

**Date:** June 24, 2016  
**To:** South Zone East Physicians, Pharmacists, Midwives, Medicine & Brooks Nursing Homes  
**From:** AHS Laboratory Services  
**Re:** Safe Report/Result Delivery; Implementation of Auto-Faxing via Forward Advantage

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**PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE**

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**Key Messages:**

- Expediting delivery of laboratory reports along with ensuring safe report/result delivery to physician offices is a priority for AHS Laboratory and other programs.
- Many physician offices in South Zone East already receive laboratory reports electronically to their physician office system. There are no changes to this process.
- Those physician offices currently receiving paper reports via land mail/courier delivery will be switched over to auto-fax technology called "Forward Advantage".
- Report transmission will occur **Monday to Friday** between **0500-0600**. A separate transmission of INR reports will occur **Monday to Friday** between **1430-1500**.

**Why this is important:**

- Forward Advantage delivery improves availability of laboratory reports for those offices without a physician office system and/or access to NetCare.
- Forward advantage eliminates opportunities for paper reports to be lost in transit.
- Elimination of land/courier mail delivery is already in place for rural Meditech laboratory sites. Other departments (Health Information Management and Diagnostic Imaging) are at various stages provincially with eliminating land/mail paper delivery.

**Action Required:**

- Closely monitor your laboratory reports that you are receiving the reports you expect and that there are no issues with quality and formatting.
- Ensure that your fax machine is left **on** at the end of the day and that the paper tray is full.
- If there is a problem with your fax transmission, or you change your fax number, notify the Laboratory Office immediately at (403-529-8830)

**Effective Date:** July 6, 2016

**Inquiries and feedback may be directed to:**

Medicine Hat Regional Hospital Laboratory Office (403-529-8830 opt #3)

**This bulletin has been reviewed and approved by:**

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