



December 20, 2024

Document and Results Delivery: Canada Post Service Resumed

What do I need to know?

- With the end of the Canada Post labour disruption, some changes made to ensure delivery of patient results/reports, summative documents and letters (“clinical information”) are being returned to your previously chosen delivery method.
- There may be delays in mail delivery while Canada Post resumes operations.
- Clinical information remains accessible electronically via Alberta Netcare, and in clinic electronic medical records that are set up for [eDelivery](#).

Results mailed to providers: resumption of service

- Results that were being sent in duplicate to providers’ Connect Care In Basket for the duration of the labor disruption are now being delivered as they were prior to the disruption.
- Some clinical documentation which can only be delivered by mail, including ECG tracings/waveforms, will be mailed to providers as before. ECG tracings/waveforms that were held during the postal disruption have now been mailed. Critical findings continue to be communicated at the time of reading.
- Providers for whom a fax number is known will continue to receive clinical information via fax unless they request an alternative delivery method. Providers are encouraged to continue with fax or move to eDelivery where possible.

Support

- To update your fax number or to request an alternate delivery method, please complete the [Provider Set-Up in Health Information Systems Form](https://www.albertahealthservices.ca/frm-21762.pdf) (<https://www.albertahealthservices.ca/frm-21762.pdf>)