



Streamlining ED Provider Notes from Connect Care

You may be receiving multiple versions of summative documents from Connect Care as a result of changes to AHS provider workflows—particularly from an emergency department (ED) via eDelivery or fax. To improve this situation, AHS is changing the criteria that trigger the sending of an ED Provider Note to the identified Primary Care Provider (PCP).

As of March 21, 2023, signed ED Provider Notes will only be sent to the PCP after a patient is admitted to hospital or discharged. This will reduce the number of versions community clinics receive through Connect Care.

You may still receive new versions of ED Provider Notes if the ED physician who authors the notes edits or adds information post admission or discharge.

Changes for other summative documents, such as discharge summaries, will be pursued after the impact of the changes to ED Provider Notes have been evaluated.

Summary: What do I need to know?

- You should now be receiving fewer versions of ED Provider Notes from Connect Care.
- AHS has improved the process for automatic distribution of ED Provider Notes.
- For support: Call the AHS Solutions Centre @ 1-877-311-4300 (Select option 1 for Clinical Applications, and then select option 1 for Connect Care).

Background: Improving Patient Information Flow via Automatic Document Delivery

AHS appreciates your patience as we continue to work towards improving informational continuity between acute and primary care. The goal is to ensure patient information flows smoothly between AHS and community providers, so that ultimately patients benefit from these changes.

The process changes began in April 2022, when AHS made [enhancements to Connect Care and eDelivery](#) that allowed for the automatic delivery of summative documentation (e.g., discharge summaries and ED provider notes) from Connect Care to a patient's identified primary care provider. This change was made in collaboration with the Alberta Medical Association and primary care representatives to improve informational continuity.

Troubleshooting and more information

AHS continues to receive valuable feedback from providers about the effectiveness of these communications, particularly when it comes to volume of documents that providers receive.

AHS is taking a multi-pronged approach to addressing this feedback, including providing additional training for AHS providers, reviewing Connect Care workflows, and evaluating additional IT enhancements.

If you've been incorrectly identified as a patient's primary care provider and are receiving summative documents for patients not on your panel, please call:

AHS Solutions Centre

1-877-311-4300

(Select option 1 for Clinical Applications, and then select option 1 for Connect Care).

For more information about summative document delivery to community clinics, please see this [memo on eDelivery of summative notes](#).