CONSENTIA & THE GOVERMENT OF ALBERTA

The History

Since 1972 Consentia has been providing services to Alberta businesses and the Government of Alberta. We are proud to be owned and operated by Albertans, and are proud of the many projects and ongoing services we have provided to the Government of Alberta with an uncompromising commitment to quality.

This is true for the wide range of Consentia services including:

• Converting Paper to Digital Images

• Converting Paper to Microfilm and Microfiche

• Implementation and Support of Document Management Systems

• Contract IT Services

• Outsourced Business Services

• Data Entry

• Transcription

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Scanning

Covenant Health

Consentia scanned and completed 15 years of HR records for Covenant Health General Hospital. This enabled the department to have easier access to these records.

Alberta Health

Since 2003, Consentia has scanned Alberta Health documents into an image host repository and continues to convert microfilm to digital today.

Capital Health

Consentia has designed and implemented the scanning of the Emergency department admission records. These sheets are then uploaded onto NetCare (a secure and confidential electronic system of Alberta patients' health information) less than 24 hours after admission to the emergency department so the information is available to the patient's primary health care professional.

Consentia implemented this solution, and provided on-site training to hospital staff. Consentia also provided the equipment to the hospitals, and to this day continues to provide support for the system

Alberta Health Services (AHS)

For the Northern Alberta Renal Program section of AHS, Consentia scanned renal (medical) records for dialysis units across the province. In addition, Consentia maintains microfilm records for a 100 year (plus) time-line. The digital records are used for immediate access, and microfilm for long term retention.

For the Transplant Services section of AHS Consentia completed the digital scanning of donation records. This work has been ongoing for nearly a decade and aids Transplant Services to access their records with ease.

Service Alberta - ERA

For nearly a decade, Consentia has assisted with a back file and day forward scanning services. In addition, we implemented a Documentum document management system, and continue to provide ongoing support. The conversion of paper records to digital records with the support of the Documentum content management system allows information to be much more easily accessible by employees.

Agriculture and Forestry

Since 2003, Consentia has scanned and converted paper records to digital formats for easy access along with providing filing services for the Ministry of Agriculture and Forestry.

Scanning (continued)

Alberta Energy Regulator (AER)

Consentia provides scanning services for the Information Management Branch so that the dissemination of information to their clients happens more efficiently.

Due to the urgent requests and nature of the documents Consentia provides a complete turn around time of as little as 24 hours.

Environments & Parks

Consentia worked with the PST, CSU, SCD, Reclamations, and SRD units for a decade. During this time, paper and microfiche collections were scanned and uploaded to an ECM system which is accessible by the public.

Covenant Health

For over 30 years, Consentia has worked with the Grey Nuns Hospital, the Misericordia Hospital, St. Mary's Hospital, Red Deer Hospital, and Ponoka Hospital microfilming hospital patient files. This work has been completed both on and off-site, and has enabled the hospitals to reduce storage costs and retain their records long-term.

Capital Health

Nearly 30 years ago, Consentia received an urgent call from the Royal Alexander and University of Alberta Hospital about an unworkable and unsafe storage room. Consentia responded to the call right away and cleared out the boxes. Since then, Consentia has gone in two other times to clear boxes and convert the hospital patient files to microfilm so that the hospitals could continue to function safely.

Alberta Health Services (AHS)

Over the course of 15 years, Consentia turned the microfilm of deceased hospital patient records for the Cancer Board in both Calgary and Edmonton into digital files to allow AHS easier access for research purposes.

Infrastructure

Since 2007, Consentia has been microfilming and scanning paper documents in the Leasing Records Department for Infrastructure of Alberta. This conversion of paper documents to digital files for Infrastructure allows them to load the digital files onto their ECM system.

Scanning (continued)

Apprenticeship & Industry Training (AIT)

Historically, Apprenticeship and Industry Training (AIT) managed their business using paper based client files converting them to microfilm for retention. AIT actively uses the microfiche library however the storage medium limited acceptability. In addition, the microfiche was starting to deteriorate. Consentia is digitizing an estimated 10,000,000 images which will enable AIT to have digital records that are easily accessible by staff across the province.

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Business Process Outsourcing (BPO)

Alberta Pension Services Corporation

Consentia helped Alberta Pension Services by providing data entry related to contributions and deductions of employees from their Local Authorities Pension Plan. Information is very confidential as it contains employee names, social insurance numbers, and salaries. Information was transferred to and from Alberta Pension Services via secure SFTP and all data was created in a format which could be easily imported into the appropriate databases. This service was provided for several years until Alberta Pensions moved to a self-serve on-line process which eliminated the need for dedicated data entry resources.

Alberta Health (and Wellness)

Entering the data of 500,000 forms in five months, Consentia assisted the Immunizations department of the Health Ministry manage the volumes of documents associated with disease surveillance and immunization safety.

Transportation

For over 30 years Consentia has provided data entry services to Alberta Transportation. We deal with Collision Report Forms which are completed by police officers throughout the province. These forms contain confidential information about drivers and their vehicles, and detail the location and nature of the collision. In addition to entering the data into a proprietary database, Consentia scans the original reports so they can be viewed on-line by those working with the information. This information is analyzed to determine how to improve safety on Alberta roadways.

Department of Health

Consentia has been working with the Department of Health since 2003. Recently we have been afforded the privilege of expanding our services to include data entry. Consentia has seamlessly executed the project, dealing with tight timelines, rapid turnaround times, multiple document types, and highly confidential information.

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Business Process Outsourcing (continued)

Service Alberta

Consentia employees provided services to the Registries in Edmonton and Calgary for almost 20 years, from 1997 to 2016, which included handling of physical documents, creating and managing electronic documents, retrieving microfilm information, and supporting multiple departments within the Registries, including:

• Motor Vehicles Corporate Registries

• Consumer Services

• Land Titles

• Personal Property Registry

• Vital Statistics

Alberta Justice

Consentia has provided confidential transcription services for Alberta Justice. These services required staff to watch and listen to videos of interviews of witnesses and suspects in criminal cases, and provide verbatim transcriptions of the conversations for potential use in court cases. In addition to interviews we transcribed telephone conversations including 911 calls and telephone calls with inmates.

Human Services

Since 2005 Consentia has assisted the Centrally Delivered Services (CDS) departments such as: Alberta Adult Health Benefit (AAHB), Child Health Benefit (CHB), Learner's Benefit (LB, formerly known as LISO), FMCC, CDS departments, Litigation, Child Care Subsidy Family Files Post Adoption Registry (PAR), Child Welfare Files (formerly known as CVS), Daycare Qualifications, Prevention of Family Violence and Bullying.

Consentia implements day forward scanning solutions, Documentum implementation and support, and hosted an image repository.

The collection of records are either in paper or microfiche format causing a shuffle between resources when accessing information. The conversion of the existing collections makes the information more accessible. The addition of converting day forward documents as well allows the Human Services workers easy access to the forms filled out by their clients, which streamlines their business work-flows. This allows information to be accessible to them via Documentum.

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Digital Transformation Services

Human Services

In 2005 Consentia implemented a Documentum enterprise content management system to replace the network file system used by the Ministry. The system handles a wide range of sensitive electronic information and has continued to be supported by Consentia since implementation. The system has allowed Human Services to free up office space, create secure backup for documents, and provide easy access to information, and is used throughout the province.

Service Alberta: Registries Vital Statistics

Alberta Registries needed to move their Vital Statistics document images to an upgraded technology platform to hold approximately 4.5 million digitized Vital Statistics records. Consentia recommended that EMC2 Documentum be used as it would ensure current operational and business processes would be met, and provide a solid platform to build and enhance its Electronic Document Management System solution. Consentia was involved with creating a robust migration between IE Stream/ Global360 and Documentum for the records. Documentum was deployed and configured to support existing functionality and flexibility for future enhancements.

Service Alberta: Electronic Records Access (ERA)

Service Alberta adopted an electronic version of the Employee Personnel File(s) instead of a physical paper file throughout the Government of Alberta. The motives were to free up valuable and costly office space to store paper files, provide fast convenient access for authorized users from individual desktops and any location, create a secure back-up of the files to support business continuity planning, and to preserve document integrity.

To meet these requirements, Consentia implemented EMC2 Documentum. Security was implemented to be managed on each Employee Profile at the Ministry level, with Employee Profiles security and related meta-data information being refreshed daily based on the core corporate Financial and Human Resources information management system. Automated bulk load import scripts are used to import employee documents to their Employee Profiles. Government of Alberta IMT Meta-data Core Content Standards were followed and implemented. This solution is still in use today, where paper documents are converted to electronic format by an external service provider and sent back via SFTP to Service Alberta.

Alberta Health Services: Covenant Health

Alberta Health Services (AHS), the largest employer in Alberta with over 100,000 employees, is responsible for delivering health services to the 4 million people living in Alberta. Covenant Health is the largest Catholic health care organization in Alberta with a team of more than 14,000 staff, physicians and volunteers serving 12 communities and 18 sites. Covenant Health was in need of a Human Resource Information System (HRIS) and decided to leverage the PeopleSoft system being used by AHS.

Consentia, working under the umbrella of our parent company, provided the following key contract resources who worked alongside other IT professionals to deliver a successful project:

• Integration Lead

• Cut-over Planner/Coordinator

• Testing Lead