



## Community Providers: Mailed and faxed AHS cardiology results being resent

### Key Messages:

- Community providers may see duplicates of non-invasive cardiology results and cardiology diagnostic imaging (DI) that were performed in an AHS facility, as AHS works to re-issue some results that providers may not have received due to a delivery problem. These results may include the following:
  - Provincially: cardiac echo, Holter monitor, cardiac monitor, stress test, nuclear stress test
  - In Calgary Zone only: cardiac magnetic resonance imaging (MRI), chest angio MRI, and nuclear medicine perfusion
- Results will be re-delivered via paper and fax records. These re-delivered results will be clearly labelled so they are easy to identify.
- Some community providers who receive results over fax and mail also receive them electronically. These providers would have received these results via Connect Care (appearing in their In Basket) or via eDelivery (appearing in their electronic medical record, or EMR).
- All results are visible in Netcare.

### What do you need to do?

- Alert your team that you may be receiving faxed duplicate versions of the test results mentioned above in the coming weeks.
- **Providers who receive test results electronically and via mail or fax:** If you've been waiting for mailed or faxed copies of cardiology DI in Calgary or cardiology tests (provincially), they are available in Netcare. Please also check your Connect Care InBasket, or your EMR, where you should have also received them.
- Connect with any patients whose results may have been delayed in this process. Patients have had access to these test results via MyHealthRecords, including MyAHSCoconnect, the online patient tool for Connect Care.

### Why is this happening?

- From July 18 to November 27, 2024, approximately 9,500 test results related to cardiology DI exams in Calgary, and cardiology tests provincially, were sent electronically to community providers, but not sent via fax and regular mail (to those who prefer this method of results delivery).
- The delivery problem for mailed and faxed test results was due to a system configuration change intended to streamline redundant results' delivery processes.

### What is AHS doing about this?

- AHS has a dedicated team working to re-deliver impacted results as quickly as possible.
- AHS anticipates that the vast majority of results will already have had appropriate clinical review and action, due to duplicate distribution and access via Netcare or MyAHS Connect for the patient.
- AHS has reviewed the relevant records and is following up with the ordering healthcare providers as necessary. AHS apologizes for the inconvenience that checking these redelivered results will cause.

For questions or concerns, please contact: [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca).