



## Confirming Provider Registry Information

### What is a Provider Registry?

The Connect Care clinical information system (CIS) uses a “provider registry” to store information about clinicians using the CIS. The registry affects how CIS user roles are set up and how providers find and communicate with one another.

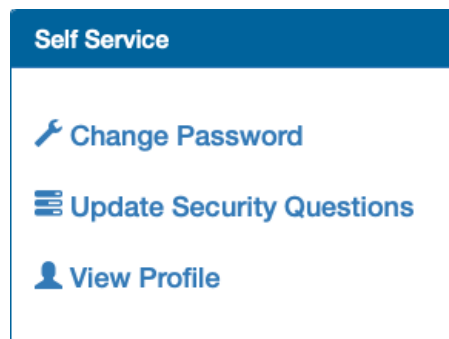
Physicians are a type of provider. It is essential that their entry in the provider registry correctly reflect who they are, what work they do and how they are to be contacted.

### Where does Connect Care Provider Registry Information Come From?

A provincial provider registry serves the Alberta Netcare Portal and other health information systems, including Connect Care. Medical Affairs, College of Physicians and Surgeons of Alberta and some other external sources provide updates. Until all sources are bidirectionally synchronized, the Connect Care provider registry is considered the source of truth for those using Connect Care as their record of care. Physicians can help maintain its accuracy.

### How can AHS Physician Information be Checked?

AHS has implemented a streamlined Identity & Access Management Portal ([iam.ahs.ca](http://iam.ahs.ca)) that allows physicians to self-validate the information AHS uses when setting up a physician for network access. Checking this is a great starting point. Log on to the **IAM portal** (note need for FOB if connecting from outside an AHS network), look to the bottom left column (“Self Service”) and select the “View Profile” option.

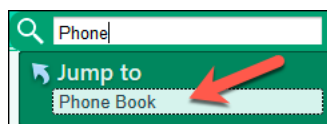


Check that position, address, email, phone and departmental affiliation are correctly listed. If not, select the link at the top of the profile display to request modification(s).

### How can Connect Care Registry Information be Checked?

The Connect Care CIS physician information draws from AHS access, medical affairs and provincial registry sources. It is important that this be validated.

Open Connect Care production (PRD) Hyperspace by logging on with your AHS username and password. When Hyperspace is open, enter “Phone Book” in the top right global search box.

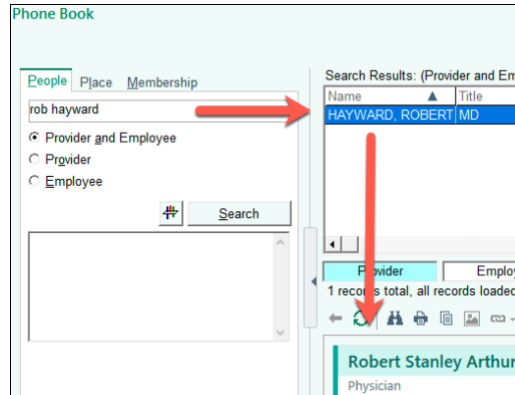


This should present an option to open the Connect Care phone book activity.

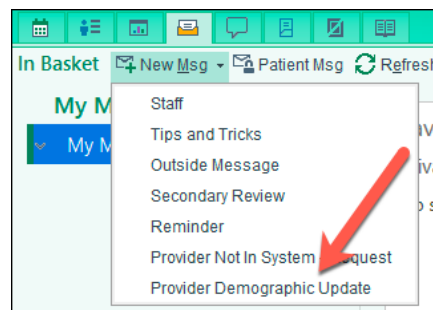
- Use the "People" tab in the Phone Book and search for your name.



- Make sure that you have no duplicate entries (if so, report as instructed below).
- Select the row corresponding to your name in the Phone Book search results.
- Confirm accuracy and appropriateness of the address, phone number and other information listed.



If changes are required, go to the In Basket activity in Hyperspace and select the "Provider Demographic Update" option from a drop-list that appears when selecting the down arrow just to the right of the "New Message" command button.



- Follow instructions embedded in the automatically generated message.
- Request changes only for the elements that were incorrect in the Phone Book.
- Delete the rest of the automatically generated text
- Make sure all "\*\*\*\*" placeholders are replaced, then Send.

The Provider Demographic Update request asks for your "Provider ID". This can be found (worth recording for future reference) as follows:

- Use Hyperspace Search (top right) to find and open the "Session Information" activity.
- Look in the "Login Information" section and find the number in square brackets for the "Linked Provider" line.

## How Can Connect Care Physician Roles be Checked?

Even if the registry information is correct, it is possible that the optimal Connect Care role and physician sub-template has not been applied. Corrections can be requested within Hyperspace by using the "CMIO Login Labs Info" activity.

- While logged on to Hyperspace, look to the top-right global search box and enter "CMIO Login", observe the completion matching, then select the "CMIO Login Labs Info" activity.
- All necessary instructions are included in the activity.
- Note the link to a "Login labs Survey" and use this if a change needs to be requested.