How do I access Connect Care as an External Study Monitor?

External study monitors can request remote access to the Connect Care Provider Portal. This portal provides real-time web access to patient information so external study monitors can access patients' clinical data that is released by the study team. Access to the provider portal is provided through an AHS corporate virtual private network (VPN). This has important implications for studies where external study monitoring through remote access may be required or requested.

To determine if external study monitoring is possible for the study, the external study monitor should ensure with their IT department that they have the capability on their computer to log onto the AHS VPN, which may require using two VPNs on the same computer or using a separate computer. It is recommended that study monitors work with their IT department well in advance of their visit to ensure they can do this, or identify a second computer that is not logged into their corporate VPN/firewall.

Please note: AHS IT can support password resets but cannot assist with connecting to the AHS Connect Care Provider Portal from external locations. It is the responsibility of the external study monitor and their organization to ensure that they follow the instructions below. This should be performed well in advance of the scheduled visit to ensure that they can enable the AHS VPN and access the patient charts.

To request access to the Connect Care Provider Portal and ensure visibility of the patient charts, the following steps must be followed:

Gaining Access to the Connect Care Provider Portal

   a. Request ‘external monitor access’
   b. Complete this form at least two weeks prior to the scheduled external study monitor visit to allow for processing of the request.
   c. An HSA IT Access Coordinator will process the request and provide the external study monitor with an AHS login.

2. The external study monitor will need to watch the AHS Information & Privacy and IT Security & Awareness video
   a. Upon completion of the module, they will print and sign the Confidentiality & User Agreement (CUA) at the end of the course.
   b. Email the signed CUA to HSAResearchITAccess@ahs.ca.
3. The external study monitor will use their AHS login to complete the following prerequisite training on My Learning Link:
   a. Annual Continuing Education (ACE) - InfoCare - On Our Best Behaviours
   b. Epic - ECL200 Introduction to Connect Care Provider Portal

**Steps for External Study Monitors to Set Up their Computers**

Once the above steps are completed, external study monitors must set up an AHS VPN connection to access the AHS network remotely and log into the Provider Portal.

- External study monitors will install FortiClient on their computer
- Login and token code information are provided to the external study monitor by email (note: do not use the unique AHS username for the VPN set up).
- External study monitors will be provided with 5 token codes, which entitles them to remotely log-in for a maximum of 5 times. They cannot reuse token codes. If they require additional token codes, they should contact the HSA IT Access Coordinator.
- Detailed instructions for installing FortiClient are available online.
- Once the external study monitor has installed FortiClient and can remotely access the AHS network, they can log into the Provider Portal using their AHS login.

After the external study monitor has accessed the Provider Portal once, they do not need to redo the training or reinstall FortiClient VPN software.

Should the study require virtual external study monitoring and the options outlined above are unavailable, the research team should reach out to their HSA advisor to see if any other options exist for virtual external study monitoring.

If you have any questions, please contact HSA at HSAResearchITAccess@ahs.ca.

Sincerely,

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