



The Connect Care General FAQs will be updated as additional information is available. Please send your questions or comments to connectcare@ahs.ca.

[What is Connect Care?](#)

[What is a clinical information system \(CIS\)?](#)

[Who are we partnering with for the AHS Provincial CIS?](#)

[Why are we doing this?](#)

[How does Connect Care affect me as a patient?](#)

[What are the benefits?](#)

[Where will Connect Care be available?](#)

[When is Connect Care coming to my area?](#)

[Will my family physician have access to my health information?](#)

[Will my health information be secure?](#)

[Who owns the information collected in a CIS?](#)

What is Connect Care?

Connect Care is the bridge between information, healthcare teams, patients – and the future. The foundation of Connect Care is a common clinical information system, which will directly impact everyone who provides patient care within AHS.

Through a common provincial clinical information system, Connect Care will enable consistent practices across Alberta and will improve the care we provide for patients and their families.

The whole healthcare team, including patients, will have the best possible information throughout the care journey. Healthcare will be improved for both patients and healthcare providers.

Connect Care is a once-in-a-lifetime opportunity for Alberta Health Services (AHS), and our partners, to transform how we provide care to patients.



What is a clinical information system (CIS)?

A CIS is an electronic tool that provides healthcare providers one central access point to patient information, common clinical standards and best healthcare practices. As part of Connect Care, a single CIS (called the AHS Provincial CIS) will be implemented across Alberta.

Who are we partnering with for the AHS Provincial CIS?

After almost one year of consultations with hundreds of physicians, staff and patients, AHS selected Epic Systems Corporation as the successful partner for Connect Care.

Why are we doing this?

Healthcare teams will be able to use Connect Care to reimagine and redesign how they capture, store and use information to care for patients. In short, they will have a more complete picture of a patient's health.

Ultimately, Connect Care will lead to better outcomes and satisfaction for the people we serve and will make them a greater part of their wellness and care.

Connect Care will help AHS teams focus on the most important part of our work – the care and compassion we provide to Albertans.

AHS currently has more than 1,300 independent clinical information systems, many that help manage patient information. Connect Care is bringing the majority of these independent systems together to create a common system.

What are the benefits?

Connect Care will enable better information sharing between care providers across care settings and will support a more sustainable health system in Alberta by enabling:

- Patients to have access to their health information
- Reduced hospital stays
- Improved efficiency of laboratory and support services
- Reduced duplicate medical interventions and investigations
- Care closer to home
- Reduced use of paper and printing supplies
- A single access point to health information for AHS services



How does Connect Care affect me as a patient?

For patients and families, this means that a patient's medical information with AHS will be available to them and their entire healthcare team. It will enable communication with their care team and support them to take an active role in their health. It's a significant investment to improve the healthcare of Albertans.

Where will Connect Care be available?

Connect Care is a province-wide initiative that will be in place everywhere AHS provides healthcare services and where we partner to provide healthcare services. This includes hospitals, clinics, continuing care facilities, cancer centres, mental health facilities and community health sites and Carewest, Capital Care, Covenant Health and Calgary Lab Services locations.

When is Connect Care coming to my area?

Several Edmonton Zone sites will be involved in the initial and early roll out of Connect Care. The first sites to implement Connect Care will be: University of Alberta Hospital, Stollery Children's Hospital, Kaye Edmonton Clinic, and the Mazankowski Alberta Heart Institute. Connect Care will launch in these sites in late 2019, with expansion to other areas of the province starting just six months later.

Specific timeline details for all zones are currently being determined and will be shared as soon as they are confirmed.

Will my family physician have access to my health information?

AHS recognizes the need for information sharing with community practitioners. Initially, Care Everywhere (one location for patient information that can be shared beyond AHS boundaries) and the Provider Portal (EpicCare Link) are two tools that will be available to community, essentially linking Connect Care to the community providers. Community practitioners will continue to have access to Netcare which will include care summaries from the Epic System.



Will my health information be secure?

Patient privacy is a high priority and is taken seriously. Access to the system and the information will be governed according to appropriate security principles and policy and in-line with AHS's obligations under the Health Information Act. We are working closely with the Office of the Information and Privacy Commissioner of Alberta to ensure all systems comply with privacy legislation and acts.

Who owns the health information collected in a CIS?

Albertans own their own health information and will have full access to their information under this program.

Health service providers throughout Alberta, including Alberta Health Services, must protect the privacy and security of that information when shared in a clinical information system. Healthcare providers are all responsible for using health information for supporting patient care and maintaining a high standard of patient privacy.