



Partner Update

Your partners in **care**

October, 2018

Potential Mail Strike

At Dynacare our vision to be Canada's health and wellness solutions leader is the foundation of everything we do. This includes ensuring that our clients have convenient access to accurate laboratory results in the timeliest manner possible.

As you have likely heard, Canada Post will be in a strike position beginning October 22nd, 2018. Dynacare courier service will continue to pick up and deliver samples and reports, but if a strike does occur, Canada Post will no longer:

- Deliver results reports to customers
- Deliver Cancer Care Ontario FOBT testing samples to Dynacare for testing or any other collection kits

Report Delivery:

As per Canada Post's recent Public Advisory, the last day to ensure postal delivery should a strike occur on October 22nd, was October 17th. Dynacare is using alternate methods to send reports, such as auto-faxing, and will continue to do so until the labour dispute between Canada Post and the Canadian Union of Postal Workers (CUPW) is resolved.

As a result of this disruption, there may be a one day delay in the delivery of hard copy reports. To ensure the timely receipt of patient results, please indicate your fax number in the additional clinical information box or other appropriate place on your requisition, and the results will be faxed to you once the testing is complete.

Dynacare will continue to communicate all abnormal and critical results as per our standard procedures.

If you would like to view your reports online through our web portal, please download and complete the forms at **[Dynacare.ca/eresults](https://www.dynacare.ca/eresults)**.

If you currently receive your mail through a P.O. Box, please contact Customer Care at **800.565.5721** and provide us with your full address and fax number.

Delivery of completed FOBT Kits and All Collection Kits:

In the event of a strike, patients who have been provided with an FOBT kit or any other kit for testing will not be able to return the kit by mail.

Please advise your patients to drop off the kit at any Dynacare Laboratory Health Services Centre. A complete listing of our Laboratory Health Services Centres can be found at **[Dynacare.ca/find-a-location](https://www.dynacare.ca/find-a-location)**.

Please contact Customer Care at **800.565.5721** to update your fax number or if you have questions. We appreciate your support during this potential disruption in Canada Post mail service.