



**Date:** February 22, 2021  
**To:** North Zone Physicians, Nurse Practitioners and Community Clinic Managers  
**From:** Alberta Precision Laboratories (APL) Communications  
**Re:** Connect Care Identifiers for Immediate Use

**PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE**

**Key Message:**

- **Effective immediately, community healthcare providers must use Connect Care identifiers on all lab requisitions to ensure lab results continue to be received in an accurate and timely manner.**
- Wave 3 of Connect Care launches April 10, 2021 in many sites in the North Zone.\* Implementation of Connect Care requires the use of new identifiers, which are accommodated on the current version of lab requisitions and should be used immediately. A lab bulletin ([New Provincial Requisitions; New Fields to Enable Laboratory Report Delivery](#)) sent last year provided guidance regarding use of Connect Care (CC) Identifiers with laboratory requisitions. A recent audit has indicated that only one-third of requisitions being received by the laboratory have implemented CC Identifiers. Failure to use these identifiers following the launch of Connect Care will significantly impact the ability of the laboratory to deliver results in a timely manner to your community based clinics and electronic medical record (EMR) systems. It is crucial that these elements are provided in addition to the non-Connect Care Identifiers on your requisitions, starting **NOW**.

**Action Required:**

Have You Received Your Connect Care Identifiers (IDs)?	
<b>YES</b>	Please start using them <b>NOW</b> on your requisitions. This ensures that lab, DI and other investigative results/reports are delivered to your office.
<b>YES</b> – but there is an issue with one or more of these IDs <b>OR</b> <b>NO</b> – I have not received Connect Care IDs	<b>As soon as possible, contact:</b>  <a href="mailto:AHSPProvider.Requests@albertahealthservices.ca">AHSPProvider.Requests@albertahealthservices.ca</a>

- Be sure to use the updated requisitions from Alberta Precision Laboratories (APL), DynaLIFE and AHS Diagnostic Imaging (DI). The most up-to-date general requisitions and instructions for how to complete them are provided in the following links:
  - [Alberta Precision Laboratories – General Laboratory Requisition](#)
  - [APL Lab Requisition Completion Aid](#)
  - [DynaLIFE Medical Labs Requisitions & Completion Guide](#)
- Additional updated specialty requisitions are available on the [APL](#) and [DynaLIFE](#) websites. For clinics that use labels for prescriber information, the label should not exceed 10 cm x 3 cm and must contain all of the requisite identifiers.



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- **If you use eDelivery for Results Routing** – your Connect Care IDs should already be loaded in your EMR. Start using them **NOW** on your requisitions. If your EMR is missing your Connect Care IDs, please contact your EMR vendor for support.
  - **If you use fax or courier for Results Routing** – Connect Care IDs are being mailed in a staged manner to providers across Alberta. Providers in the Edmonton and North Zones should already be using Connect Care identifiers. Providers in some parts of Alberta may receive their submitter IDs at a later date, in alignment with the [Connect Care implementation waves](#) and should begin using them immediately upon receipt.

### Where can I find more information?

- Email: [AHSPProvider.Requests@albertahealthservices.ca](mailto:AHSPProvider.Requests@albertahealthservices.ca)
- Wave 3 Connect Care Identifiers Information (with guides to using Connect Care Identifiers on various requisitions): [ahs.ca/ccproviderbridge/CC-Wave3-Identifiers](https://ahs.ca/ccproviderbridge/CC-Wave3-Identifiers)
- Information for Providers who work within AHS and in a private/community practice: [https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS\\_CC\\_FAQ\\_Results-Routing-Mixed-Context\\_CMIO.pdf](https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS_CC_FAQ_Results-Routing-Mixed-Context_CMIO.pdf)
- Community Information: [ahs.ca/ccproviderbridge](https://ahs.ca/ccproviderbridge)
- Connect Care Information: [ahs.ca/connectcare](https://ahs.ca/connectcare)

\* Sites that are launching Connect Care in Wave 3 include those in Grande Prairie, Peace River, Beaverlodge, Fairview, Grimshaw, Manning, McLennan, High Prairie, Spirit River, Valleyview, Grande Cache, Fox Creek, High Level, Fort Vermilion and La Crete.

### This bulletin has been reviewed and approved by:

- Dr. Susan Nahirniak, APL Medical Informatics Lead, Laboratory Medicine & Pathology
- Dr. Raymond Lai, Medical Director, DynaLIFE Medical Labs