



Connect Care Training for Physicians

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Do Physicians need Connect Care training?

All who use the Connect Care clinical information system (CIS) must complete training appropriate for their role and expected CIS uses. This includes “prescribers” (physicians, clinical associates, physician assistants, nurse practitioners, pharmacists and other prescribing health care professionals). There is no access without at least some level of training.

Do non-AHS physicians need training?

Many Alberta healthcare organizations use Connect Care as the record of care. Examples include Covenant Health, Calgary Lab Services, DynaLife, Alberta Precision Laboratories, CareWest, Capital Care, Community Health Centres, and some Primary Care Networks. Role-appropriate training expectations apply, regardless of organizational affiliation.

How will Prescribers know what training is needed?

The Alberta Health Services (AHS) Connect Care Program and CMIO office work with AHS Zone Medical Affairs to determine and communicate the training pathways required for prescriber roles active in the five AHS Zones.

How will Prescribers register for training?

Registration for online and in-person training sessions is also organized through Zone Medical Affairs.

When will training occur?

Formal training occurs before each of the Connect Care launch waves, usually two to three months prior to launch. Personalization happens in the month before launch, and optimization after launch.

Where will training occur?

E-learning modules delivered through the “MyLearningLink” online learning management system. This can be accessed with popular Internet browsers on both Windows and Macintosh computers. Modules can be completed anywhere the Internet is available, including from home.



In-person training will be provided at a combination of AHS and external training venues. For each launch wave, training is delivered within the geographic region(s) affected by the wave. Supplemental telehealth or webinar sessions are offered where transport to regional sites is difficult or inappropriate.

How will training be delivered?

Connect Care training is blended. Parts of learner pathways can be completed online, while other exposures are instructor-led using practice CIS environments. Manuals, tip-sheets and learning workbooks supplement all types of training.

Informal just-in-time training is also organized to suit different learning styles. Personalization and Optimization sessions and workplace drop-in supports leverage trainers, power-users, super-users and peer supports.

Who trains prescribers?

As much as possible, prescribers train prescribers. Training pathways and curricula are prescriber-designed and developed. Post-implementation optimization maximizes use of peer trainers and super-users. Training teams include specialists with diverse backgrounds.

What competency is needed to gain Connect Care access?

Before gaining access to the Connect Care CIS, users need to complete a short competency assessment. This is attached to the basic component of training pathways. Users have multiple opportunities to complete the assessment, and 1:1 support is available.

What additional training supports are provided?

In addition to e-learning and in-person training, resources like workbooks and tip sheets are provided. An online simulation ('playground') environment allows practice and exploration without putting real-time patient data at risk. Personalization, drop-in, and optimization sessions help learners adapt the production system to their needs.

Are Continuing Education Credits available?

AHS has secured approval for continuing medical education (CME) credits through both the College of Family Physicians of Canada (pending) and the Royal College of Physicians and Surgeons of Canada. Members of alternate funding arrangements can report training activities as professional development.

Are Physicians compensated for time spent in training?

High-quality, CME-eligible, training is provided at flexible times and locations, with no course fees or other direct expenses. As with other Alberta health record initiatives, monetary compensation for time spent on training is not provided. Connect Care training resources are allocated to build informatics capacity in physician communities, helping physicians to help physicians, while recognizing attainment of informatics competencies.

How will Medical Learners be trained?

AHS works with medical schools, residency and fellowship programs to adapt Connect Care training to the needs of learners and the training times they can make available.

How are Trainers recruited?

There are many opportunities for prescribers to help develop and deliver training. They can inform pathways and interventions, including Curriculum review, Training delivery and peer support.

Interested clinicians can contact the AHS CMIO Medical Informatics Program at mip@ahs.ca.



Where can more information be found?

A wealth of information about curriculum development, peer support, proficiency development and user group involvement is available via the AHS CMIO Medical Informatics Program via mip@ahs.ca or cmio@ahs.ca.

Additional resources:

- Byte: Physician Training
- Key Messages: Physician Training
- Principles: Physician Training
- Norm: Physician Training Compensation
- Backgrounder: Physician Training Compensation