



Date: July 27, 2020
To: All Zones Physicians, Healthcare Providers and Nursing Staff
Re: New Connect Care Provider Identifiers for the Northwest Territories (NT)

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

As of July 20, providers who work in both Alberta (AB) and Northwest Territories (NT) and order tests from DynaLIFE have been assigned a new [Provider Identifier](#) to use when ordering tests from NT.

- Providers who work in both AB and NT will have two provider IDs in Connect Care.
 - Alberta IDs will not have a province designation.
 - NT IDs will have (NT) in the name.

ID	Provider
73121	ADAMS, FATIN
270919	ADAMS (NT), FATIN

- Providers must use the provider ID that is relevant to the context of practice when ordering:
 - NT provider IDs should be used for orders originating from NT.
 - AB IDs should be used for orders originating from AB.
- When copying results from Connect Care to providers who work in both AB and NT, providers should choose the NT ID when the patient is from NT.
- When using Connect Care to refer patients to providers who work in both AB and NT, providers should choose the NT ID only when the referral will be completed in NT.
- When preparing a consult report in Connect Care for providers who work in both AB and NT, providers should choose the NT ID when the patient is from NT.

Why this is important:

- These new codes will help minimize risks associated with patient data that moves between AB and NT.
- Selecting the correct provider ID when referring a patient facilitates the referral process.

Action Required:

Providers who work in the NT:

- Confirm your new NT Provider ID on [ourNTHSSA](#).
- Verify that your new NT Provider ID is included on all requisitions from the NT. Your EMR should have been updated with the new ID.
- Be assured that results from orders made under the previous provider ID will be routed to the ordering provider.

Providers who cc: results to, prepare consults reports for, or make referrals to the NT in Connect Care:

- Select the correct provider ID in Connect Care based on the context of care.



Resources:

- [Connect Care Identifiers FAQ](#) (October 2019)
- [Understanding How Results are Received by Prescribing Providers Who Work at Multiple Sites](#) (October 2019)
- [NT Submitter Requisition in Connect Care Entry Tip Sheet](#) (AHS credentials required)

Inquiries and feedback may be directed to:

- If you require further information about these changes, please email benjamin.luong@ahs.ca.
- For issues related to these changes or Connect Care, enter a ticket using the [Connect Care Support Portal](#) or call the [IT Service Desk & Solution Centre](#) at 1-877-311-4300. For urgent issues or issues with patient impact, a call is necessary to ensure the ticket has an appropriate priority and response.

This bulletin has been reviewed and approved by:

Lab, IT, and Medical Leadership