



FAQ: Wave 3 North Zone End Users

When will training begin for End Users start?

Training will begin January 4, 2020. Training is organized into three blocks:

- Basic Training (4-10 weeks before launch)
- Personalization (1-8 weeks before launch)
- Optimization (4-6 weeks after launch)

More information on Basic Training, Personalization and Optimization can be found in the physician manual: <https://manual.connect-care.ca/training>

Is the training done in person or virtually?

Training is done through a combination of e-learning (online, self-directed modules) and in-classroom or virtual sessions. If you elect to attend a virtual class, please ensure it is a North Zone virtual session (as opposed to Calgary Zone).

Can I bring my own device to training?

Yes. In-person basic training takes place in a computer lab with AHS computers. If you'd like to bring your laptop, you are welcome to do so. If you plan to use mobile devices for Connect Care access (ie: your phone or tablet), please bring them to your personalization training. Instructions for installing the clinical apps (Haiku and/or Canto) and PowerMic mobile before class can be found in the physician manual at: <https://manual.connect-care.ca/Mobility>

More information on devices, including some tips for choosing a mobile device, can be found in the physician manual: <https://manual.connect-care.ca/Mobility/mobile-devices>

I provide more than one specialty. What will my training look like?

The CMIO office and Medical Affairs will work with you to tailor your training. If you provide services in a rural site, the rural training track may be most appropriate. When this is not appropriate, physicians may complete basic training in their primary specialty and additional workbooks in additional specialties.

Can physicians from neighbouring communities help cover training?

Yes. We will offer a wide number of training sessions at multiple sites across the North Zone to ensure physicians get the training they need. We recognize that some communities may require support from neighbouring communities to help cover absences due to training. Local Physician Leaders and Physicians are responsible for arranging coverage for training.

Can I take Rural Training in Edmonton?

We encourage you to take your training in your community with your colleagues. However, Rural training will be offered in other communities, zones and virtually if you require training outside your community.

How will Out-of-Province/Out-of-Country Physicians be trained?

The CMIO office and Medical Affairs will work with physicians who live outside of Alberta to ensure they are trained. They may be required to receive training at another site (ie: Grande Prairie or Edmonton).

I do not remember my AHS username or password (required for training).

Please email medicalstaff.mllaccess@ahs.ca.

Will staffing increase during the week of Launch?

Super Users and Area Trainers are scheduled to provide at-the-elbow support during launch in addition to regularly scheduled staff. Super Users will also be available virtually. Local leadership may decide to adjust workload during launch by rescheduling non-urgent procedures, outpatient clinics or surgeries.

Who do I contact if I have questions, concerns or comments?

Please email cmio.nz@ahs.ca. Our team will respond to your email as quickly as we can.

