
Date: August 14, 2020
To: All Physicians and Healthcare Providers
From: Alberta Precision Laboratories and DynaLIFE
Re: Access to Laboratory Mobile Collection Services

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

- Mobile Collection Service eligibility criteria remain in place during the COVID-19 relaunch. These are:
 - Patient must have had a recent hospitalization and/or surgery that temporarily restricts their travel outside the home.
 - Patient has an ongoing medical restriction and is unable to attend appointments or other activities outside the home.
 - Patient resides in a secured or safe living environment.
- Patients must meet at least one of these eligibility criteria to access Mobile Collection Service.
- COVID-19 symptomatic patients, and patients who are under mandatory self-isolation due to current Public Health Orders **temporarily** meet the eligibility criteria while they are restricted from leaving their home.
- Mobile Collection Service is a non-emergent care service available to support needs of medically home bound patients who are physically unable to leave their homes to attend appointments.
- Patient Service Centres/Patient Care Centres have implemented enhanced safety protocols to ensure patient safety.
- Appointment booking services have been expanded to provide additional capacity for patients who wish to plan their laboratory visits in advance.
- Standing Orders on patients who meet eligibility requirements for mobile collections continue to have limitations on duration based on frequency of the collections. These limitations appear on the mobile collections requisitions (<https://www.albertahealthservices.ca/frm-20884.pdf>) and also apply to laboratory orders placed directly into EPIC.

Why this is important:

- Alberta Precision Laboratories (APL) and DynaLIFE (DL) Mobile Collection Services Departments are currently under increased pressure as we manage a significant increase in the number of requests to add patients to the service as Alberta continues the relaunch process following closures due to COVID-19.
- Many recent requests for Mobile Collection Services are for patients who do not meet the eligibility criteria. This is leading to delays in service for these patients, as laboratory staff screen incoming requests for eligibility and follow up with Healthcare Providers when patients do not meet the eligibility criteria.

Action Required:

- Please continue to use your best clinical judgement when ordering lab work for patients and ensure patients meet the eligibility criteria before requesting Mobile Collection Service. This will help ensure that patients most in need of bloodwork or other testing required for their immediate care will receive it in a timely way.
- Please delay lab work when possible until a patient is no longer COVID-19 symptomatic or self-isolating and then direct them to a convenient Patient Service Centre/ Patient Care Centre for their collection.

Inquiries and feedback may be directed to:

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This bulletin has been reviewed and approved by:

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