

DATE:	2021 July 26
TO:	Edmonton & North Zone Physicians
FROM:	Debra Ellas, Manager APL Provincial Client Response Shannon Robinson, Manager Pre and Post analytics and Logistics DynaLIFE
RE:	GenCan and CSAN Pharmaceutical Results

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Key Message

- Alberta Precision Laboratories and DynaLIFE Medical Labs have received concerns from GenCan and CSAN that they are not receiving WBC and Absolute neutrophil count test results in a timely manner. The monitoring is essential to the patients care path. After a review of patient requisitions, it was determined that one of the contributing factors was the pharmaceutical companies often are **not being** added as a “copy to” provider. We are requesting ordering physicians add the appropriate company as a “copy to” on patient’s requisitions when monitoring patients on these medications.

Background

- Gen-Clozapine and Clozaril are atypical anti-psychotic medications indicated in the management of symptoms of treatment-resistant schizophrenia. Due to the potential risk of agranulocytosis, pharmaceutical companies have established monitoring networks to assist in safeguarding patients receiving the medication – the Gen-Clozapine ACCESS Network (GenCan) and the “Clozaril” (clozapine) Support and Assistance Network (CSAN).

Action Required

- For uninterrupted service delivery of patient results, GenCan or CSAN must be added to laboratory requisitions as a “**copy to**” provider. When this information is added to the requisition in the “copy to” area, results will be delivered daily to GenCan or CSAN through an Electronic Medical Record (EMR). Some guidance is provided below on what information is necessary on the requisitions to aid laboratory staff.

Connect Care ID

- **GENCAN** Clinic, GENCAN [260567]
Clozapine Access Network
- **CSAN** Clinic, CSAN [259909]
Clozaril Support & Assistance Network

Questions/Concerns

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Approved by

- Dr. Carolyn O’Hara, Chief Medical Laboratory Officer, Alberta Precision Laboratories
- Dr. Raymond Lai, Medical Director, DynaLIFE