



Connect Care and community provider work processes: Frequently Asked Questions (FAQ)

If you work in primary care, Connect Care may have changed some of your work processes. Below are responses to frequently asked questions to help you understand those changes.

Why is my clinic getting so many notifications in my Electronic Medical Record (EMR) about patients who have been to hospital?

If you're getting duplicate notifications of hospital visit documentation, it's likely because of one or both of the following:

What we're hearing from primary care providers:



I want notifications about my patients' hospital visits to be simplified, but I also need to know what happened to my patient so I can plan follow-up care.

- **Hospital processes:** If your patient identified you to the hospital team as their primary care provider, Connect Care will automatically send you documents, like discharge and emergency department summaries. You may get multiple copies of some of these documents if a hospital physician signs off on a discharge summary before it's complete. The discharge summary may also be faxed to you, depending on the hospital's workflows.
- **Community Information Integration and Central Patient Attachment Registry (CII/CPAR) processes:** If your clinic participates in CII/CPAR, you'll get notifications from CII/CPAR twice a day through your EMR when your patients are admitted to and discharged from the hospital. The CII/CPAR notifications may appear in the same EMR area as the Connect Care messages, depending on how the notifications are organized and how they appear in your EMR. So, your EMR inbox may contain multiple, similar-looking messages about the same patient. Once you open the messages, you'll see they contain different kinds of information—for example, discharge summaries and admission notifications.

What is being done about these duplicated messages?



Alberta Health Services is working with the Alberta Medical Association (AMA) and Alberta Health to harmonize our various information systems—which include Connect Care and CII/CPAR—and to automatically reduce this kind of duplication by the end of 2024.

AHS is also educating hospital physicians about the need to sign off on a discharge summary only once, so it is sent only once to primary care EMRs.



Why aren't my patients' discharge summaries sent to all the clinics/locations I work at?

Discharge summaries and other documents showing what happened to your patients in the hospital always go to the clinic or location you've set as your default location.

If you work at more than one community clinic, you may receive documents for a patient that you regularly see at one clinic at your default clinic instead. You will need a process in place for sending those documents to the patient's file at their regular clinic.

What's being done about this?



AHS is working to solve this technical issue by the end of 2024, so providers receive patient documentation at the clinic where they regularly see that patient. If you'd like to change your default location at any time to receive these documents at a different clinic, please send an email confirming the change to servicedesk.emrbis@ahs.ca.

Why aren't lab results that I'm CC'd on sent to all the clinics/locations where I work?

In general, diagnostic imaging (DI) and lab results ordered from a particular site—for example, your clinic—will be delivered to that site, if you're using the correct [Connect Care IDs](#).

If you work in more than one community clinic and you didn't order the tests yourself, the provider who did order the tests may copy (CC) you on the lab results.

Those lab results are then delivered to the location that is listed as your default location. Please note that for providers with AHS privileges and Connect Care access, the default clinic must be the Connect Care In Basket.

What's being done about this?



AHS is making technical adjustments to ensure providers can access patient documents at the location where they see a patient, rather than the default location. If you'd like to change your default location to receive these documents at a different clinic, please send an email confirming the change to servicedesk.emrbis@ahs.ca.

How can I get help on Connect Care-related issues?

- For trouble-shooting ongoing issues: AHS Solutions Centre at 1-877-311-4300 (select option 1, then option 1 again)
- For questions from providers with AHS privileges and community clinics: AHS Chief Medical Information Office at cmio@ahs.ca
- For general information: AHS Connect Care Provider Bridge: ccproviderbridge@ahs.ca

How can I find out more about the AHS plan to resolve the Connect Care-related issues I'm experiencing?

You can find an overview and timeline of the efforts AHS is making to reduce duplication and deliver clinical information at the most appropriate location, [here](#).