



## FAQ: Coordination of Care Recipients & Merging Duplicative Lab Requisitions

### What do I need to know?

- On July 22, 2024, when a patient presents for collection, Alberta Precision Labs (APL) will be able to electronically merge duplicative lab orders, instead of collecting separate specimens for each requisition.
- Blood sufficient to run orders will be collected from the patient once, and the results of the test will be sent to all providers who ordered the test. Only one provider will be listed on the result as the authorizing provider, and others who ordered the test will be listed as a **Coordination of Care recipient**. This is to distinguish those ordering from those being designated as a “copy to” provider.
- Some orders originating from departments with special routing considerations will not be able to merge at this time so some duplication of testing will occur.
- **Get support:** call the AHS Provincial Service Desk: 1-877-311-4300 (Select option 1 for Clinical Applications, then option 1 for Connect Care; have your PraeID available.)

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### What are duplicative lab orders/ requisitions?

More than one order or requisition for the same test can be submitted for collection at the same time. Often these tests are ordered by more than one ordering provider, and collectively, these tests are referred to as **duplicative lab orders/requisitions**. If a patient presents with duplicative orders in the system or with duplicative orders from community requisitions with no date/ time for collection specified, or that date/ time collection has past, then all of those orders will be collected as per these lab bulletins: [Connect Care Standing Order Management Update \(albertahealthservices.ca\)](https://albertahealthservices.ca) and [Laboratory Workflow to Address Multiple Orders in an Outpatient Setting \(albertahealthservices.ca\)](https://albertahealthservices.ca)



Sometimes duplicative orders/requisitions happen because of “**overlapping orders**,” when one provider orders a single test (e.g. sodium), and the other provider(s) order(s) a panel (e.g. electrolytes) which also includes the same test. The duplicate test (sodium) will only be performed once. The provider who ordered the single test will receive the results for the full panel (e.g. electrolytes).

Duplicative requests for the same test can also occur due to electronic orders that are placed with different frequencies / recommended collection times, and the patient only presents once for collection.

### What happens when duplicative lab orders are merged?

When a patient comes to the lab for specimen collection, the lab information system (Connect Care/Epic Beaker) will automatically cancel any duplicative or overlapping orders. The Authorizing Provider on the cancelled order will automatically become a **Coordination of Care Recipient** on the surviving order. Notice of the cancelled test will not be sent, as the test will be performed under the surviving order.

### What are the benefits to patients of merging these orders? Why are you making this change?

Patients will have less blood drawn, reducing the risk of iatrogenic anemia. Patients may find improved service, including shorter wait times.

Previously, duplicative lab tests would appear on patient records more than once. Sometimes these results would have slight variations due to technical reasons, which was confusing for patients and providers. With this change, a result will only appear once. There will be improved efficiency for laboratory staff and fewer collection and test supplies used.

### Are there any tests that will not be merged as part of this initiative?

Most microbiology tests will continue to be run as separately ordered, as will pathology and cytology orders.

Additionally, orders originating from departments with special routing schemes (e.g. Public Health, Hemodialysis units, Therapy Plan orders) will not be merged at this time. This is to ensure test results continue to be delivered to the expected locations. Due to this, some duplication of testing may still be observed. This is estimated to affect 3% of potential duplicative tests. With further system improvements, we hope to include tests originating from these departments at a future date.

### What happens to standing orders?

The standing order(s) will remain available in the system for future collection. If a patient presents for collection and there are duplicative orders, the orders will only be combined for this collection.

### What is a Coordination of Care Recipient and how is it different from a Copy To Recipient?

A Coordination of Care Recipient is a new term that describes an additional Authorizing Provider. The Authorizing Provider and any Coordination of Care Recipients are equally responsible for test results as they both ordered the test. A Copy to Recipient did not order the test but was sent a copy of the test result on the request of an Authorizing Provider.

### Where will results for a Coordination of Care Recipient be sent?

Coordination of Care results will be delivered to the submitter location specified on the requisition. If no submitter location is provided, it will be routed to that providers default location. Further information on Submitter Identifiers is available at <https://www.albertahealthservices.ca/cis/Page17672.aspx>

### Will I be called for critical test results if I am the Coordination of Care Recipient?

Yes. The Authorizing Provider and any Coordination of Care Recipients will all receive a call about critical test results. The College of Physician and Surgeons of Alberta (CPSA) has given APL permission to



release the results as soon as one of the authorizing prescribers have been notified rather than waiting to notify all of the prescribers that ordered the test.

### Am I responsible for test as the Coordination of Care Recipient?

If you ordered/authorized the test, you remain clinically responsible for the results. Both the Authorizing Provider and the Coordination of Care Recipient shown on the results report are clinically responsible.

### How can I tell if I am a Coordination of Care Recipient?

As an authorizing provider, you are medically responsible, and could appear in the Report For/Authorizing Provider section OR as a Coordination of Care recipient. See screenshots of different types of results reports below:

#### Paper Results Report

<i>Medical Laboratory Report</i>	<i>ALBERTA PRECISION LABORATORIES</i>
<p><b>Report for:</b> Calgary Community Test Clinic 123 Made Up Street CALGARY AB T2W 1S7</p> <p><b>Auth. Provider:</b> Physician, Edelivery Cc, MD</p> <p><b>Submitter:</b></p>	<p><b>Beaker, Billy "Prefer Name" 1500104714</b> M, 76 yrs, 14/02/1948 H: 403-456-6544</p> <p>ULI: 638476014 Non-AB PHN: Ext. ID Chart # : Ordering Location: CGY FMC LABORATORY</p>
Collected: 07/05/2024 08:32	Received:07/05/2024 08:32

#### Partial Thromboplastin Time (PTT) (Final result)

	Result	Ref. Range	Units
aPTT	28	26 - 40	Seconds

VERY LOW PTT for Heparin Infusion Nomogram.

#### Comments:

Please note reference range updated on November 29, 2023.

ID:	Type/Src:	Blood/Blood
24FH-12800001		
Resulting Lab: CGY FMC LAB		

\*\*Coordination of Care recipient = Ordering Prescriber responsible for results

#### CC List

Edmonton Community Test Clinic (Clinicdoc, Edelivery C, MD - Coordination of Care Recipient)

#### Resulting Labs

CGY FMC LAB	CGY FOOTHILLS MEDICAL CENTRE LABORATORY, McCaig Tower, 7th Floor, 3260 Hospital Dr NW, Calgary AB T2N 2T9
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## EMR Results Report

The authorizing provider on the surviving order will receive a copy of the result with the coordination of care provider comment:

- *Coordination of Care Recipient (Responsible Ordering Provider): CLINICDOC, EDELIVERY, C (Edmonton Community Test Clinic)*

The authorizing provider from the cancelled order will receive a copy of the result with the coordination of care provider comment containing the name of the other provider:

- *Coordination of Care Recipient (Responsible Ordering Provider): PHYSICIAN, EDELIVERY, (CGY Foothills Medical Centre Laboratory)*

Copy to providers will be included in both copies; generally, only one copy will be sent to the EMR.

## Netcare Results Report

Downstream systems like Netcare cannot support multiple authorizing providers or coordination of care recipients. Instead, a note/comment is added to communicate this information.

**BEAKER, Billy**  
DATE OF BIRTH 14-Feb-1948 (76y) SEX M

PATIENT PRIMARY ADDRESS PATIENT MAILING ADDRESS

Limited Documents All Documents Flowsheets Patient Event History

Partial Thromboplastin Time (PTT) (< 15 minutes ago)

Partial Thromboplastin Time (PTT) View Cumulative Results

Time Collected	07-May-2024 08:32	Time Received	07-May-2024 08:32
Time Reported	07-May-2024 08:35	Time Transmitted	07-May-2024 08:35
Order Number	3564597	Ordering Provider	PHYSICIAN, EDELIVERY
Status	Final	Location	CGY FOOTHILLS MEDICAL CENTRE LABORATORY
Relevant Information	Specimen	Location	CGY FOOTHILLS MEDICAL CENTRE LABORATORY
	Type/Source		

Comments: Coordination of Care Recipient (Responsible Ordering Provider): CLINICDOC, EDELIVERY, C (Edmonton Community Test Clinic) Please note reference range updated on November 29, 2023.

Report Patient Name: BEAKER, BILLY  
Demographics PHN/UJI: 638476014  
(for verification purposes) Date of Birth: 14-FEB-1948  
Sex: M

Test	Result	Ref. Range (Units)	Abnormality
aPTT	28	26-40 (Seconds)	
	VERY LOW PTT for Heparin Infusion Nomogram.		

Accession Number 24FH-128000001  
Encounter Number 403120824172  
Patient Location CGY FMC LABORATORY - CGY FOOTHILLS MEDICAL CENTRE LABORATORY  
Requesting Facility

## Related Information

- [Connect Care Results Routing Optimization Overview \(albertahealthservices.ca\)](https://albertahealthservices.ca)

## Support

- **Alberta Health Provincial Service Desk at 1-877-311-4300**
  - Select option 1 for Clinical Applications, then option 1 for Connect Care
  - Please have your location, contact information and Prac ID available when you call