



Overview: Lab Routing Optimization

- On **November 25, 2025**, the delivery of lab results will be improved so that lab routing will:
 - respect the **preferred address** for providers who work at multiple locations.
 - **consider who** (provider), **where** (location/address for each provider) and **how** (delivery method for each location/address) a lab result should be delivered to providers.
- This change **resolves most duplication of lab results**. Lab results will, in most cases, be sent to a single location and via a single delivery method, based on the best available system information and on user entry or provider preferences.
- Providers with EMRs previously received **copy to (cc:) lab results** in duplicate to both their EMR and fax, mail, or their Connect Care In Basket. With this change, these cc: lab results that do not have a location specified will be sent, by default, to the **provider's preferred location only** using the preferred method for that location.
- The distribution of **cancelled test notifications** will be standardized. As of November 25, 2025, cancelled test notifications will be sent consistently to the authorizing provider via their preferred method at their preferred location. Copy to (cc:) providers do not receive cancelled test notifications.
- Similar changes were previously implemented for other types of clinical documents and results in 2024 and early 2025.
- Results will always be available in Connect Care on the patient's chart; this is not related to routing preferences. Results also remain accessible in Alberta Netcare.
- Providers should consult the [FAQ: Lab Routing Optimization](#) for guidance on selecting their preferred delivery location.

Support

- Call Alberta Health Provincial Service Desk at 1-877-311-4300
 - Please have your location, contact information and Prac ID available when you call
 - To investigate issues, examples of documents/results that were not delivered as expected are helpful. Provide details: type of information (lab results, discharge summaries, consult letters, appointment notifications, etc.), patient (CSN), date (test date), order/accession ID, etc.
- To update your provider or clinic information and delivery preferences, please complete the [Request for Provider/Prescriber Set-Up in Health Information Systems Form](https://www.albertahealthservices.ca/frm-21762.pdf) (<https://www.albertahealthservices.ca/frm-21762.pdf>)
- [How to Request Paper Suppression if you use AHS eDelivery](https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-info-request-paper-suppression-from-ahs.pdf) (<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-info-request-paper-suppression-from-ahs.pdf>).

More Information

- [FAQ: Lab Routing Optimization](https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-lab-optimization-faq.pdf) (<https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-lab-optimization-faq.pdf>)
- ahs.ca/ccresultstocommunity