



Connect Care Launch 4 - What Community Providers Need to Know May 28, 2022 - Calgary and Edmonton Sites

Do you know your Connect Care Identifiers (CCIDs)?	
YES	Please start using them NOW on your requisitions. This ensures that lab, DI and other investigative results/reports are delivered to your office.
NO	Go to the Connect Care ID look up tool at provideridlookup.ahs.ca to find Connect Care IDs. A prac ID will be needed to access the tool.

How do I use Connect Care Identifiers?

Please use these identifiers when ordering from your private practice to make sure results are returned to your clinic. Continue to also include non-Connect Care IDs on requisitions, in addition to your Connect Care IDs. Be sure to use the current requisitions from **Alberta Precision Laboratories (APL)**, **DynaLIFE** and **AHS Diagnostic Imaging (DI)**. These requisitions (updated in 2020) include fields for Connect Care IDs – please make sure any saved or favorited requisitions are current.

When will Connect Care launch in my area?

Connect Care continues to be one of Alberta Health Services' highest organizational priorities. Upcoming launch dates have been confirmed, as follows:

Wave	Date	Site Locations
Launch 4	May 28, 2022	57 sites in Calgary and Edmonton zones; it will be our biggest launch to date.
Launch 5	November 6, 2022	Sites in Calgary, Central and North zones; some provincial programs (including Cancer Care Alberta)
Launch 6	Spring 2023	Calgary and provincial lab services; sites in Calgary, Edmonton and Central zones

AHS' executive leadership continues to monitor the situation related to managing COVID-19, and should these dates change, the information will be shared through usual AHS channels. The remaining launches 6 to 9 will take place between Fall 2023 and Fall 2024. Connect Care is already being used in parts of the Edmonton and North Zones. Additional information about which sites are included with each Connect Care launch is available at: www.albertahealthservices.ca/assets/info/cis/if-cis-cc-infographic-site-implementation-timeline.pdf.

Where can I find more information?

- Delivery of Results to Community from Connect Care: ahs.ca/ccresultstocommunity
- Community Information: ahs.ca/ccproviderbridge
- Connect Care Information: ahs.ca/connectcare
- Connect Care Submitter, Department and Provider ID Lookup: provideridlookup.ahs.ca

Where can I get assistance?

- **Alberta Health Services Solution Center at 1-877-311-4300**
 - Select *option 1 for Clinical Applications*, then select *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), or if you need an ID built for a new provider or clinic.