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What is CareConnect? (overall Epic)

CareConnect is UCLA's [electronic health record \(EHR\)](#) program, which integrates inpatient and outpatient clinical records with appointments, registration, billing, and other business-related functions throughout UCLA Health System and David Geffen School of Medicine. CareConnect puts an increased emphasis on patient safety and medical error prevention by creating one electronic patient chart that's accessible across the institution, increasing the continuity of care. By housing all patient information in one electronic database, it eliminates the duplication of tests, sends alerts to warn of allergies to medications or contradictions and creates an easily accessible mechanism for sharing information.

Please call 310-267-2273 (7Care) to place a ServiceNow ticket for any assistance needed with ResearchConnect (e.g. Study Activation workflows, How to Use OnCore..etc) or CareConnect (e.g. Create OrderSet/SmartSet..etc).

Last updated: 11 Feb 2019

What is ResearchConnect?

ResearchConnect is a collaborative initiative to build a robust and sustainable clinical research infrastructure across both the campus and the health system. This will be accomplished through the integration of a new Clinical Research Management System (CRMS) - called [OnCore](#) - with key campus-based systems such as [WebIRB](#), [PATS](#) and [CareConnect](#). As a result, the following key goals and benefits will be achieved:

- Unburden the Study Team.
- Standardize workflows and increase transparency across the enterprise with regards to clinical research.
- Ensure efficient and appropriate financial by tracking patient related charges to increase the accuracy of research billing.
- Allows study coordinators to track enrollments of patients and studies and generate reports.
- Alerts clinicians when patients are participating in research studies. This provides important contact information in case of adverse events or potential drug interactions.
- Notifies principal investigators and study coordinators via In Basket messages when subjects are admitted to the emergency department or hospital. This notification increases patient safety by facilitating timely monitoring or response of possible adverse effects related to research.

Please visit [ResearchConnect](#) for more information about the ResearchConnect implementation:

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ResearchConnect Ancillary Research Services

Below is information on the activities required relating to Ancillary services for you to activate your study. Note that your study activation could be delayed if you do not complete the study start up process required by the applicable Ancillary departments.

Ancillary departments participating in the ResearchConnect workflow:

- Anesthesiology Research Services
- Cellular Therapy Research Services
- Investigational Pharmacy
- Laboratory/Pathology Services
- Ophthalmology Research Services
- Radiology Research Imaging Services
- UCLA Clinical and Translational Research Center (CTRC) Services

[Anesthesiology Research Services](#)

Studies that require services provided by the Anesthesiology department must contact the department through the email contact: AnesthesiaAncillary@mednet.ucla.edu

[Cellular Therapy Research Services](#)

Studies that require services provided by Cellular Therapy Research Services must have a completed web-based application in the Comprehensive Ancillary Forms Engine (CAFÉ).

- Application (in CAFÉ): [click here](#)
- Instructions for using CAFÉ: [click here](#)

If you have questions or need additional information: Contact: CellularTherapyResearch@mednet.ucla.edu

[Investigational Pharmacy](#)

Studies that require Investigational Drug Section (IDS) services should provide the Pharmacy Manual, if applicable and when available, by sending it to IDS or by uploading the file into OnCore and notifying IDS that the manual is available.

Contact: RxResearchMgt@mednet.ucla.edu

[Laboratory/Pathology Research Services](#)

Studies that require services provided by the Center for Pathology and Research Services (CPRS) must have a completed web-based application in the Comprehensive Ancillary Forms Engine (CAFÉ). Services may include, but are not limited to, phlebotomy, local lab tests, sample collection and processing, histology services, or sample storage.

- Application (in CAFÉ): [click here](#)
- Instructions for using CAFÉ: [click here](#)

If you have questions or need additional information:

- Contact: CPRS@mednet.ucla.edu
- Website: <http://pathology.ucla.edu/rsi>

[Ophthalmology Research Services](#)

Studies that require services provided by Ophthalmology must have a completed web-based application in the Comprehensive Ancillary Forms Engine (CAFÉ).

- Application (in CAFÉ): [click here](#)
- Instructions for using CAFÉ: [click here](#)

If you have questions or need additional information: Contact: OphCRC@mednet.ucla.edu

[Radiology Research Imaging Services](#)

Studies that require services provided by Radiology Research Imaging Services must submit a completed web-based application.

Application: [click here](#)

If you have questions or need additional information:

- Contact: radresearchimaging@mednet.ucla.edu
- Website: <http://radiology.ucla.edu/research-services>

[UCLA Clinical and Translational Research Center \(CTRC\) Services](#)

Studies that require services provided by the Clinical and Translational Research Center must have a completed web-based application in the Comprehensive Ancillary Forms Engine (CAFÉ). Services provided by the CTRC may include, but are not limited to, vital signs, phlebotomy, infusions, injections, pharmacokinetic samples, IV placement, assistance with procedures, nurse practitioner assistance for performance of protocol required events, gene therapy investigational product administration (IBC Core Facility), after hours one night a week by arrangement and mobile nursing across the UCLA campus.

- Application (in CAFÉ): [click here](#)
- Instructions for using CAFÉ: [click here](#)

If you have questions about the types of services that the CTRC can provide or need additional information:

- Contact: CTRCServices@mednet.ucla.edu or (310) 825-5225
- Website: <https://www.ctsi.ucla.edu/ctrc/ucla/pages/index>

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Please click the following link to access the [UCLA CareConnect Training Website](#) and ResearchConnect Training Materials: [Tips and eLearning](#).

Questions?

Call Customer Care! 310-267-CARE (2273).

Specialists are available 24/7 to provide support.

Who uses CareConnect and ResearchConnect?

An estimated 18,000 faculty and staff use CareConnect with the following roles;

- Physicians
- Pharmacists
- Nurses
- Advanced-practice nurses
- Other clinicians
- Trainees (fellows, residents, interns)
- Students
- Staff members working with scheduling, registration, billing, patient placement ([ADT](#)), and health information management ([HIM](#))

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- Group 1
 - [Clinical Research Information Systems](#)
 - [Clinical Research Business Partners](#)
- Group 2
 - [Office of Research Administration](#)
 - [Jonsson Comprehensive Cancer Center](#)
- Group 3
 - [Office of Human Subjects Protection](#)
 - [CareConnect Website](#)

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