Connect Care Provider Portal Summary

Connect Care (CC) will help Alberta Health Services (AHS) assure continuity of care for patients and families. Continuity is enhanced when effective communication bridges information gaps at transitions from one care setting to another. While CC will seamlessly integrate all that AHS does for patients, many primary and continuing care providers operate outside of AHS settings or facilities. Accordingly, AHS commits to bridging health information services for authorized health care providers who do not use CC as their record of care. A "Connect Care Provider Portal" (CCPP), part of the integrated health record, facilitates continuity of care across the continuum of care.

Providers may access Link after logging on to Alberta's Netcare Electronic Health Record, or directly using popular computer operating systems and Internet browsers. The Link interface is fast, simple, clean, and free of special software or hardware requirements.

Provider Experience

Most CCPP functions are available to healthcare professionals registered in Alberta and authorized for Netcare access. Some functions may be limited to providers who have formal affiliations with AHS. Key CCPP information services include:

	Features	Uses
Communication	Secure electronic mail, texts, alerts, and notifications to and from members of the AHS health team, including support for document, image, and video attachments.	Provider interactions with the health care team are linked to the relevant patient. All queries appear in context and are linked to actions providers can take, such as appointment requests, referrals, and test orders.
Scheduling	Appointments, referrals, consults and eVisits can be scheduled, tracked, cancelled, and supported with information required for patient triage and preparation.	Reasons for patient appointment allocations are clear, providers can submit materials from EMRs, or other external sources and AHS encounters can be better managed.
Results	All test results, treatment reports, care summaries and plans of care are immediately available for review, with support for feedback and comment. Helpful flowsheets and health status trackers facilitate exploration and understanding the data.	Providers and their staff are better able to scan all results, reports, prescriptions, and care arranged by AHS in preparation for continuing patient support in the community.
Health Record	Summary snapshots, patient goals, health conditions, medications, flags, adverse reactions, and many other chart elements are summarized, with opportunity for exchange with the provider's EMR.	Comprehensive Information sharing facilitates efficient communication and unbroken follow-up surveillance. Chronic disease management improves through shared longitudinal plans of care.
Data Capture	Data captured by the CC Patient Portal and any linked devices (e.g.,	Health tracking information keyed to AHS care plans is shared with

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	Features	Uses
	glucometers, blood pressure monitors, etc.) is synchronized with the AHS record and shared through Link.	community providers for collaborative monitoring for danger signs alerts to earlier follow-up needs.
		Providers can submit additional information, documents, images, results, and reports for inclusion in the AHS data set.
Guidance	Provincially endorsed clinical guidance is linked to care plans and can be viewed via links to the AHS Provincial Guidance Viewer.	Best practice guidelines are co-presented and personalized for both patient and provider, reducing practice variation and increasing compliance with best practices.
Sharing	A wide variety of reports can be generated, including a full chart summary, for printing, displaying, or copying to the provider's EMR.	Provider EMR vendors can enable standards-based conduits for automated exchange of continuity of care documents with AHS.

Patient Experience

The CCPP integrates with MyAHS Connect (Connect Care patient portal) as part of a continuum of health information, all working from a single code set and dataset. This keeps information "in context" and reduces loss of meaning that can occur when data is transferred from one system to another. The CCPP experience is like the full within-AHS Connect Care experience, making it easy for patients and providers to tap into a common resource across the continuum of care.

System Experience

AHS accountabilities for improving patient access, outcomes and satisfaction can be facilitated when enterprise scheduling, communications, healthcare reports, and integrated plans of care work as part of a unified system. Information loss at care transitions is less likely.

Use of the CCPP can be facilitated through single-sign-on from a Netcare session and logons already familiar to most Alberta healthcare providers. Launching but not replicating Portals saves costs and improves patient safety by minimizing the amount of context-dependent information transferred between health systems.

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