**Connect Care FAQ**

1. **Can I continue to sign off documents dictated before Connect Care after my clinic location launch implementation date?**

Yes, reports dictated prior to the transition to Connect Care will be available to sign off in your InQuiry portal as usual.

1. **Can I continue to dictate using eScription while using Connect Care?**

Yes, however, with the following changes:

* New phone number for dictation line - **1-844-675-2737**
* New website to sign off dictations, as they will now be available in your Connect Care (Epic) In Basket - <https://myapps.albertahealthservices.ca>
* UCMG Transcription Services will no longer be able to send out reports using **DICTATED BUT NOT READ (DBNR)**
* UCMG Transcription Services will no longer be able to fax draft copies of reports
* Requests for corrections on signed reports must be made to Alberta Health Services

1. **Can I dictate reports on patients seen prior to my clinic location launch using the Connect Care version of eScription?**

No, all patient visits that occurred before the launch of Connect Care must be dictated in the eScription legacy system, as they will not have CSN numbers. These numbers are generated when patients are registered into their appointment using Connect Care. The eScription legacy system will be available for a limited time onlyafter your Connect Care launch.

If you need to dictate on the eScription legacy system after access has been removed, please contact UCMG Transcription Services at [ucmgtrans@ucalgary.ca](mailto:ucmgtrans@ucalgary.ca) or 403-592-5200 for further instructions.

1. **If I switch to Dragon Medical Office (DMO) and encounter problems, will I be able to go back to using eScription, either temporarily or permanently?**

Yes, your credentials in eScription will remain active. Follow the instructions provided in FAQ #2 above.

1. **Will UCMG Transcription Services be able to provide support if I switch to dictating using DMO?**

No, all support for physicians using DMO is provided by Alberta Health Services. For help or more information, please contact:

* **Connect Care access or login problems:**

Call the Service Desk and Solution Centre at **1-877-311-4300 (**Press “1” [clinical systems] and then “2” [Connect Care])

* **Non-urgent question about how to use the clinical information system:**

Visit the Connect Care Concierge online at [**help.connect-care.ca**](http://www.google.com/url?q=http%3A%2F%2Fhelp.connect-care.ca&sa=D&sntz=1&usg=AOvVaw0d6RaemQ6OPVQo4kP9SE8X)(describe and send the help request)

[Connect Care Support | Insite (albertahealthservices.ca)](https://insite.albertahealthservices.ca/cis/Page23730.aspx)

* **Questions regarding Dragon Medical One:**

**Connect Care Manual:** <https://manual.connect-care.ca/home>

[Dragon Medical One Connect Care FAQs (albertahealthservices.ca)](https://insite.albertahealthservices.ca/Main/assets/him/tms-him-psr-dragon-medical-one-connect-care-faq.pdf#search=dragon%20medical%20one%20support)