

# Frequently Asked Questions

This FAQ document has been compiled to assist Department of Surgery members with their most frequently asked questions about Connect Care.

**1. Since the introduction of Connect Care, I no longer feel efficient in clinic, which has a large case volume. I cannot get all my work done. What should I do?**

Sign up for a Connect Care optimization session. Members have had tremendous success with these online sessions, which only take 30-60 minutes. Recommended sessions include In Basket, Orders, and Notes. Sign up by visiting the [CMIO Thrive Training webpage](#). For more personalized help, contact the [Calgary Zone CMIO office](#).

**2. My clinic is too busy. I heard that others have scribes, and I could benefit from having one.**

Whereas scribes are common in the US system, they are not in Canada. AHS does not currently support the use of scribes in AHS facilities.

The efficiency issues can often be solved by looking closely at your clinic processes and your work in Connect Care. For support, please contact the [Calgary Zone CMIO office](#).

**3. I am on the computer now and have a Connect Care issue that I cannot figure out. What do I do?**

If the problem is urgent (there is a possible immediate patient care impact), call the Service Desk and Solution Centre at 1-877-311-4300 (enter your CPSA #, then press "1" for clinical systems, and "1" for Connect Care)

If the problem is non-urgent, contact the [Calgary Zone CMIO office](#). It is helpful to save a screenshot of where you are encountering the issue, but ensure the screenshot excludes any identifiable patient information.

**4. There were things that my MOA and/or clinic nurse could do before Connect Care, but now I must do them. How can I set that up again?**

Ordering, results review, and documentation are required by the CPSA and Medical Staff Bylaws, and this standard has not changed. It is a minimum-use expectation for all prescribers that all tests, interventions, and medications that can be ordered in Connect Care are ordered in Connect Care by the prescriber.

There may be situations when protocolled orders are placed by non-prescribers and routed to prescribers for their review and signature. These orders must be "second signed". More information can be found by visiting the [Connect Care Manual - Ordering \(connect-care.ca\)](#)



**5. Sometimes I try to use a computer, and it will not work! I must then find another one.**

This is a known issue across AHS when equipment becomes bogged down with data, and IT is required to assess and clear the memory/cache, etc. Medical staff can place an IT ticket within Connect Care or by visiting [Connect Care Support | Insite \(albertahealthservices.ca\)](https://albertahealthservices.ca/connect-care-support).

If capacity is an issue, please approach operational staff to inform them that the computer with barcode #M\_\_\_\_\_ is not functioning and requires an IT ticket.

**6. I do not like the Connect Care system, and I want to return to how it was before.**

Connect Care is not going away, and the ability to use it remains a requirement for all physicians working in any AHS acute care facility. Please take the time to address your challenges and find the support you need, as the time spent now will save you even more time and frustration down the road. For personalized help, contact the [Calgary Zone CMIO office](#).

The CMIO recently launched Connect Quality, which aims to upskill physicians in Connect Care by providing resources, training, reporting tools, and documentation required to fulfill the CPSA PPIP requirements and receive CME credit. For more information, visit the [Connect Quality website](#).

**7. What are some of the most common problems and their solutions?**

The vast majority of issues appear to arise from:

- Entering admit orders for patients who are actually in day surgery (using an incorrect order set or incorrect admission order within the correct order set).
- Using the “postop to ward” instead of “postop to discharge” navigator for day surgery patients.
- Incorrectly entering a case request while not in the correct encounter. For example, entering the case request order (Connect Care version of OR booking form) in a patient’s current clinic or inpatient encounter when it was meant for the future. To make a future scheduled (OR date known) or currently unscheduled (OR date in the future but unknown) case request, the Prep for Procedure navigator must be used.
  - At the time of the Prep for Procedure case request, a pre-op order set can be used, and ADOP (Admit to Inpatient) or Day Surgery (Place in Outpatient Department) can be selected.

### When Additional Assistance is Required

If your question or issue is not solved after reading the FAQ, personalized support can be obtained by contacting the CMIO at [CMIO.CAZ@albertahealthservices.ca](mailto:CMIO.CAZ@albertahealthservices.ca). Depending on your issue(s), they will determine the best way to support your needs. Our surgery Connect Care leads, Caleb Zavitz and Kenton Rommens, are part of this team. Please contact the Calgary Zone CMIO for help understanding these vital workflows.

