

# Memorandum

**Date:** March 3, 2021

**To:** Ordering Providers, AHS DI Staff and Physicians

**From:** Peter Froese, Senior Operating Officer, Diagnostic Imaging Services  
Dr. Bill Anderson, Medical Director, Diagnostic Imaging Services  
On behalf of the DI Provincial Executive Team

**RE:** **Change to patient notification process for imaging appointments**

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AHS Diagnostic Imaging (DI) is working to improve the booking process for physicians and ordering providers who are ordering DI exams for their patients.

Beginning in February 2021, AHS DI will contact patients directly to inform them of their appointment and preparatory information for all imaging exams. DI will remind patients of their appointment closer to the appointment date as a courtesy and as a pre-screening for illness. This will eliminate the need for physicians and ordering practitioners to contact their patients directly to advise them of their appointment times. AHS will confirm these appointments with providers so they can be assured that their patient's appointment has been scheduled.

Details on the Edmonton, Calgary and South zone's phased approach will be communicated to you by respective DI Zone Medical Directors and DI Site Directors, in the near future. The Central and North Zones have been following the above process for some time and no changes will be made.

We ask that all ordering providers ensure that patient contact information is updated and accurate on requisition forms to ensure the patient can be appropriately notified.

We thank you for your patience and understanding as we transition to this new process. We hope this change creates efficiencies for your patients and staff.

Contact information will be provided on Zone Communications should you have any questions or concerns.

Thank you.