



## 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 community providers who also have a Connect Care In Basket (mixed-context providers) and 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.
- Only mixed-context providers who have a Connect Care In Basket 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 in the [FAQ](#) 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 due to system-wide results routing optimizations expected to go into effect in 2024/5.
- This fax routing solution is not ideal for everyone. It 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 the comprehensive [FAQ](#) prior to requesting the change.** (Please log in to your AHS account to access the FAQ.)
- If it turns out that the setting change is not a good fit, providers can request that the change be reversed.

### Summary

This request will change your default communication method for results and documentation (information) from Connect Care In Basket to fax, for either all applicable information or diagnostic cardiology information only:

- **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, letters and other documents originating from Connect Care that either you are 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.
- **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.

### Activation and Deactivation

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](mailto: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.

If you decide that this solution does not work for you, please contact [AHS.ProviderRequests@ahs.ca](mailto: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).