



<b>DATE:</b>	2021 March 25
<b>TO:</b>	Edmonton and North Zone (specifically CC wave 3)- Medical Staff, Nursing Staff, Allied Health and Community Providers
<b>FROM:</b>	Dr. Susan Nahirniak, Associate Medical Director, North Sector; Alberta Precision Labs and Medical Informatics Lead, Lab Medicine & Pathology, AHS
<b>RE:</b>	<b>Highlights of Laboratory Changes with Connect Care Wave 3 Launch</b>

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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 3<sup>rd</sup> Edition”** 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 April 10<sup>th</sup>, 2021 all of the laboratory functions provided by Alberta Precision Laboratories (APL) based in Grande Prairie, Beaverlodge, Fairview, Grimshaw, Hythe, High Prairie, Manning, McLennan, Peace River, Spirit River, Valleyview, Fox Creek and Grande Cache will be performed using new Connect Care laboratory systems. Despite the fact that their laboratory systems migrated to the Connect Care platforms in wave 1, the subsequent information is still relevant to the DynaLife managed sites in Fort Vermilion, High Level, Rainbow Lake and La Crete unless expressly indicated otherwise. No changes will occur to laboratory processes for sites whose laboratories are not migrating to Connect Care.
- **Community lab collection services** will be reduced for routine collections April 9 to April 16 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 April 16 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.



- 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) [Forms & Requisitions | Alberta Health Services](#) or the APL external site [Requisitions | Alberta Precision Laboratories \(albertaprecisionlabs.ca\)](#).
- 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 except if you are in a Long Term Care or Cancer Care location in one of the wave 3 communities. Those locations should not place orders in Meditech after launch but should use paper requisitions as referenced above.
  - You can also print the requisitions from the requisition generator which launches March 23 2021 at <https://www.albertaprecisionlabs.ca/hp/Page13794.aspx>
  - Please ensure that you are providing your Connect Care Provider and Submitter IDs with the requests to allow the results to be returned appropriately.
- If you are a community provider:
  - Please refer to the [Connect Care - Community Provider Resources | Alberta Health Services](#), the [Connect Care Bridges Blog \(connect-care.ca\)](#) or email [AHSPProvider.Requests@albertahealthservices.ca](mailto:AHSPProvider.Requests@albertahealthservices.ca) for any issues or concerns with your Connect Care Provider IDs.

- **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.

- **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.
- 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.
  - Similar to those from Wave 1 and 2 testing laboratories, results from Wave 3 laboratories will not flow to Aria.
  - 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 Wave 3 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.

**Why this is important:**

- 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.



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- 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 service desk at 1-877-311-4300.
- Specific lab related medical questions can be forwarded to myself ([susan.nahirniak@aplabs.ca](mailto:susan.nahirniak@aplabs.ca)) or the appropriate pathology staff on-call for your local laboratory.

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

Dr. Susan Nahirniak, APL Associate Sector Medical Director and AHS Medical Informatics Lead, Laboratory Medicine & Pathology