

IMPORTANT INFORMATION FOR SOUTH ZONE ORDERING PROVIDERS



FACT SHEET: South Zone MOBILE COLLECTION SERVICES INFORMATION



How to find a DynaLIFE Mobile Collections Requisition

DynaLIFE mobile collection requisitions can be downloaded from our website here:

URL: <https://www.dynalife.ca/Portals/0/pdf/Requisitions/HomeCollRequisition.pdf>

APL South Zone mobile collection requisitions in circulation will still be recognized and processed, **but they must be faxed to DynaLIFE.**

Where to send a Mobile Collections Requisition – South Zone

South Zone requisitions can fax to this number:	780-452-5294
South Zone requisitions can fax to this email:	DLHCReqs@dynalife.ca
For more information, please call DynaLIFE Mobile Collections	780-453-9440

Processing Mobile Collection Orders

1. To process lab orders, we require requisitions to be faxed 2-days prior to the scheduled collection date. (For example, fax your request into our mobile collections team by Monday, 12:00pm, for a Wednesday collection time).
2. **All faxed orders require a fax coversheet**, which provides detailed contact information of the ordering provider for any troubleshooting/follow up.
3. If you require a collection to be scheduled on a specific day, please indicate your preference on your fax coversheet or the requisition itself.
4. **It is important to make sure all lab orders are complete with:**
 - Correct patient demographics necessary for a collection and the physician's name with provider ID and the physician location with submitter ID.
 - The patient's address or facility where they are to be collected. Incomplete or incorrect addresses will be considered major deficiency and could prevent service.
5. **Mobile Collections Order Add Ons/ Back Entry**
 - Please Indicate on your coversheet if the requisition has an **add on** or is a **back entry**.
 - Fax a copy of the requisition change/with noted change on fax coversheet to the mobile collection's office.
 - **For Back Entry:** include Tech Code or Collector Name, collection date and collection time.