (without lab)



\*Default routing, may be overridden by Connect Care user



## How will address-level delivery change routing for mixed-context providers (providers who work both in Connect Care at AHS and in the community)?

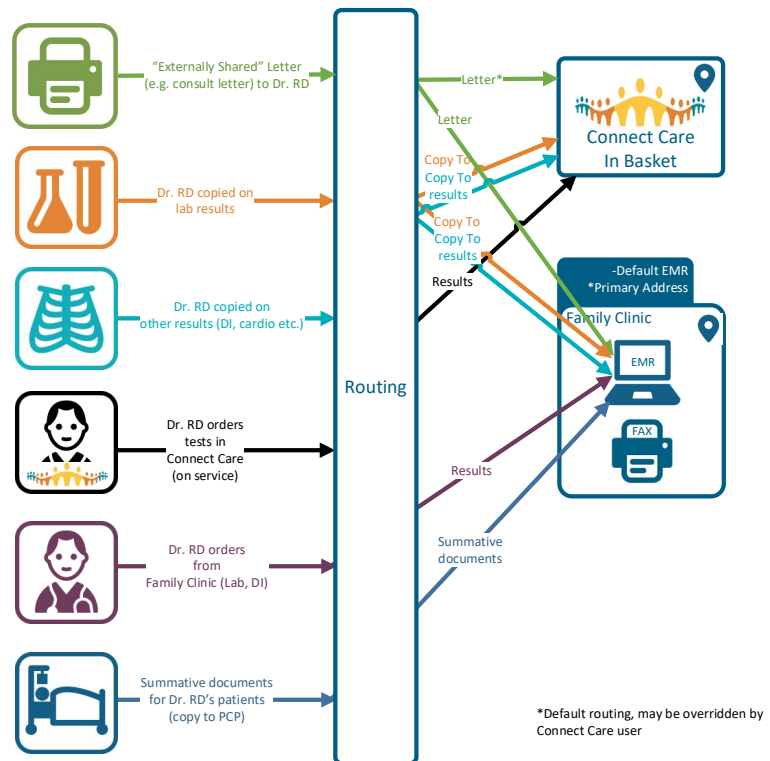
Currently, most mixed-context providers receive results, by default, to their Connect Care In Basket even if they mostly work in the community. With address-level delivery, information will be sent, by default, to the provider's primary location. The primary location can be a location in the community and information may be faxed/mailed there instead of being sent to the provider's Connect Care In Basket. The diagrams below show how routing will shift from Connect Care In Basket to fax for a provider who primarily works in a community clinic. For mixed-context providers who have their AHS/Connect Care address as their primary, clinical information will be sent by default to their Connect Care In Basket.

Note: These diagrams do not include all clinical information, workflows, or scenarios. There are exceptions (e.g. diagnostic imaging results from community providers like Mayfair and MIC). They represent general trends and most clinical information originating from Connect Care. For Connect Care users, there are some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, CC'd charts, etc.

**Dr. RD**  
Rural PCP

- Private clinic
- Occasionally on service @AHS
- Mixed-Context

## Before Optimization

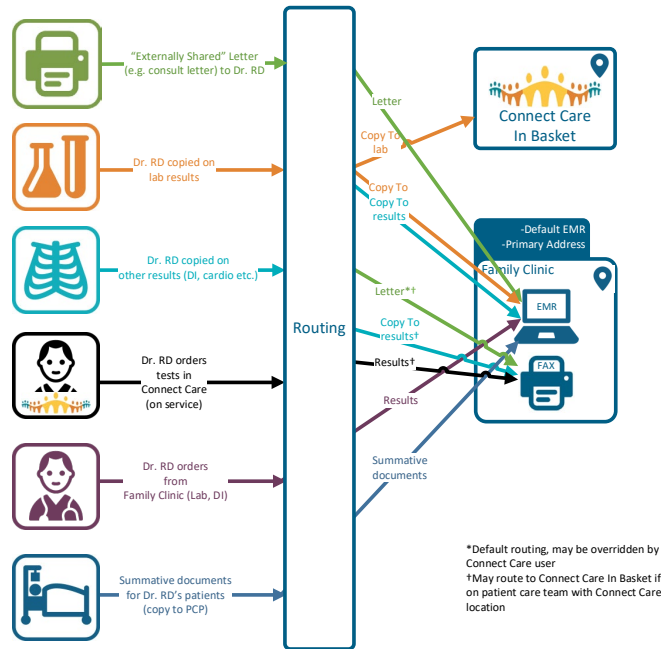




**Dr. RD**

- Rural PCP
- Private clinic
- Occasionally on service @AHS
- Mixed-Context

## Address Level Delivery (without lab)



### Related Information

- [Connect Care Results Routing Optimization Overview \(albertahealthservices.ca\)](http://albertahealthservices.ca)

### Support

- **Alberta Health Provincial Service Desk at 1-877-311-4300**
  - Select option 1 for Clinical Applications, then option 1 for Connect Care
  - Please have your location, contact information and Prac ID available when you call