



# Connect Care Identifiers FAQ

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# The most important thing you need to know about Connect Care Identifiers

**All providers across Alberta who order laboratory tests, diagnostic imaging, and other interventions will be given new Connect Care Identifiers (IDs) to use when ordering.**

There are three types of identifiers:

1. *Connect Care Provider ID*: A single ID that identifies the ordering provider regardless of their location
2. *Connect Care Department ID*: Identifies the clinic location where diagnostic imaging is ordered from
3. *Connect Care Submitter ID*: Identifies the clinic location where laboratory tests are ordered from

These identifiers will be mailed to all impacted Alberta providers by mid-October, 2019. They will also be sent directly to EMR vendors. Use of Connect Care IDs will be phased-in as the program expands throughout Alberta. Providers should continue to use their full name and address on requisitions during the phase-in period.

Connect Care IDs are distinct from Medical Record Numbers associated with individual patients and do not impact Netcare access.

Newly standardized requisitions will be phased-in for some orders.

This FAQ provides key information about Connect Care IDs and how providers will use them in ordering.

## 1. How and when will providers receive their new IDs?

New Connect Care provider IDs, submitter IDs, and department IDs will be mailed to ordering providers throughout the province by mid-October, 2019. Please watch the mail for this important communication from Alberta Health Services. There will also be an online portal where providers can look up their IDs.

## 2. Will EMR vendors automatically update community-based EMRs?

Yes, AHS will send the new IDs to EMR vendors. The vendors will ensure that these identifiers are in their EMRs in advance of the November 3, 2019 Connect Care launch, so that eDelivery can route results to the correct provider. Most vendors are also configuring the new IDs onto requisitions that are printed from EMRs.



## Connect Care Provider Identifier

The Connect Care provider ID is a unique number used to identify each ordering provider in the province.

This number will be used to identify providers in all areas and functions touched by Connect Care. It will be used to order laboratory tests, diagnostic imaging and other interventions.

## Connect Care Submitter Identifier

The Connect Care submitter ID is one of two numbers used to identify the unique location (clinic or site) from which an order is placed. The identifier will ensure that results are delivered back to the correct clinic. The submitter ID will be used to identify unique clinics in lab orders and results.

## Connect Care Department Identifier

The Connect Care department ID is the other identifier used to identify a unique ordering location (clinic or site). The department ID is used on orders for and results of diagnostic imaging, endoscopy, and cardiology interventions.

### 3. When do providers start using the new IDs?

To find out when your area will be implementing Connect Care, visit:

- [ahs-cis.ca/waves](https://ahs-cis.ca/waves)

Connect Care IDs will replace current lab and diagnostic imaging identifiers as the program expands throughout Alberta. At each implementation, some legacy IDs will be transitioned to Connect Care IDs. As the various Connect Care implementation waves proceed, interim state processes may require providers to enter legacy and Connect Care identifiers on requisitions for a short period of time.

### 4. Will there be new DI requisitions?

Diagnostic Imaging requisitions for imaging completed at community sites will not change. There may be minor changes to requisitions for imaging to be completed at AHS sites.

Updated diagnostic imaging requisitions for AHS imaging sites are always located at:

- [ahs.ca/info/page9911.aspx](https://ahs.ca/info/page9911.aspx)



### 5. Will there be new lab requisitions?

Yes. Alberta Public Laboratories (APL) and DynaLIFE Medical Labs have developed a new standard provincial “Community Requisition.” There is a DynaLIFE version and an APL version of the new requisition.

The new requisition will be introduced to community physician offices/clinics in alignment with the Wave 1 Connect Care implementation.

This requisition in Wave 1 is to replace the current “DynaLIFE General Community Requisition (1289-11/17)”.

The remaining community requisitions will be replaced with the new APL “Community Requisition”.

Old requisition forms will continue to be accepted during transition periods in order to support patient care. Providers are strongly encouraged to promptly adopt the new requisition forms.

More information about the DynaLIFE version of the requisition will be available in mid-October. Please watch out for Lab Bulletins.

## 6. Will new information be required when ordering tests?

Requisitions continue to require patient identifiers, clinic name, and clinic address. New Connect Care provider and location identifiers will also be required to ensure that the results are delivered to the correct location.

## 7. What do I need to do to prepare for the Connect Care IDs?

**Step 1:** Watch your mail for a letter from AHS containing your new Connect Care Identifiers.

**Step 2:** Verify that your identifiers are correct in your clinic EMR.

or

Add the new Connect Care identifiers to your clinic information on stamps used to add clinic information to requisitions. Clinics are responsible for obtaining new stamps.

**Step 3:** Begin using the Connect Care IDs on November 3, 2019.



## 8. How can I follow developments?

More information and further updates will be shared as they become available at a Connect Care bridges website at:

- [ahs.ca/ccproviderbridge](https://ahs.ca/ccproviderbridge)

The eDelivery FAQ, which contains additional information about how lab, DI, and other results will be sent to providers:

- [ahs.ca/assets/info/cis/if-cis-cc-faq-edelivery.pdf](https://ahs.ca/assets/info/cis/if-cis-cc-faq-edelivery.pdf)

## 9. I have additional questions – who do I contact?

More information and further updates will be shared as they become available via the website and blog listed above. Please direct queries to:

- Email: [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca)



## Learn more about Connect Care

### Connect Care:

Community: [ahs.ca/ccproviderbridge](https://ahs.ca/ccproviderbridge)

General: [ahs.ca/connectcare](https://ahs.ca/connectcare)

Blog: [bridges.connect-care.ca](https://bridges.connect-care.ca)

Email: [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca)

Phone: *Coming soon!*

### Alberta Netcare:

[albertanetcare.ca](https://albertanetcare.ca)

eDelivery:

[ahs-cis.ca/edelivery](https://ahs-cis.ca/edelivery)

### CII/CPAR:

[topalbertadoctors.org/cii-cpar](https://topalbertadoctors.org/cii-cpar)

[albertanetcare.ca/learningcentre/cii.htm](https://albertanetcare.ca/learningcentre/cii.htm)

[albertanetcare.ca/learningcentre/cpar.htm](https://albertanetcare.ca/learningcentre/cpar.htm)