



Designated Supportive Living and Long-Term Care with Contracted Pharmacy: The Prescriber's Role at Cutover

What is “cutover”?

Cutover is a process through which key pieces of information about Continuing Care (CC) residents are entered into Connect Care prior to launch. Cutover includes both technical and clinical elements. The primary concern for CC prescribers (physicians and nurse practitioners [NPs]) will be the management of medication and non-medication orders, and the translation of essential information about CC residents' clinical status from legacy systems to Connect Care.

What is the prescriber's role?

CC prescribers will be asked to complete two primary tasks occurring during different periods of time, including:

1. **Non-Medication Orders:** 5–8 weeks prior to launch, CC physicians/NPs will complete and sign standardized cutover forms that lists all non-medication orders (GCD, activity, vitals, fluids, ins and outs, etc.) and standing medication orders attached to each resident. Nursing and dietitians will enter these orders into the system over 1–5 weeks prior to launch. *Please note the resident's CC physician signature is required to enter these orders during cutover and previous standing order forms will not be entered.*
2. **Order Validation:** The week prior to launch, CC physicians/NPs need to review all orders in Connect Care, to verify that those orders accurately reflect what was intended in step 1 above. The orders will be active in Connect Care for launch. Any additional orders entered after physicians/NPs confirm the orders should be reviewed in a timely fashion.

What if there are any changes to CC orders?

Medication Orders

Any changes to medication orders up to launch will be entered and processed using legacy workflows.

Non-Medication Orders

Any changes after non-medication orders are entered by nursing and dietitians will be entered into the legacy system and Connect Care by nursing or dietitians, depending on the type of order.

Who can help?

Any member of the professional care team can assist with the clinical cutover process; attending medical staff have the primary responsibility for ensuring that the information provided in steps 1 and 2 above is accurate and complete.

Is the cutover process different for Long-Term Care without contracted pharmacies?

Yes, there are specific differences in timelines to support the clinical documentation requirements for LTC residents. Please see the separate FAQ:

- [FAQ: Prescriber Role at Cutover – Launch 7 LTC](#)



Continuing Care Cutover Timelines

Starting	Days/weeks from launch	What to do
September 11–27	8 to 5 weeks prior	Complete cutover order and information forms. This requires a physician/NP signature for order forms to be used for cutover. Do not use or scan in legacy standing order forms used during admissions.
October 2–30	5 to 1 weeks prior	Assist nursing as required, with the interpretation and entry of complex orders (particularly important for high-risk orders such as TPN).
October 30–November 4	7 to 0 days prior	Physician/NP verify all orders for CC residents.

More Information

Please note: This is separate from inpatient/acute communications. The CC communication is sent earlier due to the earlier dates impacting CC cutover.

- [Manual: Cutover](#)
- Physician/NP workflow questions: Call Helpdesk at 1-877-311-4300 (#1 for Connect Care) or submit a ticket at help.connect-care.ca
- CC cutover questions: jessica.spence2@ahs.ca or sarah.pollard@ahs.ca