



## Partner Update

November 15, 2024

### **Important Update re. Postal Service Disruption**

Dear Dynacare Partner,

Effective November 15<sup>th</sup>, there is an active postal service disruption. For clients who are set up to only receive paper results by mail, **please take immediate action to convert to an alternate electronic form of result report delivery.**

During this time, all critical results will follow our existing processes and will be phoned or faxed.

If you are looking for a result, you may access it in the following ways:

#### **Clinical Clients:**

##### **1. Online**

Access through provincial systems

British  
Columbia

Results will continue to be available through  
Excelleris to Healthcare Providers EMR,  
AutoFax and PLIS.

##### **2. Auto Faxing**

If you are unable to use one of the electronic options above, Dynacare can set you up on auto faxing. To sign up for auto faxing, please call our Customer Care Team at 250.763.4813.

If you are set up to receive laboratory results both electronically (via EMR or online portal) and by mail, you will not receive results by mail. You will continue to receive results electronically.

Going forward, it is imperative that you contact us to convert to an electronic report to avoid delays. Thank you.