



Date: April 15, 2020
To: All Physicians and Submitting Care Providers
From: Alberta Precision Laboratories (APL), DynaLIFE Medical Labs
Re: Physician Office Closures and Undelivered Patient Laboratory Result Reports

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

- During the COVID-19 pandemic, there may be instances of abrupt closure or reduced hours for physician office or clinics. Physicians are required to ensure there is a mechanism in place to provide continuity of care, in particular with regards to specimen pick-up and delivery of patient result reports that are currently received via laboratory courier services.

Why this is important:

- There is a risk that patient specimen pick-up, as well as timely delivery of paper patient result reports, could be adversely impacted as a result of closed or partially closed offices or clinics. This could result in delays in patient testing, or inability to ensure that test results are reviewed and followed up on by physicians or providers in a timely manner.
- Physician offices must ensure that details regarding continuity of care and updates to report delivery preferences are maintained up to date as required by the College of Physicians and Surgeons of Alberta, Standards of Practice – *Preventing Follow-up Care Failures*.
- Labs have processes in place to identify and contact ordering physicians when critical results are identified. This process has not changed and will continue.

Action Required:

- If offices have closed OR office hours have changed, physicians or their office staff must call

APL Client Response at 1-877-868-6848

In Edmonton Zone - DynaLIFE Data Editors at 1-780-451-3702 ext 8144

- Physician offices must ensure that details regarding continuity of care are provided (e.g. answering machine and/or posted signage at clinic entrance).

Inquiries and feedback may be directed to:

See above contact information

This bulletin has been reviewed and approved by:

Dr. Raymond Lai, Medical Director, DynaLIFE Medical Labs

Dr. Carolyn O'Hara, Chief Medical Laboratory Officer (Interim), Alberta Precision Laboratories