



Connect Care

Document and Results Routing Optimization

Overview: Upcoming Changes to Summative Document (Inpatient Notes) Delivery

What do I need to know?

- Effective September 11, 2025, Connect Care will implement an upgrade to improve the routing of summative documents, also referred to as **inpatient notes**. This change will allow authors to direct inpatient notes to author-specific recipients and send a broader range of note types.

Enhancements Being Implemented

- Authors will be able to view all automatic recipients and add additional recipients as needed.
- Authors will be able to choose where and how to send notes (eDelivery, Fax, Mail, or In Basket).
- A broader range of note types will be able to be sent, including those marked as sensitive. This may result in providers receiving a wider variety of documentation.
- Automatic routing of some summative documents to authors will be disabled, as authors will have the option to include themselves as recipients.

Automatic Summative Document Delivery to the Primary Care Provider (PCP)

Automatic delivery of summative documents to the PCP for the patient in Connect Care will continue. The following six types of documents will be automatically sent to the PCP:

1. Specialty Consult Findings and Recommendations
2. Patient Discharge Summary
3. Emergency Department Providers' Notes
4. Post-Operative Notes
5. Labour & Delivery Notes
6. History & Physical

Automatic Summative Document Delivery to the Author

Most automatic delivery of summative documents to authors will be disabled, as authors will have the ability to include themselves as recipients when manually directing notes. With this enhanced routing, authors will be able to send a broader range of note types and choose the appropriate location and delivery method (eDelivery, Fax, Mail, or In Basket). To support continuity of care, Post-Operative Notes will continue to be automatically routed to the author. For all other summative documents, authors must manually direct the note to themselves if they wish to receive a copy.

Where can I get assistance?

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.

Related Information

- [Connect Care Results Routing Routing Optimization Overview](https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf)
(<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-results-routing-optimization-overview.pdf>)