November 15, 2019

**Connect Care Research Wave 1 Update**

As we complete week 2 of launch, we have 2970 patients identified in the system as associated with research studies! A big shout out to everyone working so hard and figuring out how to make their research workflows fit in with the large launch. We have seen our super users and end users become more comfortable with the system and begin to ask even more complex questions about what the system can do. We are learning alongside all the research team members, throughout this journey.

*Remember: Tuesday’s (Nov 12) update included a lot of helpful information about research workflows. It is attached for your review, if you did not have a chance to review it.*

**In This Update:**

1. **Moving to a local research Super-User based and virtual office hours support model.** It has been so wonderful meeting each of you in the Research Support classroom over the last six weeks. From Monday the 18th onward, you can continue to find support by

   - asking a local research super-user, your colleagues are your first best resource
   - if you cannot find one, we have super-users attending our virtual office hours (see details below) online at 9:30am where we are there to help you,
   - sending your questions into cc.research@ahs.ca
   - Leanne Blahut will be onsite at the Kaye Edmonton Clinic KEC 0.127, University of Alberta Hospital, Walter C. Mackenzie Health Sciences Centre every Wednesday morning from 0800-1130hrs. If needed, at your request, she may be able to visit your site to help out. You can request her help in advance at cc.research@ahs.ca.

   If your needs are technical in nature and a super user cannot assist you, you can submit your questions to the relevant IT support desk as per [https://insite.albertahealthservices.ca/ccsupport](https://insite.albertahealthservices.ca/ccsupport). As you would expect, you will likely get the quickest and most relevant answers by asking a research super-user for help with workflow-based questions.

   Attending virtual office hours to get your questions answered? At 9:30am every morning, we will have a member of our support team on-line to answer your questions.

2. **What’s New?**
   
   **Research Visit Preparation for Research Coordinators.** Is the Pediatric or Adult Clinical Investigations Unit (CIU) assisting you or your study team to carry out procedures as part of a research study? We have developed a guide to outline the expectations of research team members before they bring a patient for a visit at the CIU. Check out the **Preparing for a CIU Visit** tip sheet on your research...
Learning Home Dashboard. This tip sheet may also be helpful for research coordinators who are looking for general guidance to prepare for a research only visit in other settings. Topics covered include: scheduling visits, queuing up orders pre- and during appointments, ordering medications for different contexts, and other helpful information.

3. More resources for End Users: Please remember to check you Learning Home and Research Coordinator Dashboards for more training material, tip-sheets and other documents that were developed to help you perform your Connect Care workflows. We also have some great material at our AHS/HSA Webpage https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx