

DATE:	27 November 2023
TO:	All Zones: Physicians, Nurses and Healthcare Practitioners
FROM:	Alberta Precision Laboratories
RE:	New Lab Visit Type for Scheduling Future Lab Appointments

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Key Message

- A new Visit Type has been created to ensure patients are only notified of future lab appointments in MyAHS Connect.

Background

- Lab staff book patient appointments when the patient presents for the collection, regardless of whether they are walk-in visits or were booked online via a separate lab appointment system. In addition, visits may be entered into the schedule at a different time/location from when the patient is being seen or may be moved around after the fact for administrative/functional purposes.
- Each time an appointment is added, moved, or updated, it triggers a notification to the patient and the updated date/time/location appears in MyAHS Connect (MAC).
- The typical benefits of seeing the visit in MAC do not have the same impact in the unique situation when lab patients are booked on arrival. Having access to the visit after the fact would not be useful to the patient.

How this will impact you

- Two different Visit Types will be required for booking appointments for the Outpatient Lab:
 1. The "Standard Collection" Visit Type is to be used when the appointment is booked/added to Connect Care when the patient physically presents at the lab for collection. (No notification sent to the patient)
 2. The "Future Lab Visit" Visit Type is to be used when the appointment is booked/added to Connect Care prior to the appointment. This is the standard Connect Care workflow; the notifications and appointments showing in MAC are appropriate and accurate.

Action Required

- The "Standard Collection" Visit Type is used exclusively by lab booking visits for walk in patients and those booked through a separate lab appointment system. It will not generate a notification to the patient.
- The "Future Lab Visit" Visit Type is used by staff booking prior to the appointment. (Standard Connect Care Workflow) The visit will display in MAC and trigger notifications as expected.



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Effective December 11, 2023

Questions/Concerns

- Ann Arseneau, PreAnalytics Discipline Lead, Ann.Arseneau@albertaprecisionlabs.ca

Approved by

- Dr. Carolyn O'Hara, Chief Medical Laboratory Officer (Interim), Alberta Precision Labs
- Dr. Erene Farag, Provincial Medical Director, Community Lab Services, Alberta Precision Labs

Effective September 1, 2023, APL has become the sole provider of all public lab services in Alberta. As a result, community lab services formally provided by DynaLIFE Medical Labs will become the responsibility of Alberta Precision Labs (APL). This change impacts all zones.