

<b>DATE:</b>	31 January 2024
<b>TO:</b>	All Zones including Community: Physicians, Nurses and Healthcare Practitioners
<b>FROM:</b>	Alberta Precision Laboratories (APL)
<b>RE:</b>	<b>RightFax Outbound Fax Delays</b>

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## PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

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### Key Message

AHS has been experiencing issues with RightFax since approximately 7:30 a.m. today (January 31). Outbound faxes are unable to send from AHS, and we are reporting some issues with receiving inbound faxes.

There will be a delay in receiving all lab results and ECGs if you receive by fax from APL.

Critical lab results will be communicated by phone, as per usual processes.

Additional communications will be shared once this issue is resolved, including any steps needed for remediation. Resolution is expected within 24 hours. Any faxes sent since 7:30 a.m. will be retrieved from the backlog and delivered, although exact timelines are unknown at this time.

Technical teams are engaged and working towards a solution. We apologize for any inconvenience.

Please refer to AHS' Connect Care – Status page for timely updates on this outage:  
[Connect Care - Status | Alberta Health Services \(https://www.albertahealthservices.ca/cis/page16985.aspx\)](https://www.albertahealthservices.ca/cis/page16985.aspx)

Laboratory Results are available in NetCare.

If you are needing laboratory results urgently, please phone: 1-877-868-6848.

### Approved by

Dr. Carolyn O'Hara, Chief Medical Laboratory Officer, APL

*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.*