

Date: November 8, 2019  
To: Community Care Providers  
From: Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS  
Re: Connect Care Update: Laboratory Ordering and Reporting

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Alberta Health Services and DynaLIFE are experiencing ongoing issues with the delivery of lab results to community providers, through electronic medical record systems and fax locations. This is not an issue with your EMR, but with the mechanisms in place to deliver lab results.

#### What is the issue?

A number of community clinics and physician offices are not receiving all lab results in a timely manner. We are taking this extremely seriously, and have teams working around the clock to solve the delivery issue at each site. **All results are accessible in Netcare, regardless of location.**

#### What are we doing?

Labs have processes to identify and contact ordering physicians when critical results are identified. This process has not changed and will continue.

Results with potential clinical impact, such as INRs, pathology, abnormal results and microbiology, are being prioritized. All INR results are being phoned, regardless of level.

Lab results that have not yet been delivered to the physician EMRs due to submitter ID issues are printing in the labs for review by physicians, who contact ordering physicians directly when a result with a potential clinical impact is identified.

#### What should you do to help?

- Ensure your correct provider ID and submitter ID are included on the lab order requisition, as well as your correct and complete clinic address. Most EMRs are equipped with new DynaLIFE requisitions containing these identifiers and it is important to use these new requisitions, but if they are missing, please handwrite your provider and submitter IDs legibly on the requisition. If these IDs are not included on the requisition, it greatly increases the chance of delivery failure.
- We suggest keeping a list of patients having regular INRs, for whom you are awaiting pathology results, or for whom your management will change depending on the results. We suggest tracking all lab requisitions leaving your clinic, but recognize this might not be feasible. You may wish to review patient lists for the last few weeks to help identify these patients.
- You may wish to change your normal workflow about patient notification of results. For example, you may wish to ask some patients to come back to review their results in person with you to ensure that you have seen all of the results, or you may wish to have them check back in at an appropriate period of time with your clinic, after they have gone to the lab to ensure their results were received.

- If you are missing a report that you are expecting, please check your default provider location if you work at more than one location and/or NetCare. If you do not have NetCare access, please contact the DynaLIFE helpline below for assistance.
- If you or your clinic is used to receiving paper lab results, and you wish to continue to receive paper, please contact Connect Care at [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca). There are a few instances where lab results may not deliver on paper, so please maintain increased vigilance for missing labs even if you do receive paper.
- Requesting physicians should check their primary provider fax number for notification from lab physicians about patients requiring follow-up.

We recognize the added burden that this places on you and your clinic, and thank you for your assistance. Again, AHS is working around the clock to resolve these issues for you and your patients.

**Where can you get help/support?**

Item	Contact Information
<b>E-delivery, and/or your Connect Care provider, location or submitter ID:</b>	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>