



Connect Care Launch 6 – What Providers in the Community Need to Know about Delivery of Lab and Imaging Results

Launch 6 will occur on May 6, 2023 and will include 68 urban and rural sites in North, Edmonton, Central, Calgary, and South Zones. This launch will also implement Connect Care at all laboratory services in Calgary Zone, community lab services in South Zone and the Provincial Laboratory for Public Health (ProvLab). All community providers in Alberta need to act so that laboratory, diagnostic imaging, and other investigation results and reports are delivered to your office.

What do I need to do?

- **Know** your Connect Care IDs (provideridlookup.ahs.ca)
- **Use** current requisitions to order tests and imaging (more information below)
- **Ensure** Connect Care IDs are on all requisitions
- **Update** AHS if contact/eDelivery information changes or providers join or leave your clinic (ahs.ca/frm-21762.pdf)
- **Note:** if you work at more than one community clinic, courtesy copies (cc:) & some documents may only go to the default location; however, each location has a Submitter ID which must be used when ordering from that clinic location.
- **Know:** community providers will receive some clinical documentation from Connect Care via their EMR, mail and/or fax
- **Get support:** call the AHS Provincial Service Desk: 1-877-311-4300 (Select option 1 for Clinical Applications, then option 1 for Connect Care; have your PraeID available.)

What do I need to know?

[Changes to Lab Delivery with Connect Care Launch 6](#)

With Connect Care Launch 6, laboratory services in **Calgary Zone, Central Zone, community lab services in South Zone** and the **Provincial Laboratory** for Public Health (ProvLab) will transition to Connect Care. Providers who work in the community may experience a few changes to the lab results they receive as a result.

Historically in rural Alberta, copies of some lab tests ordered while a patient is inpatient or in the emergency department were automatically sent to the EMR of that patient's primary care provider. With launch 6, these results will only be sent to the primary care provider if they are added as a copy to (cc:) on the lab order. As a result, some clinics may find they receive a smaller volume of lab reports. All lab and DI results remain available to view in Alberta Netcare.

Community lab work in the South Zone has transitioned from Albert Precision Labs to DynaLIFE. As a result, most specimens from the South Zone will be tested in Calgary and results delivered to the ordering provider using Connect Care. To facilitate delivery of these results, use Connect Care IDs.

[Connect Care Identifiers](#)

Alberta Health Services (AHS) Connect Care identifiers (IDs) are used by community-based providers across Alberta who order laboratory tests, diagnostic imaging (DI) and other interventions.

- **Connect Care Provider ID:** A single ID that identifies the ordering provider regardless of their location
- **Connect Care Department ID:** Identifies the location from which diagnostic imaging is ordered
- **Connect Care Submitter ID:** Identifies the location from which laboratory tests are ordered



Thank you to those already using these identifiers when ordering from your private practice; they allow results to be returned to the location from which the test was ordered. For example, the submitter ID used on a lab requisition tells the lab to send the result to the clinic associated with that identifier. If a provider works at more than one clinic, and they are courtesy copied on a result, the copied result will only be delivered to the default location identified for the provider (information below). If you are unsure of your Connect Care Identifiers, please visit provideridlookup.ahs.ca. You will need your Prac ID.

Current Requisitions

Alberta Precision Laboratories (APL), DynaLIFE and AHS Diagnostic Imaging (DI) have all provided updated requisitions that include fields for Connect Care IDs and (“legacy”) healthcare identifiers – please make sure any saved or favorited requisitions are current.

For more information, please see: [Using Connect Care IDs on Laboratory and Diagnostic Imaging Requisitions \(www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf\)](http://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-tip-using-ccids-requisitions.pdf).

If you need the most recent requisitions updated on your EMR or if you need to add your Connect Care IDs into those requisitions, please contact your EMR vendor:

Vendor	Email	Phone
Med Access	MedAccessSupport@telus.com	888-781-5553
Wolf	Wolfemr.support@telus.com	866-879-9653
PS Suite	Pssuiteemr.support@telus.com	844-367-4968
QHR Accuro	https://qhrtechnologies.force.com/community/s/contactsupportsupport@qhrtechnologies.com	1-866-729-8889
AVA	emr-support@avaindustries.ca	587-606-0063
Microquest	support@microquest.ca	1-866-438-3762
Juno	support@cloudpractice.ca	1-888-686-8560

Update all Provider and Clinic Information

To ensure that results and clinical documents can be delivered, please maintain updated practice, demographic and clinic information with AHS. Advise AHS whenever contact information changes, you add or change an EMR, or providers join or leave your clinic. Use the [Request for Provider/Provider Set-Up in Health Information Systems form \(www.albertahealthservices.ca/frm-21762.pdf\)](http://www.albertahealthservices.ca/frm-21762.pdf).

Working at Multiple Sites

Connect Care uses a single **default location** associated with a provider's name. If you work at more than one community location, you may receive information for patients you see at a one of your other clinics at this default location. These may be results on which you were courtesy copied, results for specimens collected during a diagnostic imaging procedure (e.g. some biopsies), or summative notes that were automatically delivered to your EMR. You will need to have a process in place to move those reports to your other clinic. AHS recognizes that this a frustrating limitation and we are working to improve it. Please note that for providers who work in AHS and use Connect Care, their default location must be the Connect Care In Basket. For more information, please review: [Understanding How Results are Received by Prescribing Providers Who Work at Multiple Sites](#).



Email servicedesk.emrbis@ahs.ca if you want to know your default location or to designate a different clinic as your default location to receive documents.

Mixed-context Providers

Providers who work both within AHS and in a community or private practice are described as **mixed-context providers**, and will want to understand how this affects the delivery of results and clinical documentation to their private or community practice. Learn more: <https://manual.connect-care.ca/workflows/mixed-contexts/>.

ECG and Imaging Results

Results from some **diagnostic imaging** and for **ECGs** may only be sent via fax or mail.

Tracings and reports for Electrocardiograms (ECGs) performed at a site using Connect Care will be delivered to community providers via mail or fax. AHS is working on a solution to send these results out to the community electronically. For mixed-context providers, ECG results may also be delivered to your Connect Care In Basket. Should ECG results not be delivered to a community location via mail or fax, please call the AHS Solution Centre at 1-877-311-4300.

Mixed-context Providers may receive some community DI reports twice (in their Connect Care In Basket as well as their non-AHS location(s)). Diagnostic imaging ordered from a community clinic and performed by a community DI provider are sent directly from the DI provider via their normal delivery mechanism (mail/fax/paper/eDelivery) to your community clinic. When the ordering provider also works in AHS and uses Connect Care, these results may also be delivered to the Connect Care In Basket. For more information, please see [Community Diagnostic Image \(DI\) Report Delivery for Mixed Context Providers with Connect Care](#).

Resources

- Delivery of Results to Community from Connect Care: ahs.ca/ccresultstocommunity
- Community Information: ahs.ca/ccproviderbridge
- Connect Care Information: ahs.ca/connectcare
- eDelivery Information: www.ahs.ca/info/Page15302.aspx
- Connect Care Submitter, Department and Provider ID Lookup: provideridlookup.ahs.ca

Support

- **Alberta Health Provincial Service Desk at 1-877-311-4300**
 - Select option 1 for Clinical Applications, then option 1 for Connect Care
 - Please have your location, contact information and Prac ID available when you call
 - Please call if there is an issue with one or more of these IDs (e.g. incorrect phone numbers or address), if you need an ID built for a new provider or clinic and for support around results delivery
- Email servicedesk.emrbis@ahs.ca to designate a different clinic as your default location to receive documents
- **Update provider or clinic information** (providers at the clinic, addresses, contact information) using [Request for Provider/Provider Set-Up in Health Information Systems \(ahs.ca/frm-21762.pdf\)](https://ahs.ca/frm-21762.pdf)