Memorandum

Date: November 30, 2015

To: Calgary Zone Physicians and Health Care Providers

From: Deb Ellas, Manager CLS Records Management and Client Services

Re: Redirection of Hard Copy Lab Results During Extended Absences from Practice

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Messages:

- In the event of an absence, it is the physician's or health care provider's responsibility to ensure follow-up or alternate delivery locations for all hard copy lab results is provided to CLS.
- It is the responsibility of the physician and health care provider determine when an absence from practice is long enough to require redirection of test results to an alternative provider.
- CLS couriers will only deliver reports to secure locations such as another physician's office, pharmacy, or mail slot in a locked health care provider's office.

Importance:

According to the College of Physicians and Surgeons (CPSA) Standards of Practice: Preventing Follow-up Care Failures

(1) A physician who orders a diagnostic test or makes a referral to another health professional must:

a) *have a system in place for the review of tests or consultations and arrangements for follow up when necessary,*
b) *have a system in place to contact the patient when follow-up care is necessary*
c) *document all contacts and attempts to contact the patient, and*
d) *make arrangements for responding to "critical" diagnostic test results reported by a laboratory or imaging facility for urgent after regular working hours or in the absence of the ordering physician.*

(2) A physician who orders a diagnostic test, and directs a copy of results to another physician, remains responsible for any follow-up care unless the physician to whom a copy is directed has agreed to accept responsibility for follow-up care.

Action Required:

- Prior to absence, complete the *Delivery of Reports During a Health Care Providers Absence form CSD2703* available on the CLS website at http://www.calgarylabservices.com/files/CLSForms/CSD2703.pdf
- Fax the form to the CLS Data Integrity Team at 403-770-3235

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