



Connect Care

Document and Results Routing Optimization

Operative Reports Routing from Connect Care to Note Author

What do I need to know?

- Since the Connect Care (Epic) upgrade on Sept. 11, 2025, which included improvements to note routing, **inpatient notes** are routed differently:
 - **Most notes no longer deliver automatically to the authoring provider's EMR**; instead, authors now have the **option to choose** when and where notes they author are delivered.
 - **Operative reports** continue to be **automatically delivered** to their author, to assist offices in arranging post-op follow-up. However, **the location to which those notes are delivered may have changed**, because distribution of these reports is now based on delivery preferences recorded in Epic.
 - For example, providers may now receive operative reports that they author in their Connect Care In Basket, or other locations, instead of in their EMR. They might also be receiving such reports for the first time.
- To change a provider's delivery preferences (such as to revert delivery of Operative Reports to their office EMR), complete the [Request for Provider/Prescriber Set-Up in Health Information Systems](#) or call the **Alberta Health Services Solution Centre at 1-877-311-4300**

How were operative reports delivered to authors before the Sept. 11, 2025 Connect Care Upgrade?

Historically, operative reports were automatically sent to the author's EMR, when eDelivery was enabled from Connect Care to that EMR. Authors who did not have an EMR were not receiving copies of their operative reports.

How are operative reports delivered today?

Since the Connect Care (Epic) upgrade on Sept. 11, 2025, all authors of operative reports are receiving a copy of those notes to their preferred delivery location as recorded in Epic. With this update, summative document routing now mirrors the logic used for other documents and results, allowing operative reports to be sent to authors via the Connect Care In Basket, fax, mail or eDelivery.

Providers with a primary Epic address set to In Basket will receive operative reports there by default. If a provider prefers delivery to another location, they'll need to update their primary address accordingly.

What is changing for other inpatient notes (including most "summative documents")?

Since Sept. 11, 2025, other summative documents - inpatient note types that were previously automatically delivered to the author's EMR - are no longer automatically sent to the author. In Connect Care (Epic), for most inpatient note types, authors can add themselves as a recipient if they want to receive a copy. For more information, see [Upcoming Changes to Summative Document \(Inpatient Notes\) Delivery](#)

Why are operative reports still being automatically delivered when other inpatient note types are not automatically delivered?

Clinical Systems Improvement (CSI) groups representing both Surgery and Women's Health strongly advised that operative reports should be automatically sent to their authors to allow Medical Office Assistant (MOAs) to support post-operative follow up at clinic.

Who does this impact?

Surgeons & other providers who have typically received copies of their own inpatient notes.

Why was this change made?

To make routing consistent, predictable, and aligned with each provider's personal setup, author-routing now mirrors the logic used for other documents and results.

How can I update my routing preferences?

If your notes are not routing as expected, you may need to update your Connect Care (Epic) routing preferences by using one of these methods:

- Complete the **Provider Set-Up Request Form**: <https://www.albertahealthservices.ca/frm-21762.pdf>
- Contact the **Alberta Health Services Solution Centre** 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.

Where can I learn more?

- **Upcoming Changes to Summative Document (Inpatient Notes) Delivery**
(<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-upcoming-changes-summative-document-delivery.pdf>)
- **Connect Care Results Routing Routing Optimization Overview**
(<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf>)

