



Community Providers: Connect Care access not required for referrals to Alberta Health Services (AHS)

Key Messages:

- You may be receiving referral communications and summative notes from AHS asking you to view information on Connect Care. AHS understands this is a problem because most community providers do not have access to Connect Care.
- Access to Connect Care is not required for making referrals to AHS. Referrals from community providers should be sent through existing methods which include fax or eReferral.
- **Action:** Please contact ccproviderbridge@ahs.ca if you receive this kind of communication. AHS can explain the process to those asking you to view information on Connect Care.

Details

- AHS providers sometimes assume that because they have access to Connect Care, community providers do as well. AHS continues to reinforce to providers and staff that most community providers do not have access to Connect Care.
- Community providers should:
 - Not be asked to view documents in Connect Care.
 - Receive referrals status updates after sending a referral.
 - Receive consult letters after each completed referral.
- The consult letters from Connect Care are manually sent back to community providers by the AHS specialist.
- [Summative notes](#) are automatically sent to the patient's identified primary care provider (PCP) and should **not** be sent with a caveat to "see additional notes on Connect Care." Summative notes include Emergency Department (ED) Provider Note, Admitting History and Physical, Inpatient Consultation Report; Operative Report, Labor and Delivery Report, Discharge Summary including Inter-facility and Deceased Summaries.

More Information

For additional details on Connect Care referral norms and sharing documents from Connect Care, please see:

- [Clinical Document Delivery to the Community \(albertahealthservices.ca\)](http://albertahealthservices.ca)
- [Alberta Referral Directory | Alberta Health Services](#)
- [Connect Care Bytes Blog: All User Bulletin - eDelivery of Shared Outpatient Letters](#)
- [Connect Care Manual - Delivery of Documents \(connect-care.ca\)](http://connect-care.ca)
- [eReferral, Netcare Learning Centre \(albertanetcare.ca\)](http://albertanetcare.ca)
- [Referral Consultation - College of Physicians & Surgeons of Alberta | CPSA](#)