

Community Providers: Take Action to Receive Lab, Microbiology, Pathology & Imaging Results

Community providers and clinics need to:

- ❑ **Know** your provider, submitter and department IDs (provideridlookup.ahs.ca)
- ❑ **Use** provider and submitter/department IDs on **all** [lab, specimen](#), and [imaging](#) requisitions
- ❑ **Update** AHS if contact/eDelivery information changes or providers join or leave your clinic (ahs.ca/frm-21762.pdf)
- ❑ **Note:** if you work at more than one clinic, courtesy copies (cc:) may only go to a single default location
- ❑ **Be Aware:** community providers will continue to receive some clinical documentation from Connect Care via their EMR, mail and/or fax

Community providers throughout Alberta who order general lab, microbiology tests, pathology, and all other speciality labs, diagnostic imaging (DI), or who submit specimens for testing, need to take action to ensure they receive these results. As of November 5, 2023, all lab and DI sites and services in Alberta Health Services will be using Connect Care.

Every requisition given to a patient or sent with a specimen (including microbiology, pathology and specialty tests) needs to contain:

- Authorizing provider's full name
- Clinic name
- Address
- Submitter ID (for labs)
- Department ID (for DI)
- Provider ID for the authorizing provider
- All pertinent clinical information

A recent audit shows that nearly half of providers are not using the provider, submitter, and department IDs on their requisitions. When the IDs are not used, delivery of results to your EMR or clinic fax/mail may be significantly delayed.

Learn More

- **For Clinic Staff:** Clinics in the Community: Take Action to Receive Lab, Mic, Path & DI Results
- **Visit** ahs.ca/ccresultstocommunity
- **For support**, call 1-877-311-4300
 - Have your prac ID ready
 - Select option 1, then option 1

