

DATE:	2022 May 16
TO:	All Medical Staff, Nursing Staff and Allied Health – Connect Care Launch 4 Calgary Zone Users
FROM:	Dr. Etienne Mahe and Dr. Susan Nahirniak, Alberta Precision Laboratories and Medical Informatics Leads, Lab Medicine and Pathology, AHS
RE:	South Sector Connect Care Launch 4 & Laboratory Services

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message

On May 28, 2022, the sites listed below will launch with Connect Care. This bulletin provides a highlight of some of these changes applicable to laboratory processes in the Calgary Zone. A more specific summary document of additional changes are located within Appendix A “[Major changes for Laboratory Medicine with Connect Care – South Sector](#)” which is attached and will also be located on [Laboratory Services Calculators and Clinical Resources](#).

However, it is critical for clinical staff to be aware that laboratory staff at these sites will not have access to Connect Care and will remain on legacy systems until Launch 6 scheduled for May of 2023. Assistance with ordering and ward collections will need to be handled by their Super Users and clinical resources (e.g. interim state workflow maps found at [Connect Care Launch 4 Lab Interim State Workflow Diagram \(albertahealthservices.ca\)](#)).

Urban & Urgent Care		Calgary Rural	
Alberta Children’s Hospital	South Calgary Health Centre	Banff Mineral Springs Hospital	Didsbury District Health
Peter Lougheed Centre	Airdire Community Health Centre	Black Diamond (Oilfields)	High River General Hospital
Southern Alberta Forensic Psychiatric Centre	Okotoks Health and Wellness Centre	Canmore General Hospital	Strathmore Distric Health Services
Sheldon M Chumir Health Centre	Cochrane Community Health Centre	Claresholm General Hospital	Vulcan Community Health Centre

How this will impact you

- 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.
 - Orders that are placed as **stat** will be handled through the legacy process.
 - 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 released.
 - If you are attempting to order an “add-on” test to a previously collected specimen, follow your legacy process or the workflow process outlined in the applicable maps within [Connect Care Launch 4 Lab Interim State Workflow Diagram \(albertahealthservices.ca\)](#). If required, there is a provincial [Laboratory Add-on / Order Modification Requisition \(albertahealthservices.ca\)](#). 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 practices with the applicable requisitions or Electronic Medical Record (EMR).

Test names

- Many test names have changed. Within 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.

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).

- *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.
- See [Inpatient Nurse – Specimen Collection and POCT Quick Start Guide](#) for detailed information.

Specimen Collection

- **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

- Any results that meet the laboratory critical notification criteria will still be called to the patient location for inpatients and ER patients or to the authorizing prescriber identified in the test order for outpatients as per legacy process.

Results and Report Delivery

- Reports / Result Delivery
 - Results for orders placed in EPIC at Launch 4 sites will no longer print a paper report. These results must be reviewed in EPIC instead. Note: Legacy results may still print/be delivered on paper.
 - All laboratory results will continue to be sent to NetCare.
 - Due to interim state lab workflows, results may not be consistently delivered to inbasket pools. These results may be sent to the authorizing provider or last attending inbasket instead. Results will also be available in Chart Review.
- 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.

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 4, 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.

Portering

Access to the dispatching process for Portering Services through Connect Care is not accessible by laboratory staff and therefore clinical areas will be required to co-ordinate portering of blood specimens or blood components / products when required.

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 4.
- All reporting within Connect Care will reflect the standardized provincial reference intervals and critical values.

Blood gas reporting status after Launch 4:

Zone	Location	Reference Interval & Critical Value Status
Calgary	Alberta Children's Hospital; Peter Lougheed 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
	Calgary Rural Sites	<ul style="list-style-type: none">• No change to onsite reference intervals & critical values

Action Required

- 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.
- Due to the complex lab interim state, monitor unit and lab collection requests. Phone the lab if you are concerned over a possible missed collection.

Effective May 28, 2022

Questions/Concerns

- For any urgent Connect Care concerns, please call the IT Solution Centre (aka Help Desk) at: 1-877-311-4300.
- 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. Etienne Mahe (etienne.mahe@aplabs.ca); Dr. Susan Nahirniak (susan.nahirniak@aplabs.ca) or the appropriate medical/scientific staff on-call for your local laboratory.

Approved by

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