

Connect Care Identifiers

- A Guide to their Use



Agenda

- What are they?
- How do I find my new identifiers?
 - My clinic uses eDelivery for results & reports
 - My clinic uses fax or courier for results & reports
- How do I use the updated lab and DI requisitions?
- Are you interested in eDelivery?

What are they?

New Connect Care Identifiers

All **community** providers across Alberta who order laboratory tests, diagnostic imaging, and other interventions **in community** will be given new Connect Care Identifiers (IDs) to use when ordering.

This includes non-AHS providers.

What are they?

There are three:

Connect Care Provider ID	A single ID that identifies the order provider regardless of their location
Connect Care Department ID	Identifies the location where diagnostic imaging is ordered from
Connect Care Submitter ID	Identifies the location where laboratory tests are ordered from

What are they?

Use these new identifiers as soon as possible!

- On your lab and DI orders
 - This ensures results/reports will be delivered to the location you ordered them from
 - Deadline: **April 10, 2021 (Wave 3)**
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Choose from below

- How do I find my new identifiers?
 - My clinic uses eDelivery for results & reports
 - My clinic uses fax or courier for results & reports

See: <https://ahs.ca/assets/info/cis/if-cis-cc-wave-3-identifiers.pdf>

If your clinic uses eDelivery

- If you receive lab, DI and other reports via eDelivery, your Connect Care IDs should already be loaded in your EMR.
 - Clinics affected by Connect Care Wave 3 may also receive an email from AHS eDelivery to confirm which providers work at that location.
 - If your EMR is missing your Connect Care IDs, please contact your EMR vendor for support.
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What about locums?

- If you are a short-term locum physician who works at a clinic using eDelivery, you **must** order under the provider you are covering until you are registered with eDelivery, in order to ensure successful result delivery.

If your clinic uses fax/courier

- If you receive lab, DI and other reports via fax or courier, Connect Care IDs are being mailed in a staged manner to providers across Alberta.
- Some providers, including those in the Edmonton and North Zones, may already be using identifiers. We appreciate your understanding if you receive this information a second time.

Mailing schedule

- **Provider IDs** (grouped by clinic/location): will be mailed to all ordering providers in Alberta.
- **Department IDs:** will be mailed to clinics across the province.
- **Submitter IDs:** will be mailed to the former Peace Country region.

If you are in Wave 3 and have not yet received your letter, it should arrive soon.

Identifiers and Connect Care

- Providers in some parts of Alberta will receive their submitter IDs at a later date, in alignment with the Connect Care implementation waves.

North Zone: April 10, 2021



How do I find my 3 identifiers?

Need Help?
Have a Question?

ccproviderbridge@ahs.ca



Be sure to include both IDs!

- Connect Care IDs
- Non-Connect Care IDs

This will ensure results can be delivered successfully throughout the province while Connect Care continues to be deployed, no matter where patients go.

How do I use updated Lab and DI requisitions?

DynaLIFE Lab Req

<https://www.dynalife.ca/Requisitions>

Requisition Header

Patient	PHN / Healthcare Number		Expiry	Alternate Identifier		XXXXXXX	
	Legal Last Name		Legal First Name		Middle Name	Date of Birth (dd-Mon-yyyy)	
	EXAMPLE		PATIENT		B.	23-SEP1992	
	Preferred Name		<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> X (Non-Binary/Prefer not to Disclose)		Phone		
	XXXXXXX				XXX-XXX-XXXX		
	Address		City / Town		Province	Postal Code	
	1111 ADDRESS DRIVE SW		EDMONTON		AB	T1T 1T1	
Provider(s)	Authorizing Provider Name (Last, First, Middle)		Authorizing Provider Name (Last, First, Middle)		Authorizing Provider Name (Last, First, Middle)		
	EXAMPLE, DOCTOR S.		EXAMPLE, COPY TO				
	Address		Address		Address		
	1234 211 ST, EDM, AB T2T 2T2		4567 89 AVE, EDM, AB T3T 3T3				
	Provider ID	Submitter ID	Phone	Clinic / Building Name			
	XXXXXX	XXXXXX	XXX-XXX-XXXX	XXXX-XXXX-XXXX			
	Clinic / Building Name		Clinic / Building Name		Collector ID		
	FAMILY MED CLINIC						
Collection	Date (dd-Mon-yyyy)		Time (24h)		Location		
	<input type="checkbox"/> Routine <input type="checkbox"/> Stat		Requisition Date		<input checked="" type="radio"/> Denotes a Fasting Test <input type="radio"/> Refer to Patient Instruction Sheet		Hours
							<input type="checkbox"/> Third Party Bill? <input type="checkbox"/> Client

New Required Provider Information Fields

- **Authorizing Provider:** The physician/provider ordering the test and acting on the test result.
- **Provider ID:** Unique ID assigned to the provider. This ID does not change when providers practice at more than one location.
- **Submitter ID:** Unique ID for the location/clinic and is used to route reports.

NOTE: Both Provider ID and separate Submitter ID are required to correctly route your reports.

New Patient Information Fields

- **PHN Expiry Date:** Required for patients with out-of-province healthcare insurance.
- **Alternate Identifier:** Unique ID (ULI, MRN, Government issued ID, etc.)
- **Preferred Name:** Use if preferred name differs from legal name.
- **Gender X Non-binary/Prefer not to disclose:** Added to provide choice of response other than "male" or "female".

New Requisition Information Fields

- **Requisition Date:** Indicate the date the requisition was issued.
- **Ⓢ** Denotes tests which require fasting.
- **Ⓜ** Denotes tests with patient instruction sheets.

How do I use updated Lab and DI requisitions?

APL Req

<https://www.albertaprecisionlabs.ca/Page13716.aspx>.

		Scanning Label or Accession # (lab only)	
Patient	PHN 12345-6789	Expiry	Alternate Identifier
	Legal Last Name EXAMPLE	Legal First Name PATIENT	Date of Birth (dd-Mon-yyyy) 25 Dec 1925
	Preferred Name XXXX	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> X Non-binary/Prefer not to disclose	Middle Name B
	Address 1234 My Street	City/Town Edmonton	Phone XXX-XXX-XXXX
Provider(s)	Address 1234 211 St, EDM, AB T2T 2T2	Phone XXX-XXX-XXXX	Postal Code T1T 1T1
	Address 1234 211 St, EDM, AB T2T 2T2	Phone XXX-XXX-XXXX	Copy to Name (last, first, middle) EXAMPLE, COPY TO
	CC Provider ID XXXXXX	CC Submitter ID XXXXXX	Copy to Name (last, first, middle) EXAMPLE, COPY TO
	Legacy ID	Address 4567 89 Ave, EDM, AB T3T 1T1	Address
Collection	Clinic Name Family Medicine Clinic	Clinic Name Associate Medical	Collector ID
	Date (dd-Mon-yyyy)	Time hh:mm	Location

New Required Provider Information Fields

- **Authorizing Provider:** The physician/provider ordering the test and acting on the test result.
- **Connect Care Provider ID:** Unique ID assigned to the provider. This ID does not change when providers practice at more than one location.
- **Connect Care Submitter ID:** Unique ID for the location/clinic and is used to route reports.

NOTE: Both Provider ID and a separate Submitter ID are required to correctly route your reports.

New Patient Information Fields

- **PHN Expiry Date:** Required for patients with out-of-province healthcare insurance (if applicable)
- **Alternate Identifier:** Unique ID (ULI, MRN, Government issued ID etc)
- **Preferred Name:** Use if the preferred name differs from legal name.
- **Gender X Non-binary/Prefer not to disclose:** Added to provide choice of response other than "male" or "female"

Legacy Provider ID:

- Millennium – numeric
- Sunquest – alpha/numeric

Note: adding the legacy ID assists non Connect Care sites with accurate provider selection for report delivery.

How do I use updated Lab and DI requisitions?

AHS DI Req

<https://www.albertahealthservices.ca/info/page9911.aspx>



**Alberta Health
Services**

Computed Tomography (CT) Request

- Complete all fields for your request to be processed
- Fax to Diagnostic Imaging; fax numbers listed at <http://www.albertahealthservices.ca/diagnosticimaging>
- Urgent/Emergent requests must be discussed by direct consultation with a radiologist


Important - Data for the **bold** and *italicized* fields on this form **must be reconciled**. These are critical data elements for reconciliation.

Preferred Facility		Inpatient Location		WCB Claim Number	
Ordering Provider Name (<i>last, first and middle</i>)		Provider Phone			
Provider Fax	Contact Number for Critical Test Results			Provider ID	Department ID
Provider Address/Location			City	Postal Code	


Last Name (<i>Legal</i>)		First Name (<i>Legal</i>)	
Preferred Name <input type="checkbox"/> Last <input type="checkbox"/> First		DOB (<i>dd-Mon-yyyy</i>)	
PHN	ULI <input type="checkbox"/> Same as PHN	MRN	
Administrative Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-binary/Prefer not to disclose (X) <input type="checkbox"/> Unknown			

Patient Phone Number


Are you interested in eDelivery?




Physical distancing works



Health Advice 24/7

Home | Contact | Staff | Help |  Patient Feedback | Niitsipowahssin



 COVID-19 info for [Albertans & Health Professionals](#) and about [Family Support & Visitation](#).
COVID-19 [testing / criteria](#) and [test results](#).

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eDelivery

What is eDelivery?

eDelivery is a secure service to electronically deliver patient results from a data source (for example, laboratory tests or diagnostic imaging) to an electronic medical record (EMR). eDelivery assists healthcare providers in having the most up-to-date patient information, thus ensuring the highest quality health care.

How does eDelivery work?

The Electronic Medical Record Business Integration Services (EMR BIS) team at AHS supports the eDelivery service by connecting the AHS and non-AHS data source providers to the EMR systems. eDelivery uses the providers listed in the results to determine delivery location. No patient information is used to determine the delivery location of a result. EMR software is purchased by the clinic.

Contact Us

Email

servicedesk.EMRBIS@ahs.ca

Hours of Service

8 a.m. - 4:30 p.m., Monday to Friday, excluding statutory holidays

Questions about Connect Care?

If you have any questions about how Connect Care will affect eDelivery, please refer to the [Connect Care Community Provider Resources](#).

<https://ahs.ca/info/Page15302.aspx>

Learn more about Connect Care

Connect Care:

Community: ahs.ca/ccproviderbridge

General: ahs.ca/connectcare

Blog: bridges.connect-care.ca

Email: ccproviderbridge@ahs.ca

Alberta Netcare:

albertanetcare.ca

eDelivery:

ahs-cis.ca/edelivery

CII/CPAR:

actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR/Pages/default.aspx

albertanetcare.ca/learningcentre/CII-CPAR.htm

