

Provider Set-Up Request Form: <https://www.albertahealthservices.ca/frm-21762.pdf>.

For best results, save the form on a computer and complete it using Adobe Reader; full functionality may not be available on a mobile device or web browser.

Contact Information

This section indicates the name and contact information of the person requesting the update for the provider or clinic/location/client/office (clinic). It is important to include this information in the event follow-up is required. Also required, indicate the request type by using the drop-down menu which lists all the options – the table below explains the use of each option.

| Requestor/Contact <small>(must be provider/prescriber or office manager)</small> | |
|---|-----------------------|
| Name | Contact Number/ Email |
| Request type: <input type="text" value="Select type of request"/> | Effective Date |

Request Type

| Request Types | Purpose |
|------------------------------|--|
| New Provider | Select when adding a new provider to an existing clinic whether the clinic is provisioned with eDelivery or not. |
| Update Provider | Select when a provider requires changes to their name. |
| Add Provider Location | Select when a provider begins practicing at a clinic; whether it is a new or existing clinic. |
| Update Provider Demographics | Select when there are demographic changes associated with a clinic the provider is working at. These demographics can include designating a provider's primary location, locum status changes, clinic room/ suite number update, phone, fax or after-hours number changing for a provider. |
| Remove Provider Location | Select when a provider stops practicing at a clinic. |
| New Location | Select when a net new location is opening but no providers are associated at the time of the request. |
| Update Location Demographics | Select when there is an update to the clinic's address, phone or fax number, or the clinic's after-hours number. |
| Close Location | Select when the clinic is closing. |
| Update Results Delivery | Select when there are changes in the method of results or reports delivery such as initiating, changing, or terminating eDelivery service. |
| EMR Vendor Change | Select when a clinic is changing from their current electronic medical record (EMR) vendor. |

Clinic Information

This section includes the clinic's demographic information including their Connect Care Submitter ID. If the clinic's mailing address is different from the street address, there is space to include that information.

Connect Care Submitter Identifier (ID)

Community-based providers and clinics across Alberta who order laboratory tests are provided with Connect Care Submitter Identifiers (IDs) to use when ordering. To learn more, visit <https://www.albertahealthservices.ca/cis/Page17672.aspx>.

Declaration for Results/Report Delivery

Connect Care community-based results routing supports providers who work at community-based or private practices, helping them to understand how Connect Care will impact the way they order laboratory tests, diagnostic imaging and other investigations and receive these results.

Providers who practice at a community-based clinic or private practice and who also work at an AHS facility will need to be aware of results routing for each ordering context. When ordering from the community, be sure to use Connect Care IDs to ensure that labs and DI ordered in your community practice return to the correct location. For more information, see <https://manual.connect-care.ca/workflows/mixed-contexts>.

| Result/ Report Delivery Mode <i>(choose one)</i> | | |
|---|---|---|
| <input type="checkbox"/> Fax <i>(Secure Fax number from the Section Above)</i> | <input type="checkbox"/> eDelivery <i>(Complete eDelivery section below)</i> | <input type="checkbox"/> Connect Care In Basket <i>(Only if provider has access to Connect Care)</i> |

- **Fax** → delivery to the clinic's secure fax number unless a different fax number is specified for the provider on page two.
- **eDelivery** → direct delivery to the clinic's EMR.
- **Connect Care In Basket** → delivery to the provider's Connect Care In Basket.

eDelivery

A secure service to electronically deliver patient results/reports from a data source (e.g., laboratory tests or diagnostic imaging) to an EMR. eDelivery assists healthcare providers in having the most up-to-date patient information, thus ensuring the highest quality health care.

EMR Information

For clinics on eDelivery or who wish to be on eDelivery, there are three sections related to eDelivery.

EMR Vendor Information

This section must always be completed to ensure AHS and affiliates have the most up-to-date information about the clinic's current EMR vendor.

Required for eDelivery users only - EMR Vendor Information

EMR Vendor/ Software Product

EMR Representative

Email

Clinic FTP/ Username (enter N/A if new location request)

Requesting New eDelivery Service or Changing EMR Vendor

This section only needs to be completed if the clinic is requesting new eDelivery service or there is a change to the current EMR vendor.

Specify the go-live date allowing a minimum 10 business days' notice for initiating or making changes.

If requesting new eDelivery service or changing EMR vendor

Attach the public encryption key only to this request. It must be zipped and in 2048 bit RSA SECSH format. (EMR vendor must provide.)

Specify go-live date (allow minimum of 10 business days)

If vendor change, identify previous vendor

In accordance with the Office of the Information & Privacy Commissioner (OIPC), a Privacy Impact Assessment must be submitted.

OIPC File # or H Number

- Follow the EMR vendor's instructions when completing this section.
- The EMR vendor can submit on behalf of their client; signatures are not required.
- The EMR vendor will be included in any communication regarding the request.
- **Encryption Key Pairs** (Public Key = EMR BIS; Private Key = specific to clinic) are security requirements for eDelivery setup and EMR vendor change requests.
 - The public key must be zipped, in 2048-bit RSA SECSH format and provided by the EMR vendor.

*** DO NOT send the private key with the public key.***

Data Sources

This section only needs to be completed if a new provider is being added to the clinic's eDelivery service. This section confirms the data sources for which the provider wants to receive information. Note that the Provincial Connect Care option is mandatory.

If adding provider(s) to eDelivery service, select the data sources that you want to receive via eDelivery

☐ Set up provider(s) to receive the same data types as other providers(s) at the same clinic, **OR** choose from below

Alberta Health Services Data Sources

- ☒ Provincial Connect Care (Lab, DI, Endoscopy, Cardiology, Documentation, Provider Communication) ***MANDATORY**
- ☐ Provincial Dictation Speech Transcription (DST)
- ☐ Newborn Metabolic Screening Lab

Private Community Diagnostic Imaging Service Providers

- ☐ Insight Medical Imaging (IMI), Medical Imaging Consultants (MIC)
- ☐ Canada Diagnostic Centres (CDC)

For information on eDelivery, data sources, and when results are delivered by data source, visit <https://www.albertahealthservices.ca/info/Page15302.aspx>.

Contact servicedesk.emrbis@ahs.ca should you need to determine which data sources are currently set up at your clinic.

Provider Information

If a locum is joining a clinic for less than three months there is no need to complete this form if they are ordering under an existing provider at the clinic.

| Provider/Prescriber Information | | | | | | |
|---------------------------------|--------------------------|---|------------------------------|---|--|--------------------|
| PRAC ID | Connect Care Provider ID | Authorizing Provider Name - Last, First, Middle (preferred) e.g., Smith, Robert, Timothy (Bob) | Primary Location (Yes/No) | Critical Results Contact Number & Description - cell, PCN, etc. e.g., Mosaic PCN 999-999-9999 | Secure Fax Number (if different from above) | If Locum, End Date |

We ask for both PRAC ID and Connect Care Provider ID to reduce confusion if there are multiple records with the same name.

- **Connect Care Provider ID** - if unknown, use the Connect Care ID Look Up Tool found at <https://www.albertahealthservices.ca/cis/Page17672.aspx>. If the provider ID is not found, include as a comment on the form.

All laboratory tests, diagnostic imaging, and other intervention requisition forms must include the clinic's Submitter ID and the provider's Connect Care Provider ID even if not using Connect Care.

- **Authorizing Provider Name** - enter provider's legal name (last, first, middle). If required, enter preferred name(s) in parenthesis, e.g., *Smith, Robert, Timothy (Bob)*.
- **Primary Location** - a provider with more than one location in their Connect Care profile will have one address designated as a primary location. The primary location serves as the default location for receipt of Connect Care information, reports and results when a location isn't specified.

The implementation, however, of the delivery by address routing enhancement (summer 2024) should reduce the need to send information to a default location. It is important to update AHS of any changes to a provider's primary location.

- **Critical Results Contact Number** - include at least ONE contact method and number for each provider to ensure they can be notified if required, e.g., c: 999-999-9999 or other: 999-999-9999 Access 365.
- **Secure Fax Number (if different from above)** – provide the secure fax number if the provider uses a fax number different from the clinic's secure fax number.

Additional Resources:

| | |
|--|---|
| Provider Set-Up Request Form | https://www.albertahealthservices.ca/frm-21762.pdf |
| Community Care Provider Resources | https://www.albertahealthservices.ca/cis/Page16724.aspx |
| Connect Care Identifiers | https://www.albertahealthservices.ca/cis/Page17672.aspx |
| Connect Care Manual | https://manual.connect-care.ca/workflows/mixed-contexts |
| Delivery of Results to Community-based Providers | https://www.albertahealthservices.ca/cis/Page17671.aspx |
| eDelivery | https://www.albertahealthservices.ca/info/Page15302.aspx |
| eDelivery Data Sources | https://www.albertahealthservices.ca/info/Page15308.aspx |