Acute Care Alberta

February 27, 2026

[redacted]

Reference Number: 2025-AG-220

Dear Mrs. Kristen Schulz:

Re: *Access to Information Act (ATIA)*
Final Response to Request for Information

We are writing in response to your request for access to information under the *Access to Information Act (ATIA)* to Acute Care Alberta (ACA). Specifically, your request reads as follows:

> *"A copy of the most recent data on the number of patients in the province (or best estimate) who are: currently on a waiting list or waiting to be placed on a waiting list for surgery or a procedure, a diagnostic scan or appointment with a specialist. (Date Range for Record Search: From 4/15/2025 to 1/9/2026). A single summary figure by type is preferred." (Date Range for Record Search: From 04/01/2020 To 01/09/2026)*

Please note that nothing in this correspondence (or its attachments) constitutes a waiver of any privilege.

We are pleased to provide access to the records you requested; a copy of the records are enclosed.

If you have any questions or would like to discuss the processing of your request, please contact us at IAS@healthsharedservices.ca.

Please note that under section 59 of the *ATIA*, you may ask the Information and Privacy Commissioner of Alberta to review any decision made on your request. To request a review, you must complete and deliver a *Request for Review* form within 60 business days from the date of this notice to:

Office of the Information and Privacy Commissioner
#410, 9925 – 109 Street NW
Edmonton, AB
T5K 2J8

The form is available on the Commissioners web site www.oipc.ab.ca or you can call 1-888-878-4044 (in Edmonton, call 780-422-6860) to request a copy of the form.

If you wish to request a review, please provide the Office of the Information and Privacy Commissioner (OIPC) with the following information:

1. A copy of this letter.
2. A copy of your original request form that you sent to Acute Care Alberta (ACA).
3. A completed OIPC Request for Review Form.

Acute Care Alberta

Sincerely,

Information Access Services
Legal & Privacy, Health Shared Services
Seventh Street Plaza
5th Floor, North Tower
10030 – 107 Street
Edmonton, AB T5J 3E4

Enclosures: Record package – 3 pages

As at December 31, 2025 (request # 2025-AG-220)

CT	# of Pts. Waiting
Priority 1	1,698
Priority 2	22,938
Priority 3	17,839
Priority 4	25,358
Needs Priority Scheduling	10,564
Delayed	5,535
Total	**83,932**

MRI	# of Pts. Waiting
Priority 1	906
Priority 2	26,034
Priority 3	55,017
Priority 4	24,858
Needs Priority Scheduling	3,522
Delayed	5,888
Total	**116,225**

Notes:
Data shown is for period ending December 31, 2025
Waitlist data is dynamic and represents outpatient only. The data excludes non-AHS care facilities (community) and Outsourced exams.
Priority 4: Any outpatient imaging examination to be completed at a medically specified time interval for the purpose of disease surveillance or to correlate with a known surgical date or clinic appointment.
Delayed: The number of patients who declined the first available imaging appointment offered to them and have been subsequently re-booked to a later examination date.
# of Patients Waiting refers to Distinct Patient Count. It's a metric representing the total number of unique patient IDs within a dataset, where each patient ID is counted once per Modality and Priority, such that the same patient may be counted multiple times if they appear in different Modality–Priority combinations.
Needs Priority Scheduling – refers to orders to be assigned priority.
Patients on the waitlist information is from Connect Care.
Connect Care DI completely launched in November 2023.
Continuous and regularly scheduled updates are implemented.
New counting methodologies were updated to reflect Connect Care protocol priority changes. Waitlist criteria introduced in 2024 were applied retroactively to ensure accurate comparison with current data.

Total Count: 268,607 Referrals Waiting

- 207,341 referrals are on workqueues (awaiting triage, initial scheduling, or in some cases rescheduling).
- 61,266 referrals are scheduled for future initial appointments that have not yet occurred.

Limitations to Note

- Comparability to Past (Important): These figures should not be compared to counts provided in the past (e.g. 2024 or 2025). This is because there are more departments using Connect Care now, which previously would not have been included in the counts. Since the last time this report was provided, for instance, there have been several Connect Care launches that have added new clinics to the system.
- Only includes clinics that have gone live with Connect Care, and are using the referrals module.
- Does not include referrals waiting for follow-up or treatment after an initial appointment. In Connect Care, referrals normally close and exit this count as soon as they complete their initial consult or appointment. This, I assume, should be fine because follow-ups are not normally considered part of waitlist counts.
- Does not include non-PHA providers and clinics, which is a massive chunk of specialty care in Alberta.
- Does not include data from legacy systems, due to limitations with those systems in capturing referral data.
- Does not include PHA care that is paper-based or otherwise not using enterprise systems to record referrals.
- Includes all types of specialty care providers, not just specialist physicians. This may mean some referrals are for therapists, nurses, social workers, counselors, etc. as well as specialist physicians (we do not know the provider type while the referral is waitlisted).

Note: The above term PHA refers to Provincial Health Agency (Alberta Health Services, Recovery AB, Primary Care AB, Assisted Living AB) using the Connect Care system.

2025-AG-220

Response to:
A copy of the most recent data on the number of patients in the province (or best estimate) who are:
currently on a waiting list or waiting to be placed on a waiting list for surgery or a procedure,

The total number of cases* on the **Surgery Waitlist as of Jan 19, 2026 is 81,829**

Note:
- Waitlist provided based on data as of Monday, Jan 19,2026
*- *Waitlist is reported as number of cases (count of distinct patients will be lower as patients may be on a waiting list for multiple procedures (related or unrelated))*
- Includes cases where a booking request is submitted to be completed in a Main OR setting at an Acute Care hospital (based on OR system data extract)
- Includes cases where surgery is planned at a CSF (Chartered Surgical Facility) under contract (CSF information system)
- Excludes Minor Procedure and Clinic settings; excludes diagnostic endoscopy procedures (e.g. Gastroscopy, Colonoscopy), planned C-Section, and private pay cases.
- Excludes cases presumed completed at a CSF pending receipt of final record update (based on scheduled date < most recent waitlist report date)