



Connect Care Launch 5 – Information for Community Providers Calgary and Central Zone Sites, November 6, 2022

What do I need to do?

- **Confirm your Connect Care IDs:** provideridlookup.ahs.ca
- **Use Connect Care IDs on all requisitions**
- **Use updated requisitions to order tests and imaging**
- **Update all provider and clinic information**
 - [Request for Provider/Provider Set-Up in Health Information Systems \(https://www.albertahealthservices.ca/frm-21762.pdf\)](https://www.albertahealthservices.ca/frm-21762.pdf)
- **Know that community providers will receive some clinical documentation from Connect Care via their EMR, mail and/or fax**
- **For support, call the AHS Solution Centre: 1-877-311-4300**

What do I need to know?

[Connect Care \(p. 2\)](#)

- Connect Care will launch at **sites** in the Calgary and Central Zones on November 6, 2022

[Lab, DI and ECG Results \(pp .2-3\)](#)

- Alberta Health Services (AHS) **Connect Care identifiers (IDs)** are used by community-based providers across Alberta who order laboratory tests, diagnostic imaging (DI) and other interventions
- Results from some **diagnostic imaging** and for **ECGs** may only be sent via fax or mail

[Working at Multiple Sites \(p. 3\)](#)

- Connect Care uses a single **default location** associated with your name. If you work in multiple community locations, you may receive documents for patients you see at a one of your other clinics. You can follow-up with AHS to change your default location.

[Clinical Documentation and Notes \(p. 3\)](#)

- When identified as the patient's **primary care provider (PCP)**, providers will receive copies of summative notes directly into your **community EMR**
- Multiple copies of **clinical documentation** may be received by primary care providers
- If you receive **summative notes** for a patient not associated with your clinic – you can follow up with AHS to remediate this situation
- All summative notes and results are available in **Alberta Netcare**

[Mixed-context Providers \(p. 4\)](#)

- Providers who work both within AHS and in a community or private practice are **mixed-context providers** and may want to understand how this affects the delivery of results and clinical documentation. Learn more: <https://manual.connect-care.ca/workflows/mixed-contexts/>
- AHS continues to make **improvements** in the delivery of clinical information to Community Providers

More detailed information about each of these topics is available on the following pages.



Connect Care Launch Schedule

Connect Care continues to be one of Alberta Health Services' highest organizational priorities.

Wave	Date	Site Locations
Launch 5	November 6, 2022	Sites in Calgary and Central and North zones; some provincial programs (including Cancer Care Alberta)
Launch 6	Spring 2023	Calgary and provincial lab services; sites in Calgary, Edmonton and Central zones

AHS' executive leadership continues to monitor the situation related to managing COVID-19, and should these dates change, the information will be shared through usual AHS channels. The remaining launches 6 to 9 will take place between Fall 2023 and Fall 2024. Connect Care is already being used in parts of the Edmonton, Calgary and North Zones. Additional information about which sites are included with each Connect Care launch is available at: www.albertahealthservices.ca/assets/info/cis/if-cis-cc-info-graphic-site-implementation-timeline.pdf.

Use Connect Care Identifiers and Current Requisitions

Alberta Health Services (AHS) Connect Care identifiers (IDs) are used by community-based providers across Alberta who order laboratory tests, diagnostic imaging (DI) and other interventions.

- Connect Care Provider ID: A single ID that identifies the ordering provider regardless of their location
- Connect Care Department ID: Identifies the location from which diagnostic imaging is ordered
- Connect Care Submitter ID: Identifies the location from which laboratory tests are ordered

Thank you to those already using these identifiers when ordering from your private practice; they allow results to be returned to your clinic. If you are unsure of your Connect Care Identifiers, please visit provideridlookup.ahs.ca. You will need your Prac ID.

Alberta Precision Laboratories (APL), DynaLIFE and AHS Diagnostic Imaging (DI) have all provided updated requisitions that include fields for Connect Care IDs and ("legacy") healthcare identifiers – please make sure any saved or favorited requisitions are current.

For more information, please see: [Using Connect Care IDs on Laboratory and Diagnostic Imaging Requisitions](http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf) (www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf).

If you need the most recent requisitions updated on your EMR or if you need to add your Connect Care IDs into those requisitions, please contact your EMR vendor:

Vendor	Email/Online Support Link	Phone
Med Access	MedAccessSupport@telus.com	888-781-5553
Wolf	Wolfemr.support@telus.com	866-879-9653
PS Suite	Pssuiteemr.support@telus.com	844-367-4968
QHR Accuro	https://qhrtechnologies.force.com/community/s/contactsupport	1-866-729-8889
AVA	emr-support@avaindustries.ca	587-606-0063
Microquest	https://www.microquest.ca/about-us/contact/	1-866-438-3762



Update all Provider and Clinic Information

To ensure that results and clinical documents can be delivered, please maintain updated practice, demographic and clinic information with AHS using the [Request for Provider/Provider Set-Up in Health Information Systems form](#) (www.albertahealthservices.ca/frm-21762.pdf).

Providers Who Work at Multiple Community Sites

Connect Care uses a single default location associated with a provider's name. If you work in multiple community locations, you may receive documents for patients you see at a one of your other clinics at this default location. These may be results on which you were courtesy copied results or summative notes that were automatically delivered to your EMR. You will need to have a process in place to move those reports to your other clinic. AHS recognizes that this a frustrating limitation and we are working to improve it. Please note that for providers who also use Epic, their default location must be the Connect Care In Basket. For more information, please review: [Understanding How Results are Received by Prescribing Providers Who Work at Multiple Sites](#).

Delivery of Electrocardiograms (ECGs)

Tracings and reports for Electrocardiograms (ECGs) performed at a site using Connect Care will be delivered to community providers via mail or fax. AHS is working on a solution to send these results out to the community electronically. For mixed-context providers, ECG results may also be delivered to your Connect Care In Basket. Should ECG results not be delivered to a community location via mail or fax, please call the AHS Solution Centre at 1-877-311-4300.

Delivery of Summative Notes to Community Providers

You can expect to receive more information about your patient's care when they visit an AHS facility using Connect Care. There are six types of summative notes;

- Specialty Consult Findings and Recommendations
- Patient Discharge Summary
- Emergency Department Providers' Notes
- Post-Operative Notes
- Labour & Delivery Notes
- History & Physical

These note types are sent to improve the timely and consistent availability of Connect Care results and documents to community providers. They are created in Connect Care then automatically sent via [eDelivery](#) to the community EMR of the patient's identified primary care provider (PCP).

Alberta Health Services confirms the name of every patient's primary care provider at the time of the patient encounter. Based on this information, AHS will electronically deliver the summative notes listed above to the EMR for that primary care provider. If you have been incorrectly identified as the patient's primary care provider, please call **Alberta Health Services Solution Centre at 1-877-311-4300**:

- Select option 1 for Clinical Applications, and the select option 1 for Connect Care.
- Please have your location, contact information, and Prac ID available when you call

It is also possible to receive multiple versions of the same summative note, if the note is updated after initial delivery. AHS is working to find a resolution so that only a final copy is sent out to the community.

For more information, see: <https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf>



Mixed-Context Providers

Providers who work both within AHS and in a community or private practice are **mixed-context providers**. When providers work in a mixed-context, it affects the delivery of results and clinical documentation. For example, mixed-context providers who are also identified as the patient's primary care provider (PCP) will receive summative notes on these patients in your community EMR.

Delivery of Summative Notes to Authoring Providers

Summative notes, except for Emergency Department Provider Notes, are sent to a PCP to the non-AHS EMR of the provider who authored the note in Connect Care. Mixed-context Providers who use these reports as part of externally managed (non-Connect Care) billing workflows can adopt other strategies for tracking billable ED events.

More Information on the exemption of ED Provider notes and alternative workflows:

- Connect Care Bytes Blog: ED Provider Note Not Auto-copied to Author EMRs:
<https://www.bytesblog.ca/2022/07/11.html>
- ED Provider's Notes No Longer Auto-Sent to Authoring Provider:
https://insite.albertahealthservices.ca/Main/assets/cmio/AHS_CC_NEWS_ED-Provider-Note-Delivery_20220712.pdf

Duplicate Delivery of Some Diagnostic Imaging Results to Mixed-context Providers

Mixed-context Providers may receive some community DI reports twice (in their Connect Care In Basket as well as their non-AHS location(s)). Diagnostic imaging ordered at a community clinic and performed by a community DI provider are sent directly from the DI provider via your normal delivery mechanism (mail/fax/paper/eDelivery) your community clinic. When the ordering provider also works in AHS and uses Connect Care, these results may also be delivered to the Connect Care In Basket. For more information, please see [Community Diagnostic Image \(DI\) Report Delivery for Mixed Context Providers with Connect Care](#).

Continuing to Make Improvements – Clinical Documentation to be Made Available to Community Providers

AHS is working with eDelivery conformed EMR vendors to ensure documents are delivered directly to the intended provider. Apart from the summative notes that are automatically delivered to the patient's PCP, we are developing changes in order for providers working in Connect Care to take a note they have authored and send it to a community provider of their choice (doesn't have to be the patient's PCP). This will allow the community to continue to receive relevant information related to the patient's care. More information on this change will be released soon. Stay tuned!

Support

- **Alberta Health Services Solution Center at 1-877-311-4300**
 - Select *option 1 for Clinical Applications*, then select *option 1 for Connect Care*
 - Please have your location, contact information and Prac ID available when you call.
 - Please call if there is an issue with one or more of your Connect Care IDs (e.g. incorrect phone numbers or address), or if you need an ID built for a new provider or clinic, or if you have been incorrectly identified as the patient's PCP.
- **Email servicedesk.emrbis@ahs.ca** to designate a different clinic as your default location to receive documents.
- **Update provider or clinic information** (providers at the clinic, addresses, contact information) using [Request for Provider/Provider Set-Up in Health Information Systems](#) (<https://www.albertahealthservices.ca/frm-21762.pdf>)



Resources

- Community Provider Resources (Connect Care): ahs.ca/ccproviderbridge
- eDelivery Information: www.ahs.ca/info/Page15302.aspx
- Delivery of Results to Community from Connect Care: ahs.ca/ccresultstocommunity
- Connect Care Information: ahs.ca/connectcare
- Connect Care Submitter, Department and Provider ID Lookup: provideridlookup.ahs.ca

Reference Documents

- Clinical Documentation to be Made Available from AHS to Primary Care Providers: www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-careproviders.pdf
- Connect Care Launch 4 Electronic Documents & Results Delivery: <https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-l4-electronic-documents-and-results-delivery-to-community.pdf>
- Summative Notes Electronic Delivery to Physician Electronic Medical Records: www.ahs.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf
- Community Diagnostic Image (DI) Report Delivery for Mixed Context Providers with Connect Care: www.ahs.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf
- Connect Care Bytes Blog: ED Provider Note Not Auto-copied to Author EMRs: <https://www.bytesblog.ca/2022/07/11.html>
- ED Provider's Notes No Longer Auto-Sent to Authoring Provider: https://insite.albertahealthservices.ca/Main/assets/cmio/AHS_CC_NEWS_ED-Provider-Note-Delivery_20220712.pdf
- Connect Care Manual - Mixed Context Provider - <https://manual.connect-care.ca/workflows/mixed-contexts>