

Setting Up LIS Access and Ordering Laboratory Tests in AHS North, Central & South Zones

Applicability This procedure applies to primarily those authorized by the College of Physicians and Surgeons of Alberta (CPSA) to order laboratory tests in the AHS North, Central and South Zones and to inform laboratory personnel of Alberta Health Services, the Lamont Health Centre and laboratories administered by Covenant Health with the exception of:

Purpose This document contains information for an **authorized requester working in communities in AHS North, Central and South Zones** – See the AHS Zone Map (<http://www.albertahealthservices.ca/assets/zone/ahs-map-ahs-zones.pdf>) to confirm the AHS zone you are located in.

Procedure

Step	Action	Detail
1.	Prior to ordering lab tests, email providerrequests@ahs.ca Exceptions - if practicing in Fort McMurray, Fort Vermilion, High Level, LaCrete or Lloydminster go to https://dynalife.ca/InformationforPharmacists OR https://dynalife.ca/InformationforOptometrists	<ul style="list-style-type: none"> • Email must include the following information: <ul style="list-style-type: none"> ○ Full first and last name & PRAC ID, ○ City or town location, ○ Clinic name if applicable, ○ Full mailing address, ○ Telephone number, ○ After-hours telephone contact for critical results, ○ Secure, confidential fax number. • If you work out of multiple locations (Example; Community Pharmacy & PCN or two different offices), you must choose one primary location. Other locations will need to be identified on the lab requisition as secondary print sites or “Copy to” locations for Lab report distribution. • Across AHS, the Laboratory has multiple Laboratory Information Systems requiring the ordering practitioner to be set up in each system. <ul style="list-style-type: none"> ○ If the provider also works in Edmonton or Calgary zones (in addition to North, Central & South zones) they must request set up in all applicable LIS systems. ○ For Calgary Zone access – go to www.calgarylabservices.com , click on <i>Medical Professionals</i>, click on <i>Client Services Information</i>.

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(Authorized individuals are: lab personnel designated in their zone/program or provincial role to produce print copies)

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Step	Action	Detail
		<ul style="list-style-type: none"> ○ For Edmonton Zone access – go to https://dynamlife.ca/InformationforPharmacists OR https://dynamlife.ca/InformationforOptometrists
2.	<p>Obtain or access laboratory test requisitions.</p> <p>For Fort McMurray, Fort Vermilion, High Level, LaCrete and Lloydminster go the DynaLIFE Medical Labs website.</p>	<ul style="list-style-type: none"> • Commonly used requisitions <u>by zone</u> may be found on the AHS website under Laboratory Services, Forms and Requisitions at http://www.albertahealthservices.ca/lab/Page3320.aspx OR on the Calgary Laboratory Services or DynaLIFE Medical Labs website. • Contact local laboratory for additional instructions on ordering/obtaining lab requisitions. • Additional information such as the Laboratory Test Directories and Collection Information (by zone or program) are found at http://www.albertahealthservices.ca/lab/Page3217.aspx OR on the Calgary Laboratory Services or DynaLIFE Medical Labs websites. • <i>Acceptance of Laboratory Samples and Test Requests Policy – Appendix A</i> provides direction on the laboratory’s requirements for sample identification and labelling and test request (e.g. requisition) completion requirements at http://www.albertahealthservices.ca/lab and choose <i>Lab Test Directory</i>, under <i>Collection Information</i> choose <i>Sample Acceptance</i>.
3.	<p>Order laboratory tests by completing a Laboratory Requisition.</p> <p>*Setup in the LIS must be completed and confirmed before ordering laboratory testing.</p>	<p>Inpatients:</p> <ul style="list-style-type: none"> • Complete requisition as per the protocol on the patient unit/ward (E.g. the unit clerk may be responsible for completing all requisitions or placing orders in the computer order/entry module. <p>Community Patients:</p> <ul style="list-style-type: none"> • Please ensure that all required information is completed as follows: <ul style="list-style-type: none"> ○ Patient’s first and last name ○ Second patient identifier (e.g.: Personal Health Number) ○ Patient’s date of birth

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Step	Action	Detail
		<ul style="list-style-type: none"> ○ Patient's gender ○ Full first and last name of requesting physician/health care provider ○ Location/address of requesting physician/healthcare provider ○ Full first and last name, location /address of "copy to" physician/healthcare provider ○ Tests requested ○ Clinical data or history
4.	Complete the "Copy to" area on the laboratory requisition only if results are required at another location/by another physician	<ul style="list-style-type: none"> • The "Copy to" area must clearly indicate the complete physician name (full first and last name) and full address in order to ensure delivery of results. If the copy to information is incomplete or illegible the request will not be processed by the laboratory. <p>NOTE: If report distribution will be to other than your primary location, please specify the full address location where reports should be sent.</p>
5.	Clearly indicate the test(s) ordered by an "X" in the box beside the test. Provide any additional information requested on the requisition if applicable or the test will be delayed or rejected.	<ul style="list-style-type: none"> • Consult the test directory/guide to laboratory services (see links in Step 2) or contact the local laboratory for assistance. • Tests must be ordered individually, test panels are not available.
6.	Provide patients with the appropriate collection instructions (if applicable).	<ul style="list-style-type: none"> • Laboratory test directories will indicate if patient preparation is required. • Patient Instruction Sheets, provincial or by zone are provided at http://www.albertahealthservices.ca/lab/Page3302.aspx
7.	Patients take the completed requisition with them, and have the sample collected.	<ul style="list-style-type: none"> • Direct patients to the local outpatient laboratory or patient collection site for sample collection. • Laboratory Service locations may be found at www.albertahealthservices.ca/lab , click on "Laboratory Locations" • Patients requiring sample collection in Lloydminster must go to the DynaLIFE Patient Care Centre.
8.	Review test result reports provided or on Netcare.	<p>Inpatient Reports: Printed to the patient's admission location. The ordering provider may or may not get a copy as report distribution is non-standardized provincially.</p> <p>Community Patient Reports:</p> <ul style="list-style-type: none"> • Reports will be directed as per the provider set up or

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		directions on the requisition.
9.	Critical test results are phoned to the inpatient location or to the ordering provider who is responsible for follow up with the patient.	Inpatient Critical Results: <ul style="list-style-type: none"> • Are phoned to the inpatient location/nursing unit. Community Patient Critical Results: <ul style="list-style-type: none"> • Are phoned to the ordering provider that was identified as the after-hours contact information at the LIS set up. • The ordering provider or an alternate must be available to take the call <u>including after-hours</u>. • Contact information for the ordering provider and an alternate contact must be provided and kept up to date.
10.	Assistance with ordering tests and obtaining and interpreting test results is available.	<ul style="list-style-type: none"> • Contact your local laboratory who can provide contact names & numbers for laboratory physicians who can help with interpretations. • Additional assistance may also be accessed at Labclientservices@ahs.ca or by calling 1-877-868-6848

References Not Applicable

Related Documents

Documents and information relating to ordering, collecting and submitting test requests or samples can be found on the following sources:

- AHS Laboratory Services – North, Central and South Zones
<http://www.albertahealthservices.ca/lab>
- Calgary Laboratory Services
<http://www.calgarylabservices.com/medical-professionals/client-services-information.aspx>
- DynaLIFE Medical Labs
<https://www.dynalife.ca>

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