

Frequently Asked Questions (FAQ)

Connect Care for Students and our Post-Secondary Institution (PSI) Partners

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These FAQs have been created through extensive collaboration between AHS and Post-Secondary Institutions. AHS has prepared this document to assist in sharing information on the most frequently asked questions related to students' learning and Connect Care training. Should you require more information or have additional questions you may first contact the clinical placement team/coordinator in your institution or connect with AHS through the contact information indicated in this document.

1 What is Connect Care?

Connect Care is the bridge between information, healthcare teams and patients. It is a clinical information system [\(CIS\)](#) that will allow healthcare providers a central access point to patient information, common clinical standards and best healthcare practices. For more information on Connect Care, click [here](#).

2 When is Connect Care being rolled out?

Connect Care implementation is occurring in multiple waves to minimize disruptions for patients and healthcare providers. There will be nine implementation waves in total, happening between late 2019 and late 2022. For the most up to date timeline, click [here](#).

3 Why do we need Connect Care?

AHS currently has more than 1,300 independent health information systems, contributing to fragmented access to patient information. As a result, healthcare providers and patients do not always have a complete picture of a patient's health history available when they need it. Furthermore, managing so many independent systems is complex and unsustainable.

- Connect Care will put the focus on patients by:
 - i. Giving them on-demand access to their health information
 - ii. Helping them to be active members of their own healthcare team
 - iii. Improving communication Connect Care will lead to better health outcomes by:
 - Giving healthcare teams a more complete picture of a patient's health
 - Providing the whole healthcare team with the best possible information throughout the care journey

- iv. Building provincial best practice standards into the system Connect Care will make us more efficient by:
 - Providing a single access point to health information for AHS and its partners
 - Reducing the use of paper and printing supplies
 - Improving the efficiency of laboratory and support services
 - Reducing unnecessary variation in clinical practice
- v. Anticipated reduction in the length of hospital stays by means of the activities listed above

4 What is 'eHealth'?

- 'Electronic health,' also known as 'eHealth,' refers to how patients and providers use information and communications technologies such as electronic medical records, patient portals and smartphones to improve health and healthcare delivery. eHealth competence does not simply refer to the ability to use a mouse, keyboard and other pieces of computer hardware and software. eHealth competence refers to the skills, knowledge and attitudes required to be able to use digital health tools such as electronic health records for useful information gathering and problem solving. It involves being able to appropriately find, understand and evaluate information from digital health tools, and to contribute to information that is accessed and shared between care providers who use these tools.
- Some examples of eHealth competencies include privacy and security, patient safety, and communication and collaboration.
- If you have used eHealth technologies in your day-to-day practice delivering care to patients and families, then you have already developed a set of eHealth *competencies*. The AHS eHealth Competence program is meant to build on what people already know so that they can adapt to changes in information and communications capabilities and prepare for Connect Care.

5 What will the process be for training students/clinical users in existing (legacy) Computer Information Systems (CIS)?

- If a student's practicum takes place prior to Connect Care being implemented at their placement location they will continue to follow existing training processes (information on this can be found on the [Student Placement Team website](#)).

- Depending on the timing and duration of their placement, the student *may* need to train on a legacy CIS as well as Connect Care.
Students/faculty are welcome to contact the Student Placement Team at student.placements@ahs.ca to ask about Legacy CIS and Connect Care training.

6 What is AHS training strategy for Connect Care?

a) Initial waves:

- Training for students (and select instructional faculty) will be provided by AHS at designated training sites through the first several waves. Students will either train alongside AHS staff or in student only training sessions. They complete the requisite eLearning* modules and Instructor Led Training (ILT)** specific to the role they will be filling during their practicum placement (e.g. emergency nurse, physiotherapist, unit clerk).
- i. **What if my educational institute wants to conduct its own Connect Care training?**
 - Piloting of Connect Care training provided at the Post-Secondary Institutions (PSI) is expected to take place in later waves. This testing is anticipated at select PSI's that have pre-identified themselves as being available to participate and will be initially limited to a few disciplines with small class sizes.

***eLearning** prepares staff/students for the classroom by introducing the concepts & terminology of the Epic application in small, digestible pieces, making classroom time more effective.

****Instructor Led Training (“ILT”)** is workflow-based, combining teaching and discussion with hands-on in-system practice of clinical and corporate scenarios.

b) Later waves:

- AHS will continue to provide training to students (and instructional faculty that accompanies students on their practicums) but will continue to work with our PSI partners, on innovative solutions to support a long term training strategy. Based upon the testing described in (a), this may include providing academic partners direct access to the Connect Care training environment including the potential to credential faculty to provide Connect Care training directly to students.

7 Which students require Connect Care training?

- All individuals accessing the Connect Care system are considered “end-users” of Connect Care and will require training. Accordingly, if the student is accessing the system, as an end user, they will require training. However, if

the student is on an observational rotation or shadowing an AHS staff member and not providing direct patient care, they will not require training. As well, if the student's placement is in an area that has not yet implemented Connect Care, they will not require training (but, as mentioned in [question 5](#), students will require training for any existing legacy computer information systems used during the placement. In this case students will follow existing training pathways).

Note: If the student is on an observational rotation or shadowing an AHS staff member and not providing direct patient care, they will not require training.

8 What is a Credentialed Trainer (CT)?

- Credential Trainers are specially trained Connect Care educators who have completed a comprehensive credentialed trainer program and will be responsible for delivering ILT for AHS staff, employees from partner organizations and students over a 12 week period leading up to the launch of their implementation wave. Assisted by Super Users, CTs will lead staff through the basics of using Epic in their daily work from logging on to hands-on exercises using relevant scenarios.
- CTs participate in a multi-week onboarding/learning process where they are trained using the curriculum created for launch. They will also receive training on organizational policies and procedures and the principles of adult education.

9 What is a Super User?

- Super users are end users (AHS staff) who are respected among their peer group and are specially trained to support their peers during end user training, implementation and beyond.
- Responsibilities of the Super User include:
 - i. Completion of specialized training,
 - ii. Support Credential Trainers in ILT,
 - iii. Provide support during launch period to their peers,
 - iv. Lead, reinforce, and validate standard workflows and best practices with their peers during and after launch periods,
 - v. May also include participation in end user engagement activities including testing, workflow walk through and dress rehearsals.

a. Can students be Super Users?

With each wave, AHS will be recruiting Super Users. There may be further opportunities for students to fill these roles to support their classmates and AHS staff in their Connect Care training. Students interested in pursuing a super user role can email connectcaresuperusers@ahs.ca

10 When will training occur*?

- For each implementation wave, training will occur prior to each ‘launch’ date. Generally training will be available over a 12 week period prior to the launch date. Click [here](#) for the implementation timeline to see when the particular waves take place.
- Training will continue post-implementation for new staff and students that join the department after each wave launches.

11 Where will training occur?

- Connect Care training will be delivered in a blended way through eLearning, ILT, access to a practice environment called the ‘playground’ (“PLY”) and through additional tools such as workbooks and tip sheets.
 - ILT will be provided in a combination of AHS and external training spaces (potentially including at PSIs commencing in the later waves). Each implementation wave will have training delivered in the geographic regions being implemented. Please note that there will continue to be ILT sessions offered after each implementation wave, however on a smaller scale.

12 What does ‘role based’ training mean for students?

- This means students will receive training on the specific workflows they will be performing in Connect Care during their practicum based upon a pre-defined role (e.g. if practicum is in the ED, the nursing student receives “Emergency Nurse Role” based training.).
- The role-based training model ensures that all system users receive training specific to their role and, in turn, are given access to the system based on that role.
- Students will be trained on the most appropriate role pertinent to their practicum.

Note: This diverges from previous AHS CIS training that has been application based, where all disciplines learn how to use the software (e.g. Sunrise Clinical Manager, Meditech, etc.) and there is less specificity on user's roles (e.g. Emergency Nurse, Emergency Physician, Pharmacist, etc.) and activities.

13 Does each clinical area/role require specialized training?

This will depend on the clinical area the student is placed in as well as being influenced by their discipline. For instance, a bachelor of nursing student with a practicum placement at a general medicine unit would take the "Inpt Nursing Student Adult and Peds Med-Surg" role. Should a student move to another setting (e.g. Neonatal ICU) in a subsequent practicum, different (additional) Connect Care training will be required that is specific to the new practice setting.

Note: if you have already received Connect Care training for your role as an AHS staff member, you will most likely require additional role base training specific to your student practicum. However, any training that is a duplication for both the staff and student's practicum roles will not need to be repeated.

Note: where the security access levels differ between your staff and student roles, your default level of access will be set for the higher level. (E.g. staff nurse and medical student – security access points will be set for the medical student level). What this means is that for AHS staff that are also students, their Connect Care accounts may differ slightly from those of their student peers.

14 How was the Connect Care training curriculum created?

The Curriculum has been developed based on the [Epic](#) foundational training resources; adapted for the Alberta environment and validated by AHS Subject Matter Experts through curriculum review boards (CRB) and then followed by pilot training. These CRBs allow clinical, operations and workflow experts multiple opportunities to review the curriculum in advance of ILT and offer the opportunity to provide meaningful, targeted feedback.

15 What is the time commitment for learners?

This varies depending on the student's assigned role and will include a mix of eLearning and ILT. The eLearning modules are to be completed prior to the ILT sessions and are of a shorter duration.

Student Training Time Examples:

- i. Nursing:
 - Inpatient Nursing Student Adult and Pediatric Medical and Surgical: eLearning: ≈ 3 hr, in class: 2 days.
- ii. Unit Clerk:
 - Ambulatory: eLearning: 1.5 hr, in class: ½ day.
 - Inpatient: eLearning: 1.5 hr, in class: 1 day.
- iii. Therapist Student (Audio, OT, PT, Dietitian, Rec, SLP, etc.): eLearning ≈ 1 hr, in class: 1 day.

Note: the intent of training (eLearning and ILT) is to understand “how” to use the CIS. Practicing on Connect Care once training has been completed develops skills in how to use the system in the context of the clinical setting and is highly recommended. Connect Care practice labs will be available during each wave and further information (location, availability, etc.) can be accessed by contacting the Training and Learning team at: Connect.CareLearning@albertahealthservices.ca

16 What are the costs to students to receive Connect Care training?

As AHS begins to implement Connect Care, AHS will not be charging students for training.

17 What are the costs to the PSI for students and/or faculty to receive Connect Care training?

As AHS begins to implement Connect Care, AHS will not be charging the school and/or faculty members for training.

18 What is the criteria for a student to receive access into Connect Care?

A student must:

- Be actively enrolled in a PSI with a confirmed practicum placement at an AHS site,
- Meet the requirements as defined in the Post-Secondary [Student Placement Agreement \(SPA\)](#) between PSIs and AHS (E.g. immunizations, current valid criminal records check, etc.),
- Have a valid AHS network username & password,
- Complete the requisite Connect Care training (both eLearning and in-class) and pass an End User Proficiency Assessment (EUPA).

19 How will students receive their AHS network username, password and ILT date(s) from AHS as part of Connect Care on-boarding?

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Addictions Counselling	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Art Therapy	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Audiology	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Biomedical Engineering	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	N/A	N/A
Cardiac Rhythm device	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Child & Youth Worker/Child Life Specialist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Community Disability Services Practitioners	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Community Service Worker/Community Support Worker	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Counselling (Masters)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Covenant Health Placements	IT Access Spreadsheet: CVH tabs included in master IT Spreadsheet Covenant Health – Student Placement & Academic Relations is the IT Access approver for all CVH placements	Covenant Health – Student Placement & Academic Relations	Covenant Health – Student Placement & Academic Relations in collaboration with CC training team	
Dental Assistant	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Department of National Defense	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	DND
Diagnostic Imaging (DI)	IT Access Spreadsheet - Coordinated through DI department	DI Department Quality Manager	DI Department Quality Manager	DI Department schedules and the DI Education Coordinator informs the student with an email (CLXT/MRT/US/Nuclear medicine)
Health Care Aide	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Health Information Management (HIM)	IT Access Spreadsheet	HIM Managers	HIM managers- they have their own Credential trainers for HIM professional students	HIM
Human Ecology	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Kinesiology (Athletic Therapist)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Lab	<p>Uses a Lab specific IT Access Spreadsheet</p> <p>Have their own CC catalogue</p> <p>Lab Director is the approver for IT Access</p> <p>Coordinated through APL</p>	Lab Services (APL & Dynalife)	N/A	N/A
Medical Geneticist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Medical Learners & Residents	Access Database	Medical Affairs	CMIO	CMIO coordinates
MDRD Surgical Processor	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
MOA	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Midwifery	<p>IT Access Spreadsheet: Midwifery tab included in master IT Spreadsheet</p> <p>IT Access Spreadsheet emailed to itsaophysician@albertahealthservices.ca</p>	Student Placement Team – Health Professions Strategy and Practice	Director Provincial Midwifery Services or delegate	PSI

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
	Director Provincial Midwifery Services is the approver for IT Access			
Music Therapist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Neurodiagnostic Technologists: including EEG EMG and Neurovestibular Technologists	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
“Non-Clinical”	Network Access Requests are coordinated by the manager (or designate) at practicum site	Student Strategies (Human Resources)	Student Placement Team	
Nurse Practitioners	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Senior Practice Lead – Advanced Practice Nursing in collaboration with the CMIO	Senior Practice Lead – Advanced Practice Nursing
Nursing (Bachelor & Masters)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Nutrition	IT Access Spreadsheet - Coordinated through Nutrition and Food Service department	Primary Care & Chronic Disease Management, Nutrition and Food Service – Student Education Associate	Department have their own CT and book themselves	Nutrition Student Placement Coordinator

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Occupational Therapy	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Ophthalmology	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Orthotics and Prosthetics	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Orthoptics	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Out of Province Students	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Paramedic & EMT	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Perfusionist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Peri-op nursing	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Pharmacy	Use a Pharmacy specific IT Access Spreadsheet Have their own CC catalogue Pharmacy Director is the approver for IT Access	Pharmacy Department – Clinical Practice Lead & Faculty Liaison	Pharmacy Department – Clinical Practice Lead & Faculty Liaison books the ILT	Pharmacy Services (AHS)
Pharmacy Technician	IT Access Spreadsheet coordinated through the Pharmacy Department Technical Practice Lead	Pharmacy Department – Technical Practice Lead	Pharmacy Department – Technical Practice Lead books ILT	Pharmacy Services (AHS)

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Physiotherapy	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Podiatry	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	CMIO coordinates
Practical Nurses	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Psychiatric Nursing	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Psychology (Clinical, Counseling)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Radiation Therapist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Recreation Therapist (Diploma, decree)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI

GROUP	NETWORK ACCESS PROCESS	AHS/COVENANT CONTACT	COORDINATION OF ILT BOOKING	WHO NOTIFIES THE STUDENT (AHS Network Credentials, ILT Booking)
Respiratory Therapist	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Social Work (Diploma, BSW, MSW)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
SLP	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
SLP A	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Spiritual Health Practitioners	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Therapy Assistant (OT, PT, RecT)	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI
Unit Clerk	IT Access Spreadsheet	Student Placement Team – Health Professions Strategy and Practice	Student Placement Team	PSI

In the future, the goal is to use a single method to coordinate all student access requests, utilizing placement databases like HSPnet, CORE ELMs and TRACCESS as data sources.

Note: Students will be given only the IT access they need to function in their role.

Note: Students should only have one username and password to access AHS networks for all placements. This means, in your subsequent placement (where applicable) your access will be reinitiated. You should not be issued a new username. If this takes place, please let your placement coordinator know. If you are also an AHS staff member, you will use your existing username and password to access AHS' networks.

NB: if the PSI's placement coordinator does not receive their student's AHS username(s) and password(s) prior to their practicum commencement, we ask that they please check their spam/junk mail folders as this information has been diverted in the past. Please email student.placements@ahs.ca if you are unable to locate this information.

20 What happens to the student's Connect Care access at the end of their practicum?

The student's Connect Care access is deactivated immediately after the end of their clinical rotation. It can be reactivated with each subsequent clinical rotation and, depending on the requirements of the new practicum, may require retraining and proficiency testing to re-establish access (e.g. if the student is away from using Connect Care for a period of greater than 6 months).

21 How will students be registered for Connect Care training?

Training Access:

Training offered through AHS during the implementation waves will be coordinated through AHS' MyLearningLink (MLL) Learning Management System (LMS). MLL is the single LMS that will be used to assign, schedule and record eLearning activities, ILT attendance as well as proficiency testing. Instructions on how to access and use this LMS will be provided to the student once their AHS username and password have been created and further information can be located [here](#) on the Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources webpage. Furthermore, the "Provincial IT Spreadsheet" will be modified to include a student specific Connect Care role section (see drop down menu in spreadsheet) and supporting materials (student specific course catalogue, role assignment matrix/"how to"). The PSI's placement coordinator will be responsible with selecting the appropriate role for the student using the student catalogue located in HSPnet (where applicable) and with support from the student placement teams.

eLearning:

Once the student's role is correctly assigned, the role specific eLearning material will be pre-selected for them in MLL. Students will receive an email from MLL with login instructions. Students are required to log into MLL and register for these courses and complete them prior to arriving for ILT. Please use Internet Explorer 11 exclusively to access MLL as other browsers have caused compatibility issues, resulting in the inability to fully complete modules. Also, ensure that your log in to MLL is active as after prolonged inactivity, the eLearning module may remain open but you may be logged out of MLL, creating issues in registering completion of your work.

Please note:

- If you are an AHS staff member, you will not receive this notification email as you already have access to MLL under your staff role. Please log on to your existing MLL account to register for and complete your eLearning modules.
- If you have had access in a past practicum to eClinician, you will already have an existing MLL account and similarly will not receive a welcome email. Please log on to your existing MLL account to register for and complete your eLearning modules.
- If you are a student and have been assigned an AHS email previously, but have not had access to MLL, you will receive the MLL notification email upon role assignment for Connect Care. This email will be sent to your AHS email account or your preferred email account as indicated in HSPnet (where applicable). If you have not received it in one email account, please check your alternate one.

ILT:

Scheduling of ILT will be a collaborative process between the PSI's placement coordinator and AHS student placement teams. With assistance AHS' Learning Supports Team, the student placement teams will organize the scheduling of the student's ILT in MLL and they will receive notification of the timing of the class via email. Students must complete ILT in order to receive their unique username and password for Connect Care required for their practicum.

Please Note: Students **MUST** be preregistered in MLL for their respective ILT session *at least 4 weeks ahead of the classroom session(s)*. If they attempt to attend a session they are not registered for they will not be able to attend.

22 How is learner proficiency in Connect Care determined?

Once eLearning and in-class training components have been completed, an End User Proficiency Exam (“EUPA”) must be completed during the in class training session.

a) What if the student fails the EUPA?

- The student must pass the EUPA to be granted access to the “live” Connect Care environment and is given three attempts to do so in the instructor led class. Should they fail all attempts, further training opportunities will be provided on a case specific basis.

The eHealth Competency Program is also available to help improve general eHealth competencies, which may improve the success learners have with Epic training.

b) What if the EUPA does not register as passed/completed?

- Please refer to the [MLL EUPA Completion Guide](#) and [Student Troubleshooting Guide](#). If these instructions do not resolve the issue, please contact the MLL Support Centre at HelpMyLearningLink@ahs.ca immediately. Please add “EUPA Move to Pass” in your subject line and in your email, please provide the support agent with the following information:
 - i. Your Name,
 - ii. Email Address,
 - iii. Course Name,
 - iv. Session Number,
 - v. Final grade %.

You will be issued a ticket number as a record of your submission and once received, please forward this commination to your school’s placement coordinator and receiving coordinator at AHS.

23 Will practicum placements continue throughout Connect Care implementation?

- Yes. AHS is committed to supporting our students and post-secondary partners. There may be instances where placements are directed to locations not actively taking part in Connect Care implementation and we thank you in advance for working with our student placement and operational teams to collaboratively find suitable options/alternatives.

- For further information, please connect with the student placement team at student.placements@ahs.ca or the Connect Care Training and Learning office at Connect.CareLearning@albertahealthservices.ca.

24 How do I complete Confidentiality/Privacy Training Prerequisites?

AHS ensures that its electronic environment is safe and that all the users are clear on the importance of being mindful of privacy & information security when working in and around AHS business, health and personal information. To get access to the AHS network the student must meet these important prerequisites:

Visit the AHS Information & Privacy's Education & Training [site](#) and follow the instructions for "AHS Affiliates" to complete the training:

- Watch the [Information & Privacy and IT Security & Awareness video](#),
- [Complete the online learning module](#),
- The Student's signed Confidentiality and User Agreement (located on the last page of the learning module) must be printed, signed and sent to their school practicum coordinator.

25 How do I complete Mandatory Privacy Training?

- Access to the AHS network will not be granted until the **prerequisites** above have been completed. Once students have access to the AHS network, Alberta Health Services requires that all students complete the mandatory privacy training module which includes an electronic confidentiality and user agreement prior to the beginning of their placement.
- The mandatory privacy training consist of an eLearning module assigned in and available through MLL and is titled ACE InfoCare: On Our Best Behavior. When taking ACE InfoCare: On Our Best Behavior, please do so using only Internet Explorer 11.
- Please keep in mind that the ACE InfoCare: On Our Best Behavior module must be completed prior to taking the EUPA. As such, students are to complete this training at their earliest convenience and before attending ILT.

Note: The ACE: InfoCare On Our Best Behavior module will replace the confidentiality training presented in question 24 at a future date. The confidentiality training referred to in question 24 is not the same material as presented in the InfoCare module. Furthermore, if the student is also an AHS staff member (in a different role) and has already completed the InfoCare module, they will not need to repeat it (see question 13 regarding training overlap).

26 When will students receive notification of their training date?

Registration into specific ILT session(s) as related to the student's Connect Care role, will be managed in partnership between the PSI's placement coordinators and AHS. Depending on their discipline, it could be either the PSI's placement coordinator or an AHS representative that provides students with their ILT date(s) and location information and, once scheduled, students will receive an email indicating their registration.

27 What if the student does not complete their ILT?

The student would have their AHS network username & password, however until the ILT is completed the EUPA is passed the student will be unable to access Connect Care. As such, it is crucial that the student is aware of the scheduling of their ILT, attends and completes all elements. If the student is unable to attend due to **extenuating** circumstances, they are required to inform their placement coordinator who then liaises with AHS' student placement teams in order for alternate arrangements to be put in place.

Note: the student (or faculty member accompanying students) must not attend an ILT session that they are not scheduled for. Unscheduled learners will not be admitted.

28 What if I cannot log into Connect Care?

Please contact the IT helpdesk immediately at 1-877-311-4300 and ensure that you receive a ticket number from the IT analyst and note who you spoke with and when. Let the analyst know that you are a student, your discipline, your connect care role, when you completed your ILT and your practicum location. For tracking purposes and to offer further assistance if it becomes necessary, please forward your ticket information to your school's placement coordinator and student placement team email intake at student.placements@ahs.ca.

You can also submit an electronic request via this [link](#), which is the submission method of choice for the following 2 questions.

29 What if I cannot access the Connect Care functions I need for my practicum

Submit a ticket to the [Connect Care Help Desk](#) explicitly outlining that you are a student the functions and/or access points that are unavailable or not functioning and forward this submission to the Student Placement's Team email intake at student.placements@ahs.ca and cc your placement coordinator.

30 What if my information is incorrect in Connect Care (e.g. discipline, name displayed, etc.)

Submit a ticket to the [Connect Care Help Desk](#) explicitly outlining that you are a student the incorrect credentialing and forward this submission to the Student Placement's Team email intake at student.placements@ahs.ca and cc your placement coordinator.

31 Can students bring their own computer to Connect Care training?

No. Currently, all student Connect Care training is conducted in AHS computer labs, utilizing AHS devices.

32 Can a student document under someone else's login information?

Under no circumstances can any student or staff member document using another user's login information. This practice constitutes a privacy breach (an unauthorized access) and must be reported as such to your Post-secondary Institution's privacy department and follow your institutions processes as well as AHS' Legal and Privacy Department through the following email: privacy@ahs.ca or call 1-877-476-9874.

33 How can PSIs help in preparing students?

We are all living through a significant transformational change with the implementation of Connect Care. One way to work through the challenges of this is to communicate. AHS and our partner organizations do not have a direct line of communication to our students prior to practicum. AHS is looking to our PSI partners to inform, instruct and coordinate students with respect to system access (the changes to IT access process, provision of network credentials, etc.), and training:

- i. Ensure student registers for and completes all eLearning modules in MLL, including the ACE InfoCare: On Our Best Behavior, prior to their scheduled ILT session,
- ii. Inform student of their ILT training schedule, time commitment, location and the requirement to attend the session in its entirety,

- iii. Let your Student Placement Team representative know as soon as possible if the student's eLearning and/or EUPA has not populated in MLL at student.placements@ahs.ca.

AHS is incredibly grateful for your assistance, engagement, resilience as well as your enthusiasm in partnering with us in this incredible opportunity that will benefit staff, students and patients alike.

If you have more questions about Connect Care training, please submit to:
Connect.CareLearning@albertahealthservices.ca