



## June 7, 2022: Summative Notes Electronic Delivery to Physician Electronic Medical Records

### Explanation of Summative Note Electronic Delivery

Automatic electronic delivery of patient documents from Connect Care to primary care provider (PCP) EMRs is now enabled. This electronic delivery is called “eDelivery”. ([www.ahs.ca/info/Page15302.aspx](http://www.ahs.ca/info/Page15302.aspx))

There are six types of documents sent electronically 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

There are two types of physicians who receive these Summative Notes:

1. Primary Care Provider (PCP) for the patient in Connect Care. Patients are asked to confirm the name of their PCP every time they register for a visit at an AHS facility.
2. The Authors of the Summative Note receive a copy of their own Note. This was done because Authors are often responsible specialists that will subsequently follow the patient

The Alberta Medical Association and AMA Section of Family Practice representatives helped to develop the approach to Summative Notes to support care continuity for patients between providers. More information is available here. ([www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf](http://www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf))

### Why am I receiving documents for patients not associated with my clinic or me?

It may appear you are the wrong recipient of a Summative Note due to the following:

<p><b>You are a physician who works in multiple locations</b></p>	<p>Connect Care is only capable of using a <b>single default location associated with your name</b>. If you work at more than one location, you may be receiving documents for patients you see at one of your other clinics, and you will need to have a process in place to move the Report to the patient’s file at your other clinic.</p> <p>AHS acknowledges that this limitation is frustrating, and we are working to improve it.</p> <p>If you wish to designate one of your other clinics as the default location to receive these documents, please send an email with instructions to: <a href="mailto:servicedesk.emrbis@ahs.ca">servicedesk.emrbis@ahs.ca</a></p>
<p><b>The list of physicians working at your clinic needs to be updated</b></p>	<p>If a physician has left the clinic, it is important that you inform us, so that we can update our records. Doing so will stop us from delivering results and documents for the departed physician to your clinic’s EMR.</p>



	<p>To update your clinic's list of providers, please submit a <a href="#">request</a> to Add Provider Location or Remove Provider Location</p> <p>Form: <a href="http://www.ahs.ca/frm-21762.pdf">www.ahs.ca/frm-21762.pdf</a></p>
<p><b>You have been incorrectly identified as the Patient's PCP</b></p>	<p>AHS registration staff ask the patient to identify their PCP, which is recorded in the patient's electronic record and is used for document delivery.</p> <p>If you have been incorrectly identified as the patient's PCP, please call <b>Alberta Health Services Solution Center at 1-877-311-4300, then:</b></p> <ul style="list-style-type: none"> <li>• Select option 1 for Clinical Applications, and then select option 1 for Connect Care.</li> <li>• Please have your location, contact information, and Prac ID available when you call.</li> </ul>

### Privacy

The above situations may result in physicians receiving information about patients with whom they do not have a relationship. However, since the physician and their clinic are following Alberta privacy requirements and best practices, receipt of the patient's information is not considered a reportable privacy incident.

### Where can I find more information?

- Facts about Summative Note electronic delivery to Primary Care Providers: [www.albertahealthservices.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf](http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf)
- How to sign up for eDelivery and other facts about eDelivery: [www.ahs.ca/info/Page15302.aspx](http://www.ahs.ca/info/Page15302.aspx)
- Information about Results (lab, DI, other diagnostics) delivery: [www.albertahealthservices.ca/cis/Page17671.aspx](http://www.albertahealthservices.ca/cis/Page17671.aspx)
- Information about Connect Care for Community Physicians: [www.ahs.ca/ccproviderbridge](http://www.ahs.ca/ccproviderbridge)
- Overall information about Connect Care: [www.ahs.ca/connectcare](http://www.ahs.ca/connectcare)

### Where can I get assistance?

- **Alberta Health Services Solution Center 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.

If you have additional questions regarding this communication, please email the Connect Care Provider Bridge at [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca)