



**Connect Care Launch 4
Electronic Documents and Results Delivery from
Connect Care to Community Providers**

June, 2022

AHS launched Connect Care at another 57 sites in the Calgary and Edmonton Zones on Saturday, May 28, 2022.

Key messages

- **All providers will receive copies of summative notes in their external EMR when they are identified as the Primary Care Provider (PCP) for a patient; sometimes you may receive information for a patient not associated with you or your clinic – you can follow up with AHS to remediate this situation.**
- **Authoring providers in Connect Care will receive copies of summative notes they author while working at a site in their external EMR.**
- **Mixed-context providers (working in AHS facilities as well as at private clinics/offices in the community) may receive some community DI reports twice (in their Connect Care In Basket as well as at their non-AHS locations).**
- **All summative notes and results are available in Alberta Netcare.**

Summative Notes

Six types of **Summative Notes** (<https://manual.connect-care.ca/norms/Documentation-Norms/clinical-documentation/summative-documentation>) are sent to providers at non-AHS sites through eDelivery to a private EMR:

- Specialty Consult Findings and Recommendations
- Patient Discharge Summary
- Emergency Department Providers' Notes
- Post-Operative Notes
- Labour & Delivery Notes
- History & Physical

Summative Note Delivery to Primary Care Providers

Alberta Health Services confirms the name of every patient's primary care provider at the time of the patient encounter. Based on this information, AHS will electronically deliver the summative notes listed above to the EMR for that primary care provider.

Documents may appear to be sent to the wrong location or provider in the following circumstances:

You are a PCP who works in multiple locations	<p>Connect Care only uses a single default location associated with your name. If you work at more than one location, you may be receiving documents for patients you see at one of your other clinics, and you will need to have a process in place to move the report to the patient's file at your other clinic. AHS acknowledges that this limitation is frustrating, and we are working to improve it.</p> <p>If you wish to designate a different clinic as your default location to receive these documents, please send an email with instructions to: servicedesk.emrbis@ahs.ca</p>
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<p>Our record of the providers working at your clinic needs to be updated</p>	<p>If a physician has left the clinic, it is important that you inform us, so that we can update our records. Doing so will stop us from delivering results and documents for the departed physician to your clinic's EMR.</p> <p>To update your clinic's list of providers, please submit a request to Add Provider Location or Remove Provider Location using the following form: www.ahs.ca/frm-21762.pdf.</p> <p>Information on how to submit is included on the form.</p>
<p>You have been incorrectly identified as the Patient's PCP</p>	<p>AHS registration staff ask the patient to identify their PCP, which is recorded in the patient's electronic record and is used for document delivery.</p> <p>If you have been incorrectly identified as the patient's PCP, please call Alberta Health Services Solution Center at 1-877-311-4300, then:</p> <ul style="list-style-type: none"> • Select option 1 for Clinical Applications, and then select option 1 for Connect Care. • Please have your location, contact information, and Prac ID available when you call.

AHS is continuing to work with the Alberta Medical Association as we further optimize this process. For more information, please review:

- [Clinical Documentation to be Made Available from AHS to Primary Care Providers \(www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf)
- [Summative Notes Electronic Delivery to Physician Electronic Medical Records \(www.ahs.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf)

Delivery to Authoring Provider

The same summative notes that are being sent to a PCP are also delivered, via eDelivery, to the non-AHS EMR of the provider who authored the note in Connect Care. The notes are delivered to a single default location identified by the provider. AHS acknowledges that this limitation in location preferences may be frustrating and is continuing to work with the Alberta Medical Association to optimize this service.

Results for Lab, Diagnostic Imaging (DI) and Other Investigations

Results for lab, diagnostic imaging and investigations continue to be delivered to mixed-context providers as expected – results ordered while working in Connect Care are available in Connect Care, and results ordered while working at a non-AHS site are delivered back to that site in the community. Please note that some results will be delivered to both a provider's Connect Care In Basket and to their community location. This is expected behaviour. For more information, please see [Result Routing for Mixed-Context Prescribers \(https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS_CC_FAQ_Results-Routing-Mixed-Context_CMIO.pdf\)](https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS_CC_FAQ_Results-Routing-Mixed-Context_CMIO.pdf).

Diagnostic Imaging Performed at a Community DI

Some diagnostic imaging that is performed by a Community DI provider may be received twice by providers working in mixed-context. To ensure that exams ordered within Connect Care and performed at a community DI facility are delivered to the Connect Care In Basket of the ordering prescriber, all DI reports are linked to the prescriber's In Basket. For mixed-context providers, there may be results in their private EMR for patients seen only at an AHS site. While this is expected behaviour, AHS acknowledges that there may be an impact on provider workflows.



If DI reports performed by a community DI provider appear unexpectedly in your community or private EMR, including results for patients that were seen at an AHS site, please follow up with the community DI provider.

If you do not receive a DI result from a community DI provider in your community practice via your normal delivery mechanism (mail/fax/paper/eDelivery), please directly contact the DI provider. Please note that Connect Care In Basket delivery is near real time, while community DI delivery methods may be batched and delayed as a result for periods of time.

For more information, see [Community Diagnostic Image \(DI\) Report Delivery for Mixed Context Providers with Connect Care \(www.ahs.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf)

Privacy

The above situations may result in physicians receiving information about patients with whom they do not have a relationship. However, since the physician and their clinic are following Alberta privacy requirements and best practices, receipt of the patient's information is not considered a reportable privacy incident.

More Information

- [Community Provider Resources \(Connect Care\) \(ahs.ca/ccproviderbridge\)](http://ahs.ca/ccproviderbridge)
- [eDelivery Information \(www.ahs.ca/info/Page15302.aspx\)](http://www.ahs.ca/info/Page15302.aspx)
- [Delivery of Results to Community-based Providers from Connect Care \(ahs.ca/ccresultstocommunity\)](http://ahs.ca/ccresultstocommunity)
- [Connect Care Manual: Mixed Contexts \(manual.connect-care.ca/workflows/mixed-contexts\)](http://manual.connect-care.ca/workflows/mixed-contexts)

Reference Documents

- [Clinical Documentation to be Made Available from AHS to Primary Care Providers \(www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-clinical-documentation-made-available-ahs-to-primary-care-providers.pdf)
- [Summative Notes Electronic Delivery to Physician Electronic Medical Records \(www.ahs.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-summative-notes-electronic-delivery-physician-emrs.pdf)
- [Community Diagnostic Image \(DI\) Report Delivery for Mixed Context Providers with Connect Care \(www.ahs.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf\)](http://www.ahs.ca/assets/info/cis/if-cis-cc-community-di-to-mixed-context.pdf)
- [FAQ: Results Routing for Mixed-Context Prescribers \(https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS_CC_FAQ_Results-Routing-Mixed-Context_CMIO.pdf\)](https://publicshare.albertahealthservices.ca/Main/assets/cmio/AHS_CC_FAQ_Results-Routing-Mixed-Context_CMIO.pdf)

For Assistance

Call Alberta Health Services Solution Center at 1-877-311-4300

- Select *option 1 for Clinical Applications*, then select *option 1 for Connect Care*
- Please have your location, contact information and Prac ID available when you call.

If you have additional questions regarding this communication, please email the Connect Care Provider Bridge at ccproviderbridge@ahs.ca