

primary cares

News & updates from the Calgary Zone



Connect Care launch

With lab services transitioning to Connect Care next month, community providers are asked to ensure [Connect Care IDs](#) are on all requisitions. Please let AHS know if contact or eDelivery [information changes](#) or providers leave or join the clinic. Physicians working at more than one clinic may find that some documents only go to the default location.

A reminder that in preparation for the Saturday, May 6 Connect Care launch, lab test standing orders are no longer available in lab databases. On Monday, March 27, labs in the Calgary area moved to paper processes. Patients who go to service centres for standing orders will be given a copy of their requisition and asked to hold on to it until expiration, which is up to 12 months. Expiration dates are printed on requisitions. There are no changes to standing order processes for mobile collections. [More information](#).

For support, call the provincial service desk at 1-877-311-4300 (select #1 for clinical applications, #1 for Connect Care; have your PraeID available). [More information](#).

Glucose tolerance, gestational testing: Expedited appointment booking is available for patients in the Calgary area who need glucose tolerance or gestational testing. Patients can call the DynaLIFE customer care centre at 1-780-702-4486 or 1-877-702-4486. [More information](#).

Lab wait times: Patients are experiencing long wait times at several locations in the Calgary area. DynaLIFE is working on plans to extend evening and weekend hours and to build two new temporary lab locations. Those measures are expected to be launched in June.

Specialist Link: By the numbers

The continued popularity of Specialist Link's tele-advice and pathway services is reflected in the latest [By the numbers infographic](#).

Specialist Link connects doctors and nurse practitioners with specialists in the Calgary area via a provider-only tele-advice service, pathways and other resources. More than 24,000 tele-advice calls and over 29,000 pathway downloads were reported between April 1, 2022, and March 31, 2023 – similar numbers to the previous year. A total of 94,594 calls have been recorded since Specialist Link was launched in 2014.

Two new tele-advice options were added last year – geriatric medicine and pediatric and adolescent gynecology – while three new pathways were uploaded to the website – anxiety, iron

deficiency anemia and pediatric constipation. Hematology was the most popular tele-advice service, with 2,077 calls, while non-alcoholic fatty liver disease (1,761 downloads) was the most popular pathway. [More information](#).

Calgary Zone webinar

The [next webinar](#) in the popular Calgary Zone series will include a segment on an Access Mental Health database that is set to be made available to providers and staff.

Scheduled for Monday, May 15, from 6–8 p.m., it will be hosted by Dr. Rick Ward and Dr. Christine Luelo. The database, which will be available via Specialist Link, will allow providers and staff to have direct access to a database of local mental health service providers. [Register](#).

Pain rounds: Acceptance and commitment therapy

The next [Primary Care Pain Rounds webinar](#) features a presentation from Dr. Elisabeth Saxton on *Acceptance and Commitment Therapy for Chronic Pain and Substance Use Disorders*.

On Wednesday, May 17, from 5:30–6:45 p.m., the Zoom-based event will cover the core principles for treatment of a patient with comorbid pain and substance use disorder. Patient education and use of available tools will also be covered. [Register](#).

Borealis PCN

Saddle Hills PCN and Peace Region PCN, both in the North Zone, have completed a formal merger to form [Borealis PCN](#). Members unanimously approved the merger, which was completed on April 1. There are now 39 PCNs in Alberta.

Quick links

Concussion webinar series

On Tuesday, April 25, from noon–1 p.m., the second part of a three-week concussion webinar series from the Alberta Medical Association focuses on *Concussion diagnosis and management: Utilizing the concussion awareness training tool*. [More information](#).

Webinar on Alberta politics

On Thursday, April 27, from 7–8:30 p.m., the next webinar in the Alberta College of Family Physicians' Thursday webinar series tackles *Alberta's Political Landscape*. [More information](#).

Long COVID eReferral support

A Long COVID eReferral Advice Request service is now available to primary care providers. [More information](#).