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## Bridges for Providers and Patients

### Connecting Care

Connect Care is a collaborative effort between Alberta Health (AH) and Alberta Health Services (AHS) staff, clinicians, and patients to improve care and safety for Albertans.

Healthcare providers and patients depend on a constantly growing dataset to support shared decision-making. Modern technologies can help. Connect Care offers tools to both patients and providers to put accurate health information and sound clinical guidance at their fingertips, making it easier connect and coordinate across the care continuum.

Adoption of a single, integrated, clinical information system (CIS) can improve continuity of care where AHS is responsible for the record of care. However, many non-AHS practices use independent electronic medical records (EMRs). How can Connect Care help bridge CIS and EMR domains?

### Connecting Providers

Providers who do not use Connect Care as their record of care (“Community Providers”) have access to a variety of bridging services, including an online portal to health information stored in the Connect Care CIS. The Connect Care Provider Portal (CCPP) allows community providers to receive notifications and view updates about:

- Lab, imaging, test, and procedure results
- Admissions, transitions, and discharges
- Referrals and consultations
- Clinical images and scanned files
- Notes, letters, and documents
- Orders placed by other providers.

Providers can request consults, schedule appointments, place orders, and securely message colleagues. Other bridging services, including eDelivery, will deliver Connect Care reports to non-AHS EMRs and the Netcare provincial Electronic Health Record (EHR) increasingly integrates key information from both EMRs and the Connect Care CIS.

### Connecting Patients

Through online and mobile bridging services, patients served where Connect Care is the record of care can use its patient portal (MyAHS Connect) to:

- Manage appointments and follow-ups
- Access test results and reports
- Review medications, allergies, conditions
- Send and receive secure messages to their healthcare team
- Complete questionnaires, track health data and synchronize with common personal medical devices
- Review and request corrections to their health record.

Connect Care patient information services are an essential part of health care. Indeed, sound information, education and communication are powerful therapeutic interventions. These harmonize with personal digital health record services offered through My Health Records ([myhealth.alberta.ca](http://myhealth.alberta.ca)).