



## Capital Health

# MEMORANDUM

**To:** Capital Health Physicians, Health Service Managers

**From:** Dr. J.G. Heathcote, District Chief, Department of Pathology and Laboratory Medicine  
Anita Muise, District Manager, Shared Services

**Date:** May 25, 2012

**Subject:** **Central Reporting Service Change**

As part of our *ABLE (Actively Building Laboratory Excellence)* project focused on improving efficiency and reducing costs, the Department of Pathology and Laboratory Medicine is changing the service model in Central Reporting.

Effective **July 3, 2012** Central Reporting will no longer provide a routine telephone service for laboratory results that are available on the Capital Health Clinical Portal or the Emergency Department Information System (EDIS).

Healthcare providers from Capital Health inpatient areas, emergency and outpatient clinics wishing to access test results will be directed to the Clinical Portal or EDIS for these reports. Pending results will also be listed on the Clinical Portal, prior to this change in service.

Central Reporting will continue to respond to external requests and internal calls relating to the following:

- Situations that are critical to patient care if portal access is not available;
- Calls for additional test orders;
- Calls for priority changes;
- Calls for test results that are not posted in the Clinical Portal.

Central Reporting regular hours of service will be as follows:

Monday through Friday: 0730h to 2300h  
Saturday, Sunday, Holidays: 0900h to 1700 h

Outside of these hours, calls will be redirected to the appropriate laboratory staff who will respond to the requests.

In preparation for this change in service, we recommend you begin using the portal on a routine basis. Please ensure your portal account is functional and that you are familiar with your username and password. All questions about the Clinical Portal must be directed to the IT help desk: [helpdesk@cdha.nshealth.ca](mailto:helpdesk@cdha.nshealth.ca). If you require access to the Clinical Portal please complete the electronic authorization form: <http://cdhaweb2/CDHAUserIDRequest/>.

Thank you for your cooperation.

*Healthy People, Healthy Communities*