

**Date:** November 25, 2019  
**To:** Community Care Providers (North Zone, Edmonton Zone, Central Zone)  
**From:** Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS  
**Re:** Connect Care Update: Laboratory Ordering and Reporting Update 4

---

Alberta Health Services and DynaLIFE have returned to near normal levels of lab reports being delivered correctly to community providers.

We continue to work on the issue, to ensure all of you receive your lab reports in a timely manner and in the way you are accustomed.

We appreciate all of the work you have done to support this transition, and thank you for your patience during this challenging time.

Work continues to remediate provider and submitter IDs, and re-deliver results to either fax, mail or electronic medical record, depending on your preference.

If you are no longer experiencing any issues with receiving results, then you may now choose to stop reviewing the results summaries we have been sending out.

We will continue sending out these result summaries until we are confident the issue is fully resolved.

Ensuring that all lab requisitions that leave your office have both Connect Care provider and submitter IDs on them is the most important thing that you can do to help in this process.

We will be mailing out submitter numbers to all submitter locations in Central Zone, Edmonton Zone and North Zone in the coming week, to reconfirm that you have the correct submitter numbers going forward.

If you continue to have problems with the delivery of lab reports, please contact the AHS support hotline at **1-877-352-4495 (Conference ID – 81890417)** to speak to someone who will ensure your provider (physician) and submitter (location) IDs are correct.

The hotline is available Mon-Fri, 8:30 a.m. to 4:30 p.m., until December 13. If the hotline is busy, you will get a call back as soon as possible.

Please check Netcare or contact DynaLIFE (see contact details below) for the actual lab results. All lab data created through Connect Care is available in Netcare.

All critical results are being communicated through normal process (phone call) and all results with a potential clinical impact, such as INRs, pathology, abnormal critical results and microbiology, have been reviewed by lab physicians and communicated back to community physicians.

**Support:**

For further information, please refer to previous bulletins on this issue. You can find them here:

**November 15:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-3.pdf>

**November 12:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-2019-11-12.pdf>

**November 8:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-2019-11-08.pdf>

**November 6:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting.pdf>

Item	Contact Information
<b>E-delivery, and/or your Connect Care provider, location or submitter ID:</b>	Call the AHS hotline at 1-877-352-4495 (Conference ID – 81890417), or email AHS Connect Care at <a href="mailto:ccproviderbridge@ahs.ca">ccproviderbridge@ahs.ca</a>
<b>Lab reports, NOT by e-Delivery</b>	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706
<b>General Inquiries</b>	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706 or <a href="http://ahs.ca/ccproviderbridge">http://ahs.ca/ccproviderbridge</a>