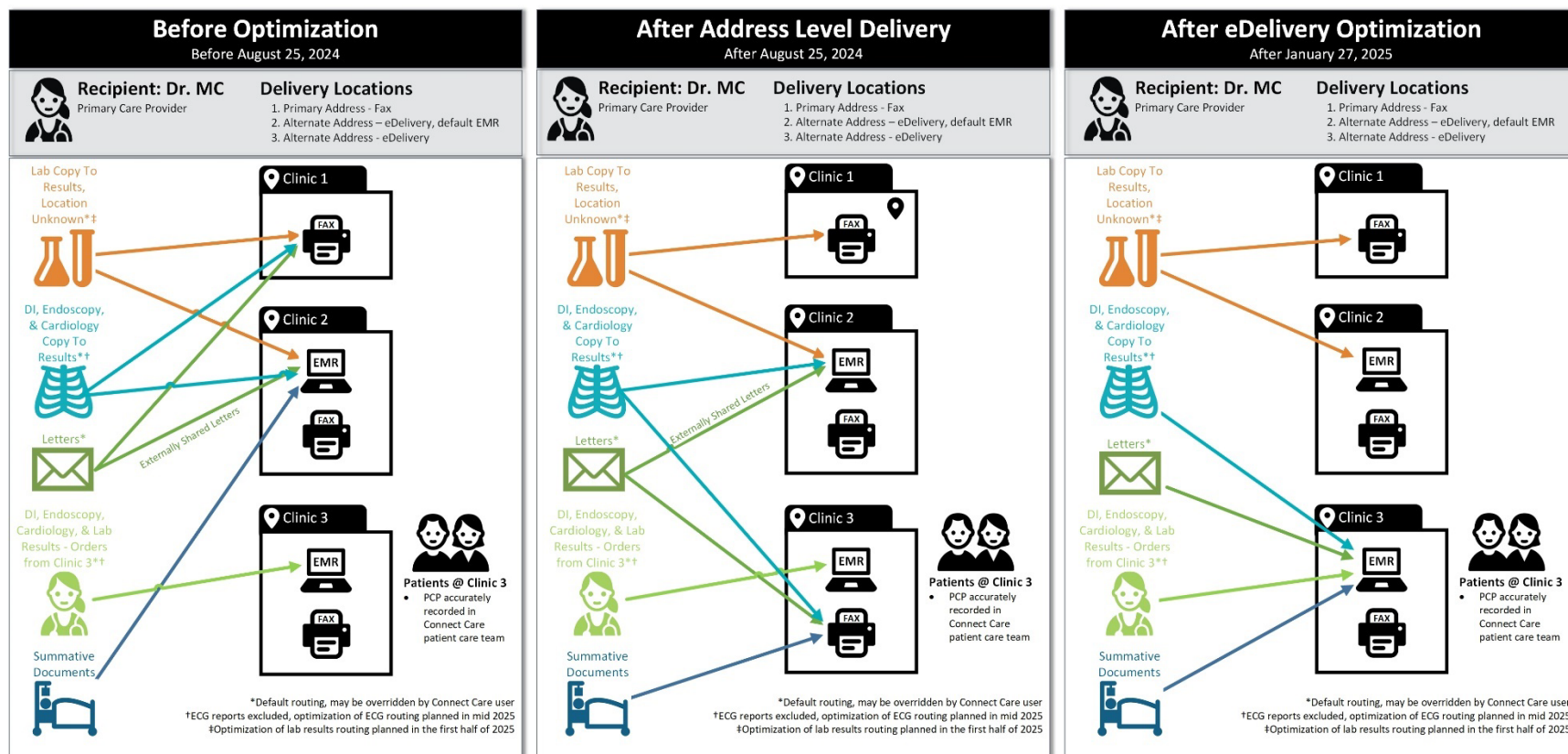# Sample Routing Persona Diagrams: Reduced Duplication & Improved Electronic Delivery of Clinical Information

On January 27, 2025: Connect Care routing will be improved by reducing duplicative delivery. This change resolves most duplication with electronic delivery ("eDelivery"). Clinical documentation and results will, in most cases, be sent to a single location and via a single delivery method, based on the best available system information and on user entry or provider preferences. These diagrams demonstrate two sample progressions of how routing has reduced duplication and improved targeting of clinical information for providers with complex care models.

Primary Care Provider Working at Multiple Clinics

Progression of delivery of clinical information to a provider who works at 3 clinics and sees the patient at clinic 3.

Alberta Health Services

Mixed-context Provider

Progression of delivery of clinical information to a mixed-context provider who sees the patient at their private clinic.

Before Optimization
Before August 25, 2024

Recipient: Dr. RD
Mixed-Context PCP
Occasionally on service @ AHS

Delivery Locations
1. Primary Address – eDelivery, default EMR
2. Alternate Address – AHS, Connect Care In Basket

DI, Endoscopy, Cardiology, & Lab Results - Orders from Clinic*†

Letters*

Externally Shared Letters

Summative Documents

DI, Endoscopy, & Cardiology Copy To Results*†

Discharge Summary

DI, Endoscopy, & Cardiology Results - Orders from Connect Care*†‡

Lab Copy To Results, Location Unknown*‡

Clinic — EMR / FAX

Patients @ Clinic
PCP accurately recorded in Connect Care patient care team

AHS — Connect Care In Basket

*Default routing, may be overridden by Connect Care user
†ECG reports excluded, optimization of ECG routing planned in mid 2025
‡Optimization of lab results routing planned in the first half of 2025

After Address Level Delivery
After August 25, 2024

Recipient: Dr. RD
Mixed-Context PCP
Occasionally on service @ AHS

Delivery Locations
1. Primary Address – eDelivery, default EMR
2. Alternate Address – AHS, Connect Care In Basket

DI, Endoscopy, Cardiology, & Lab Results - Orders from Clinic*†

Letters*

Externally Shared Letters

Summative Documents

Discharge Summary

DI, Endoscopy, & Cardiology Copy To Results*†

DI, Endoscopy, & Cardiology Results - Orders from Connect Care*†‡

Lab Copy To Results, Location Unknown*‡

Clinic — EMR / FAX

Patients @ Clinic
PCP accurately recorded in Connect Care patient care team

AHS — Connect Care In Basket

*Default routing, may be overridden by Connect Care user
†ECG reports excluded, optimization of ECG routing planned in mid 2025
‡Optimization of lab results routing planned in the first half of 2025

After eDelivery Optimization
After January 27, 2025

Recipient: Dr. RD
Mixed-Context PCP
Occasionally on service @ AHS

Delivery Locations
1. Primary Address – eDelivery, default EMR
2. Alternate Address – AHS, Connect Care In Basket

DI, Endoscopy, Cardiology, & Lab Results - Orders from Clinic*†

Letters*

Summative Documents

DI, Endoscopy, & Cardiology Copy To Results*†

DI, Endoscopy, & Cardiology Results - Orders from Connect Care*†‡

Lab Copy To Results, Location Unknown*‡

Clinic — EMR / FAX

Patients @ Clinic
PCP accurately recorded in Connect Care patient care team

AHS — Connect Care In Basket

*Default routing, may be overridden by Connect Care user
†ECG reports excluded, optimization of ECG routing planned in mid 2025
‡Optimization of lab results routing planned in the first half of 2025

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