

Date: November 6, 2019
To: Community Physicians, Office Managers and Care Facility Staff
From: Alberta Precision Laboratories (APL) and DynaLIFE Medical Labs
Re: Connect Care Update: Laboratory Ordering and Reporting

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Background:

- On Sunday November 3rd, Wave 1 of Connect Care launched in the Edmonton Zone, including at the Walter C. Mackenzie Campus, the East Edmonton Health Centre, Pharmacy and Diagnostic Imaging sites in Edmonton and the North Zone, DynaLIFE sites across Alberta and labs at the Cross Cancer Institute, and hundreds of ambulatory clinics in the Edmonton Zone.
- As the first days of Connect Care move forward there is a small percentage of physician reports that are requiring direct intervention to ensure they reach the optimum delivery location.
- **Physicians, clinics, and extended care facilities** can help support the refinement of report delivery in three critical ways:
 - 1) Please ensure your provider ID and submitter ID are included on the lab order requisition.
 - 2) Please be sure to provide your complete clinic address – this additional identification of your clinic or location is helpful to staff working in the entry process.
 - 3) If you are missing a report that you are expecting please check your default provider location and/or NetCare.
- Please notify us if you are experiencing a report delivery problem at a specific location or under specific submitter so that the information in Connect Care can be updated.
- AHS and DynaLIFE have teams working around the clock to resolve any report delivery issues and to update and improve information in Connect Care related to the identification of physicians and locations.
- We will continue our current critical result notification process. In addition General Pathologists are reviewing any reports that appear to have relevant clinical outcomes for a patient where a submitter or provider has not been clearly identified in order to confirm clinical follow-up.
 - If you receive patient reports that should be routed elsewhere, please notify us immediately at DynaLIFE Connect Care Help Line at 587-786-3333 or 1-888-970-2706.
 - You can continue to access patient results through NetCare.
- We thank you for your support as we move through the initial weeks of this transition.

Inquiries and feedback may be directed to:

Item	Contact Information
eDelivery	Email AHS Connect Care at ccproviderbridge@ahs.ca
Lab reports, NOT by eDelivery	DynaLIFE Connect Care help line 587-786-3333 or 1-888-970-2706
General Inquiries	DynaLIFE Connect Care help line 587-786-3333 or 1-888-970-2706 or http://ahs.ca/ccproviderbridge