



Overview: 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 & 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.

Reduced Duplication

On January 27, 2025, Alberta Health Services will implement a change to improve the eDelivery of clinical documents and results from Connect Care to 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.

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

Previously, such information could be delivered in duplicate to community providers in their EMR via eDelivery, and via fax, mail, or Connect Care In Basket.

Note: Authors will only receive a courtesy copy of their notes when their preferred delivery method is eDelivery.

Related Information

- [FAQ: Reduced Duplication & Improved Electronic Delivery of Clinical Information](#)
- [Diagram: Reduced Duplication & Improved Electronic Delivery of Clinical Information](#)
- [Terms Glossary | Alberta Health Services \(ahs.ca/cis/Page17676.aspx\)](https://ahs.ca/cis/Page17676.aspx)
- [Connect Care Results Routing Optimization Overview \(ahs.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf\)](https://ahs.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf)