



FAQ: Reduced Duplication & Improved Electronic Delivery of Clinical Information

What do I need to know?

- **January 27, 2025:** Connect Care routing will be improved by reducing duplicative delivery.
- **Reduced duplication:** 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.
- **Expanded eDelivery:** This change will also expand eDelivery to send more letters to electronic medical records (“EMRs”).
- **More consistency:** Clinical information will more often be delivered to providers based off the preferences they have provided.
- **Impacted providers:** All providers who have eDelivery, whether they work solely in the community or in the community and at AHS (“mixed context providers”).
- **Excluded clinical information**
 - Lab result and ECG result delivery are expected to be added to this optimization later in 2025.
 - Community DI (e.g. Mayfair, MIC) and other community services deliver their own results and are not impacted.
 - Appointment/scheduling and referral notifications from Connect Care are not impacted.
 - EMR eNotifications for patient admissions/visits are not impacted.
- **Get support:** call the AHS Provincial Service Desk: 1-877-311-4300 (have your PraeID available).
 - Contact us if you have not received clinical documents and results as expected.

Table of Contents

What do I need to know?.....	1
How are document and results delivery changing on January 27, 2025?	2
What duplication will this optimization eliminate?	2
Who will benefit from this improvement?.....	2
How is routing determined?.....	2
What clinical information is excluded from this delivery optimization?.....	2
Why do I still have significant duplication of clinical results?	2
How do I update my provider setup/delivery setup?	2
What happens when a patient names someone as their primary care provider (PCP)?	3
How is eDelivery of clinical information to PCPs expanding?	3
How is the delivery of letters (provider communications) changing?	3
What happens if my EMR cannot receive provider communications (letters)?.....	3
How is delivery of summative documents/notes changing?.....	3
How do I get a copy of summative documents notes I author?	4
What happens with summative documents/notes labelled “sensitive”?	4
What happens to summative documents/notes with scans included/attached?	4
Will Connect Care users see anything different with this change?	4
Can I inactivate my Connect Care In Basket?	5
Related Information	5
Support for Issues with Document and Results Delivery	5



How are document and results delivery changing on January 27, 2025?

On January 27, 2025, Alberta Health Services (AHS) will implement a change to improve the electronic delivery (“eDelivery”) of clinical documents and results from Connect Care to Electronic Medical Records (“EMRs”) in clinics and medical offices. This change resolves most of the duplication that community providers (including those who also work within Alberta Health Services) have experienced since the launch of Connect Care. This change will also expand eDelivery to send more letters to EMRs. For mixed-context providers (providers who work both in Connect Care at AHS and in the community), results will go to in basket only if their primary address is an AHS location. Routing will take into account provider-patient associations in the care team in Connect Care, as well as the preferences of providers.

What duplication will this optimization eliminate?

Delivery of results and clinical documentation will, in most cases, be to a single location and via a single delivery method. Impacted clinical documentation includes:

- cardiology results
- diagnostic imaging results
- endoscopy results
- summative documents (e.g. discharge summaries)
- letters / communications

Who will benefit from this improvement?

Providers who have eDelivery, whether they work solely in the community or in the community and at AHS (“mixed context providers”).

How is routing determined?

Routing will continue to be based on the delivery method of the primary address or care team address. For mixed-context providers, information may be sent by fax, mail, or eDelivery if the routing address is not an AHS address. Duplication between eDelivery and mail, fax, or Connect Care In Basket will be reduced unless the provider is set up without paper suppression.

What clinical information is excluded from this delivery optimization?

Clinical information generated by community DI service providers (e.g. Mayfair, MIC) and other community services are not impacted by this change, as they manage delivery of results and reports they generate. Appointment/scheduling and referral notifications from Connect Care are not impacted. EMR eNotifications for patient admissions/visits are not impacted. Neurology and pulmonary function tests continue to be available in Alberta NetCare. Lab and ECG results will be added to delivery optimization later in 2025.

Why do I still have significant duplication of clinical results?

Some clinics have opted to maintain both paper and electronic delivery of results. If the location has eDelivery, results will only be duplicated by fax/mail if paper is not suppressed. To request paper suppression, complete the paper suppression form available at: [Forms to Request eDelivery](https://ahs.ca/info/Page15309.aspx) (ahs.ca/info/Page15309.aspx).

How do I update my provider setup/delivery setup?

To update your provider or clinic information and delivery preferences, please complete the [Request for Provider/Prescriber Set-Up in Health Information Systems Form](#)



What happens when a patient names someone as their primary care provider (PCP)?

When a patient is registered at an AHS facility, they are asked to identify their primary care provider (PCP). Health information management records this relationship in Connect Care. This ensures that key information from Connect Care including summative documents (e.g. discharge summaries) for this patient are shared with the provider.

If you believe you have been incorrectly identified as the patient's Primary Care Provider (PCP), call the AHS Provincial Service Desk: 1-877-311-4300. Have your location, contact information & Prac ID available when you call.

Sometimes, all or abnormal cardiology, diagnostic imaging, endoscopy, and lab results may be sent to a PCP because of a clerical choice. Should you be receiving results that you don't believe are appropriate, please also call the AHS Provincial Service Desk: 1-877-311-4300.

How is eDelivery of clinical information to PCPs expanding?

In some cases, the PCP is automatically copied on results for awareness. For example, they will typically be sent critical diagnostic imaging (DI) results. Historically, Connect Care sent these results to via mail, fax, or Connect Care In Basket, depending on the provider's setup. Since August 2024, this routing was better targeted: to the location the PCP sees the patient and delivered via the preferred method for that clinic (mail, fax, in basket). With eDelivery optimization, when the PCP is automatically copied on a result like a critical DI result, it will be sent via eDelivery if that is the provider's preference.

How is the delivery of letters (provider communications) changing?

Letters (also called provider communications) are generated in Connect Care to send clinical information to named recipients within and/or external to AHS. With this change:

- **All letter templates can now be sent via eDelivery (previously eDelivery only supported shared letter templates).**
- Letters are sent to recipients with selected address and delivery method which defaults to provider's preferred address, taking into account provider-patient associations in the care team in Connect Care, as well as delivery method preferences (eDelivery/fax/mail/Connect Care In Basket). Users can override the location and delivery method (eDelivery/fax/mail/Connect Care In Basket).
- PCPs will receive a copy when included as a recipient.
- Even providers with eDelivery and paper duplication will only receive one copy via eDelivery - duplication is not supported for letters.

What happens if my EMR cannot receive provider communications (letters)?

Some EMRs are unable to receive provider communications (letters). Providers with these EMRs should receive them via fax/mail instead.

How is delivery of summative documents/notes changing?

Summative documents are sent to recipients and the patient's PCP documented in Connect Care. Information is delivered to provider's preferred address, taking into account provider-patient associations in the care team in Connect Care and delivery method preferences (eDelivery/fax/mail/Connect Care In Basket). With this change, summative documents like discharge summaries should no longer be received in duplicate. Even providers with eDelivery and paper duplication will only receive one copy via eDelivery - duplication is not supported for summative documents. If a note is modified or re-signed in Connect Care, a newer version of the summative document will be sent.



How do I get a copy of summative documents notes I author?

An automatic courtesy copy of summative documents is sent to the note author via eDelivery (with the exception of ED provider notes). Starting January 27, summative documents will be delivered to the provider's preferred address and delivery method preferences. **Authors will only receive a courtesy copy of their notes when their preferred delivery method is eDelivery.**

If the provider's primary address doesn't have eDelivery and they want to receive this clinical information for a patient, they may add themselves to the patient's care team in Connect Care with a location that has eDelivery. Providers who regularly want "author courtesy copies" may prefer to set their primary address to their eDelivery location. Contact the AHS Provincial Service Desk: 1-877-311-4300 to request a primary address change. Note: this is temporary; later in 2025, authors will be able to specify recipients for notes, including themselves, and automatic author courtesy copies will no longer be required.

What happens with summative documents/notes labelled "sensitive"?

Summative documents that are labeled "sensitive" will not be shared/delivered and will not be available in Netcare. They are only available in Connect Care. Connect Care users should be aware of this limitation and document accordingly.

What happens to summative documents/notes with scans included/attached?

Summative documents/notes with scans will not be shared/delivered and will not be available in Netcare. Connect Care users should be aware of this limitation and document accordingly.

Will Connect Care users see anything different with this change?

Connect Care users may now see eDelivery as an option in workflows that support delivery method selection when the location can receive eDelivery. It is recommended that users select the correct location, if known, and rely on the provider's delivery method preference for that location (i.e. not override the delivery method determined by the system).

Will results delivery change for mixed-context providers?

Yes. When a Connect Care user has added themselves to the patient care team, and selects "all results or abnormal results" so that they automatically receive a copy of results for the patient, they could now receive these automatic copies for their patients via eDelivery (new), Connect Care in basket, fax, or mail depending on the preferred address they choose.

In some cases, cardiology, DI, and endoscopy results are automatically sent to an additional recipient based on their role in Connect Care, e.g. treatment plan provider or attending provider. This may be instead of or in addition to the ordering/authorizing provider. These copies may be received via eDelivery (new), fax, mail, or Connect Care In Basket, depending on the provider's preferred address. Delivery takes into account provider-patient associations in the care team in Connect Care and delivery method preferences.

Results for cardiology, DI, and endoscopy tests that are ordered in Connect Care and that are being delivered to the ordering/authorizing provider also take into account Connect Care provider-patient associations and delivery method preferences. These results may be received via eDelivery (new), fax, mail, or Connect Care In Basket.



Can I inactivate my Connect Care In Basket?

All providers who use Connect Care must have a Connect Care In Basket. If you prefer to have information sent to your community location instead of your Connect Care In Basket, you can request that your primary address be set up to a community location. Although this will reduce the volume of what is sent to your Connect Care In Basket, you will continue to receive information that can only be sent to your Connect Care In Basket, including tasks that may require urgent attention. You need to continue to regularly check your Connect Care In Basket.

With the reduced volume of Connect Care In Basket messages that you would still get, you may benefit from [setting up email notifications/reminders in your Connect Care In Basket preferences](#) so that you are alerted when there is something there that needs your attention.

For **additional changes**, a missing location, or if your clinic wishes to set up eDelivery to an EMR, complete the [Provider Set-Up in Health Information Systems form \(ahs.ca/frm-21762.pdf\)](#).

Related Information

- Overview: Reduced Duplication & Improved Electronic Delivery of Clinical Information
- Diagram: Reduced Duplication & Improved Electronic Delivery of Clinical Information
- [Terms Glossary | Alberta Health Services \(ahs.ca/cis/Page17676.aspx\)](#)
- [Document and Results Routing Optimization Address-level Delivery Method \(Specific to Provider Location/clinic\) \(ahs.ca/assets/info/cis/if-cis-cc-address-level-delivery-FAQ.pdf\)](#)
- [Connect Care Results Routing Optimization Overview \(ahs.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf\)](#)

Support for Issues with Document and Results Delivery

Call Alberta Health Provincial Service Desk at 1-877-311-4300

- Please have your location, contact information and Prac ID available when you call
- To investigate issues, examples of documents/results that were not delivered as expected are helpful. Provide details: type of information (lab results, discharge summaries, consult letters, appointment notifications, etc.), patient (CSN), date (test date), order/accession ID, etc.