

Connect Care communications

Alberta Health Services has released a [new summary guide](#) to electronic documents and results delivery following the recent Connect Care launch at selected Calgary-area sites. [Download it here](#).

Family physicians and clinics experiencing issues with AHS results and reports can now also call the AHS Solution Centre at 1-877-311-4300 to report concerns. Callers should select option #1 for clinical applications, then #1 for Connect Care.

The Peter Lougheed Centre (PLC) and rural acute and long-term care and urgent care in Airdrie, Okotoks, Cochrane and at Sheldon M. Chumir Health Centre and South Calgary Health Centre were among the local sites involved in the Connect Care rollout on Saturday, May 28.

Following the launch, there were changes to the way in which information was delivered to community physicians. AHS produced the [summary guide](#) to explain some of the changes. Those calling 1-877-311-4300 to report issues should leave a direct phone number for a call back and provide physician name(s) and Prac ID number(s), patient ULI, the full name and location of the clinic, and specific examples of the problem.

There were also disruptions to faxed notifications for Calgary-area physicians and clinics not on eDelivery or CII/CPAR. Those notifications have since resumed. Deceased notifications at all sites were discontinued.

In addition to the new summary guide, information is available about the following:

- [eDelivery](#)
- [Results delivery](#) (lab, diagnostic imaging, other diagnostics)
- [Connect Care for community providers](#)