

# Update for Community Ordering Providers: Reporting of Laboratory Testing Results in South Zone

**Attn:** Community Ordering Providers in the South Zone

**Date:** February 24, 2023

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## Reporting Results of Community Laboratory Testing Performed at Calgary Hub Lab

As part of the province of Alberta's transition to a new provincial laboratory services model, DynaLIFE Medical Labs will be providing community laboratory services to patients in the South Zone starting February 27, 2023. To support this transition, DynaLIFE invested in expansions to both the Edmonton Base and Calgary Hub laboratories and introduced world-leading innovations in automation and lab technology to accommodate higher test volumes.

**Going forward, community collections in the South Zone will be tested at the DynaLIFE Calgary Diagnostic Sciences Centre (DSC) Hub Lab.**

With most community collections being tested at the Calgary Hub Lab as of Feb 27, 2023, **results will be provided to community ordering providers through your established resulting and notification method for tests** performed in Calgary DSC Hub Lab. For most ordering providers, this will be through eDelivery or fax.

**PLEASE NOTE: If your established resulting and notification method for tests referred to Calgary is fax or paper reporting, this may result in an increased volume of faxes or paper reports as of Feb 27, 2023.**

### How will you receive community laboratory testing results?

- Physicians in the South Zone will continue to receive laboratory testing results via their established method of delivery (eDelivery or fax) for community collected specimens that have been referred to Calgary for testing (e.g., the method through which providers currently receive Cytology and Chlamydia testing results).
- In cases where ordering providers are not registered for eDelivery or fax, paper reports may be provided. **Providers are encouraged to register for eDelivery or fax if they have not done so already.** More information about eDelivery and how it works can be found at <https://www.albertahealthservices.ca/info/Page15302.aspx>
- **All laboratory test results will continue be available in Netcare after results have been completed.**

### How to change the method through which you receive community laboratory results:

- **To request eDelivery:** If you wish to receive your laboratory results via eDelivery please complete **THIS FORM** (<https://www.albertahealthservices.ca/frm-21762.pdf>) and submit via fax (780-644-1792) or email ([AHS.Provider\\_Requests@ahs.ca](mailto:AHS.Provider_Requests@ahs.ca)).
- **To request fax:** If you wish to receive your laboratory reports by **fax** instead of mail/courier delivery, please contact the DynaLIFE Data Integrity department at (780) 451-3702 ext 8144.

### Who can you call with questions about results, changes to a test order, or other general inquiries regarding test orders?

- DynaLIFE Support at 1-800-661-9876 and press 2 (Calgary & South Zone)

### Notice of Future Report Delivery Changes - Connect Care Launch 6 – May 6, 2023

As part of the upcoming transition to Connect Care in the South Zone, please be aware that there will be changes to the way ordering providers will receive laboratory test results. More information about the delivery of results in Connect Care can be found at [Delivery of Results to Community-based Providers from Connect Care](https://www.albertahealthservices.ca/cis/Page17671.aspx) ( <https://www.albertahealthservices.ca/cis/Page17671.aspx> ). Further information about this transition in the South Zone will be provided to you leading up to May 6, 2023.