



Selecting a Primary Delivery Location for Providers/Prescribers who work at Multiple Locations

Many providers/prescribers work at more than one clinical location. Some of these providers, known as “mixed-context” providers, work at locations using Connect Care and locations using another clinical information system or electronic medical record (EMR). Providers who work at multiple locations and mixed-context providers have a **primary delivery location** assigned in Connect Care which is used to guide the delivery of some clinical documents and results.

Primary Delivery Location

A primary (or default) location is used for delivery of documents and results from Connect Care where no other location is indicated or available. This lack of additional delivery information may be due to system limitations, information provided on requisitions, provider demographic maintenance, or workflow. For example, results for lab requisitions which include a provider ID (who ordered the test) and a submitter ID (where the test was ordered) will be delivered to the location associated with that combination. Since a provider and submitter ID is not available for providers in the Copy To: (cc:) field on lab requisitions, these cc: results will be delivered to the primary delivery location.

Results for tests ordered within Connect Care and Copy To (cc:) results will often be sent to your primary delivery location and it's important to select a primary location at which you can receive these results in a timely manner.

Considerations When Choosing Your Primary Delivery Location

In most cases, the best choice is where you work most often and/or where you see the most patients. Consider the question: if only one location could be chosen, what would be the best one? Your primary location must be able to promptly receive and relay information addressed to you. Lab orders from community clinics include a submitter location and do not rely on your primary location; results from those orders will be directed to the location defined in the submitter ID. If you are a primary care provider (PCP) and you are documented as the patient's PCP in Connect Care, the location where you see the patient may be used instead of your primary delivery location.

Considerations for Mixed-Context Providers

Results for tests ordered within Connect Care will often be sent to your primary location. Two main options exist when selecting your primary location:

Connect Care In Basket: If you prefer to have these results go to your Connect Care In Basket, choose a location that uses Connect Care as your primary location. A fax number is also required to ensure that information that can only be sent by fax can still be delivered.

Community Location: If you prefer to have information sent to your community location instead of your Connect Care In Basket, you can request that your primary location be set to that location. Although this will reduce the volume of what is sent to your Connect Care In Basket, you will continue to receive information that can only be sent to your Connect Care In Basket, including tasks that may require urgent attention. On that basis, you need to continue to regularly check your Connect Care In Basket. 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.

Delivery of Documents and Results from Connect Care: What to Expect

The table below summarizes Connect Care delivery behaviour, depending on primary delivery location choice:

	Primary: <u>Community Location</u>	Primary: <u>Location that uses Connect Care</u>
Results for lab tests ordered from a community location (submitter location indicated)	Sent to community location by eDelivery and/or fax/mail**	Sent to community location by eDelivery and/or fax/mail**
Results for diagnostic tests (lab, DI, endoscopy, cardiology, etc.) copied to you with no location indicated	Sent to community location by eDelivery and/or fax/mail**	Sent to Connect Care In Basket
Results for diagnostic tests (lab, DI, endoscopy, cardiology, etc.) ordered at a Connect Care location	Sent to community location by eDelivery and/or fax/mail**	Sent to Connect Care In Basket
Results for patients where you are listed on the Patient Care Team in Connect Care (e.g. as the patient's PCP)	Sent to the location where you see the patient	Sent to the location where you see the patient
Letters and summative documents/notes with no location indicated	Sent to community location by eDelivery and/or fax/mail**	Sent to Connect Care In Basket*
Information that can only be sent by fax/mail (e.g. some appointment notifications, ECG tracings, transcribed referrals)	Sent to community location by fax/mail*	Sent to Connect Care location by fax/mail*

*Information may be sent to another location or by another delivery method based on user selections in Connect Care.

**The delivery method is determined by the provider/submitter's location preferences. If you are receiving both eDelivery and fax/mail copies after the change, it may be because your clinic has not requested [paper suppression](#) (click the link to learn more about how to request this service).

To Change Provider Delivery Preferences

- To confirm or change your delivery preferences and/or primary/default location:
 - Call the Provincial IT service desk at 1-877-311-4300, option 1, option 1
 - Let them know you want to verify or change your primary location where results and documents for patients seen in a Connect Care setting are sent.
 - Provide mailing address/phone/fax for that location
- 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).
- Additional information can be found at: ahs.ca/ccresultstocommunity