

# primary cares

News & updates from the Calgary Zone



## Connect Care Q&A

With questions about patient notes, reports and notifications continuing to come in following the May Connect Care launch, we've listed some common themes or issues below, as well as some tips on how to follow up or report concerns, as appropriate:

- Documents sent to clinics for patients not associated with the physician or clinic:** This could be related to some of the following scenarios, which are [explained in more detail here](#):

  - You're a physician working in multiple locations:* Connect Care uses a single default location associated with the physician's name. Physicians can designate their default clinic by emailing [servicedesk.emrbis@ahs.ca](mailto:servicedesk.emrbis@ahs.ca).
  - The list of physicians working at your clinic needs to be updated:* If, for example, a physician has left your clinic, submit a request to [add or remove a provider location](#).
  - You have been incorrectly identified as a patient's provider:* Call the Alberta Health Services Solution Centre at 1-877-311-4300 and press #1 for clinical applications, followed by #1 for Connect Care. Have your location, contact info and Prac ID available.
- Documents from AHS facilities sent to the same author in their community EMR (mixed content providers):** This design feature affecting physicians who work in an AHS Connect Care site and another non-Connect Care community site (e.g., urgent care and maternity care physicians) was requested by other zones, but feedback from Calgary has been that it is not helpful. AHS is investigating potential solutions.
- Duplicate diagnostic imaging within Connect Care and community EMRs:** If the provider works in an AHS facility and community, a report is delivered to both for patient safety reasons. The Connect Care version is often delivered first. There's no quick solution for this issue. [More details](#).
- Emergency Department notes without disposition/follow-up:** In many instances, this could be a Connect Care user training/familiarity issue. Work to address this is underway.
- Calgary Zone discharge notifications:** Notifications from Peter Lougheed Centre were discontinued at launch and replaced with the distribution of summative documents to primary care. The same pattern will be followed as other Calgary-area sites come online with Connect Care in the fall.

Calgary Zone primary care leaders, which include physicians working in community and AHS sites, are working with AHS on solutions to some of the issues referenced above. "With strong primary care representation from front-line providers both within AHS facilities and in the community, we are working toward better understanding of the issues and developing mitigation plans. I appreciate the impact in community practices and appreciate feedback and patience while we try to resolve the issues," said Dr. Mike Spady, Medical Leader, Community Health for AHS in the Calgary Zone.

## Testing set to shift to primary care

Primary care physicians and clinics will be given greater responsibility for COVID-19 testing as Alberta moves to [Step 3](#) of its plan to ease public health measures.

Rapid Antigen Testing (RAT) will be the preferred option for patients, but COVID-19 molecular testing will continue to be an option, provided there is a requisition from a provider. More details are expected to be released shortly.

“Later this summer, we will be transitioning some AHS assessment centres to swabbing sites that are integrated with other services. Testing will still be available for those who are eligible,” said Health Minister Jason Copping. “Primary care providers will be able to choose to do testing on-site in their clinics or to order testing at AHS swabbing centres, as needed, to inform treatment decisions.”

Following the move to Step 3, which began earlier this month, the College of Physicians and Surgeons of Alberta updated its COVID-19 guidance document for community clinics. You can [download it here](#).

In addition to upcoming changes to testing, Chief Medical Officer of Health orders related to continuing care were rescinded effective Thursday, June 30. Some measures will remain in place in continuing care settings via revised standards and policy. That includes maintaining practices like isolation of symptomatic residents, outbreak protocols and masking.

Continuous masking remains in place at all AHS, Alberta Precision Laboratories and Covenant Health acute care, continuing care and community locations, including immunization and lab collection sites. This can serve as a guide to how community physicians may want to continue to reduce risk in their own clinics. The current visitation guidelines are also still in place at acute and congregate care facilities.

A reminder that physicians and clinics can [order no-cost rapid antigen test kits](#). In the Calgary Zone, Tuesday is the order deadline day, and Thursday is the shipping day.

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## COVID-19 and influenza monitoring program

Physicians and nurse practitioners interested in signing up for TARRANT Viral Watch program can find out [more information here](#).

The program, comprised of a team of researchers working with a volunteer network of sentinels, has traditionally been focused on influenza surveillance. This year, the program is expanding to support monitoring for COVID-19 and other respiratory viruses. It is hoped this will lead to a greater understanding of the presence of COVID-19 and influenza in community sites throughout the province.

Participating physicians would be asked to screen patients for influenza-like illness (ILI) and lower respiratory tract infections (LRTI), reporting on the number of patients seen each week and how many had an ILI/LRTI as a chief concern.

For more information, please email [tarrant@ucalgary.ca](mailto:tarrant@ucalgary.ca).

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## Quick links

### PCN Pain Rounds: Fibromyalgia

On Wednesday, July 20, from 5:30-6:45 p.m., PCN Pain Rounds will explore *Multidisciplinary Management of Fibromyalgia*. Family physicians and other team members are invited to attend. Credits are available. [Register](#).

### COVID Corner recording, handouts

A recording of the latest installment of COVID Corner is now [available online](#). The webinar, which took place on Wednesday, June 22, featured a public health update from Chief Medical Officer of Health, Dr. Deena Hinshaw, a vaccine update from Dr. Cora Constantinescu and a discussion about Long COVID. Dr. John Conly also presented on post-pandemic emerging viral infections. [Slides](#).

### Reminder: Resources for Ukrainian evacuees

A [primary care checklist](#) and [chest X-ray notice letter](#) are among the resources available to primary care physicians caring for Ukrainian evacuees. Evacuees can access emergency supplemental health benefits through the Ministry of Community and Social Services. [More details](#).

### Report on COVID-19 screening

An updated rapid evidence report from the COVID-19 Scientific Advisory Group examines the effectiveness of screening programs for reducing the spread of COVID-19 in healthcare settings. [Read the report](#).

### Canadian Medical Association AGM

On Sunday, August 21, from 9 a.m. to 1:15 p.m., the Canadian Medical Association is hosting a virtual AGM. [More details](#).