

**Date:** December 5, 2019  
**To:** Community Care Providers (Provincial)  
**From:** Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS  
**Re:** Connect Care Update: Laboratory Ordering and Reporting Update 5

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Alberta Health Services and DynaLIFE have returned to near normal levels of lab reports being delivered correctly to community providers. Work continues to remediate provider and submitter IDs, and re-deliver results to either fax, mail or electronic medical record, depending on your preference.

***Fax delivery:***

We have returned to the pre-Connect Care baseline level of fax failures (related to busy lines, etc) and are able to address them on a daily basis as they arise.

***Provider and submitter IDs:***

Progress continues to be made in resolving provider and submitter ID issues, however many of the remaining issues must be solved manually, one-by-one, and so it will be a bit of time yet before the backlog of results created by provider and submitter ID issues will be fully resolved.

Occasionally there is still a problem with identifying the correct location (submitter ID) for a provider, and this can result in a provider/submitter mismatch, which can cause delivery failure and require remediation.

While just half of the requisitions coming to lab currently contain the new Connect Care IDs, the laboratory has created new processes including an enhanced search function so that fewer than three per cent of total requisitions are now being entered as unknown provider or submitter IDs.

Ensuring that all lab requisitions that leave your office have **both** Connect Care provider **and** submitter IDs on them is the most important thing that you can do to help in this process.

Submitter IDs are being mailed out to all submitter locations in Central Zone, Edmonton Zone and North Zone, to reconfirm that you have the correct submitter numbers going forward.

***Results summaries:***

Based on your feedback about the challenges with sending a summary of all tests to your office, starting Friday, we will **only send summaries for tests we think may have been missed or have not yet been reviewed**. These summaries will go to any community provider in the province who may have missing or un-reviewed reports.

This will delay the delivery of the summary by a day but will significantly reduce the volume of results being sent to you.

***General information:***

If you continue to have problems with the delivery of lab reports, please contact the AHS support hotline at **1-877-352-4495 (Conference ID – 81890417)** to speak to someone who will ensure your provider (physician) and submitter (location) IDs are correct.

The hotline is available Mon-Fri, 8:30 a.m. to 4:30 p.m., until December 13. If the hotline is busy, you will get a call back as soon as possible. After December 13, please email [ccproviderbridge@ahs.ca](mailto:ccproviderbridge@ahs.ca) with information about your concern.

Please check Netcare or contact DynaLIFE (see contact details below) for the actual lab results. All lab data created through Connect Care is available in Netcare.

All critical results are being communicated through normal process (phone call) and all results with a potential clinical impact, such as INRs, pathology, abnormal critical results and microbiology, have been reviewed by lab physicians and communicated back to community physicians.

We appreciate all of the work you have done to support this transition, and thank you for your patience.

**Support:**

For further information, please refer to previous bulletins on this issue. You can find them here:

**November 25:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-4.pdf>

**November 15:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-3.pdf>

**November 12:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-update-2019-11-12.pdf>

**November 8:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting-2019-11-08.pdf>

**November 6:** <https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-connect-care-update-laboratory-ordering-and-reporting.pdf>

Item	Contact Information
<b>E-delivery, and/or your Connect Care provider, location or submitter ID:</b>	Call the AHS hotline at 1-877-352-4495 (Conference ID – 81890417), or email AHS Connect Care at <a href="mailto:ccproviderbridge@ahs.ca">ccproviderbridge@ahs.ca</a>
<b>Lab reports, NOT by e-Delivery</b>	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706
<b>General Inquiries</b>	<i>DynaLIFE</i> Connect Care help line 587-786-3333 or 1-888-970-2706 or <a href="http://ahs.ca/ccproviderbridge">http://ahs.ca/ccproviderbridge</a>