

**Date:** July 6, 2021

**From:** Brian VanSkiver, Executive Director, Provincial Support Services, Information Technology, Alberta Health Services

**RE: Updated “Request for Provider/Prescriber Set-Up in Health Information Systems” form**

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## What is changing and why?

Extensive work has been undertaken to improve the quality of demographic and routing information collected at Alberta Health Services (AHS) to protect continuity of care during Connect Care implementations across the province.

Previously, a variety of forms were used by community providers/prescribers to advise different groups within AHS and affiliated organizations of new information or changes to:

- Provider/prescriber name; professional and Connect Care identifiers; practice location(s); locum status
- Clinic/location/client/office name, demographics (address, contact information), etc.
- Preferred method for receiving results and other information from AHS and affiliated organizations

On **June 17**, forms currently used to communicate the above changes to AHS were replaced by a **single form: “Request for Provider/Prescriber Set-Up in Health Information Systems”**. Forms being replaced include the *Alberta Precision Labs Healthcare Provider Information and Set Up* forms, the *DynaLIFE Healthcare Provider Setup Request Form* and the *eDelivery Service Request Form*. The new form will support **centralized operational processes** for the maintenance of provider master data, including identity data and external venues where provider/prescribers deliver care.

## What does this mean for clinics and providers?

1. Please update clinic and provider information with as much notice as possible.
2. Use the new [Request for Provider/Prescriber Set-Up in Health Information Systems](#) form. This smart form can be completed & submitted online, printed and faxed to 1.780.644.1792; or printed, scanned and emailed to [AHS.Provider\\_Requests@ahs.ca](mailto:AHS.Provider_Requests@ahs.ca).
3. Please replace any saved versions of forms with the new one and point all links to the form to <https://www.albertahealthservices.ca/frm-21762.pdf>. A completion guide for users of the form is also available at [www.ahs.ca/assets/info/cis/if-cis-cc-completion-guide-ahs-request-for-provider-setup-his-form.pdf](http://www.ahs.ca/assets/info/cis/if-cis-cc-completion-guide-ahs-request-for-provider-setup-his-form.pdf).
4. eDelivery users:
  - a. Requests from clinics using eDelivery are still required to include their EMR vendor in the requests process, to provide EMR-specific information with each request. EMR vendors remain able to submit the form on behalf of their clients.
  - b. Paper Suppression requests must still use the [Paper Suppression Form](#) (<https://www.albertahealthservices.ca/frm-21569.pdf>).

If you have questions about this new process, please contact [AHSProvider.Requests@ahs.ca](mailto:AHSProvider.Requests@ahs.ca).