Letter to Sponsor
Provider Portal & External Study Monitors

How do I access Connect Care as an External Study Monitor?

External study monitors can request remote access to the Connect Care Provider Portal. This portal provides real-time web read-only access to patient information so external study monitors can access patients' clinical data that is released by the study team. Access to the provider portal is provided through an AHS Unified Access Portal. This has important implications for studies where external study monitoring through remote access may be required or requested.

The research study coordinator from the site that is working with the external study monitor can release patient charts to this portal for the day of the visit or for up to 7 days, whichever is most appropriate. Access to the Provider Portal is audited (i.e. date, timestamp, name of user) and authenticated using several layers of security. The full system audit is viewable to application analysts. These audits can be requested by submitting a ticket to the relevant IT application team. Some defined fields have version control viewers, for example the "Date of last ethics approval" allows users to see when this was last updated and by who. This example data point is viewable to users within the Connect Care application but not within the view-only Provider Portal.

Please note: AHS IT can support password resets but cannot assist with connecting to the AHS Connect Care Provider Portal from external locations. It is the responsibility of the external study monitor and their organization to ensure that they follow the instructions below. This should be performed well in advance of the scheduled visit to ensure that they can log into the AHS Unified Access Portal.

To request access to the Connect Care Provider Portal and ensure visibility of the patient charts, the following steps must be followed:

Gaining Access to the Connect Care Provider Portal
1. Complete the Health System Access (HSA) IT Access Request for Research form.
    a. Request 'external monitor access'.
    b. Complete this form *at least two weeks prior* to the scheduled external study monitor visit to allow for processing of the request.
    c. An HSA IT Access Coordinator will process the request and provide the external study monitor with an AHS login.
2. The external study monitor will need to watch the AHS Information & Privacy and IT Security & Awareness video.
    a. Upon completion of the module, they will print and sign the Confidentiality & User Agreement (CUA) at the end of the course.

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      b.   Email the signed CUA to HSAResearchITAccess@ahs.ca.

3. The external study monitor will use their AHS login to complete the following prerequisite training on My Learning Link:
    a. Annual Continuing Education (ACE) - InfoCare - On Our Best Behaviours
    b. Epic - ECL200 Introduction to Connect Care Provider Portal

Steps for External Study Monitors

Once the above steps and required training is completed, external study monitors will follow the steps outlined on the HSA website to access the Connect Care Provider Portal through the AHS Unified Access Portal.

It is <u>critical</u> that the external study monitor completes their training before trying to log into the AHS Unified Access Portal and Connect Care Provider Portal. Access is dependent on completion of this training, but may not be provided immediately upon completion of the training. Please allow for at least 24 hours before trying to log in to the AHS Unified Access Portal and Connect Care Provider Portal.

Should the study require virtual external study monitoring and the options outlined above are unavailable, the research team should reach out to their HSA advisor to see if any other options exist for virtual external study monitoring.

If you have any questions, please contact HSA at HSAResearchITAccess@ahs.ca.

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