

Date: November 26, 2019
To: Community Care Providers (Calgary Zone and South Zone)
From: Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS
Re: Connect Care Update: Laboratory Ordering and Reporting

On November 3, Alberta Health Services launched the first wave of Connect Care in the Edmonton Zone. Supported by a fully integrated clinical information system, Connect Care consolidates the patient's story, including goals, problems, plans, investigations and treatments for all AHS health records.

As you know, Connect Care will be launched in waves, and will be fully utilized across the province by late 2022.

One challenge that we have identified following the wave one launch in Edmonton Zone was with the e-delivery of lab reports moving through Connect Care and out to community healthcare providers, particularly family physicians.

We have experienced some issues with legacy requisitions and information completed under the prior system flowing through to the community sites.

For community providers in Calgary Zone and South Zone, what do you need to know now?

Continue to use your current requisitions and IDs for now.

However, in the coming weeks, we will provide you with more information about switching over to new Connect Care IDs and requisitions.

We will also ask you to validate your current address, fax number and preferred delivery method information.

What should I currently be doing?

In order to ensure that you are receiving lab reports for your patients, we will be sending you a results summary containing patient names and tests ordered for any patient that has had tests done in Connect Care.

You may not know that these tests were sent to Connect Care, but the specimen may have been sent between labs. If you do not receive the results on the summary report, please check Netcare or contact DynaLIFE - all lab data created through Connect Care is available in Netcare.

Support hotline:

If you are experiencing problems with the delivery of lab reports, please contact the AHS support hotline at **1-877-352-4495 (Conference ID – 81890417)**.

The hotline is available Mon-Fri, 8:30 a.m. to 4:30 p.m. until December 13. If the hotline is busy, you will get a call back as soon as possible. Alternatively, you can email ccproviderbridge@ahs.ca

Further support:

Item	Contact Information
E-delivery issues:	Call the AHS hotline at 1-877-352-4495 (Conference ID – 81890417), or email AHS Connect Care at ccproviderbridge@ahs.ca
Lab reports, NOT by e-Delivery	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706
General Inquiries	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706 or http://ahs.ca/ccproviderbridge