

Provincial Laboratory Services



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Health PEI
One Island Health System

Alternatives to Phone Call Requests for Patient Faxed Reports at Microbiology Laboratories

September 29, 2020

This information applies to: Island Physicians, Nurse Practitioners and Administrators

We continue to process more COVID-19 tests on a per-capita basis than any other province in Canada except for Ontario. Thank you for your attempts to reduce unnecessary testing (July 17, 2020 communique). One repercussion from this pandemic which is affecting our daily operations is the number of phone calls to the Microbiology direct lines at the QEH and PCH sites. An effort will need to be made to reduce the number of calls received by the laboratory.

Calls for printed COVID results from physician/nurse practitioner office staff will be redirected to either

- 1) Request the patient view the result through the negative results site: <https://www.princeedwardisland.ca/en/service/covid-19-test-results> or call 1-833-533-9333 and Press 1 for health information and leave a voicemail to receive a call back; or
 - 2) Fax a request to Health Records at either PCH (902-438-4301) or QEH (902-894-2498). Requests from clinics sent by fax will be routinely provided within 2 hours if marked urgent. There are email processes (pchroi@ihis.org and qehroi@ihis.org) but the turnaround time will fluctuate and require more validation. Patients should be given these email addresses (choose one) if they need a hard copy of their result directly.
- QEH Health Records is open M-F 7am to 8pm and otherwise 7am to 3pm on weekends and holidays.
 - PCH Health Records is open M-F 7am to 4pm

Until further notice, Microbiology will also direct those calling for paper / faxed copies of any other results such as urine culture reports or MRSA reports to the Health Records department as indicated above.

Urine culture reports in Long Term Care are being faxed directly as soon as they become available (this is a change back to previous process). Other Health PEI facilities are encouraged to access the clinical information system for results.

Exceptions to the above include:

Any result that was requested STAT or rapid.

Any inpatient result; these are frequently a check to see when the result is going to be completed.

When a clinician outside the hospital is directly calling to determine what is a status of a culture in progress.

Phone inquiries from out of province.

We appreciate that this will be a modification of the standard workflow and will take more time to obtain non-urgent results.

If the results are truly urgent then please contact the medical microbiologist through email, phone 902-894-2515, or page through 902-894-2111. Notifications will be in place if there is an alternative contact (the pathologist on call).

Thank you for your assistance with this process change. We have greatly expanded our testing capabilities and with your support will continue to offer speedy and reliable testing service.

For more information, contact:

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