

DATE:	2022 May 6
TO:	Grey Nuns Community Hospital, Misericordia Community Hospital, Royal Alexandra Hospital & Glenrose Rehabilitation Hospital – Medical Staff, Nursing Staff and Allied Health
FROM:	Dr. Susan Nahirniak, Associate Medical Director, North Sector; Alberta Precision Laboratories and Medical Informatics Lead, Lab Medicine and Pathology, AHS
RE:	Highlights of Laboratory Changes with Connect Care Launch 4

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Key Message

- As part of the Connect Care transformation for the health care delivery in the province of Alberta, there has been standardization of laboratory nomenclature, reporting and processes to ensure that a single Electronic Medical Record will be feasible. This bulletin provides a highlight of some of these changes applicable to laboratory processes. A more specific summary document of additional changes are located within appendix A “[Major changes for Laboratory Medicine with Connect Care – North Sector](#)” which is attached and will also be located on [Laboratory Services Calculators and Clinical Resources website](#). This document reflects changes for all sites live on Connect care.
- As of May 14, 2022, all the laboratory functions provided by Alberta Precision Laboratories (APL) based at the Grey Nuns Community Hospital (GNH) and Misericordia Community Hospital (MCH) will be performed using new Connect Care laboratory systems.
- As of May 28, 2022, all of the laboratory functions provided by Alberta Precision Laboratories (APL) based at the Royal Alexandra Hospital & Glenrose Rehabilitation Hospital will be performed using new Connect Care laboratory systems.
- No laboratory testing changes will occur with respect to Anatomic Pathology, Cytology, Transfusion Medicine or testing that is typically referred to other APL, DynaLIFE or external reference laboratories.

Ordering laboratory testing:

- If you are in an environment live with Connect Care (EPIC):
 - Order using the electronic orders built into the system.
 - It is important to pay attention to the specimen source and collection timing details to ensure that the defaults are appropriate.
 - Orders that are placed as **stat** will have a stat collection but for tests that are not performed on site the laboratory staff will follow the normal site send out processes unless there is a specific request in the electronic order to send out as an urgent test.
 - Please print the Connect Care laboratory orders as a requisition if your patient is to have the testing collected as an outpatient.
 - If you are attempting to order an “add-on” test to a previously collected specimen, the system will only allow the electronic requests if the specimen is located at the site that the prescriber is logged into. If you are aware that an appropriate specimen exists and the option for electronic add-on is not available in Connect Care, please follow your site-specific historical add-on request process. If required, there is a provincial [Lab Add-on/Order Modification requisition](#). It can be found on the [AHS Forms & Requisition page](#) under Provincial Documents (All Zones).
- If you are in an AHS environment that is not live with Connect Care:
 - Continue to use your current ordering practice with the applicable requisitions or EMR.



- You may also print the requisition(s) from the requisition generator. [Requisitions | Alberta Precision Laboratories \(albertaprecisionlabs.ca\)](#)
- **Please ensure that you are providing your Connect Care Provider and Submitter IDs with the requests to allow the results to be returned appropriately.**
Use the [SER, DEP, and SUB Lookup: Read Me - AHS Tableau Server \(albertahealthservices.ca\)](#)
- If you are a community provider:
Please refer to the [Delivery of Results to Community-based Providers from Connect Care](#).

Test names

- Many test names have changed. Within Connect Care (Epic), the historical names have been added as synonyms. The Alberta Precision Laboratories [Test Directory and Collection Information Guide](#) (aka Guide to Lab Services) contains information with the legacy system names as well as the new Connect Care Terminology

Specimen Source / Specimen Collection

- If the specimen source associated with the order is different from what will be used for collection (e.g. central line venous blood vs. venous blood) the source must be changed in the order prior to the collection being performed.
- Rainbow draws – The practice of collecting a variety of tubes from a patient without direct or protocol-based test orders is not supported. The “extra tube-XX” orders that are visible in the system were designed to allow collection of extra volume for the laboratory to complete a test that was already ordered and collected but has had insufficient volume to complete the investigation. They were not designed to function as draw and hold tubes for future orders. Any tubes submitted without an associated test order will be discarded.

Critical Test Results

- In previous launches, there were concerns with respect to notifications not being completed for critical laboratory results. Any results that meet our critical notification criteria (see appendix A) will be called to the patient location for inpatients and ER patients or to the authorizing prescriber identified in the test order for outpatients.
- Please note, despite the fact that these calls are done, the information regarding the individual called and the date/time of the notification can no longer be embedded into the test result itself. This information is captured separately in the EPIC system as communication logs within the Beaker Module.
- Authorizing prescribers should confirm that the contact information in the Provider Registry is appropriate for critical notification contact.

Results

- Reports
 - The formatting of most reports viewed in or being reported from Connect Care sites will change.
- Result delivery
 - All laboratory results will continue to be sent to NetCare.
 - Tests that have been sent to labs that are external to Connect Care without an available interface will either have their results available for viewing within Connect Care as a scanned result or will be faxed/mailed to the original requesting practitioner. Due to the nature of some of these reports, these scans may not be accepted by NetCare or many downstream EMR systems.
 - For providers at Launch 4 sites, there may be a transition period for routing of offsite testing collected prior to cutover. Ongoing monitoring of historical delivery systems is recommended during the transition.



- For providers in environments not live with Connect Care (MCH & GNH), results should continue to be sent to you as they are in current state (e.g. Print, fax or e-delivery) as long as your Connect Care Provider and Submitter IDs were provided with the order.
- Result Review Tree / Trending
 - Results Review in Epic is accessed in Chart Review on the Labs tab. Trending of results should only be used for comparison of quantitative parameters to historical as long as the method and reference ranges match. Many legacy system results will not trend on the same line as EPIC generated results.
 - Lab reports should be reviewed in full to ensure that complete result parameters, limitations of the tests and interpretative comments are not missed. These can be accessed in the Chart Review Lab Reports activity, by double clicking a result in Results Review, or by right clicking and opening Result Details

Point of Care Testing (POCT)

- A mixed state of reference intervals and critical values will exist for POCT (e.g. respiratory-performed) in the Edmonton following the Connect Care Launch 4 go-live.
- All reporting within Connect Care will reflect the standardized provincial reference intervals and critical values.

Blood gas reporting status after Launch 4:

Zone	Location	POCT Reference Interval & Critical Value Status
Edmonton	Royal Alexandra Hospital	• <u>New provincially</u> standardized reference intervals & critical values
	Misericordia Community Hospital Grey Nuns Community Hospital	• No change to onsite reference intervals & critical values
	University of Alberta Hospital Sturgeon Community Hospital Strathcona Community Hospital	• Already live with new provincially standardized reference intervals & critical values

How this will impact you

Awareness of the many changes will help clinicians continue to provide safe and effective patient care.

Action Required

- Grey Nuns Community Hospital and Misericordia Community Hospital – as per [Laboratory Going Live on connect Care at the Grey Nuns Community and Misericordia Community Hospitals \(albertahealthservices.ca\)](http://albertahealthservices.ca); review impacts, result viewing, and report delivery.
- Ensure that you and your staff are aware of the changes, and be extra vigilant in ensuring results have been ordered, received and interpreted appropriately.
- If you have concerns regarding the format and content of results, please contact Client Response (780-407-7484).
- For any urgent Connect Care concerns, please call the IT Solution Centre (aka Help Desk) at: 1-877-311-4300.

Effective

- Grey Nuns Community Hospital and Misericordia Community Hospital – May 14, 2022
- Royal Alexandra Hospital & Glenrose Rehabilitation Hospital – May 28, 2022



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Questions/Concerns

- Specific lab related medical questions can be forwarded to myself (susan.nahiriak@aplabs.ca) or the appropriate medical/scientific staff on-call for your local laboratory.

Approved by

- Dr. Susan Nahiriak, North Sector Associate Medical Director, Alberta Precision Laboratories (APL)