

Medical Staff Update

This Issue: New EMS/ED respiratory strategy; Recovery Alberta Q&A video; Use of AHS IT-provided email for organizational business; New Health Link Medical Director; Appointments transitioning Calgary's new cancer centre, Learning opportunities; and more.

AHS recognizes that our work takes place on historical and Indigenous lands, including the territories of Treaty 6, Treaty 7 and Treaty 8, and the homeland of the Métis Nation of Alberta and eight Métis Settlements. We also acknowledge the many Indigenous communities that have been forged in urban centres across Alberta.

Note: Recognizing some medical staff use an alternate email address instead of an AHS email address, some information is duplicated from the AHS Update to ensure all AHS medical staff have all up-to-date organizational information that may impact their practice.

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AHS Update

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Medical Affairs News

New EMS/ED respiratory strategy to boost patient flow – Message from the CEO

As we enter respiratory season, we expect the demands across the health system to increase and there will be further capacity challenges. We will continue to work together and ensure patients receive the best care, and we will continue to our work to improve patient flow.

One initiative that has been rolled out to improve patient flow is the EMS Emergent Offload Process. This process is initiated when the EMS system is at critical capacity, and there are limited or no ambulances available to respond to events, posing a risk to patients in the community. In this process, the EMS and emergency department teams are working together to determine the most suitable patients to be offloaded, enabling EMS crews to return to service in the community.

The new process is just one of several strategies we've put in place to support patient flow, including zonal and provincial capacity escalation protocols, continuing to optimize utilization of virtual and community care options, continued focus on non-clinical transport options and increasing the interfacility transport fleet.

We all play a vital role in creating capacity. Every single physician and staff member at AHS can support patient movement and create capacity. Whether staff are reporting on lab results quickly, cleaning patient spaces, planning transfers to other facilities, ensuring patients get a timely discharge, or providing services within the community - we're all working together to provide excellent patient care.

Sincerely,

Athana Mentzelopoulos
AHS President & CEO

Recovery Alberta Q&A video – Message from the CMO

Last week, Dr. Nicholas Mitchell, Interim Chief Medical Officer for Recovery Alberta, joined me over Zoom to answer some of the questions that we have been hearing from medical staff as the Recovery Alberta organization has become operational. I encourage you to take some time to [watch the video](#), either in whole or by navigating to the topics you are most interested in.

Recovery Alberta

Questions & Answers for Medical Staff

Featuring Dr. Peter Jamieson and Dr. Nick Mitchell



Video chapters:

Time	Topic
0:00	Introduction
1:50	Vision of Recovery Alberta
2:55	Recovery in the context of mental health
5:06	Access to services and patient flow
7:55	IT systems and information management
10:05	Recovery Alberta value proposition
11:58	Commitment to working together
13:00	Focus over the coming weeks for Recovery Alberta
15:58	Closing remarks

Our conversation reinforced that although Recovery Alberta is now fully operational, the care Recovery Alberta and AHS healthcare workers provide for the people we serve has not changed. No matter which organization we work for, one thing remains true – we're all committed to providing high-quality healthcare to Albertans, when and where they need it.

I want to thank Dr. Mitchell for taking the time to answer some of these questions. His answers were insightful for me, and I hope they are for you too.

Dr. Peter Jamieson
AHS Vice President & Chief Medical Officer

Use of AHS IT-provided email for organizational business

Starting Oct. 22, 2024, AHS and Recovery Alberta will switch to using only AHS Information Technology (IT)-provided email addresses when communicating with medical staff by email. These email addresses include those ending in @albertahealthservices.ca, @recoveryalberta.ca and @albertaprecisionlabs.ca, among others.

There are many reasons for this requirement, with the most significant being protection of sensitive information and mitigation of cybersecurity risks. **All medical staff should have received information about this change on Wednesday, Sept. 18, to the email address you previously identified as your primary email.**

Currently, some physicians use other email addresses (e.g., ualberta.ca, ucalgary.ca) as their preferred way of receiving information. This change will help ensure all medical staff receive important information while ensuring confidentiality and compliance with privacy policy and legislation.

This is already an established practice at Covenant Health, and Edmonton Zone implemented this change with their medical staff over the summer. We are now expanding this to all AHS and Recovery Alberta medical staff, as well as Alberta Precision Laboratories (APL) medical and scientific staff.

Staff in Provincial Medical Affairs will update the Appointment & Privileging system on Oct. 22 to ensure medical staff have their AHS IT-provided email set as their primary email. This change was already made last month for Edmonton Zone medical staff.

If you currently use preferred emails as a way of communicating with medical staff about organizational business or their medical staff appointment, please begin using their AHS IT-provided email by Oct. 22.

For more information about how you can access your email on your devices—including how to access both your AHS IT-provided email and your university email through the Outlook app—visit the [Accessing AHS Email & Intranet page on our website](#) and review the [FAQ document](#).

Dr. Genelle Dingeldein named new Medical Director, Health Link

Dr. Genelle Dingeldein has been named the new Medical Director for Health Link, effective Sept. 9, 2024. Dr. Dingeldein has been serving as the Associate Medical Director since September 2022.

Dr. Dingeldein has been instrumental in expanding the Health Link PCN Urgent Care Program in Grande Prairie. During this past year, she has also worked with the Health Link team to support the transition of the Outpatient COVID Treatment Program into Health Link. Congratulations on this new appointment!

Appointments transitioning to Calgary's new cancer centre

Patient appointment conversion began last weekend in Connect Care for the [Arthur Child Comprehensive Cancer Centre](#), set to open in Calgary next month.

With this transition, patients who have access to the MyAHS Connect patient portal will start seeing the Arthur Child as the location for their upcoming appointments. This will be the first public awareness of the centre's planned Oct. 26-28 clinical opening and the services it will offer. All move and transition planning activities are on schedule.

APL survey deadline extension

As physicians who use our APL Lab request services, your feedback is crucial in helping us understand how we are doing, what is working, and what can be improved. Providing your input has been made easy through a short online survey that can be accessed [here](#). We've extended the survey deadline to allow more time for your input. Your feedback is crucial to our efforts, and we want to ensure everyone has the opportunity to participate.

The [survey](#) will now remain open until Oct. 31, so please take a few minutes to share your thoughts. We would like to thank you in advance for participating [in this questionnaire](#). As physicians who use our services for your patients, your involvement in providing your thoughts will help shape lab services.

Online billing sessions for new physicians

The Alberta Medical Association (AMA) is offering several online billing sessions over the next few months for new physicians to support their entry into practice in Alberta. These sessions provide essential training on the province's billing system, to help new doctors navigate the complexities of billing codes and facilitate a smoother transition into their medical careers. The sessions are also great to attend if you want a refresher.

Upcoming sessions:

- Family Medicine (office visits and procedures, WCB): Oct. 8, Nov. 5
- Family Medicine (on-call ER, rural rotation duty ER, hospital inpatient, LTC): Oct. 15, Nov. 12
- Medical Specialties (ER coverage, inpatient billing): Sept. 25, Oct. 22, Nov. 19
- Surgical Specialties (ER coverage, inpatient billing): Oct. 2, Oct. 30, Nov. 26
- Anesthesia: Sept. 24

Visit the [AMA's website](#) for more information about these sessions and to register to attend.

Changes coming to downloading and printing at home

To keep AHS data from leaving our environment, starting Sept. 30 staff and physicians will be unable to download or print AHS files from their OneDrive or SharePoint Online folders using their personal computers or mobile devices.

This will not impact viewing or editing files. Staff and physicians can still view and edit their OneDrive or SharePoint files from any device.

Users who need download or printing functions on personal devices can [request an exemption](#). Visit [Insite](#) for more information.

Attend the Rural Surgical & Obstetrical Networks of Alberta CME event

Join the second Rural Surgical & Obstetrical Networks of Alberta (RSONA) online Continuing Medical Education (CME) event, Management of Complex Perineal Lacerations. During this virtual event, Dr. Colin Birch will cover the understanding of classification and performing of a comprehensive assessment, recognizing risk factors, complications and how to manage pain and discomfort.

Join the session [here](#) on Sept. 24 from 6-7 p.m. For more information, please contact RSONA@ahs.ca.

Register for National Day for Truth and Reconciliation education events

AHS is honouring National Day for Truth and Reconciliation on Sept. 25 through a series of online and in-person educational events.

For one event, special guest Elder Dr. Francis Whiskeyjack will deliver a keynote address to share his story of being a residential school survivor. Sessions begin at 9 a.m. and take place throughout the day. Visit [Together4Health](#) for more information and to register for this and other events.

By acknowledging and understanding the truth of the past, we can take steps to move forward towards reconciliation.

Enhance IPC education tools with your feedback

Infection Prevention & Control (IPC) seeks to assess the performance of its educational tools: what's working well and where improvements can be made. Please take a moment to share your input by completing our brief online [survey](#), which will remain open until Oct. 31.

In March 2023, IPC released a set of [educational materials](#) for IPC Risk Assessment, with additional tools introduced in this past April. These resources include infographics, a practice support tool, and eLearning modules for both clinical and non-clinical staff, all designed to enhance protection for staff and patients. If you have any questions or comments, please contact us at IPCSurvStdAdmin@albertahealthservices.ca.

Indigenous Cultural Awareness & Sensitivity Certificate Program

Completion of the Indigenous Cultural Awareness and Sensitivity Certificate Program is **required learning for all AHS physicians and staff**. This education can be completed through a three-and-a-half-hour virtual workshop or a self-directed seven-hour online course. Visit [MyLearningLink](#) for details.

Career opportunities

Practice opportunities across a broad range of specialties are available. All vacant AHS physician practice opportunities are posted on our physician recruitment website, [Doctor Jobs Alberta](#).

Support for physicians

The [Physician & Family Support Program](#) (PFSP) continues to offer CONFIDENTIAL services on an individual basis that you can access by calling the 24-hour assistance line at 1-877-767-4637.

AHS also has [resources](#) aimed at offering support to physicians.

Additional resources for physicians:

- [AHS Virtual Health](#)
 - [CPSA's Physician Portal](#)
 - [Cumming School of Medicine Continuing Medical Education \(CME\) Resources](#)
 - [How to Access AHS Insite and Email](#)
 - [IPC Emerging Issues](#)
 - [MD News Digest](#)
 - [Physician & Family Support Program](#) - 1-877-SOS-4MDS (767-4637)
 - [Physician Wellness Educational Resources: Well Doc Alberta](#)
 - [Support Services: Well Doc Alberta](#)
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Healthy Albertans.
Healthy Communities.
Together.