

DATE:	28 April 2023
TO:	Calgary Zone, Central Zone, South Zone & Edmonton Covenant and Alberta Hospital facilities – Medical Staff, Nursing Staff and Allied Health
FROM:	Alberta Precision Laboratories and DynaLIFE Medical Labs
RE:	Highlights of Laboratory Changes with Connect Care Launch 6

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message

- Part of the Connect Care transformation for health care delivery in Alberta is standardization of laboratory nomenclature, reporting and processes to support a single Electronic Medical Record (EMR). Similar to those prior to previous launches, this communication provides important information for some of the changes to laboratory processes. A list of changes is located within Appendix A “[Major changes for Laboratory Medicine with Connect Care](#)” which is attached and also located on [Laboratory Services Calculators and Clinical Resources website](#). This document reflects changes for all sites live on Connect Care.
- As of May 6, 2023, all the laboratory functions provided by Alberta Precision Laboratories (APL) and DynaLIFE Medical Labs based at the locations listed in Appendix B will be performed using new Connect Care laboratory systems.
- During the period of May 5th to May 19th, patience with the teams transitioning is requested. For the first several weeks post launch, we are requesting extra vigilance in ensuring tests have been ordered, interpreted and received appropriately.
- If at all possible in the clinical context, kindly encourage patients in these communities to access lab services after May 19th unless testing is of an urgent nature.
 - *DynaLIFE appointments* can be booked [online](#) or by calling the patient appointment line at 1-877-702-4486 for assistance.
 - *APL Appointments* can be booked [online](#) or by calling the province-wide patient appointment line at 1-877-868-6848 for assistance.
- If you need the outpatient collection to have a specific collection window, please indicate in the order comments or directly on the requisition. In situations where an outpatient presents with multiple requisitions with no explicit instructions, collection of all ordered tests will occur unless the patient indicates otherwise.
- Many facilities in the Calgary Zone have been on interim state. After Launch 6, the Calgary Zone lab staff will now have access to Connect Care with processes moving towards the provincial final state. This will also require specimen collection processes performed by Calgary Zone clinical staff to utilize final state processes. Refer to instructions as per the Epic Learning Home Dashboard.
- Some facilities within the Edmonton Zone have also been on an interim state, with the laboratory already live on Connect Care. With Launch 6, those interim state processes will discontinue.
- Within the Calgary Zone, the documentation of standing order requests changed March 2023. Ensure such changes are communicated to patients. [Changes to Standing Order Process \(albertahealthservices.ca\)](#)



Ordering laboratory testing:

- If you are in an environment live with Connect Care (EPIC):
 - Order using the electronic orders built into the system. Historical paper requisitions should not be used if Connect Care is available.
 - It is important to pay attention to the specimen source and collection timing details to ensure that the defaults are appropriate.
 - Complete the Epic collection process completely as per Specimen Collection Guide located on the Epic Learning Home Dashboard.
 - 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 and approval 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 need the outpatient collection to have a specific collection window, please indicate in the order comments or directly on the requisition. In situations where an outpatient presents with multiple requisitions with no explicit instructions, collection of all ordered tests will occur unless the patient indicates otherwise.
 - If your patient will be having their testing collected as an outpatient at the lab, order as Lab to Collect **Future** or Lab to Collect **Standing**. The requisition will automatically print. Provide the requisition to your patient to present at the lab.
 - 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 (e.g. all Transfusion medicine testing), please follow your site-specific historical add-on request process. If required, there is a provincial [Lab Add-on/Order Modification requisition](#); located on the [AHS Forms & Requisition page](#) under Provincial Documents (All Zones). The Calgary & South Zones will now accept add-on requests via fax using the [Lab Add-on/Order Modification requisition](#); faxing to 403-770-3745.
- If you are in an AHS environment that will not be live with Connect Care on May 6th:
 - Continue to use your current ordering practice with the applicable requisitions or EMR (e.g. Meditech).
 - 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 or received results via ER4:
 - **Please ensure that you are providing your Connect Care Provider and Submitter IDs with the requests to ensure results to be returned appropriately.**
 - Requisitions are available on the DynaLIFE website www.dynalife.ca/requisitions and can be customized with your Connect Care identifiers. Many are also available in your EMR.
 - For authorized community providers (e.g. Midwives) in settings that do not use Connect Care needing to request plasma protein products / derivatives or order Transfusion Medicine testing (except prenatal investigations), please use [Transfusion Medicine Requisition \(Community\) \(albertahealthservices.ca\)](#). All Community providers not on Connect Care should use Canadian



Blood Services requisitions for prenatal testing ([Canadian Blood Services Requisitions and Forms](#)).

- There are changes to how reports are delivered, especially when a report is copied to a community provider. If you are copied on a result, it will be sent to your AHS default reporting location. If you are unclear of your default location, please contact the Solution Centre Service Desk at [IT Service Desk & Solution Centre | Insite \(albertahealthservices.ca\)](#) or by calling 1-877-311-4300.
- Please refer to the [Connect Care Launch 6: What Providers in the Community Need to Know about Delivery of Lab and Imaging Results](#) and familiarize yourself with changes in advance of the May 6 go live with 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

- With the exception of cutover night and launch day, the routine collection times (aka morning collections, sweep times) are not changing. If you are needing to change a scheduled routine collection time, contact your local lab.
- 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 \(albertahealthservices.ca\)](#)

Critical Test 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 as a communication logs within the EPIC 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 (e.g. Canadian Blood Services perinatal laboratory) without an available interface will either have their results



available for viewing within Connect Care as a scanned result in Chart Review 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 6 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.
- Provider or Clinics utilizing ER4 will no longer receive results via ER4. Results will be delivered via fax, paper or Connect Care In Basket messaging.
- **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. Until completion, 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. Any patient in Launch 6 facilities or in the Calgary Zone, including preadmission clinic patients, who had pretransfusion testing collected prior to Launch 6, will need recollection of their type and screen after 0500h on May 6th if red cells are required. If unclear as to whether or not recollection is required, please contact your on site transfusion medicine laboratory.

Point of Care Testing (POCT)

- All reporting within Connect Care will reflect the standardized provincial reference intervals and critical values. [Connect Care Launch 6 Readiness – POCT Programs \(albertahealthservices.ca\)](https://www.albertahealthservices.ca)

How this will impact you

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

Action Required

- Where clinically appropriate and lab testing is not required urgently, please ask patients to hold on routine visits to the lab in Launch 6 locations until after May 19th to allow for system stability.
- **Please be patient** while our teams are transitioning to new systems and processes.
- **Clinical staff are asked to have extra vigilance in ensuring tests have been ordered, interpreted and received appropriately.**
- Monitor unit and lab collection requests. Phone the lab if you are concerned about a possible missed collection.



Effective May 6th, 2023

Questions/Concerns

- For any urgent Connect Care concerns, please call the IT Solution Centre (aka Help Desk) at: 1-877-311-4300.
- Edmonton & Central Zone - If you have concerns regarding the format and content of results, please contact Client Response (780-407-7484).
- Calgary Zone - If you have concerns regarding the format and content of results, please contact:
 - APL Lab Information Centre (LIC) at 403-770-3600 or;
 - Dynalife Laboratory Information Centre at 1-800-661-9876 option 2.
- 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 Laboratory Medical Scientific staff on-call for your local laboratory.

Approved by

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

Dr. Erene Farag, Medical Director DynaLIFE Medical Labs



Appendix B. As of May 6, 2023, *all the laboratory functions* provided by Alberta Precision Laboratories (APL) and DynaLIFE Medical Labs based at the locations below will be performed using new Connect Care laboratory systems:

Calgary Zone		
Airdrie 217 Centre Avenue Patient Service Centre	Airdrie Community Health Centre	Banff Mineral Springs Hospital
Canmore General Hospital	Avenida Bonavista Shopping Centre Patient Service Centre	Alberta Children's Hospital
Beddington Towne Centre Patient Service Centre	Diagnostic and Scientific Centre	Foothills Medical Centre
Provincial Laboratory for Public Health (ProvLab) South	Glenbrook Plaza Patient Service Centre	Gulf Canada Square Patient Service Centre
Glenmore Landing Patient Service Centre	McKnight Patient Service Centre	Market Mall Executive Professional Centre Patient Service Centre
Marlborough Professional Building Patient Service Centre	North Hill Centre Patient Service Centre	Peter Lougheed Centre
Riverbend Atrium One Patient Service Centre	Rockyview General Hospital	Richmond Road Diagnostic & Treatment Centre Patient Service Centre
Ranchlands Village Mall Patient Service Centre	South Calgary Health Centre	South Health Campus
Sheldon M Chumir Centre	Sunridge Medical Gallery Patient Service Centre	Sunridge Professional Centre Patient Service Centre
Sloane Square Patient Service Centre	Cochrane Community Health Centre	Catechol General Hospital
Chestermere Health Centre	Didsbury District Health Services	Diamond Valley Oilfields General Hospital
High River General Hospital	Nanton Community Health Centre Patient Service Centre	Okotoks Health and Wellness Centre
Okotoks Westmount Centre Patient Service Centre	Strathmore Country Lane Mall Patient Service Centre	Strathmore District Health Services
Vulcan Community Health Centre		

Central Zone		
Bashaw Community Health Centre	Camrose St. Mary's Hospital	Daysland Health Centre
Hardisty Health Centre	Killam Health Care Centre	Lamont Health Care Centre
Manville Care Centre	Provost Health Centre	Tofield Health Centre
Two Hills Health Centre	Vegreville St. Joseph's General Hospital	Vermillion Health Centre
Viking Health Centre	Wainwright Health Centre	

Edmonton Zone		
Provincial Laboratory for Public Health (ProvLab) North		

South Zone		
Lethbridge Centre Village Mall Patient Service Centre	Lethbridge Highlands Crossing Patient Service Centre	
Brooks Lab Patient Service Centre	Medicine Hat Community Lab Patient Service Centre	