



Memorandum

Date: November 25, 2016
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 or health care provider to 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 form *Delivery of Reports During a Health Care Providers Absence CSD2703*, available on the CLS website www.calgarylabservices.com under the heading Medical Professionals/ Information for Ordering Physicians/Laboratory Tests Ordering Information <http://www.calgarylabservices.com/medical-professionals/physicians/lab-test-ordering.aspx>.
- Fax the form to the CLS Data Integrity Team at 403-770-3235.

Inquiries and feedback may be directed to:

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This memorandum has been reviewed and approved by:

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