



## novel coronavirus (COVID-19)

**Date:** December 10, 2020  
**To:** Primary Care Networks and Community Physicians  
**From:** COVID-19 PCN Incident Response Task Force  
**Subject:** COVID-19 Lab Results Routed to Community Physicians

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Primary care providers play a critical role in Alberta's COVID-19 response by giving care and guidance to patients recovering in the community. In order for primary care providers to effectively and safely care for their patients, they need timely notification of their patients' COVID-19 test results.

You will be notified of your patient's COVID-19 test results if your patient chooses your name and proper location when filling out the [COVID-19 Online Assessment and 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.

Here is when you may not receive results:

- Your name is not in the online booking tool provider list
- Your correct address is not in the list
- Your patient chooses not to pick your name from 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](#) or point-of-care testing, such as at an emergency department

Alberta Health Services (AHS), Alberta Precision Laboratories (APL), Primary Care Networks (PCNs), the Alberta Medical Association (AMA), Alberta Health and the Alberta College of Family Physicians (ACFP) are working together to make improvements to the lab routing process to ensure as many results as possible reach primary care providers.

Technological and communications solutions are improving the number of results reaching primary care providers. Solutions include:

- The [COVID-19 Online Assessment and Booking Tool](#) encourages Albertans to choose their family doctor/nurse practitioner's information and stresses the importance of choosing the correct clinic location so results are received.
- If a patient indicates they do not have a family doctor/nurse practitioner when completing the online booking tool, they receive a message about the importance of having a primary care provider and are directed to use [albertafindadoctor.ca](#) or call 811.
- Technical improvements to the database that feeds the online booking tool provider list are ongoing to include more providers and ensure accuracy of clinic data.

- Albertans are encouraged by AHS to follow-up with their family doctor/healthcare provider when they receive text notification of their results.

We will continue to identify technical solutions as well as opportunities to educate Albertans about the important role their family doctor/nurse practitioner can play in their COVID-19 care and work with partners to communicate with primary care providers.

### What can primary care providers 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](mailto: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.
- Use [zonal care pathways](#) to support care in medical homes and stay connected to your zone leadership for ongoing support.
- Refer to [ahs.ca/covidPHC](https://ahs.ca/covidPHC) for other tools to support care in medical homes.

Thank you for all the ways you go above and beyond to help your patients manage through this pandemic.

If you have any questions, please email [phc@ahs.ca](mailto:phc@ahs.ca)