

# Community Clinics: Take Action to Receive Lab, Microbiology, Pathology & Imaging Results

*A Resource for Clinic Staff*

## Community providers and clinics need to:

- Know** provider, submitter, and department IDs for all providers at the clinic ([provideridlookup.ahs.ca](http://provideridlookup.ahs.ca))
- Use** provider and submitter/department IDs on all [lab, specimen](#), and [imaging](#) requisitions
- Update** AHS if contact/eDelivery information changes or providers join or leave your clinic ([ahs.ca/frm-21762.pdf](http://ahs.ca/frm-21762.pdf))
- Note:** if certain providers work at more than one clinic, courtesy copies (cc:) may only go to a single default location
- Be Aware:** community providers will continue to receive some clinical documentation from Connect Care via their EMR, mail and/or fax

Community providers throughout Alberta who order general lab, microbiology tests, pathology, and all other speciality labs, diagnostic imaging (DI), or who submit specimens for testing, need to take action to ensure they receive these results. As of November 5, 2023, all lab and DI sites and services in Alberta Health Services will be using Connect Care.

## Every requisition given to a patient or sent with a specimen (including microbiology, pathology and specialty tests) needs to contain:

- |   |   |
|---|---|
| <input type="checkbox"/> Authorizing provider's full name | <input type="checkbox"/> Department ID (for DI)                   |
| <input type="checkbox"/> Clinic name                      | <input type="checkbox"/> Provider ID for the authorizing provider |
| <input type="checkbox"/> Address                          | <input type="checkbox"/> All pertinent clinical information       |
| <input type="checkbox"/> Submitter ID (for labs)          |   |

A recent audit shows that nearly half of providers are not using the provider, submitter, and department IDs on their requisitions. When the IDs are not used, delivery of results to your EMR or clinic fax/mail may be significantly delayed.

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## Changes to Lab and DI Results Delivery with Connect Care Launch 7

With Connect Care Launch 7 on November 5, 2023, all lab and DI sites and services in Alberta Health Services (AHS) will be using Connect Care. The most significant changes will be in the North and South Zones. Providers who work in the community may experience a few changes to the lab results they receive as a result.

Historically in rural Alberta, copies of some lab tests ordered while a patient is inpatient or in the emergency department were automatically sent to the EMR of that patient's primary care provider. With Connect Care, these results are only sent to the primary care provider if they are added as a courtesy copy (cc:) on the lab order. As a result, some clinics may find they receive a smaller volume of lab reports. All lab and DI results remain available to view in Alberta Netcare.

### Provider, Submitter and Department Identifiers

Community-based providers across Alberta who order laboratory tests (including microbiology, pathology and other speciality tests) and diagnostic imaging (DI), or who submit specimens for testing need to include full information on all requisitions: the authorizing provider's full name, the clinic name and address, the submitter ID (for labs) or department ID (for DI), plus the provider ID for the authorizing provider. Following is a break-down of the three IDs and their functions:


- Provider ID: identifies the ordering provider regardless of their location
- Department ID: identifies the location from which diagnostic imaging is ordered
- Submitter ID: identifies the location from which laboratory tests are ordered

Thank you to those already using these identifiers when ordering from a private practice; they allow results to be returned to the location from which the test was ordered. For example, the submitter ID used on a lab requisition tells the lab to send the result to the clinic associated with that identifier. If a provider works at more than one clinic, and they are courtesy copied (cc:) on a result, the copied result will only be delivered to the default location identified for the provider (information below).

### Using the Submitter, Department and Provider ID Lookup

To look up your identifiers, please visit [provideridlookup.ahs.ca](http://provideridlookup.ahs.ca). You will need the provider's Prac ID and last name to log in.

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**Connect Care Submitter, Department and Provider ID Lookup**

### Login

Please note: This site will search and display community-based locations only; AHS affiliated locations are not included.

Last Name

Prac ID

Login



## Using the Submitter, Department and Provider ID Lookup (continued)

**Provider ID for provider associated with Prac ID and Last Name**

Provider ID: 1234 First Name (Middle Name): Sample Last Name: Provider

**Provider ID:** A single ID that identifies the ordering provider regardless of their location.  
**Submitter ID:** Identifies the clinic location / location where laboratory tests are ordered from.  
**Department ID:** Identifies the clinic location / location where diagnostic imaging is ordered from.  
**NOTE:** If your clinic uses eDelivery and you need to associate a provider with your clinic or location, please complete the "Request for Provider/Prescriber Set-Up in Health Information Systems" Form to receive results in your EMR.

**Please note: This site will search and display community-based locations only; AHS affiliated locations are not included.**

**Search by clinic name or postal code**

**Find a Submitter ID**

1111 - The Clinic, T5P 4Y1

Clin

Please enter 3 or more characters

Name	The Clinic
Submitter ID	1111
Phone	780-555-5555
Fax	780-555-5555
Address	1234 The Street
City	EDMONTON
Province	Alberta
Postal Code	T5P 4Y1

**Find a Department ID**

Find a Department ID

Name	The Clinic
Department ID	123456
Phone	780-555-5555
Fax	780-555-5555
Address	1234 The Street
City	Edmonton
Province	Alberta
Postal Code	T5P 4Y1

## Current Requisitions

Alberta Precision Laboratories (APL) and AHS Diagnostic Imaging (DI) have updated requisitions that include fields for provider, submitter and department IDs – please make sure any saved or favorited requisitions are current. For more information, please see: [Using Connect Care IDs on Laboratory and Diagnostic Imaging Requisitions \(www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf\)](http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf).

If you need the most recent requisitions updated on your EMR or if you need to add your provider, submitter, or department IDs into those requisitions, please contact your EMR vendor:

Vendor	Email	Phone
Med Access	<a href="mailto:MedAccessSupport@telus.com">MedAccessSupport@telus.com</a>	888-781-5553
Wolf	<a href="mailto:Wolfemr.support@telus.com">Wolfemr.support@telus.com</a>	866-879-9653
PS Suite	<a href="mailto:Pssuiteemr.support@telus.com">Pssuiteemr.support@telus.com</a>	844-367-4968
QHR Accuro	<a href="https://qhrtechnologies.force.com/community/s/contactsupportsupport@qhrtechnologies.com">https://qhrtechnologies.force.com/community/s/contactsupportsupport@qhrtechnologies.com</a>	1-866-729-8889
AVA	<a href="mailto:emr-support@avaindustries.ca">emr-support@avaindustries.ca</a>	587-606-0063
Microquest	<a href="mailto:support@microquest.ca">support@microquest.ca</a>	1-866-438-3762
Juno	<a href="mailto:support@cloudpractice.ca">support@cloudpractice.ca</a>	1-888-686-8560



## Update all Provider and Clinic Information

To ensure that results and clinical documents can be delivered, please maintain updated practice, demographic and clinic information with AHS. Advise AHS whenever contact information changes, you add or change an EMR, or providers join or leave your clinic. Use the [Request for Provider/Provider SetUp in Health Information Systems form](http://www.ahs.ca/frm-21762.pdf) ([www.ahs.ca/frm-21762.pdf](http://www.ahs.ca/frm-21762.pdf)) to update this information. A [form completion guide](http://www.ahs.ca/assets/info/cis/if-cis-cc-completion-guide-ahs-request-for-provider-setup-his-form.pdf) is available ([www.ahs.ca/assets/info/cis/if-cis-cc-completion-guide-ahs-request-for-provider-setup-his-form.pdf](http://www.ahs.ca/assets/info/cis/if-cis-cc-completion-guide-ahs-request-for-provider-setup-his-form.pdf)).

## Working at Multiple Sites in the Community

Connect Care uses a single default location associated with a provider's name. If providers at your clinic work at more than one community location, you may receive information for patients seen at another clinic at this default location. These may be results on which the provider was courtesy copied (cc:), results for specimens collected during a diagnostic imaging procedure (e.g. some biopsies), or summative notes (e.g. discharge summaries) that were automatically delivered to your EMR. You will need to have a process in place to move those reports to the provider's other clinic. AHS recognizes that this a frustrating limitation and we are [working to improve it](https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf) (<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf>). Please note that for providers who work in AHS and use Connect Care, their default location must be the Connect Care In Basket. For more information, please review: [Understanding How Results are Received by Prescribing Providers Who Work at Multiple Sites](https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-faq-multi-site.pdf) (<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-faq-multi-site.pdf>).

Email [servicedesk.emrbis@ahs.ca](mailto:servicedesk.emrbis@ahs.ca) if you want to know your default location or to designate a different clinic as your default location to receive documents.

## Mixed-context Providers

Providers who work both within AHS and in a community or private practice are described as [mixed- context providers](https://manual.connectcare.ca/workflows/mixed-contexts/), and will want to understand how this affects the delivery of results and clinical documentation to their private or community practice. Learn more: <https://manual.connectcare.ca/workflows/mixed-contexts/>.

## ECG and Imaging Results

Results from some **diagnostic imaging** and for **ECGs** may only be sent via fax or mail.

Tracings and reports for Electrocardiograms (ECGs) performed at a site using Connect Care will be delivered to community providers via mail or fax. AHS is working on a solution to send these results to the community electronically. For mixed-context providers, ECG results may also be delivered to your Connect Care In Basket. Should ECG results not be delivered to a community location via mail or fax, please call the AHS Solution Centre at 1-877-311-4300.

Mixed-context providers may receive some community DI reports twice (in their Connect Care In Basket as well as their non-AHS location(s)). Diagnostic imaging ordered from a community clinic and performed by a community DI provider are sent directly from the DI provider via their normal delivery mechanism (mail/fax/paper/eDelivery) to your community clinic. When the ordering provider also works in AHS and uses Connect Care, these results may also be delivered to the Connect Care In Basket. For more information, please see [Community Diagnostic Image \(DI\) Report Delivery for Mixed Context Providers with Connect Care](http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf) (<http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf>).



## Resources

- Delivery of Results to Community from Connect Care: [ahs.ca/ccresultstocommunity](https://ahs.ca/ccresultstocommunity)
- Community Information: [ahs.ca/ccproviderbridge](https://ahs.ca/ccproviderbridge)
- Connect Care Information: [ahs.ca/connectcare](https://ahs.ca/connectcare)
- eDelivery Information: [www.ahs.ca/info/Page15302.aspx](https://www.ahs.ca/info/Page15302.aspx)
- Connect Care Submitter, Department and Provider ID Lookup: [provideridlookup.ahs.ca](https://provideridlookup.ahs.ca)



## Support

- **Call AHS Solution Centre at 1-877-311-4300**
  - Select option 1 for Clinical Applications, then option 1 for Connect Care
  - Please have your location, contact information and Prac ID available when you call
  - Please call if there is an issue with one or more of these IDs (e.g. incorrect phone numbers or address), if you need an ID built for a new provider or clinic and for support around results delivery
- **Email [servicedesk.emrbis@ahs.ca](mailto:servicedesk.emrbis@ahs.ca)** to designate a different clinic as your default location to receive documents

