



novel coronavirus (COVID-19)

Date: January 14, 2021

To: Primary Care Networks, primary care providers, community pediatricians

From: COVID-19 PCN Incident Response Task Force

Subject: Changes to COVID-19 Results Notifications: Patients Now Able to Choose a Pediatrician as Main Provider

Effective Friday, January 15, Albertans will be able to choose their child's pediatrician as their primary care provider when scheduling a COVID-19 test with AHS through the [COVID-19 Online Assessment and Booking tool](#).

If a parent or child selects a pediatrician as their primary care provider, the pediatrician will receive the child's COVID-19 results.

COVID-19 notifications are only sent to one primary care provider. If a patient chooses a pediatrician when completing the online booking tool, a child's other community providers, such as a family doctor or nurse practitioner, will not receive the results.

Previously, Albertans could only choose family doctors or nurse practitioners from the list. This new addition to the online booking tool provider list will allow pediatricians to more effectively and safely care for patients who consider them their main provider.

Community providers, including pediatricians, play a critical role in their patient's health and are able to give care advice to patients recovering from COVID-19 in the community.

If you are a community physician, when will you receive your patient's COVID-19 results?

- Currently, about 49 per cent of entries to the online booking tool list a family doctor or nurse practitioner's name.
- For community physicians, including pediatricians, this means you will be notified of your patient's COVID-19 test results if your patient chooses your name as their family doctor and your proper clinic location when filling out the [online booking tool](#) or when being referred for testing.
- You will receive test results via your preferred method of lab communication (Netcare, fax, etc.) as you would any other lab results.
- The notification process for COVID-19 results is slightly different than other lab work because community physicians are not the ordering physicians. The patient needs to identify you as their primary care provider in order for AHS to know who to correctly cc on the lab requisition.

Here is when you may not receive results:

- Your patient selects “no” to having a family doctor (or nurse practitioner).
- Your patient chooses not to pick your name from the list.
- Your name is not in the online booking tool provider list.
- Your correct address is not in the list.
- Your patient chooses the wrong location.
- Your name is not listed on the lab requisition when being tested through the [border testing pilot program](#), point-of-care testing or other testing process, such as at an emergency department.

If you are not receiving results, what can community physicians do to help?

- Check to ensure your clinic location is correct on the online booking tool.
 - [Using this link](#), scroll down to the “Notifications” section and select “Yes” to “Do you have a family doctor (or nurse practitioner)?”
 - Type your name in the “Family Doctor (or Nurse Practitioner) Name” field. Then select “Clinic or Facility Location” field.
 - If your name is not on the list, a clinic you practice at is missing, an address is incorrect or there are clinics listed that you no longer practice at, please send an email to APL.DataIntegrityPhysBuild@albertahealthservices.ca to have your contact information corrected in the Millennium system, which feeds the provider look up.
 - Please note, information is only corrected in Millennium and not in EPIC or other lab systems.
- Consider messaging your panel to highlight the importance of including your name and clinic location when booking a COVID-19 test.
- Encourage patients to follow-up with your clinic if they have a positive result.

Resources to support community physicians

The following resources are available for community physicians, including pediatricians, to care for patients with confirmed or suspected COVID-19.

- Use [zonal care pathways](#) to help stratify patients as high, average or lower risk. The pathways also provide clinical guidance for managing patients. Both adult and pediatric pathways are available.
- Refer to ahs.ca/covidPHC for other tools to support care in medical homes.

Thank you for your continued support as we manage through this pandemic.

If you have any questions, please email phc@ahs.ca