

Date: November 15, 2019
To: Community Care Providers
From: Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS
Re: Connect Care Update: Laboratory Ordering and Reporting Update 3

Alberta Health Services and DynaLIFE continue to see an increase in the number of lab reports being delivered correctly to community providers.

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

We would like to thank you for your collaboration and help this past week and a half. Please know that we are committed to providing you with ongoing support during this transition process.

Support hotline:

Community providers can call an AHS 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. If the hotline is busy, you will get a call back as soon as possible.

It is important to have the following with you when you call to ensure the technical teams can help you.

- Name and phone number of key contact (including after hours if available);
- Clinic name, address, phone number, fax number, submitter ID (if known);
- Providers at the clinic (full names, provider IDs if known, Sunquest IDs if available);
- How results should be received (eDelivery, fax, paper delivery);
- If any results are being delivered and by what mechanism.

As an alternative, you may also email this information to: ccproviderbridge@ahs.ca.

Please check Netcare or contact DynaLIFE (see chart below) for the actual lab results.

Physicians and clinics will be provided with a list of patients that should have lab results delivered to their clinic. We have had some delivery issues with this report this week, but we continue to endeavor to deliver this report via fax or paper delivery on a regular basis.

Current situation:

All lab data created through Connect Care is available in Netcare. Thanks to the diligence of clinics completing their reconciliations, we did identify 254 results from November 4th that were not in Netcare, however the root issue has been identified and these results are now available. A full audit has been carried out to ensure there are no further results not posted 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.

There have been no issues with specimen integrity, and there are no longer any significant delays in specimen processing.

Support:

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

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