

DATE:	31 October 2022
TO:	All Launch 5 Clinical Areas – 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 5

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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 of additional changes are located within [Appendix A Major Changes for Laboratory Medicine with Connect Care Fully Launched Sites](#) which is located on [Laboratory Services Calculators and Clinical Resources website](#). This document reflects changes for all sites live on Connect Care.
- As of November 6, 2022, all of the laboratory functions provided by Alberta Precision Laboratories (APL) based at the locations below will be performed using new Connect Care laboratory systems:

Red Deer Regional Hospital	Hanna Health Centre	Rocky Mountain House Health Centre
Breton Continuing Care Centre	Innisfail Health Centre	Stettler Hospital and Care Centre
Castor – Our Lady of the Rosary Hospital	Lacombe Hospital and Care Centre	Sundre – Myron Thompson Health Centre
Consort Hospital and Care Centre	Olds Hospital and Care Centre	Sylvan Lake Community Health Centre
Coronation Hospital and Care Centre	The Centennial Centre for Mental Health and Brain Injury	Three Hills Health Centre
Drayton Valley Hospital and Care Centre	Ponoka Hospital and Care Centre	Trochu – St. Mary's Health Care Centre
Drumheller Health Centre	Rimbey Hospital and Care Centre	Wetaskiwin Hospital and Care Centre

- The Foothills Medical Centre (FMC) along with Provincial Programs such as Alberta Kidney Care and Cancer Care Alberta will also launch with Connect Care November 6, 2022. A more specific summary of additional changes are located within [Appendix B Lab Not Live - Major changes for Laboratory Medicine with Connect Care](#) which is located on [Laboratory Services Calculators and Clinical Resources](#).
 - **It is critical for clinical staff to be aware that FMC laboratory staff will not have access to Connect Care and will remain on legacy systems until Launch 6 scheduled for May 6, 2023.** Assistance with ordering and ward collections must be handled by their Super Users and clinical resources. Also refer to [Interim State Lab Workflows Connect Care Launch 4 & 5](#) found on the [Knowledge Library](#).
 - 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 collection timing details to ensure that the defaults are appropriate.
- Requisitions:
 - Unit and clinic collections: the requisition will automatically print once the collection is documented in Connect Care.
 - Therapy and treatment plans: the requisition must be manually printed from Chart Review.
 - Any non-therapy/treatment plan collections performed by the laboratory: the requisition will automatically print when the order is placed.
- **Community lab collection services** occurring at the Central Zone labs launching with Connect Care will be reduced for routine collections from November 7 – 20 while we implement the new systems. Wait times during this timeframe may be longer than expected and patients are encouraged to book appointments. Kindly encourage patients in these communities to access lab services after November 20th unless testing is of an urgent nature. Appointments can be booked [online](#) or by calling the province-wide patient appointment line at 1-877-868-6848 for assistance.

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. Ensure the patient is given the automatically printed Connect Care Order Requisition if your patient will be going to the lab for collection.
 - *Central Zone Launch 5 sites only:* 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, 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 tube for future orders. Any tubes submitted without an associated test order will be discarded. See bulletin [Rainbow Draws for Laboratory Testing \(albertahealthservices.ca\)](#)
- A document has been created to help with Lab Specimen Ordering and Collection workflows incorporating multiple Tip Sheets, Quick Start Guides and training documents. There are both interim state and final state workflows and documents available to assist the user. [HRHV Workflow Specimen Ordering and Collection Manual](#)

Critical Test Results

- In previous waves, 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 and similar in our Millennium system.
- Authorizing prescribers should confirm that the contact information in the Provider Registry is appropriate for critical notification contact.

FMC Laboratory Collection vs. Unit Collection

It is important to place lab orders correctly as lab collect or nurse/unit collect. Orders entered incorrectly should be cancelled and re-ordered to ensure orders are transmitted correctly to the lab (Millennium).

[HRHV Workflow Specimen Ordering and Collection Manual](#)

- *The laboratory will only see lab collect orders in Millennium and will not have access to Connect Care.* If an order is entered incorrectly into EPIC as nurse/unit collect, rather than lab collect, the lab will not know to collect the specimen. If an urgent change must be made to who performs the collection, use a paper requisition and phone the lab.
- Ambulatory clinics requiring lab to come to the clinic to perform the collection, the clinic must phone the lab to request the collection.

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 5 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, 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 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.
 - The **Lab Component Organization and Results Review Optimization Project** is underway and will be completed in early 2023. In the interim, you may experience issues with the use of system and personalized SmartTools, flowsheets, reports, and Results Review (aka lab results review tree / flowsheet) as configuration is updated. While this work is underway, we encourage using the chronological Lab Reports view in Connect Care or Netcare for result review. If issues are significantly impacting clinical workflow or patient care, please log a ticket with IT

Transfusion Medicine

- Post launch all orders for blood components and products/derivatives will need to be placed within EPIC. However, for any patient, including preadmission clinic patients, who had pretransfusion testing collected prior to Launch 5, if the type and screen has not expired at go live repeat testing is not required as long as the original identification band and the Transfusion service identification (TSIN) band associated with the collection are still on the patient.

Point of Care Testing (POCT)

- A mixed state of reference intervals and critical values will exist for POCT (e.g. respiratory-performed) and laboratory blood gas results in Calgary Zone following the Connect Care Launch 5.
- All reporting within Connect Care will reflect the standardized provincial reference intervals and critical values. [Connect Care Launch 5 Readiness – POCT Programs \(albertahealthservices.ca\)](https://albertahealthservices.ca)

Blood gas reporting status after Launch 5:

Zone	Location	Reference Interval & Critical Value Status
Calgary	Foothills Medical Centre	<ul style="list-style-type: none"> • POCT performed – New provincially standardized reference intervals & critical values • Lab performed – No change in reference intervals & critical values



How this will impact you

- Awareness of the many changes will help clinicians continue to provide patient care.

Action Required

- Ensure that you and your staff are aware and that there is a need to be extra vigilant in ensuring results have been ordered, received and interpreted appropriately despite the changes.
- Monitor unit and lab collection requests. Phone the lab if you are concerned over a possible missed collection.

Effective November 6, 2022

Questions/Concerns

- For any urgent Connect Care concerns, please call the IT Solution Centre (aka Help Desk) at: 1-877-311-4300.
- Central Zone - If you have concerns regarding the format and content of results, please contact Client Response (780-407-7484).
- FMC - If you have concerns regarding the format and content of results, please contact the Lab Information Centre (LIC) at: 1-855-570-3600.
- Specific lab related medical questions can be forwarded to Dr. Susan Nahirniak (susan.nahirniak@aplabs.ca); Dr. Etienne Mahe (etienne.mahe@aplabs.ca); or the appropriate pathology staff on-call for your local laboratory.

Approved by

- Dr. Susan Nahirniak & Dr. Etienne Mahe, Alberta Precision Laboratories (APL)