October 18, 2019

It would have been hard to miss the buzz for the past couple years about Connect Care and its clinical information system (CIS) launching on November 3, 2019.

What community and family physicians may not realize is that there is an extremely high likelihood that Wave 1 of implementation will impact you, your clinic and your patients. Even if you do not hold an AHS appointment, if there is even a chance that one of your patients might access a lab or imaging facility in northern and some parts of central Alberta, the Connect Care roll-out is relevant to YOU.

There are a number of key messages family physicians across Alberta need to know. I have attempted to narrow them down to the essentials and to provide practical tips and links for what to do and where to find further information/assistance. There is also a very useful Connect Care FAQ resource at [http://www.ahs.ca/ccproviderbridge](http://www.ahs.ca/ccproviderbridge) that may cover questions that are not covered here.

1. **Again, if even one of your patients might access a lab or imaging facility in central/northern Alberta, then Connect Care will affect you.** Wave 1 includes lab facilities from Red Deer northwards, so if any of your patients could be travelling to central/northern Alberta (visiting someone, traveling for work, etc.) and could conceivably access a lab while they're there, you need to know about Connect Care!

2. **If you work in a Wave 1 facility, you must complete your Connect Care training and the End User Proficiency Assessment (EUPA) prior to November 3, 2019.** You will not be permitted to work until you do. If you have not done your training or are not sure if you need to, please contact the AHS Chief Medical Information Office ASAP (cmio@ahs.ca).

3. **ALL physicians ordering labs or imaging in the province have been assigned three Connect Care ID numbers (all three come together so if you have one, you have them all).** AHS has pre-coordinated with the EMR Vendors, so those physicians getting their results electronically through their EMR will continue to do so.
   - All Connect Care ID’s will be mailed out by October 21. It is recommended that you CHECK with your clinic manager or IT personnel in the week that follows (and definitely before Nov 3) to verify your Connect Care ID’s have been received. If you have not received them, or you are not sure, contact ccproviderbridge@ahs.ca.
   - Once you know you’ve received your ID, you are good to go. Verification of receipt of results to your EMR via electronic delivery is automated. Your clinic will still need to check unmatched results workflows to reconcile with charts/different sites.
   - If there are any issues on Nov 3 with electronic delivery of results, contact your EMR Vendor first as they are first-line for trouble shooting any concerns with results delivery.
   - If you work in multiple sites, this is a bit more complicated and AHS is preparing a communications package for community providers (so stay tuned…).

4. **On November 3, AHS will be launching a 24/7 Service Desk support number (1-877-311-4300) for any physicians or clinic staff who have questions or issues.** This Service Desk is being staffed to the level of service provided for emergency/disaster scenarios…so
they will definitely be available to answer your calls!

5. Eventually, patients across Alberta will have access to their health information through Connect Care:

- Only patients accessing facilities that have Connect Care in place (as various waves are implemented) will be given enrollment information by AHS staff.

- Click to read a practical MyAHS Connect Frequently Asked Questions sheet that clinic staff can use for reference. This can also be printed and given to patients as it contains information on how to set up and access their “MyAHS Connect” accounts.

The implementation of Connect Care represents an unprecedented opportunity to start linking different aspects of the health care system - - with each other as physicians and with our patients. As with any massive change implementation, there are going to be growing pains, but the potential gains in informational continuity are enormous. Our Section, and other primary care leaders, continue to work hard to represent the family physician perspective and the reality of how this roll-out will impact our practices.

It is my hope that this practical information is useful to you. I will provide further information and updates as things progress and details are solidified.

C-day is rapidly approaching… R U ready?

Best regards,

Dr. Kathryn Andrusky
President, AMA Section of Family Medicine

Critical Contact Information:

- Service desk toll free number (available 24/7 as of Nov 3): 1-877-311-4300
- www.ahs.ca/ccproviderbridge
- ccproviderbridge@ahs.ca

Resources:

- MyAHS Connect Frequently Asked Questions (may want to print out for reception/staff)
- Connect Care Identifiers Frequently Asked Questions (regarding electronic delivery of results)