



FAQ: Lab Routing Optimization

What do I need to know?

- **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.
- The distribution of **cancelled test notifications** will be standardized with this change.
- **Get support:** call the AHS Provincial Service Desk: 1-877-311-4300 (Select option 1 for Clinical Applications, then option 1 for Connect Care; have your PraID available).

Table of Contents

What do I need to know?..... 1

How does this change affect the routing of lab results for primary care providers (PCPs) who work at multiple community locations?..... 2

How does this change affect the routing of lab results for mixed-context providers (providers who work both at site(s) using Connect Care and at sites using other clinical information systems/electronic medical records) who have a community clinic as their preferred delivery location? 2

How does this change affect the routing of lab results for mixed-context providers (providers who work both at site(s) using Connect Care and at sites using other clinical information systems/electronic medical records) who have Connect Care In Basket as their preferred delivery location?..... 4

How is delivery of copy to (cc:) lab results affected by this change?..... 4

Were similar changes made recently? 4

How will cancelled test notifications change?..... 5

Will this change affect the availability of results in Connect Care or Alberta Netcare? 5

I work at multiple locations; how do I choose which one should be my primary location?..... 5

How do I verify or change my provider information or primary address?..... 6

How does Connect Care route clinical information? 6

Why may I still have significant duplication of clinical results? 7

How do I request paper suppression? 7

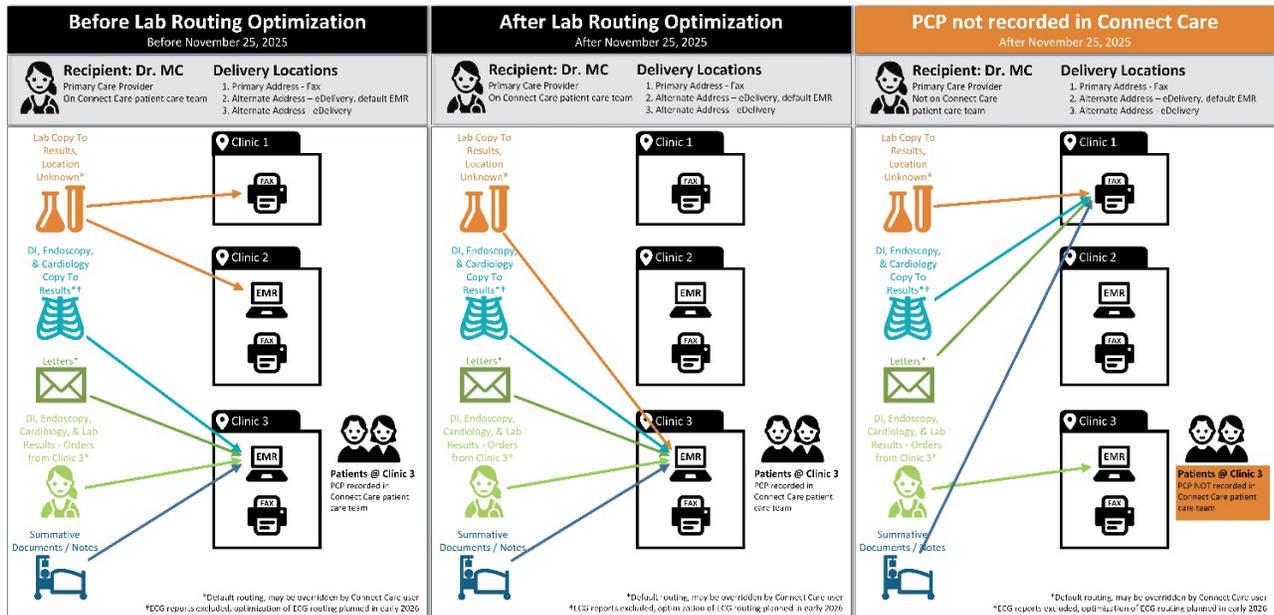
What happens when a patient names someone as their primary care provider (PCP)? 7

Can I inactivate my Connect Care In Basket?..... 8

Where can I find support? 8

How does this change affect the routing of lab results for primary care providers (PCPs) who work at multiple community locations?

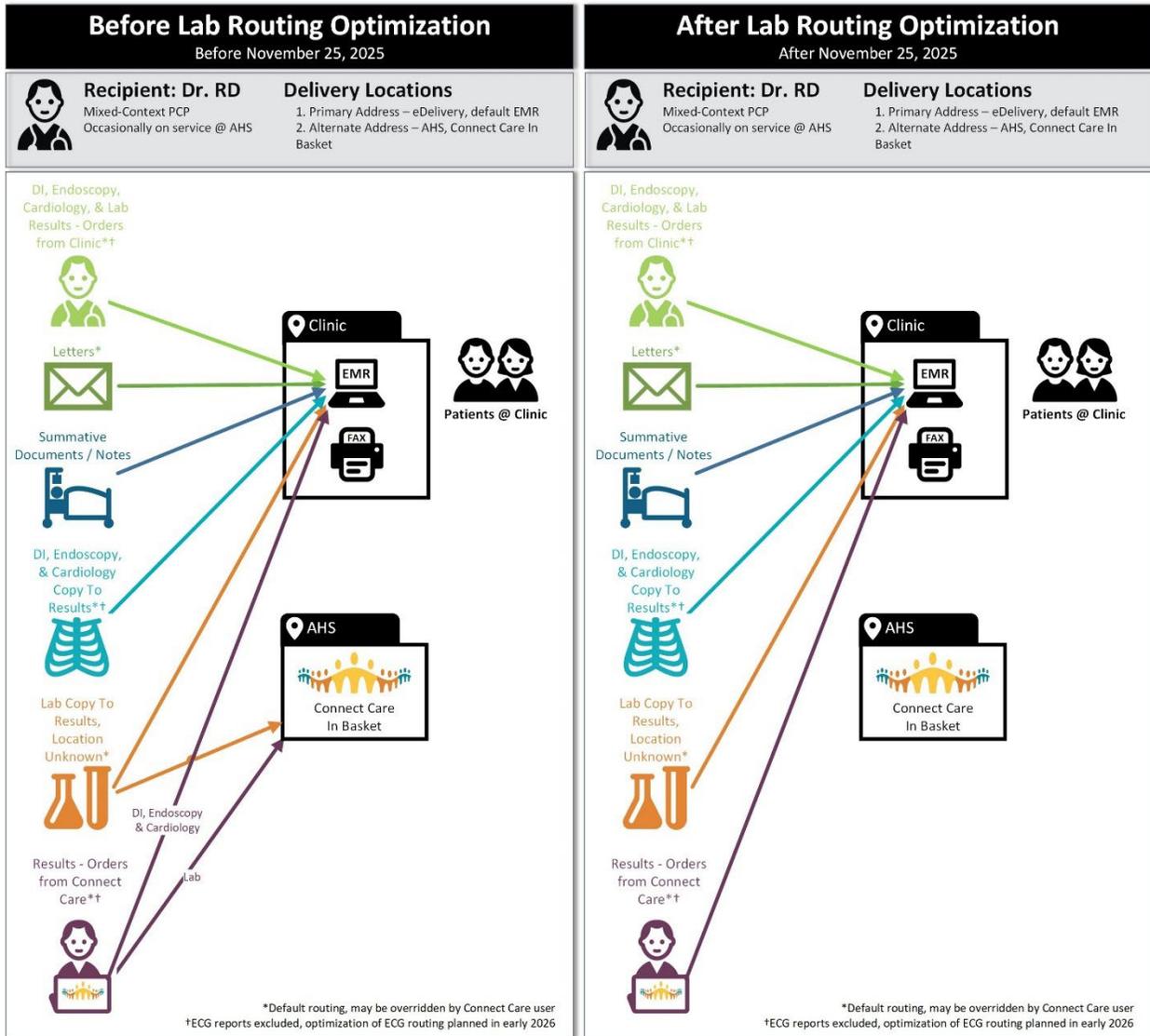
Primary care providers who work at multiple locations often receive clinical information at a primary/default location. When the patient is seen at another clinic, clinical information may not be sent to where they see the patient. If the PCP is recorded in Connect Care, information can be redirected to where the patient is seen. The diagrams below show where and how clinical information is generally routed for an example where the PCP works at multiple locations, and the patient is seen at a location that is not the provider's primary/default delivery location:



Note: These diagrams do not include all clinical information, workflows, or scenarios. There are exceptions (e.g. diagnostic imaging results from community providers like Mayfair and MIC). They represent general trends and most clinical information originating from Connect Care. For Connect Care users, there are some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, cc: charts, etc.

How does this change affect the routing of lab results for mixed-context providers (providers who work both at site(s) using Connect Care and at sites using other clinical information systems/electronic medical records) who have a community clinic as their preferred delivery location?

Most mixed-context providers previously received copy to (cc:) lab results in duplicate to both their Connect Care In Basket and their default community location (to their EMR or via fax/mail). With this change, these cc: lab results that do not have a location specified will typically be sent, by default, to the provider's primary location as recorded in Connect Care. The primary location can be a location in the community and information may be faxed, emailed, or via eDelivery there instead of being sent to the provider's Connect Care In Basket. Mixed-context providers do not need to copy themselves to receive a copy of lab results to their EMR. The diagrams below show how routing will shift for a mixed-context provider who primarily works in a community clinic:

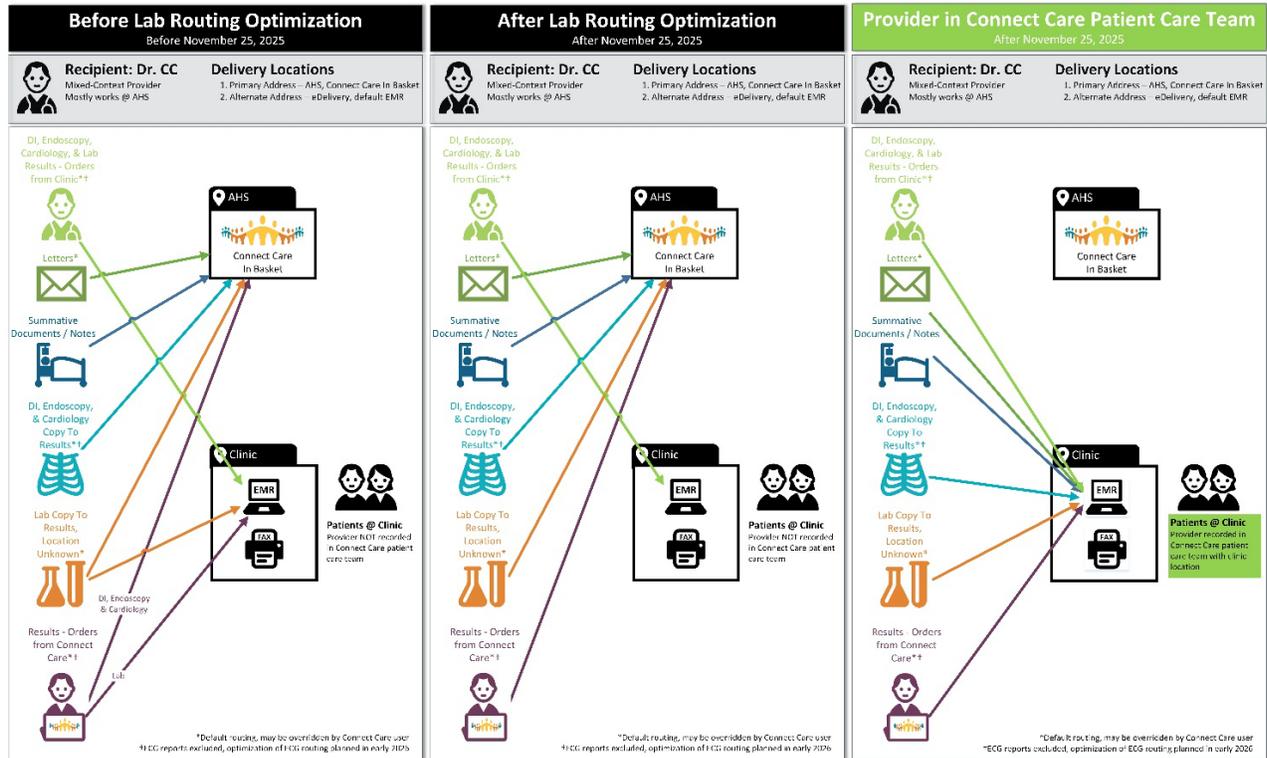


Note: These diagrams do not include all clinical information, workflows, or scenarios. There are exceptions (e.g. diagnostic imaging results from community providers like Mayfair and MIC). They represent general trends and most clinical information originating from Connect Care. For Connect Care users, there are some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, CC'd charts, etc.



How does this change affect the routing of lab results for mixed-context providers (providers who work both at site(s) using Connect Care and at sites using other clinical information systems/electronic medical records) who have Connect Care In Basket as their preferred delivery location?

Most mixed-context providers previously received copy to (cc:) lab results in duplicate to both their Connect Care In Basket and their default community location (to their EMR or via fax/mail). With this change, these cc: lab results that do not have a location specified will typically be sent, by default, to the provider's primary location. The diagrams below show how routing will shift for mixed-context providers who have their AHS/Connect Care address selected as their primary:



Note: These diagrams do not include all clinical information, workflows, or scenarios. There are exceptions (e.g. diagnostic imaging results from community providers like Mayfair and MIC). They represent general trends and most clinical information originating from Connect Care. For Connect Care users, there are some types of clinical information that can only be delivered by Connect Care In Basket, for example, orders for cosign, cc: charts, etc.

How is delivery of copy to (cc:) lab results affected by this change?

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.

Were similar changes made recently?

These changes were previously implemented for other types of clinical documentation and results in 2024 and early 2025. Learn more at ahs.ca/ccresultstocommunity.

How will cancelled test notifications change?

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 providers do not receive cancelled test notifications.

Will this change affect the availability of results in Connect Care or Alberta Netcare?

Results will always be available in Connect Care on the patient's chart; this is not related to routing preferences. You can think of the routing preference as the information used to push a copy of information but the original information still exists in Connect Care. Results also remain accessible in Alberta Netcare.

I work at multiple locations; how do I choose which one should be my primary location?

Your primary/default location will be used for delivery of documents and results where no other location is indicated or available (e.g. copy to (cc:) results). This may be due to system limitations, information provided on requisitions, provider demographic maintenance, or workflow.

Considerations when choosing your primary address:

- In most cases, the best choice is where you work most often and/or where you see the most patients, i.e. if only one location could be chosen, what would be the best one?
- The primary location you choose will need to receive and relay information addressed to you in a timely manner.
- Information for lab orders originating from a community clinic often has a submitter location specified and does not rely on the primary address.
- If you are a primary care provider (PCP) and you are documented as the patient's PCP, the location you see the patient may be used instead of your primary address.

Considerations for mixed-context providers (providers who work both at site(s) using Connect Care and at sites using other clinical information systems/electronic medical records):

- Results for tests ordered within Connect Care will often be sent to your primary address. If you prefer to have these results go to your Connect Care In Basket, you may prefer to choose a location using Connect Care as your primary address.
- If you choose to have an AHS location and Connect Care In Basket as your primary, a fax number is required to ensure that information that can only be sent by fax/mail can be delivered.

The table below summarizes mixed-context provider routing behavior this change and after, depending on your primary address choice:

	Before the change	After the change with your <u>community location</u> as your primary address	After the change with an <u>AHS location</u> as your primary address
Lab results ordered with a submitter where no location is indicated (e.g. copy to results)	To your community location (fax, mail, or eDelivery) and possibly also to Connect Care In Basket, fax, or mail	To your community location eDelivery and/or fax/mail*	To your community location eDelivery and/or fax/mail*
Lab results you are copied on where no location is indicated	To Connect Care In Basket, fax, mail and possibly also to your default EMR via eDelivery	To your community location by eDelivery and/or fax/mail*	To Connect Care In Basket
Results for lab tests ordered at AHS	To Connect Care In Basket	To your community location by eDelivery and/or fax/mail*	To Connect Care In Basket
Lab results for patients when recorded on the Patient Care Team in Connect Care (e.g. as the patient's PCP)	To Connect Care In Basket	To where you see the patient	To where you see the patient

*The delivery method is determined by the provider/submitter's location preferences. If you are receiving both eDelivery and fax/mail copies after the change, it may be because your clinic has not requested [paper suppression](#).

How do I verify or change my provider information or primary address?

To confirm or change your delivery preferences and/or primary/default location:

- Call AHS service desk at 1-877-311-4300, option 1, option 1
- Let them know you want to verify or change your primary location
- Provide mailing address/phone/fax for that location

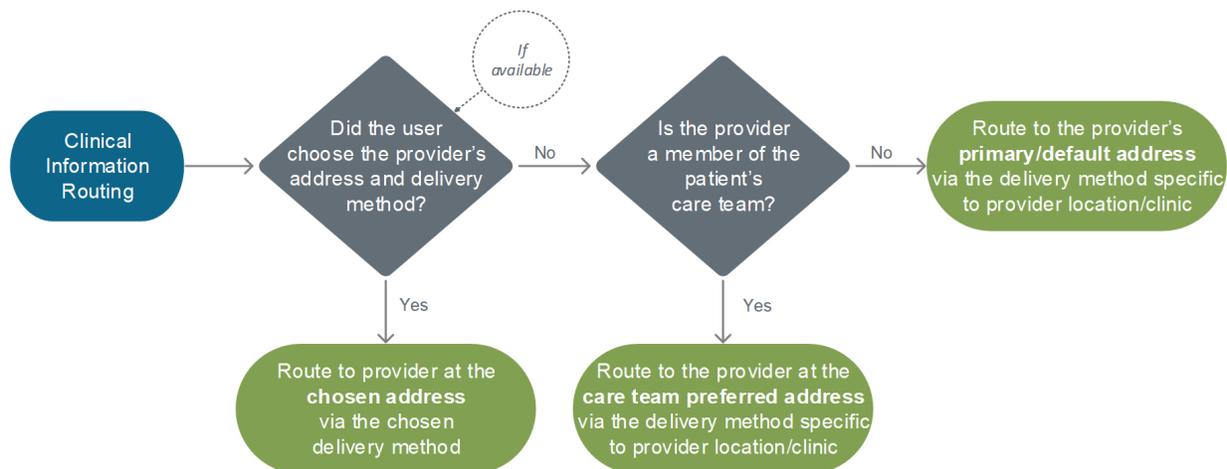
For additional changes, a missing location, or if your clinic wishes to set up eDelivery to an EMR, complete the [Provider Set-Up in Health Information Systems form](#) (ahs.ca/frm-21762.pdf).

How does Connect Care route clinical information?

Where and how clinical information is routed depends on what is on the provider's record in Connect Care, information provided on the order/requisition, and on in-system user workflow (e.g. ordering department in Connect Care, type of information, selections by staff transcribing orders). Where and how the information is delivered is evaluated in this order:

1. When a Connect Care user chooses the address and delivery method as part of their workflow, that will be used instead of a system default or preferences.
2. If a provider is listed on the patient's care team in Connect Care as the patient's primary care provider (PCP), the location at which they see the patient will be used.
3. If a location is not known, the provider's primary/default address will be used.





Why may I still have significant duplication of clinical results?

Some clinics are set up to receive both paper and electronic delivery of results. If the location has eDelivery, results will only be duplicated by fax/mail if paper is not suppressed.

How do I request paper suppression?

Please review: [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>).

What happens when a patient names someone as their primary care provider (PCP)?

When a patient is registered at a facility using Connect Care, they are asked to identify their primary care provider (PCP). Health information management records this relationship in Connect Care. This ensures that key information from Connect Care for this patient is shared with the provider.

If you believe you have been incorrectly identified as the patient's Primary Care Provider (PCP), call the AHS Provincial Service Desk: 1-877-311-4300. Have your location, contact information & Prac ID available when you call.

Sometimes, all or abnormal cardiology, diagnostic imaging, endoscopy, and lab results may be sent to a PCP because of a clerical choice. Should you be receiving results that you don't believe are appropriate, please also call the AHS Provincial Service Desk: 1-877-311-4300.



Can I inactivate my Connect Care In Basket?

All providers who use Connect Care must have a Connect Care In Basket. If you prefer to have information sent to your community location instead of your Connect Care In Basket, you can request that your primary address be set up to a community location. Although this will reduce the volume of what is sent to your Connect Care In Basket, you will continue to receive information that can only be sent to your Connect Care In Basket including tasks that may require urgent attention. You need to continue to regularly check your Connect Care In Basket.

With the reduced volume of Connect Care In Basket messages that you would still get, you may benefit from [setting up email notifications/reminders in your Connect Care In Basket preferences](#) so that you are alerted when there is something there that needs your attention.

Where can I find 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](#)
- [OVERVIEW: Lab Routing Optimization](#)
- Additional information can be found at: ahs.ca/ccresultstocommunity

