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## Getting Started with Connect Care for Research

### How do I start my journey with Connect Care as a researcher?

All research ethics board (REB)-approved research studies are reviewed and, as it relates to Connect Care access, are approved by the AHS Health System Access (HSA) team according to the following steps:

1. After REB-approval, a notification is sent to the HSA team to follow up with the respective research team and start the work of preparing the study for Connect Care.
2. Research teams will be asked to fill out the HSA intake questionnaire (to assess their study needs) and IT access request form (to identify and assess the user(s) needs).
3. Even if a study is already ongoing and for whatever reason it was not set up as part of its respective Connect Care wave launch, or the study needs have changed and now requires to be set up in Connect Care, this can be requested using the appropriate HSA intake form.
4. For newly REB-approved studies, research teams can expect to be approached by an HSA advisor about Connect Care access and discussions about the in-system research functionalities.

If the requirements of the study change, including access requirements of team members, the research team should:

1. Update their ethics application; and
2. Contact the HSA Advisor that had previously reviewed the study and submit the requested changes in the [HSA Change Request form](#).

Requests submitted using the [HSA intake forms](#) include:

- Requesting Connect Care access for your study.
- Updating Connect Care study records (add/remove research staff, notification preferences, study description, etc.).
- Requesting Connect Care training for team member's part of a study that has been approved for Connect Care access.
- Requesting access for an external study monitor for protocol adherence monitoring purposes.
- Applying for remote system access.

General Information on the approvals required for initiating your study at AHS or status updates about your submitted request can be found at <https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx> under *Resources for Researchers & Research Staff*.



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### I have questions outside of requesting access or getting my study into Connect Care, who do I contact about Research in Connect Care?

- **System log-ins and general technical support:** For urgent or technology-related issues impacting patient care (including system log-in issues), call **1-877-311-4300**. In line with security policies established by AHS, password resets can only be completed over the phone. This includes issues about non-medical devices including computers, printers or scanners. This does not include requests for research department specific specimen label or patient label printers, which should be forwarded to the research-specific IT support outlined below.
- **For non-urgent research-specific technical issues including research department-only printers and use of the research module within Connect Care:** submit a [Connect Care IT ticket](#). Under 'Issue Type', select 'Research'. Enter the requested information in the subsequent fields and describe the issue in detail. If you need to refer to a patient, please use the patient ULI instead of any other identifier.
- **For inquiries on requests submitted to HSA about research study set-up or approvals related to your study,** contact [Research.Administration@ahs.ca](mailto:Research.Administration@ahs.ca).
- **For status updates or queries related to user management and user requests for direct system access (Electronic Health Records) for research purposes,** contact [HSAResearchITAccess@ahs.ca](mailto:HSAResearchITAccess@ahs.ca)
- **If you need help interpreting how your research study may be performed in-system or assistance with converting your study from paper to in-system,** contact [CC.Research@ahs.ca](mailto:CC.Research@ahs.ca) to be linked with a local or provincial research super user. This inbox is monitored regularly Monday through Friday, except on statutory holidays.