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Document and Results Delivery Changes Related to the Canada Post Disruption

What do I need to know?

- Due to the Canada Post disruption, documents and reports typically sent by mail cannot currently be delivered.
- Alberta Health Services and Alberta Precision Laboratories (APL) are working to identify alternate delivery methods for providers who receive information by mail.
- Patient results/reports, summative documents and letters (“clinical information”) remain accessible electronically via Alberta Netcare, and in clinic electronic medical records that are set up for **eDelivery**.

Results mailed to providers: How may document and results delivery change?

Providers who received clinical information from Connect Care via mail, and for whom a fax number is known, will now receive clinical information via fax.

- If a fax number is not known, clinics/providers may be contacted by phone to obtain a fax number and clinical information will be faxed as soon as possible.
- When other methods of distribution are not available, lab results may be sent by Alberta Precision Laboratories courier, if possible.
- ECG tracings/waveforms typically sent by mail will be held until after the mail disruption ends. They are available in Alberta Netcare. A written report without the tracing will be sent from Connect Care by alternate methods (including fax, APL couriers, Connect Care In Basket). Critical findings will continue to be communicated at the time of reading.
- If you wish to provide or update your fax number see the Support information below.
- For the duration of the Canada Post disruption, when possible, results will also be sent in duplicate to providers’ Connect Care In Basket.
- Providers can request to have mail re-set as their primary delivery option once the Canada Post disruption is ended; however, providers are encouraged to continue with fax or move to eDelivery where possible. To request a change, complete Request for Provider/Prescriber Set-Up Form - <https://www.albertahealthservices.ca/frm-21762.pdf>.

Support

- **To update your fax number, please contact AHS.Provider_Requests@ahs.ca**
 - Please include the following in your email:
 - Connect Care Provider, Submitter and Department IDs
 - Provider/Clinic name(s)
 - Address
 - Fax number(s)