



Connect Care

Memorandum

To: Connect Care Research End Users
From: Connect Care Research Support Team
Date: August 26th, 2020
Re: Connect Care Research Support Team

Your Connect Care Research Support Team has expanded to serve you even better! The Connect Care Research Support Team wants to ensure the timely resolution, proper documentation and reporting of your Connect Care-related questions and concerns to minimize potential risks to the safe delivery of patient care. So read on to ensure you know how to reach out for help.

For Urgent issues (including login or device concerns) or IT related issues call 1-877-311-4300 (Please visit: [Insite IT Service Desk & Solution Center](#) for more information). **For your research workflow issues:**

- 1) Ask a local research super-user first; your colleagues are your first best resource.
- 2) ***NEW* Solution Center** – to connect with someone immediately by telephone, call 1-877-311-4300 and follow the prompts to reach a live person and submit a Connect Care IT ticket:
 - Wait for the automated messages; if you do not have an AHS employee number, just wait on the line
 - Press '1' for Clinical Applications during the next automated message prompt
 - Then press '1' for Connect Care
 - and then press '1' again for Connect Care 'how to'

The staff on call at the Solution Centre will access their resources to answer your questions in real-time and submit a ticket with you on the line.

- 3) You can also submit a Connect Care IT ticket for non-urgent research-specific system issues using our online concierge form – refer to [Connect Care IT ticket](#). Under 'Clinical Area', select 'Research'. Under 'Connect Care Department Name' enter EDM STO WMC PED CIU or EDM UAH WMC CIU, and specify your department in the 'issue description' field. We are in the process of populating all department names here.

Note: If a Patient Safety Event has occurred (hazard up to harm), it is recommended that you submit a Reporting and Learning System (RLS) report and include your service desk ticket number in your report.

If your workflow or service-related issue relates to performing research care workflows in combination with pharmacy, lab or diagnostic imaging, directly email or call your service area contact.

For assistance with study, study team member approvals and/or study set-up in Connect Care, submit the appropriate form on the Health System Access (HSA) website ([HSA Assistance Hyperlink](#)).

- For status updates on submitted requests to HSA, contact research.administration@ahs.ca

For new users (people or sites who are not yet in system), questions related to research conversion, or site readiness for Connect Care Wave-specific launch, or if your question does not meet any of the criteria above (and you are unable to find a local super user), we will answer your email through the cc.research@ahs.ca