



CLIENT NOTICE

October 18, 2018

Potential Interruption of Canada Post Mail Services

Dear Clients,

As you are aware, Canada Post is in a strike position as of October 22, 2018. In the event of a service disruption, Alpha will continue providing courier pick-up and delivery services to Alpha clients.

If a strike does occur, Canada Post

- Will not deliver reports to our clients who normally receive hard copies by mail from Alpha;
- Will not deliver completed Colon Cancer Check (CCC) FOBT samples to Alpha for testing

Report Delivery:

For clients who have been receiving paper reports from Alpha, we strongly recommend that you change to an alternate method, such as receiving faxed reports from Alpha, in order to avoid delay in receiving your patient results. Please kindly contact our Client Service Department at **416-449-2166 ext 1235** if you would like to set up auto-faxing with Alpha. Once your fax number has been verified, we will start faxing results to your office when the testing is complete.

Completed Colon Cancer Check FOBT kits:

As part of the regular Colon Cancer Check program, participants send in their completed CCC-FOBT kits to Alpha via mail using the return-addressed envelope provided in the kit. This service will be unavailable in the event of a postal strike disruption.

Please kindly advise your patients to either:

- Drop off the kit at any of Alpha Laboratories Patient Service Centres. A complete listing of our Patient Service Centres can be found at <http://www.alphahealthcare.ca/labs/locations/>; or
- Return the kit to your clinic for pick-up if your clinic has a regular courier service from Alpha.

CCC-FOBT kits will continue to be processed when received by Alpha; however, due to degradation of blood in the stool over time, if a test is negative when it is processed 21 days after the first stool sample was collected, it is classified as "indeterminate" and your patient MUST redo the test to reduce the risk of a false-negative result.

Please be assured Alpha will continue to communicate all abnormal and critical results as per our standard operating procedures.

Thank you for your support and understanding during this period of potential disruption of mail service in Canada Post.