

FACT SHEET: Calgary Zone Ordering Providers



Important **Connect Care** Information for Community Ordering Providers

DynaLIFE would like to inform Community Ordering Providers about the upcoming Connect Care launch 6 and resulting impact on lab services. **Effective May 6, 2023, all requisitions must include Connect Care (CC) submitter and provider IDs to ensure accurate and prompt reporting of results.** Failure to include CC IDs may cause reporting delays. DynaLIFE is dedicated to providing guidance for a seamless transition and encourages providers to carefully review the following information as a resource.

AHS Connect Care (CC) ID Support:

If you are looking for your Connect Care Provider & Submitter information, please use

- **[Connect Care ID Lookup tool](https://provideridlookup.albertahealthservices.ca/Auth/Login)**. [<https://provideridlookup.albertahealthservices.ca/Auth/Login>]

If there is an issue with one or more of your Connect Care IDs (e.g., incorrect phone numbers or address) or if you need an ID built for a new provider or clinic, please contact:

- **AHS Solution Centre at 1-877-311-4300.**
- Select option 1 for *Clinical Applications*, then select option 1 for *Connect Care*.

Important DynaLIFE Information:

- **DynaLIFE Physician Support: 1-800-661-9876**
- Calgary & South Zone inquiries menu option #2
- Support with result inquiries, changes to test orders, other general inquiries

Current DynaLIFE requisitions can be found on our DynaLIFE website:

- **[Requisitions \(dynalife.ca\)](https://www.dynalife.ca/Requisitions)** [<https://www.dynalife.ca/Requisitions>]
- Current requisitions are designed to support CC IDs.
- DynaLIFE will continue to honour legacy requisitions; however, please use CC submitter and provider IDs on all requisitions.
- Please update all standing order requisitions with your new submitter and provider IDs where/when possible.

Other Resources:

- **[DynaLIFE Community Ordering Provider Connect Care Launch 6 Resource Webpage](https://dynalife.ca/Professionals/Connect-Care-Wave-6)**
<https://dynalife.ca/Professionals/Connect-Care-Wave-6>
- **AHS Bulletin/DynaLIFE Bulletin: [Highlights of Laboratory Changes with Connect Care Launch 6](https://www.albertahealthservices.ca/assets/wf/lab/if-lab-hp-bulletin-highlights-of-laboratory-changes-with-connect-care-launch-6.pdf)**
<https://www.albertahealthservices.ca/assets/wf/lab/if-lab-hp-bulletin-highlights-of-laboratory-changes-with-connect-care-launch-6.pdf>
- **AHS Website Resource: [Delivery of Results to Community-based Providers from Connect Care](https://www.albertahealthservices.ca/cis/Page17671.aspx)**
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