



Connect Care Community Provider Update

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The most important thing you need to know about Connect Care right now

Connect Care will launch “Wave 2” at Edmonton suburban sites on October 24, 2020.

Regardless of wave or where you practice, to ensure ongoing delivery of laboratory and diagnostic imaging results to your office, community providers in Alberta need to:

- **Use Connect Care Identifiers**
- **Use new requisitions to order labs and diagnostic imaging**

As part of Connect Care, providers throughout Alberta are being provided with Connect Care Identifiers (a provider ID for each provider, as well as a submitter ID and/or a department ID for each clinic, site or location – see p. 4). Providers who have patients in the greater Edmonton area or who use eDelivery should already have received and be using these identifiers. Providers in other zones will receive IDs as Connect Care is implemented in your area. Please use the IDs as soon as you receive them.

New requisitions have been released for ordering labs from DynaLIFE, Alberta Precision Labs (APL) and AHS Diagnostic Imaging (DI). These new requisitions include space for Connect Care and other clinic and provider identifiers. To support appropriate routing of labs and DI back to the ordering provider, community providers need to use these new requisitions, and to complete all relevant identifier fields.

Community healthcare providers continue to use their existing Electronic Medical Records (EMRs) and other processes to manage patient information that is not part of the AHS record of care.

Connect Care

Connect Care is a provincial initiative of Alberta Health Services to bridge information, healthcare teams and patients, using the foundation of a common clinical information system (CIS). Connect Care was initially launched at some sites in the Edmonton Zone in November 2019. Implementation will continue until Connect Care is available across AHS in 2022.

Wave 2 Launch October 24, 2020

Connect Care will launch at additional sites in the Edmonton Zone on October 24, 2020. Facilities that will start to use Connect Care in October include suburban acute and combined acute and long term care sites at:

- Sturgeon Community Hospital
- Strathcona Community Hospital
- Fort Saskatchewan Community Hospital
- Leduc Community Hospital
- Devon General Hospital
- Northeast Community Health Centre
- Westview Health Centre
- Interim Dialysis and Renal Care at Walter C. Mackenzie Campus

Information for Community Providers

As Connect Care is implemented, community providers continue to care for patients using established information systems, including Alberta Netcare and the Community Information Integration/Central Patient Attachment Registry (CII/CPAR) initiative.

AHS recognizes that there was some disruption to information flow during the Wave 1 Connect Care launch in November 2019. Extensive work has been undertaken to improve the quality of demographic and routing information to protect continuity of care during the Wave 2 launch. More than ever, it is clear that improving continuity of care relies on a strong partnership between AHS and community providers.

To help ensure a smooth transition, community providers are strongly encouraged to:

- use their Connect Care identifiers,
- use new requisitions to order labs and diagnostic imaging,
- advise AHS if their practice location(s) change,
- provide their preferred method for receiving results and other information from AHS and affiliated organizations.



Connect Care Identifiers

New Connect Care identifiers (IDs) are being sent to community providers across Alberta who order laboratory tests, diagnostic imaging and other interventions.

- **Connect Care Provider ID:** A single ID that identifies the ordering provider regardless of their location
- **Connect Care Department ID:** Identifies the clinic location where diagnostic imaging is ordered from
- **Connect Care Submitter ID:** Identifies the clinic location where laboratory tests are ordered from

IDs are sent in alignment with the wave-based implementation of Connect Care. Providers who use eDelivery or who work with patients in the Edmonton Zone should already be using their identifiers. Providers across Alberta are strongly encouraged to immediately begin using Connect Care IDs upon receipt. Please also continue to use your full name, clinic name and address on requisitions, along with any other health care identifiers that you use in ordering today.

Contact AHS.Provider_Requests@ahs.ca to obtain your IDs.



New Laboratory and Diagnostic Imaging Requisitions

Alberta Precision Labs (APL), DynaLIFE and AHS Diagnostic Imaging (DI) have introduced new requisitions that include spaces for Connect Care and other healthcare identifiers, as well as for provider name, clinic name and address.

APL

New Provincial Requisitions; New Fields to Enable Laboratory Report Delivery:
<https://www.ahs.ca/assets/wf/lab/wf-lab-bulletin-new-provincial-requisitions-new-fields-to-enable-laboratory-report-delivery.pdf>

DynaLIFE

DynaLIFE requisition generator:
<https://www.dynalife.ca/Requisitions>

AHS Diagnostic Imaging

DI Requisition / Screening Forms:
<http://www.ahs.ca/info/Page9911.aspx>

Please continue to use existing requisitions to order diagnostic imaging with community partners.

Update Demographic, Results Routing and eDelivery Information

To help ensure continuity of care, providers are responsible for maintaining current demographic information with AHS and affiliated organizations. You need to also identify the methods by which you prefer to receive results (eDelivery, fax, mail).

Clinics that use eDelivery are asked to ensure that eDelivery preferences are current.

Some providers may still be linked to receive results via eDelivery to a community clinic where they no longer practice. In these cases, notes authored in Connect Care may be delivered to the wrong location. Please verify your eDelivery location mappings if the mapping has not been recently reviewed.

Providers who receive results, notes and other document types at community clinics via eDelivery will have notes and any copied (cc:) results delivered to the default location you identify. Results for tests that you order will be delivered to the ordering location. If you currently practice at more than one community location, or have in the past, please verify your default location.

To verify and/or update this information, please contact AHS.Provider_Requests@ahs.ca.

Please continue to also inform your regulatory college of any changes in your practice location.



Community Providers Who Work at Multiple Sites and Locum Providers

Providers who work at multiple sites are particularly encouraged to verify your information with AHS, and to use the appropriate Connect Care identifiers for each practice context.

Locums need to be aware of Connect Care identifiers associated with all clinics and sites at which you currently work, and should advise AHS of all practice locations.

Community Providers Who also Work at Connect Care Sites

Some providers who practice in the community also work at an AHS site. For you, the community-side of practice will continue with few changes.

You will also be trained in Connect Care to prepare for its implementation at AHS and affiliated sites where you practice. If an AHS site that you work at will begin to use Connect Care in October, you should already have been contacted to schedule training. If you have any questions about Connect Care training, please contact connectcare.physiciantraining@ahs.ca.



Learn more about Connect Care

Contact Us

Email: ccproviderbridge@ahs.ca

Provider Updates:
AHS.Provider_Requests@ahs.ca

Community: ahs.ca/ccproviderbridge

General: ahs.ca/connectcare

Blog: bridges.connect-care.ca

Alberta Netcare: albertanetcare.ca

eDelivery: ahs-cis.ca/edelivery

CII/CPAR:

- <https://actt.albertadoctors.org/cii-cpar>
- albertanetcare.ca/learningcentre/cii.htm
- albertanetcare.ca/learningcentre/cpar.htm

Connect Care Implementation Timeline:

- <https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-infographic-site-implementation-timeline.pdf>

This Community Provider Update is developed by Alberta Health Services with input from Alberta Health, Alberta Medical Association, College of Physicians & Surgeons of Alberta, Alberta College of Family Physicians and representative community providers.