



Duplicate Prescriber Records

Connect Care users may notice that some **prescribers** (physicians, nurse practitioners, etc.) are listed in the clinical information system phone book (and associated look-ups) more than once. Some health care providers care for patients in more than one province; most commonly affecting Connect Care when physicians perform clinical duties in both Alberta (AB) and the Northwest Territories (NT). Connect Care users need to take care when choosing a provider with two listings in order to match the provider to the correct care context.

Where might dual providers be encountered?

Prescriber names may be selected when sending or copying consultations, discharge summaries or other forms of documentation. They may also be selected when copying test results (during ordering) to other providers. The contents of the Connect Care “Phone Book” (found via chart search or the main Epic menu) also appear when adding or removing providers from a patient’s care team or when attaching providers to billing information (e.g., referring provider).

How do dual records appear in provider look-up lists?

Providers with multiple provincial/territorial attachments have the non-Alberta role indicated by a two-letter abbreviation in parentheses. For example, physicians performing clinics in NT will have two provider entries in Connect Care:

- The Alberta role will not have a province designation.
- The non-Alberta role is indicated in parentheses (e.g., NT) at the end of the surname.

ID	Provider
73121	ADAMS, FATIN
270919	ADAMS (NT), FATIN

Why are dual records required?

For a variety of reasons, including different laboratory results routing rules, physician activities in different provinces may need to be kept distinct. Different privacy regulations may require that information flows be managed separately for services provided in different jurisdictions.

When should the non-Alberta provider be selected?

In general, the primary (Alberta Connect Care) identity for a provider is preferred. It should be used when clinicians are assigned to patient care teams. However, when copying test results to a provider working in multiple provinces, first consider the location where outpatient care will occur. If the patient does not reside in Alberta, the provider(s) participating in follow-up care should be copied.

Test results: In some cases, an Alberta specialist doing intermittent work outside Alberta may provide follow-up care outside of Alberta. If the specialist’s future review will happen outside Alberta, look for and select the non-Alberta instance of the provider in look-up lists presented when copying documentation or results. If the specialist will see the non-Alberta patient in an Alberta clinic, then the usual Connect Care provider record (no modifier in parentheses) should be selected.

Referral: When using Connect Care to refer patients to providers who work in multiple provinces, users should choose the non-Alberta record only when the patient will be seen and the referral completed outside AB (e.g., NT).

Consultation: When preparing a Connect Care consult report to go to providers who work in both AB and outside AB, the consultant should choose the non-Alberta provider entry when the patient is from outside



Alberta (e.g., NT), and the provider receiving the consult report will provide follow-up outside AB.

Quick Reference: Choosing from dual Provider Records for AB and NT

Connect Care Workflow	Receiving Provider will see and follow the patient in Alberta	Receiving Provider will see and follow the patient in NT
Copying lab, DI or other results/reports to another provider	AB ID (no modifier) 	NT ID
Referring patient to another provider	AB ID (no modifier) 	NT ID
Generating a Consult Report to go to another provider	AB ID (no modifier) 	NT ID

Where can more information be found?

- [Reference: NT Provider Numbers \(ourNTHSSA\).](#)
- [Manual: Results and Reports Routing](#)
- [Manual: Referral and Consultation](#)