



Interim Fax Routing – Changing Connect Care Provider Communication Method to Fax

Key Messages:

- An interim routing solution is now available that may be beneficial for mixed-context providers who have limited, intermittent work in a Connect Care context and do not want all their results and documentation sent to Connect Care In Basket.
- Mixed-context providers can request their default communication method for results and documentation be changed from Connect Care In Basket to fax, either for all information currently sent to their Connect Care In Basket that can be faxed, or for diagnostic cardiology results only. (Example figures on pages 3 and 4 illustrate how these changes may look.)
- This setting change will **not** reduce duplication of results. By enabling fax redirect, the duplicate Connect Care In Basket result would be sent by fax instead.
- This setting change is only interim, and has some downstream impacts such as potential increased workload for administrative staff in community/private clinics. It is recommended that providers consider the information outlined in this document prior to requesting the change.
- If it turns out that the setting change is not a good fit, providers can request that the change be reversed.

Table of Contents

Background	1
Who is this interim routing solution for?	2
What happens if I request this interim setting change?	2
Example Diagrams	2
<i>Figure 1: Example current state of Connect Care In Basket communication preference (mixed-context provider, works at one community clinic with eDelivery)</i>	3
<i>Figure 2: Example after setting change of Fax Redirect communication preference (mixed-context provider, works at one community clinic with eDelivery)</i>	4
<i>Figure 3: Example after setting change of Fax Diagnostic Cardiology communication preference (mixed-context provider, works at one community clinic with eDelivery)</i>	4
What are the key considerations for Option 1 (Fax Redirect)?	5
What are the key considerations for Option 2 (Fax Diagnostic Cardiology)?	5
How do I request this interim setting change?	6
What if I request this interim setting change and then decide I want it changed back?	6
More Information	6

Background

An interim routing solution is now available to providers: a provider can request their default communication method for results and documentation (information) be changed from Connect Care In Basket to fax, either for all applicable results/documentation currently sent to Connect Care In Basket, or for diagnostic cardiology results only. **This solution is only interim due to system-wide results routing optimization changes expected to go into effect in the next 18 months (2024/5).** Providers will be notified to validate their communication setting at that time.



- **Note: This interim routing solution is not ideal for everyone.** It is recommended that potential downstream effects specific to the provider are considered prior to requesting this setting to be changed. This document lays out some key considerations, but does not necessarily address all potential impacts, as they vary depending on the provider.

Who is this interim routing solution for?

This solution is intended for providers who are “mixed-context” (i.e., working in an AHS facility as well as at a private clinic/office in the community) and who may benefit from a fax option. Providers who may benefit generally are those with limited, intermittent work in a Connect Care context, for example:

- Providers who primarily work at a non-AHS facility/clinic but occasionally work at AHS or affiliate (Carewest) facilities (e.g., provide occasional overnight call for Long Term Care or Support Living facility)
- Providers who have access to Connect Care for Day Medicine only
- Providers who are only occasionally on service at an AHS facility (e.g., maternity, hospitalists)
- Providers who occasionally cover a service at AHS (e.g., urologists)
- Providers who have AHS privileges only for procedures (e.g., gastroenterologists)

What happens if I request this interim setting change?

To request this change, you will complete a form and be required to select one of two options (see below); once your request is processed, the relevant results/documentation will be sent to your primary location fax number instead of your Connect Care In Basket.

Note: The address and fax number you provide on the request form will be considered your primary location, and faxes will be directed to this number. Your primary location will be updated in the system if the information provided in the request form is different from what was previously on file.

- **OPTION 1: Fax Redirect** – All information currently sent to your Connect Care In Basket that can be sent by fax would be faxed, including: results for tests you ordered in Connect Care;¹ letters and other documents originating from Connect Care that either you are the author of or have been addressed/copied to you; results for some community ordered tests, and post-discharge results for inpatient tests you ordered in Connect Care (if applicable). Anything not currently sent to Connect Care In Basket would not be affected.
 - Information currently sent to Connect Care In Basket that **cannot** be redirected to fax includes, but is not limited to: orders requiring cosign (e.g., verbal, telephone) or second sign; messages/routed charts from other Connect Care users; cancelled orders notifications; notifications of expiring therapy plans; Connect Care appointment notification messages (diagnostic imaging, referrals, etc.); and reminders (chart completion, patient admission alerts, etc.).
- **OPTION 2: Fax Diagnostic Cardiology** – All diagnostic cardiology results for tests (ECG, Holter, cardiac catheter, etc.) you order from Connect Care or the community would be faxed. All other information currently sent to Connect Care In Basket would continue to be sent to your Connect Care In Basket.

Example Diagrams

The following diagrams show examples to help understand how this change will affect routing for you. The example shown is for a mixed-context provider that works at one community clinic with eDelivery; outcomes will differ for providers without eDelivery and those who work at multiple clinics. Note that the information currently sent to Connect Care In Basket that cannot be redirected to fax (cosign/second sign

¹ Results for tests ordered in Connect Care that will be routed to you by fax include: outpatient/ambulatory tests, Continuing Care tests, inpatient pathology tests, and other inpatient tests that are resultated after discharge. Please note that other inpatient test results, as before, do not route to Connect Care In Basket or fax because they are intended to be reviewed in Connect Care during the patient’s stay.



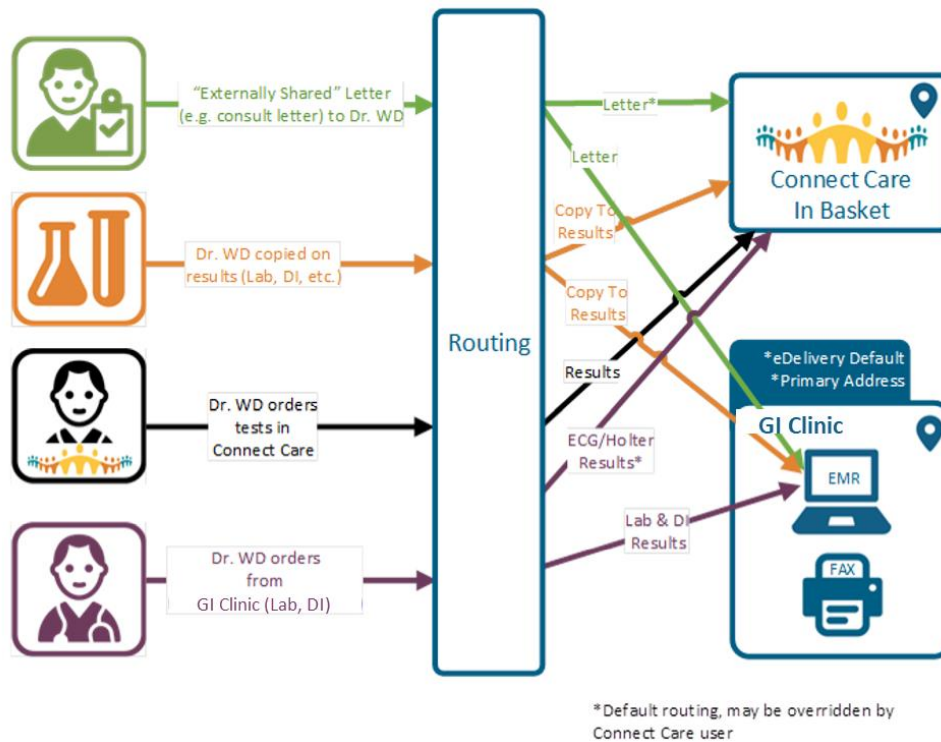
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orders, messages/routed charts, cancelled orders notifications, expiring therapy plan notifications, appointment notifications, and reminders) are not included in the diagrams. Additional key considerations for both options follow the diagrams.

- Figure 1 shows an example of what routing looks like under the current state.
- Figure 2 shows an example of what routing for that same person would look like with the Fax Redirect setting change.
- Figure 3 shows an example of what routing for that same person would look like with the Fax Diagnostic Cardiology setting change.

Figure 1: Example current state of Connect Care In Basket communication preference (mixed-context provider, works at one community clinic with eDelivery)





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Figure 2: Example after setting change of Fax Redirect communication preference (mixed-context provider, works at one community clinic with eDelivery)

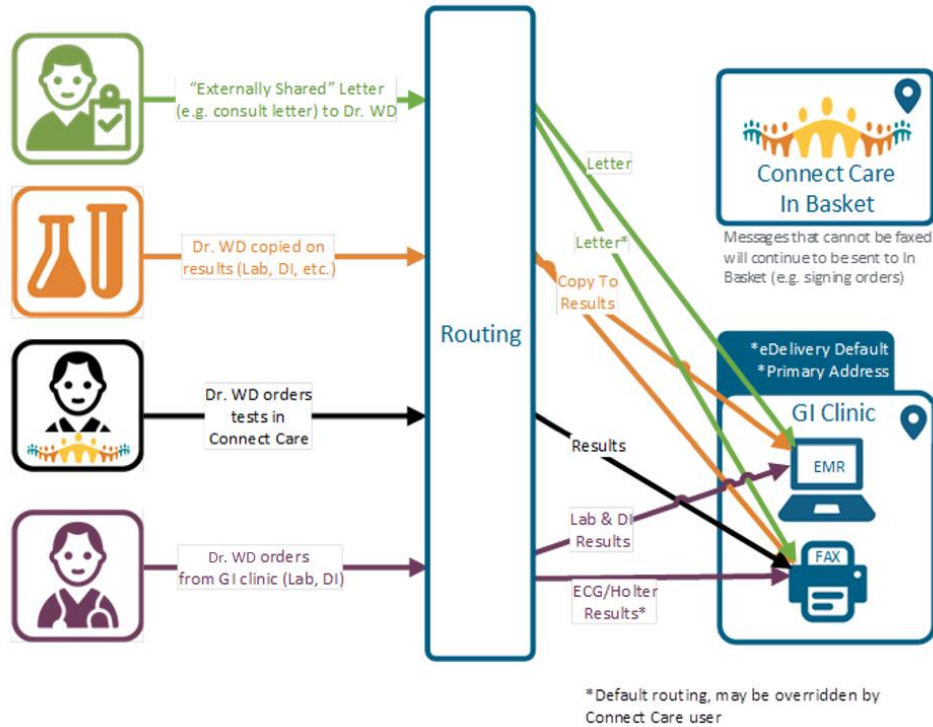
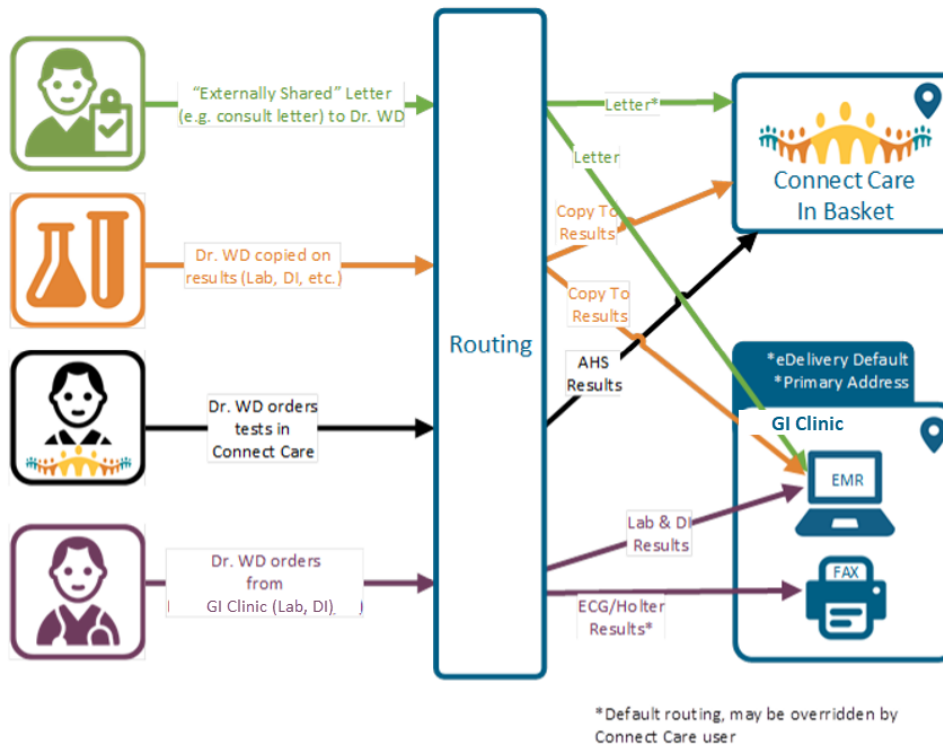


Figure 3: Example after setting change of Fax Diagnostic Cardiology communication preference (mixed-context provider, works at one community clinic with eDelivery)





What are the key considerations for Option 1 (Fax Redirect)?

As noted above, if you request this setting change, all information currently sent to your Connect Care In Basket that **can** be sent by fax would be faxed. Additional key considerations of what would happen following this setting change include:

- **Managing receipt of batched faxes:** Results and documents are sent by fax in batches. This means results and documents for multiple patients will be grouped into one communication, which will then have to be separated out manually to update the individual patient records in the private office EMR.
- **Duplicates will be faxed:** You would continue to receive duplicates, such as results for labs you are copied on. To date, the duplication is for information going to both Connect Care In Basket and the EMR; by enabling fax redirect, the duplicate Connect Care In Basket result would be sent by fax instead. This will result in an increase of faxes for your clinic. Many faxes will be duplicates of what is sent to your EMR.
- **Review of Connect Care In Basket messages still required:** Some information would still be sent to your Connect Care In Basket because it cannot be faxed, including tasks that still require urgent attention. You would have to continue to regularly check your Connect Care In Basket.
 - Information currently sent to Connect Care In Basket that **cannot** be redirected to fax includes, but is not limited to:
 - orders requiring cosign (e.g., verbal, telephone) or second sign;
 - messages/routed charts from other Connect Care users;
 - cancelled orders notifications;
 - notifications of expiring therapy plans;
 - Connect Care appointment notification messages (diagnostic imaging, referrals, etc.); and
 - reminders (chart completion, patient admission alerts, etc.).
 - With the reduced volume of Connect Care In Basket messages that you would still get, you may benefit from [setting up email notifications/reminders in your Connect Care In Basket preferences](#) so that you are alerted when there is something there that needs your attention.
- **Inpatient results:** Results for inpatients are normally suppressed and would continue to not be sent to you. Inpatient and post-discharge results currently sent to your Connect Care In Basket, would be sent to you by fax.²
- **Issues:** If you encounter issues with this setting change, you would need to contact the AHS Solution Centre at 1-877-311-4300 to log a ticket. Select option 1 for clinical applications, then selection option 1 for Connect Care.
- **Interim solution:** This solution is only interim due to system-wide results routing optimization changes expected to go into effect in the next 18 months (2024/5). Providers will be notified to validate their communication setting at that time.

What are the key considerations for Option 2 (Fax Diagnostic Cardiology)?

As noted above, if you request this setting change, all diagnostic cardiology results for tests (ECG, Holter, cardiac catheter, etc.) you order from Connect Care or the community would be faxed, and all other information currently sent to Connect Care In Basket would continue to be sent to your Connect Care In Basket. Additional key considerations of what would happen following this setting change include the following:

² Please note that, as before, inpatient test results generally do not route to Connect Care In Basket or fax because they are intended to be reviewed in Connect Care during the patient's stay. The only exceptions that will route to Connect Care In Basket or fax are: inpatient pathology results, inpatient tests that are resultated after discharge, and Long Term Care/Supportive Living results.



- **Managing receipt of batched faxes:** Results and documents are sent by fax in batches. This means results and documents for multiple patients will be grouped into one communication, which will then have to be separated out manually to update the individual patient records in the private office EMR.
- **Increase of faxes:** This will result in an increase of faxes for your clinic.
- **Connect Care In Basket messages:** Other information would still be sent to your Connect Care In Basket, including other results and tasks that still require urgent attention. You would have to continue to regularly check your Connect Care In Basket.
- **Inpatient results:** Results for inpatients are normally suppressed and would continue to not be sent to you; this includes diagnostic cardiology results for admitted patients. Post-discharge results, however, would normally be sent to your Connect Care In Basket, and so diagnostic cardiology tests that are resultated post-discharge would be sent to you by fax.
- **Issues:** If you encounter issues with this setting change, you would need to contact the AHS Solution Centre at 1-877-311-4300 to log a ticket. Select option 1 for clinical applications, then selection option 1 for Connect Care.
- **Interim solution:** This solution is only interim due to system-wide results routing optimization changes expected to go into effect in the next 18 months (2024/5). Providers will be notified to validate their communication setting at that time.

How do I request this interim setting change?

To request this change, fill out the [Request to Update Provider Communication Preference from Connect Care In Basket](#) form and submit via email to AHS.ProviderRequests@ahs.ca or via fax to 780-644-1792. When the request is processed, you will be contacted via the email address you provided on the request form.

- *Note:* The address and fax number you provide on the request form will be considered your primary location, and faxes will be directed to this number. **Your primary location will be updated in the system if the information provided in the request form is different from what was previously on file.** If there are any other changes to your provider record in Connect Care you must complete and submit the [Request for Provider/Prescriber Set-up in Health Information Systems](#) form.

What if I request this interim setting change and then decide I want it changed back?

If you decide that this solution does not work for you, please contact AHS.ProviderRequests@ahs.ca to request this change to be reverted. Note that, as the team that supports this process works business hours, your request may take a few days to process. If you need the change reverted immediately, call the AHS Solution Centre (1-877-311-4300, option #1).

More Information

- [Connect Care Manual: Delivery of Results, Clinical Documents & Referral Notifications to Mixed-Context Practitioners](#)
- [Resource: Results Routing Optimization Overview](#)