

Date: November 12, 2019
To: Community Care Providers
From: Dr. Francois Belanger, VP Quality, and Chief Medical Officer, AHS
Re: Connect Care Update: Laboratory Ordering and Reporting Update 2

Alberta Health Services and DynaLIFE are making progress in resolving issues with the delivery of lab results to community providers. This will be a multi-week process as patients with legacy requisitions and information completed under the prior system continue to flow through the community sites.

Since the last communication to you on November 8, we have taken several steps to fix the issue and better support community providers during the transition process.

What has been done:

A process has been put in place at DynaLIFE community collection sites to ensure that any requisition that does not have proper provider (physician) or submitter (location) IDs can be more easily searched in the database by physician name and clinic address.

The laboratory will do their best to locate missing ID numbers prior to processing, to ensure timely delivery of lab reports.

We are working collaboratively with all EMR vendors to ensure that appropriate provider (physician) and submitter (location) IDs are standard on any new requisitions printed.

Additional resources from AHS and DynaLIFE are in place to respond to physician or clinic inquiries and resolve any ID or other issues.

All physicians and clinics will be provided with a list of patients that should have lab results delivered to their clinic. This report will be faxed to your office/clinic at regular intervals.

As of this morning, community providers have two options if they are experiencing issues with receiving lab results.

Providers can call a new AHS 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 and talk you through solutions to delivery issues.

It is important to have this information with you when you call to ensure the technical teams can help you quickly.

- Name and phone number of key contact (including after hours if available);
- Clinic name, address, phone number, fax number, submitter ID (if known);
- Providers at the clinic (full names, provider IDs if known, Sunquest IDs if available);
- How results should be received (eDelivery, fax, mail, paper delivery);
- If any results are being delivered and by what mechanism.

As an alternative, you may also email this information to: ccproviderbridge@ahs.ca.

Please note this hotline cannot provide you with actual lab results – please check NetCare or contact DynaLIFE (see chart below) for the actual results. The hotline is designed to help fix any underlying issues so that missing results can be correctly resent to your EMR and future issues prevented as much as possible.

Current situation:

All lab data created through Connect Care is available in Netcare. All critical results are being communicated through normal process (phone call).

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. All INR results are being phoned and/or faxed, regardless of level. This will continue for all results that cannot be properly delivered immediately to the ordering provider.

There have been no issues with specimen integrity. Now that the first week has passed DynaLIFE is not seeing any significant delay in specimen processing.

Teams from AHS and DynaLIFE continue to review and verify provider (physician) and submitter (location) IDs to continue to improve the accuracy of results delivery. Please note, there are no issues with DI results.

What can you do as a community provider?

The most important step you can take is to consistently ensure that correct provider (physician) and submitter (location) IDs are on all lab and DI requisitions.

As needed, refresh your lab requisitions within your EMRs to ensure those IDs are on the requisition form. Most EMRs have updated forms within the system.

- If you do not yet know your provider (physician) and/or submitter (location) IDs please contact the bridge line or email above with the noted information.
- Ensure your correct provider (physician) ID and submitter (location) IDs are included on the lab order requisition, as well as your correct and complete clinic address. Most EMRs are equipped with new DynaLIFE requisitions containing these identifiers and it is important to use these new requisitions, but if they are missing, please handwrite your provider and submitter IDs legibly on the requisition.
- If you are missing a report that you are expecting, please check your default provider location if you work at more than one location and/or NetCare. If you do not have NetCare access, please contact the DynaLIFE helpline below for assistance.
- If you or your clinic is used to receiving paper lab results, and you wish to continue to receive paper, please contact Connect Care at ccproviderbridge@ahs.ca. There are a few instances where lab results may not deliver on paper, so please maintain increased vigilance for missing labs even if you do receive paper.
- Requesting physicians should check their primary provider fax number for notification from lab physicians about patients requiring follow-up.

AHS sincerely thanks you for your assistance in solving these ongoing issues. We recognize this creates extra work for you and appreciate your efforts to continue to provide excellent patient care.

The next update will be provided later this week.

Where can you get help/support?

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