

Lab Services are Changing in Alberta

The Government of Alberta is transforming how laboratory services are delivered across the province, standardizing and improving patient care for all Albertans.

To make this vision a reality DynaLIFE and Alberta Precision Laboratories (APL) are working together to implement a harmonized, province-wide, lab services model to the benefit of all Albertans.

Under this new provincial laboratory services model DynaLIFE's role will expand to a province-wide scope focusing on community lab services, while APL will support and focus on acute care lab services.

DynaLIFE is building capacity at both Edmonton Base Lab and Calgary Hub Lab to result more tests and to support a standardized provincial test menu. **More information is provided in an Omni Bulletin for Ordering Providers on our Physician's Hub at www.DynaLIFE.ca/Professionals/Physicians-Hub**

This change aims to increase quality of care and build an effective and sustainable laboratory system that supports Alberta's ever-growing population.

DynaLIFE

MEDICAL LABS



What is Changing in the South Zone?

Community Collections & Routine Services

Beginning February 27, 2023, the following hospital outpatient laboratories in the South Zone will no longer accept walk-in or pre-scheduled appointments for community collections. Patients will be directed to the closest DynaLIFE PSC (www.dynalife.ca/locations).

Community Collections Closing	Closest PSC Location
Family Medical Centre - Harker Foot Centre - Woods Dispensary, Lethbridge	Lethbridge - Centre Village *NEW* 1240 2A Avenue N, Lethbridge, AB
Bigelow Fowler Clinic West Lethbridge	Lethbridge - Highlands *NEW* 405 Highlands Blvd W, Lethbridge, AB
Chinook Regional Hospital Lethbridge	Lethbridge - Centre Village *NEW* 1240 2A Avenue N, Lethbridge, AB
Medicine Hat Regional Hospital	Bay 1, 44 Carry Drive SE, Medicine Hat, AB
Brooks Health Centre	500 Cassils Road East Brooks, AB

Mobile Collections

Starting February 27, 2023, DynaLIFE will coordinate and determine feasibility for all mobile collection requests within applicable communities for eligible patients in the South Zone.

From February 27, 2023, onward, requisitions for mobile collections must be sent by fax or emailed to DynaLIFE 2 days in advance of the required scheduled collection date:

- The new fax number will be (780) 452-5294.
- The new email will be DLHCReqs@dynalife.ca
- The contact line for ordering providers to call with questions about mobile collections is (780) 453-9440

More Information!

For more information including key contacts visit our DynaLIFE Physician's Hub website or refer to the recently updated Omni Bulletin for in-depth details:

www.dynalife.ca/Professionals/Physicians-Hub

New Supply Ordering Portal

As of February 27, 2023, all supplies necessary for the in-clinic collection of lab specimens will be ordered through DynaLIFE's online Supply Ordering Portal and delivered directly to clinics.

The lab collection supplies available through the DynaLIFE Supply Ordering Portal are based on a standardized provincial inventory list developed, in collaboration with AHS, for this purpose. In-clinic supplies will be similar to what has been previously provided through AHS. Some changes to supplies are necessary to support current testing methods for the South Zone.

All you will need to do is navigate to orders.dynalife.ca and enter **your new log in credentials sent to you during the week of February 20, 2023.**

For help with the new supply ordering portal, please call DynaLIFE's Materials Management team at 587-686-3454 or email supply.order@dynalife.ca.

Continued Use of New Appointment Booking System

On December 5, 2022, patients across the province moved to DynaLIFE's Q.Me Appointment Booking System - a single, province-wide booking system for laboratory testing services.

To book, modify, or cancel appointments, patients will continue to use the new booking system or call the DynaLIFE Appointment Booking Line (1-877-702-4486).

Appointments at Acute Care Facilities

As of February 27, 2023, in communities with DynaLIFE PSC locations, Acute Care Hospital lab appointments are accessible only to hospital ambulatory clinic staff or ordering providers booking on behalf of their patients by calling 1-877-702-4486 (dial then press 7 in the menu). This process is specific to clinicians and allows physicians and clinic staff to jump to the front of the queue.

Ambulatory patient populations who meet direct to booking eligibility criteria (such as oncology and transplant) have been granted the ability to book their own appointment at an acute care facility by calling 1-877-702-4486 and verifying their eligibility by answering a series of questions.