



Changes to AHS DI Appointment Notifications Sent to Ordering Providers

Key Messages

- AHS diagnostic imaging (DI) appointment notifications sent to healthcare providers have been shortened: They no longer include a copy of the patient notification letter.
- This change is expected to shorten AHS DI fax notifications by one to three pages.
- AHS DI appointment details will still be sent directly to patients by mail, phone or MyAHS Connect.
- AHS DI appointment notifications sent to healthcare providers will continue to include appointment details and process instructions.

What's happening?

As of **June 10, 2024**, the appointment notification letters sent to community providers by AHS DI no longer include the patient information portion. Prior to this change, provider notifications included a copy of the notification letter that is sent by AHS DI to the patient. Provider notifications continue to include the appointment details and process instructions. The AHS DI team will continue to contact the patient directly with preparation instructions prior to their appointment. For any questions on patient instructions, please contact the AHS DI department that the patient is scheduled at, which is indicated on the notification.

Connect Care generates these DI notifications if the appointment is booked more than 48 hours from the time of scheduling and sends them via fax and/or Connect Care In Basket to the healthcare provider who ordered the tests.

This change is expected to reduce each faxed notification by one to three pages. [Click to see screenshot of a sample notification - the red X indicates the portion that will be removed.](#)

Why the change?

Over the past four years, AHS DI has received requests from community providers to turn off fax and/or In Basket notifications. At this time, Connect Care cannot differentiate between an AHS Connect Care provider and a community provider, so faxes and/or In Basket messaging cannot be turned off for only a sub-set of providers.

Instead, each faxed notification has been shortened to minimize the impact of the notifications on all recipients. The patient portion of the provider notification has been removed from notifications sent to both Connect Care providers and community providers.

What's the impact on patients?

Patients will continue to receive appointment details and preparation requirements directly from AHS DI by phone, mail, or MyAHS Connect.



Referring Health Care Professional Notification of Diagnostic Imaging Appointment
Authorizing Fax: XXX-XXX-XXX
POP Fax: None

Dear Dr. Provider, MD:

The Diagnostic imaging appointment has been scheduled for your patient as per your request.

Appointment Details for:

Patient Name
DOB: Happy Birthday
ULI: XXXXXX MRN: XXXXXX
Contact: XXX-XXX-XXX (home)

CT ABDOMEN PELVIS ENHANCED
Arrive by 07:30
Appt Date: Wednesday 17/January/2024
Appt Time: 08:00

Location:
ROCKYVIEW GENERAL HOSPITAL CT DEPARTMENT
7007 14 STREET SW
CALGARY AB T2V 1P9
403-943-3702
On Arrival, report to: Main Floor, Diagnostic Imaging

Your patient has been provided with the information regarding their appointment. Included here are PROCESS INSTRUCTIONS and PATIENT NOTIFICATION letter sent to the patient for reference and awareness.

The ordering provider is responsible for supporting the patient in preparing for their scheduled DI appointment by:

1. Reviewing the details included in the process instructions below AND
2. Completing the following actions:
 - ORDER (if applicable) any required pre-medications and/or any pain medication for intra or post procedure
 - PROVIDE your patient with order(s) and requisition(s) for pre-procedure laboratory tests (as listed in process instructions)
 - PROVIDE any instructions in regard to stopping and/or starting medication (i.e. coagulation medications)

As part of Diagnostic Imaging's safety screening process for image guided interventional procedures your patient will be asked if they have completed a Goals of Care (GOC) Designation Order form with their physician. If this has been completed, please ensure they bring a copy with them to their appointment.

If your patient does not show up for their appointment, you will be notified.
If you have any questions or concerns or would like to reschedule this exam, please call 403-793-6670.

Process Instructions:

- DIET: Encourage clear fluids.
- RESTRICTION: NO Barium study 48 hrs. prior.
- LABS: A serum Creatinine with GFR calculation is required within 3 months for outpatients with diabetes, patients over 60 years of age, or those who have risk factors for acute or chronic renal impairment.
- CONSENT: Consent is required for contrast enhanced studies for patients with significant risk factors (GFR less than 30 ml/min/1.73m² or pretreated for a high risk of contrast reactions). If the patient is unable to give consent independently, ensure that the co-decision maker or alternate decision maker(s) accompany the patient to Diagnostic Imaging, or that a two-physician consent is completed as per AHS Policy.
- COMMUNICATION: Notify department if translation services are required.
- PATIENT ATTIRE: Patient to bring eyeglasses and hearing aids.
Remove any metallic objects from area of scan.

Direct Notification Letter:

12/20/2023



Scheduled Appointment: CT ABDOMEN PELVIS ENHANCED
Arrive by 07:30
Appt Date: Monday 20/November/23
Appt Time: 08:00
Location: ROCKYVIEW GENERAL HOSPITAL CT DEPARTMENT
7007 14 STREET SW
CALGARY AB T2V 1P9
403-943-3702

On arrival, report to: Main Registration Desk

You have been scheduled for an appointment in Diagnostic Imaging (DI) as requested by your healthcare provider.
If you can't make the appointment or want to be placed on a "short call list", contact DI at 403-793-6670 as soon as possible.
• If your name is on the "short call list" you may be called for a newly cancelled appointment with short notice.
• Being on the "short call list" does not guarantee you will be called. NOTE: Not all image tests or facilities have a short call list.
If you require mechanical lift assistance, please contact DI at 403-793-6670 so we can schedule your exam at an appropriate site.

CT ABDOMEN PELVIS ENHANCED Preparation Instructions:

More information about DI procedure can be viewed at:
• www.ahs.ca/health-services/health-services/health-services (select "Tests & Treatments") OR
• www.albertahealthservices.ca/di (Diagnostic Imaging)

WEEKS or DAYS preparing before appointment:

1. Your doctor has been notified about this appointment and will provide you with direction to help you to prepare. Ask your doctor right away about:
 - Lab tests required before the exam
 - Stopping or starting blood thinning medications
 - Pain controlling medications after the exam (if required).
 Ease your pain following diet instructions below.
2. Weight: Contact Diagnostic Imaging if your weight is over 400lbs.
3. It is recommended that you stay within city limits for 24 hours after the procedure in case there are unanticipated complications.
4. Support Person: Arrange for a family member or friend (must be an adult) to accompany you to your appointment.
5. Pregnancy: Pregnant patients should consult with their doctor before proceeding with an imaging exam.
6. Diabetes: Patients taking DIABETES MEDICATIONS or using Insulin Pump Therapy consult their diabetes care provider: www.ahs.ca
7. Children: Arrange childcare or bring family member or a friend to stay with children during the procedure.

Preparation: You may be contacted by a Diagnostic Imaging staff member 1 to 2 days before your procedure.

DO NOT bring before appointment:

- NO barium study 48 hours before - CT exam cannot be done if you had barium
- You can't take your regular medication(s) as prescribed.
- There is no other preparation needed before the exam.
- Drink 1 litre of water before arriving for the appointment. On arrival you may be requested to drink additional oral contrast.

BRING to appointment:

- Legal guardian. Dependent patients under the age of 18, or any patient without the capacity to provide written consent must bring a legal guardian.
- Medication list. Current list of medications so we can check to see if any will interfere with the exam.
- Healthcare card
- Picture identification
- Medications that you may need to take during your time in DI
- Eyeglasses and hearing aid(s) so you can see and hear at the appointment
- Mobility aid/device so you can move about at the appointment
- Insulin and glucometer if you have diabetes
- Green sleeve that includes your Goals of Care (GOC) Designation Order form that was completed with your physician (if you have one)

DO NOT bring:

- Remove jewelry or piercings that are near to or cover the area being examined.
- Leave valuable items at home as you may not have a secured space to place your items during your appointment.
- Please limit the number of items you bring to the appointment.

AT the appointment:

- You will be asked to change into a provided hospital gown.
- You will have an intravenous (IV) line placed in your arm.
- The test requires an injection (oral contrast media) that makes parts of your body more visible on the images. The injection will be through a small catheter (tube).
- The procedure will take about 1 to 5 hours and the length depends on your specific condition and anatomy. You will be admitted to the hospital for recovery and monitoring.

AFTER the appointment:

- You will be given further instructions to take home
- Results will be provided to the ordering doctor in 3 to 5 business days and will also appear in MyAHS Connect
- Follow the instructions your doctor gave you to discuss the test results.

If you are unable to complete these instructions your appointment may need to be delayed or rescheduled. Please contact Diagnostic Imaging at 786-735-4319 at least 24 hours before your scheduled appointment if you have any questions or concerns.

This document has been produced through Connect Care, a health information system used by Alberta Health Services and many other health services across the province to support and improve healthcare for Albertans. For details about how Connect Care collects, shares and protects health information, visit ahs.alberta.ca/ahs/Health_Links/111.