



# Memorandum

**Date:** May 25, 2015  
**To:** Physicians & Health Care Providers  
**From:** Debra Ellas, Manager Client Services  
**Re:** **Ad Hoc Requests for Routine Faxed Results**

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## Key Messages:

- Effective June 15, 2015 CLS will discontinue faxing copies of patient reports in response to “fax results” being written on requisitions.
- There will be no change to fax “stat” results.
- Ad hoc fax copies of reports **immediately** necessary for the continuity of patient care can be obtained by contacting our Lab Information Centre at 403-770-3600.

## Background:

- Due to the risk to privacy associated with faxing, the Office of the Information and Privacy Commissioner recommends that health information only be faxed when the information is required **immediately** and no other means of obtaining secure access to the information is practical.
- Physicians and health care providers can access laboratory results through secure health information systems such as Netcare, Sunrise Clinical Manager and Electronic Medical Records.

## Important:

- Additional copies of reports for other health care providers can be requested by the use of a “copy to” section on the requisitions.
- All “copy to” requests require complete information including: first name, last name and an address for report delivery.
- These additional copies of reports will be forwarded through normal report delivery channels. The majority of lab tests results are delivered to the ordering and ‘copy to’ physician the next business day.

## Inquiries and feedback may be directed to:

- Debra Ellas, Manager Client Services at 403-770-3966

## This memorandum has been reviewed and approved by:

- Dale Gray, VP Technical Operations
- Dr. Chris Naugler, Clinical Section Chief, General Pathology