



Connect Care eDelivery Result Review

The launch of **Connect Care** on Nov 3, 2019 means that test results will be sent to clinic EMRs from the new Connect Care clinical information system. We have previously shared information about how Connect Care will affect electronic results delivery, and you can review this information at <http://ahs.ca/ccproviderbridge>.

What does my clinic need to do to prepare for this change?

As with any change there is always the chance for unexpected challenges.

For a few weeks after November 3, 2019, we ask that you and your clinic be particularly vigilant to ensure that electronic results are arriving in your EMR as expected:

- **Some test results and reports may use a different format.** Please review carefully to familiarize yourself with new formats.
- You should typically be reviewing for open diagnostic orders and missing results. **If you are missing a result please contact the appropriate diagnostic service** (Lab, Diagnostic Imaging or other) and request a copy of the result.
- Each EMR allows a clinic to review results that **do not match to a patient at your clinic**. Often, these results can be manually reviewed in the EMR and associated with a current patient, or attached to a newly created patient record. However, if you receive results for an individual that is **NOT a PATIENT** at your clinic, **contact servicedesk.EMRBIS@ahs.ca** so that we can correctly direct these results.
- Similarly, EMRs allow results to be reviewed and attached to a physician in the clinic where a patient is seen. If you receive results for a **DOCTOR that is NOT** at your clinic, **contact servicedesk.EMRBIS@ahs.ca** so that we can correctly direct these results.
- If you are uncertain about the result review capabilities of your EMR, please contact your EMR vendor for guidance.

Remember that you can also check [Alberta Netcare](#) for test results.

Where can we get help?

Issue	Contact
General eDelivery Issues	<ul style="list-style-type: none"> • eDelivery Website • servicedesk.EMRBIS@ahs.ca
Missing Lab Reports (from APL or DynaLIFE)	<ul style="list-style-type: none"> • Connect Care Lab Help Line <ul style="list-style-type: none"> ○ 587-786-3333 or 1-888-970-2706
Missing Diagnostic Imaging Results (imaging performed at an AHS facility)	<ul style="list-style-type: none"> • Diagnostic Imaging Administration <ul style="list-style-type: none"> ○ 780-735-1370 • servicedesk.EMRBIS@ahs.ca
Other Missing Results (for tests and procedures performed at an AHS facility)	<ul style="list-style-type: none"> • servicedesk.EMRBIS@ahs.ca
General Connect Care Questions	<ul style="list-style-type: none"> • ccproviderbridge@ahs.ca