Getting Started with Connect Care for Research

How do I start my journey with Connect Care as a researcher?

All research ethics board (REB)-approved research studies are reviewed and, as it relates to Connect Care access, are approved by the AHS Health System Access (HSA) team according to the following steps:

1. For newly REB-approved studies, a notification is sent to the research team to fill out the HSA intake form through NACTRC or IRISS. After the intake form is submitted, research teams can expect to be contacted by a member of the HSA team to discuss Connect Care access and required next steps.
2. If a study has administrative approval and is already ongoing but was not set up as part of its respective Connect Care launch, or the study needs have changed and now requires to be set up in Connect Care, this can be requested by contacting the HSA advisor assigned to the study or emailing Research.Administration@ahs.ca.

What if the requirements of my study should change?

If the requirements of the study change, including access requirements of team members, the research team should:

1. Update their ethics application.
2. For studies approved for write-access, complete the HSA Change Request form.
3. For studies approved for view-only access, email HSAResearchITAccess@ahs.ca.

What type of requests can I make?

The HSA IT Access for Research resource page includes:

- Change Request Form: updating Connect Care study records (add/remove research staff, notification preferences, study description, etc.).
- IT Access Request for Research Form
    - Requesting Connect Care training for new team members part of a study that has been approved for Connect Care access (write-access or view-only access).
    - Requesting access for an external study monitor for protocol adherence monitoring purposes.
    - Applying for remote system access.
- Connect Care Research Access Tips: criteria to help determine the appropriate level of Connect Care access for your study.
- Research Build Request Form: requesting a Connect Care build or customization requiring IT resources or support.

General Information on the approvals required for initiating your study at AHS and more Connect Care resources can be found on the HSA website.

Alberta Health Services

I have questions outside of requesting access or getting my study into Connect Care, who do I contact about Research in Connect Care?

- **System log-ins and general technical support**: For urgent or technology-related issues impacting patient care (including system log-in issues), call **1-877-311-4300**. In line with security policies established by AHS, password resets can only be completed over the phone. This includes issues about non-medical devices including computers, printers or scanners. This does not include requests for research department specific specimen label or patient label printers, which should be forwarded to the research-specific IT support outlined below.

- **For non-urgent research-specific technical issues including research department-only printers, use of the research module, or questions about research workflows within Connect Care:** submit a Connect Care IT ticket. Under 'Issue Type', select 'Research'. Enter the requested information in the subsequent fields and describe the issue in detail. If you need to refer to a patient, please use the patient ULI instead of any other identifier.

- **For inquiries on requests submitted to HSA about research study set-up or approvals related to your study**, contact Research.Administration@ahs.ca.

- **For status updates or queries related to user management and user requests for direct system access (Electronic Health Records) for research purposes**, contact HSAResearchITAccess@ahs.ca

- **If you need help understanding how to convert your research activities from another process to Connect Care (e.g. your study will now be conducted at an AHS site that may have just gone live in Connect Care, or you're converting your study from paper to Connect Care)**, contact CC.Research@ahs.ca. This inbox is monitored regularly Monday through Friday, except on statutory holidays.

Alberta Health Services