

<b>DATE:</b>	2021 April 20
<b>TO:</b>	All Zone MOHs and EI Board Portal Users
<b>FROM:</b>	Dr. Linda Chui
<b>RE:</b>	Exposure Investigation (EI) Important Update

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### Key Message

- The Exposure Investigation (EI) system is utilized to track outbreaks in Alberta. There has been a significant increase in EI investigations in 2020 and 2021 due to the pandemic. Ongoing issues have been noted with users applying for EI access and appropriately documenting EI numbers on requisitions. This bulletin will address some key issues and steps required to improve the process.

### Background

- Alberta Precision Laboratories Public Health Laboratory (ProvLab) provides laboratory testing and support to public health officials for all outbreak investigations in Alberta. The Exposure Investigation (EI) system was launched in November, 2011; it is a secured central web-based application with integrated target notification and access management system; also a comprehensive information hub regarding outbreaks in Alberta.
- Each outbreak requiring laboratory support is assigned an EI number by the ProvLab to expedite testing and tracking. Access to the EI system is restricted and each user account is assigned a role within the system that allows for different viewing permissions and privileges. With this system, staff from ProvLab, Alberta Health Services (AHS), Alberta Health (AH), and First Nations and Inuit Health (FNIH) are able to input and view outbreak data and detailed laboratory test results. ProvLab microbiologists (MOC) and virologists (VOC) also provide consultations to public health personnel on the coordination of sample submissions and type of testing.
- The EI system team is implementing the following modifications to the user guidelines to improve the efficiency of the system.

### How this will impact you

#### Application process for new EI users:

1. Complete the application form located at the EI portal using the following link <https://labportal.albertahealthservices.ca/rsUI/index.faces>
2. Appropriate zonal MOH approval and signature is required on the application form. Applicants requiring access to multiple zones will need to provide an email indicating MOH approval from other zones. **Note: All MOH permissions must be received with the initial application.**
3. Send completed applications to the EI system team ([Elteam@albertahealthservices.ca](mailto:Elteam@albertahealthservices.ca)) for the creation of a new user account.
4. User name, password, and instructions will be emailed to the applicant.
5. Please allow up to one week for a new account to be created.



**For issues related to your user account or EI portal access:**

Issue	Contact Information
Portal system issues	Contact the Help Desk at 1-877-311-4300 or the EI system team ( <a href="mailto:Elteam@albertahealthservices.ca">Elteam@albertahealthservices.ca</a> )
To reactivate your EI user account	Contact the EI system team: <a href="mailto:Elteam@albertahealthservices.ca">Elteam@albertahealthservices.ca</a>
Password reset	Click the link provided on the EI system homepage: <a href="https://labportal.albertahealthservices.ca/rsUI/index.faces">https://labportal.albertahealthservices.ca/rsUI/index.faces</a>

**Other common issues encountered in the EI System and resolution steps:**

EI Issue	Resolution Steps
Specimen issues	Phone/page the MOC/VOC immediately, or email the Specimen Logistics team in Edmonton ( <a href="mailto:PRL.SLLAI-Edmonton@albertaprecisionlabs.ca">PRL.SLLAI-Edmonton@albertaprecisionlabs.ca</a> ) or Calgary ( <a href="mailto:PRL.SLLAI-Calgary@albertaprecisionlabs.ca">PRL.SLLAI-Calgary@albertaprecisionlabs.ca</a> )
EI number documented on the requisition does not exist in our system or incorrect EI number associated with specimens	Sample will be tested, however result will not be posted on the EI system until the correct EI number is linked.
EI numbers with thousands of associated samples are not closed	Users should close the existing EI, open a new EI for tracking, and link specimens internally at their respective facility. The EI system cannot support high numbers of open EIs.
EI numbers with missing zone notification	When users type in the city, please ensure the region/zone is checked off so the correct region/zone will be notified.

- The EI system does not generate results, it extracts information from the Lab Information System. If incorrect information is recorded on the requisition form, no result will be posted or the result will be linked to an incorrect EI. The process of correcting entries is labor intensive and as a result, resolution of problems may take several days.

**Action Required**

- All EI users are requested to follow the new guidelines as described above.

**Effective**

- May 3, 2021

**Questions/Concerns**

- Dr. Linda Chui ([linda.chui@albertaprecisionlabs.ca](mailto:linda.chui@albertaprecisionlabs.ca))
- Barry Pan ([barry.pan@albertahealthservices.ca](mailto:barry.pan@albertahealthservices.ca))

**Approved by**

- Dr. Graham Tipples, Medical Scientific Director, APL – Public Health Laboratory