

For Awareness:

Unexpected Delivery Location for Some Future Orders

On **November 25, 2025**, a change was made to the [delivery of lab results](#) from Connect Care to respect the preferred address for providers (including [mixed-context providers](#)) who work at multiple locations, and to reduce duplication of results.

Since this change, some providers have reported that results for **future orders** (including pending standing orders and orders that are part of therapy plans) are being delivered to an unexpected location. Analysis has shown that these providers updated their [primary delivery location](#) after the original order was entered, and so the results are delivered to the preferred location at the time the order was signed.

Recommended Action for Providers

To ensure that the system recognizes updated delivery preferences, when you next see the patient, or using Connect Care:

- cancel outstanding orders, including standing orders and therapy plans
- issue replacement orders, which will use updated delivery preferences.

Support

- For questions about results delivery, please contact the **IT Service Desk and Provincial Solution Centre at 1-877-311-4300**.
- For general lab questions, please contact **Alberta Precision Labs Client Services at 1-877-868-6848**.
- Learn more about [Selecting a Primary Delivery Location for Providers/Prescribers who work at Multiple Locations](#) (ahs.ca/assets/info/cis/if-cis-cc-choosing-primary-delivery-location.pdf).



Results Delivery for Future Orders

For more information, contact resultsrouting@ahs.ca

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