



INFORMATION ONLY

Use of fax emulating software solutions for Diagnostic Services Reports

Customer Letter # 2019-11

2019-06-03

Dear Colleagues:

Canadian Blood Services' Diagnostic Services Laboratories performs prenatal testing for customers in western Canada. We send most of the prenatal result reports to customers by individual fax transmission. Each report is sent individually, one at a time, using a fax server.

We have been notified that some customers have changed from using a physical fax machine to using fax emulating software solutions. We understand that these fax emulators convert the fax transmission to a pdf document that can then be attached to a patient's electronic file record.

It has come to our attention that the fax emulating software can combine more than one patient's result report into the same pdf document, if these transmissions are sent within seconds of each other. This leads to more than one patient's result being uploaded into a single patient record and additional/entire patient reports not being attached to the correct patient record. Most of our result reports are one (1) page in length so if a pdf is more than one (1) page, it should be checked to ensure that there is not a second patient report in the pdf file.

Canadian Blood Services validated the transmission of each individual result report sent as a single fax to an actual fax machine and we cannot avoid the potential risk of two or more result reports being merged into one PDF document when using fax emulating software solutions. Canadian Blood Services will be investigating other technologies to transmit patient reports.

Please share a copy of this customer letter with healthcare professionals at your hospital who might be interested in this information.

This customer letter can also be viewed at www.blood.ca in the "Hospitals Services" section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

Rick Prinzen
Chief Supply Chain Officer and Vice-President, Donor Relations