

Date: December 13, 2019
To: Community Care Providers (Provincial)
From: Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS
Re: Connect Care Update: Laboratory Ordering and Reporting Update 6

Alberta Health Services and DynaLIFE have returned to near normal levels of lab reports being delivered correctly to community providers. Work continues to remediate provider and submitter IDs, and re-deliver results to either fax, mail or electronic medical record, depending on your preference.

We know that this issue has caused considerable concern and frustration among community providers, and we would like to thank you for your patience and understanding during this transition.

Support:

Item	Contact Information
Missing Lab reports (from APL or DynaLIFE)	DynaLIFE Connect Care help line 587-786-3333 or 1-888-970-2706
General eDelivery Issues And Missing Diagnostic Imaging Results or other missing reports / results	Website: https://www.albertahealthservices.ca/info/Page15302.aspx Email: servicedesk.EMRBIS@ahs.ca
General Inquiries	http://ahs.ca/ccproviderbridge Email: ccproviderbridge@albertahealthservices.ca

Bridge line:

On Friday December 13, we will be shutting down the AHS support hotline - **1-877-352-4495 (Conference ID – 81890417)** - and ensuring resources are in place to support lab routing challenges through other means.

For questions regarding lab results contact DynaLIFE at the number above.

DynaLIFE web form:

To print customized requisitions or set up a new location, web forms are available at:

<https://dynamife.ca/SettingUpLaboratoryServices>

Provider and submitter IDs:

Progress continues to be made in resolving provider and submitter ID issues.

Many of the remaining issues are continuing to be solved manually. In addition, the laboratory has created new processes including an enhanced search function so that fewer than three per cent of total requisitions are now being entered as unknown provider or submitter IDs.

However, only half of the requisitions coming to lab currently contain the new Connect Care IDs, and this is the main reason why we are still having challenges returning some lab results to community providers.

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 have mailed out submitter IDs to all submitter locations in Central Zone, Edmonton Zone and North Zone, to reconfirm that you have the correct submitter numbers going forward. If you have not received this please contact DynaLIFE at the number noted above or email ccproviderbridge@albertahealthservices.ca.

Results summaries:

We are continuing to send summaries for tests we think may have not been routed correctly or have not yet been reviewed. These summaries will go to any community provider in the province who may have mis-routed or un-reviewed reports.

Fax delivery:

We have returned to the pre-Connect Care baseline level of fax failures (related to busy lines, etc) and are able to address them within one business day as they arise.

General information:

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

All critical results are being communicated through normal process (phone call) and all misrouted 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.

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

December 5: <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-laboratory-ordering-and-reporting-update-5.pdf>

November 25: <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-4.pdf>

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>