eDelivery (Results Routing) FAQ

Clinics with a Community-based EMR using eDelivery

Continuity of care is about a patient and provider healthcare experience that is coherent, connected, coordinated and consistent with patient goals. It is hard to achieve if information does not flow smoothly across the continuum of care.

Community-based Electronic Medical Records (EMRs) support health information management for primary and specialty healthcare. The Connect Care clinical information system (CIS), implementing everywhere Alberta Health Services (AHS) is accountable for information management, will help bridge CIS and EMR spaces.

One bridge is Alberta's provincial Electronic Health Record, Netcare, which gains a wider range of information because of Connect Care integration. Another bridge is provided through 'eDelivery' of health information from the CIS and Netcare to Community-based EMRs, with Connect Care contributing more information that is easier for Community-based EMRs to capture and organize.

This FAQ reviews changes to eDelivery services that relate to launch of the Connect Care CIS.

1. Do eDelivery changes affect me?

If you provide care at a **single location** which uses a community-based EMR (e.g. Wolf, Practice Solutions, MedAccess, Accuro, Healthquest, Juno, etc.), and currently have lab or diagnostic imaging (DI) results delivered electronically to your EMR (without manually attaching them to a record), then eDelivery enhancements apply to you.

If you work in more than one location, with more than one EMR, or with both CIS and EMR, know that more information will be forthcoming.

We are working to provide specific guidance for providers who work in more than one location or who work both with the Connect Care CIS and one or more EMRs. Instructions will be posted on
ahs.ca/ccproviderbridge

and blogged on

bridges.connect-care.ca.

2. What will eDelivery deliver?

If you receive at least one result type (e.g. lab, DI, or reports) via eDelivery today, you will be supported to receive ALL Connect Care results made available via eDelivery in the future. The CIS integrates AHS laboratory and other clinical support information services provincially. This brings a wide range of consistent information into eDelivery via a single standardized feed. As Connect Care spreads across Alberta over the next 3 years, a broader set of result types will be delivered to physician EMRs via eDelivery. You will start seeing these new reports when your patients attend a facility that has launched the Connect Care CIS.

3. How will I receive eDelivered results?

You will receive results in the same way as you do now through your EMR.

4. What about locums and trainees?

Continue to use the same processes that you do now when cross-covering or delegating test ordering or result review within your EMR.

The most important thing you need to know about coming changes

Providers currently receiving lab and diagnostic imaging (DI) results to their EMR via eDelivery will be given a new Connect Care Provider ID to put on all requisitions. They must also provide identifiers for their ordering location.

As always, requisitions require identifying patient information as well as the responsible provider's name, clinic name, and address.

In addition, specific identifiers are needed to ensure that the right results get to the right provider, EMR, and location. These include a new Connect Care Provider ID and clinic identifiers (Department and Submitter IDs) that are unique to each ordering location. These changes relate to the integration of provincial laboratory information services and are not specific to eDelivery.

An important implication is that all providers at a single location must agree whether or not they want to receive eDelivery at their location. Previously, each individual chose whether they wanted to receive eDelivery or not. Now the ordering location as a whole is turned on or off for eDelivery of results and reports.

More information about Provider, Department, and Submitter IDs will be available in upcoming communications and FAQs.

5. Doesn't eDelivery have information about my practice location(s) already?

If you practice within Alberta and receive results today, AHS has information about you within existing systems, including eDelivery. AHS Health Information Management is validating provider information contained in Alberta's provider registry. This draws from College of Physicians and Surgeons of Alberta (CPSA) and other sources. You may be contacted for clarifications. You can contact AHS.ProviderRequests@ahs.ca at any time with concerns or corrections.

6. Who needs to know about practice location change(s)?

• Please continue to inform the CPSA of any changes in your practice location.

• Please direct Connect Care provider identity queries or corrections to: AHS.ProviderRequests@ahs.ca

7. Will lab test-ordering change?

You can continue to order labs the way you presently do. EMR result review workflows should not change. When Connect Care deploys in your part of the province, there will be new standard community requisitions. While old requisitions will continue to be accepted for a transition period, providers should adopt the new requisitions as soon as possible. EMR Vendors are aware of and are supporting the requisition changes.

8. Will DI test-ordering change?

You will continue to order diagnostic imaging (DI) in the same way that you do now. For DI exams performed in AHS facilities, current forms and processes will continue to be accepted. There will be other additional ways to order DI tests within AHS as Connect Care CIS implementation proceeds. Ordering DI performed at non-AHS facilities will not change.

Community Lab and DI eDelivery Timelines

- After the Connect Care CIS deploys in some parts of the Edmonton Zone on November 3, 2019, expanded eDelivery content will start to show for patients receiving care in facilities using the CIS.

- Results delivery tests performed in community DI facilities (e.g. Insight Medical Imaging, Medical Imaging Consultants, EFW, Mayfair, etc.) will not change.

- The following service areas transition to the CIS in time for the November 3 2019 Edmonton Zone Wave 1 launch:

Service Area	Connect Care Impact
General Labs	All lab services collected and/or performed by DynaLIFE at the following locations: • Northwest Health Centre (High Level) • St. Theresa General Hospital (Fort Vermillion) • La Crete Community Health Centre • Northern Lights Health Centre (Fort McMurray) • DynaLIFE Diagnostic base lab (Edmonton) • All community collection sites in Edmonton, Red Deer, Camrose, Lloydminster, Beaumont, Fort McMurray, Fort Saskatchewan, Sherwood Park, Spruce Grove, Evansburg and St Albert • Home collections performed by DynaLIFE
Clinical Pathology	All lab services collected and/or performed by Alberta Public Laboratories at the following locations: • University of Alberta Hospital • Kaye Edmonton Clinic • Mazinkowski Heart Institute • East Edmonton Health Centre • Cross Cancer Institute
Anatomic Pathology	All anatomic pathology in the Edmonton Zone including Alberta Public Laboratories and DynaLIFE
Transfusion Med	All transfusion medicine laboratory services in the Edmonton Zone
Diagnostic Imaging (DI)	Exams performed at the University of Alberta Hospital, Stollery Hospital, Mazankowski Heart Institute, Kaye Edmonton Clinic and Boyle-McCauley Health Centre
Endoscopy	Adult & pediatric endoscopies performed at the University of Alberta and Stollery Hospitals

9. What will results look like?

Via eDelivery:

The same clinical information will be provided in the same way via eDelivery. There may be slight changes to things like normal (reference) ranges; as these have been provincially standardized through Connect Care.

Not via eDelivery:

Faxed or mailed results may also appear slightly different. They will contain the same clinical information, including provincially standardized reference ranges, as eDelivered results.

10. Do I need to request to be set up for Connect Care eDelivery?

If you are receiving at least one result type via eDelivery today, you do not need to do anything more. You will receive Connect Care results via eDelivery when they become available.

If you do not receive results by eDelivery today, and would like to begin, visit ahs-cis.ca/edelivery for guidance.

11. Can I receive all results from Connect Care via eDelivery?

Most lab results and DI related to facilities using the Connect Care CIS will be delivered via eDelivery. A small subset of results will be delivered by fax or mail until new interfaces are developed. Results from independent DI facilities may not be included in eDelivery.

12. Will my EMR be ready for these changes?

AHS and the Alberta Medical Association work closely with EMR vendors to ensure that all EMRs are ready for enhanced eDelivery.

13. What is happening with Netcare?

Netcare also benefits from the integration that Connect Care brings to many lab and DI information services, with enhancements starting to appear this fall:

- Flowsheets and cumulative result displays will be able to consolidate information from all parts of the province

- Support for Gender X is introduced

- Some test results are more consistent by virtue of provincial standards for things like reference ranges

- Additional clinical documents and reports become available

- Categorization of results and reports (folder names in the Netcare outline) is more consistent, with some new categories for new information types.

More details will be provided in the coming months, including training suggestions. See:

- albertanetcare.ca/EHRData.htm

- albertanetcare.ca/LearningCentre

14. How can I follow developments?

More information and further updates will be shared as they become available at a Connect Care bridges website at:

- ahs.ca/ccproviderbridge

And a Connect Care Bridges blog at:

- bridges.connect-care.ca

15. I have additional questions – who do I contact?

More information and further updates will be shared as they become via the website and blog listed above. Please direct queries to:

- Email: ccproviderbridge@ahs.ca

Learn more about Connect Care

Connect Care:

Community: ahs.ca/ccproviderbridge

General: ahs.ca/connectcare

Blog: bridges.connect-care.ca

Email: ccproviderbridge@ahs.ca

Phone: *Coming soon!*

Alberta Netcare:

albertanetcare.ca

eDelivery:

ahs-cis.ca/edelivery

CII/CPAR:

topalbertadoctors.org/cii-cpar
albertanetcare.ca/learningcentre/cii.htm
albertanetcare.ca/learningcentre/cpar.htm

Alberta Health Services
Primary Health Care

ALBERTA MEDICAL ASSOCIATION

College of Physicians & Surgeons of Alberta

ALBERTA COLLEGE of FAMILY PHYSICIANS