

# Memorandum

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**Date:** February 2, 2024

**To:** Primary Care Network Board Chairs and Executive Directors

**From:** Mark Anselmo, MD FRCPC, Calgary Zone Medical Director

**RE:** Please share with your members in the Calgary Zone

Dear colleagues,

Due to an issue with a decommissioned fax line, some referrals for urology consults in the Calgary Zone were not received from Aug. 9, 2023, to Jan. 1, 2024. Alberta Health Services (AHS) has taken immediate steps to investigate this issue and ensure referring providers are provided the correct fax line information.

We apologize for delays this may have caused in diagnosis and care and are sorry for any anxiety this may have caused.

Patients who have already been identified and impacted by the issue have been medically triaged and will be scheduled to see a urologist in order of urgency. This notice does not apply to patients who have received confirmation that they are on the waitlist to see a urologist, or who have an appointment with a urologist already scheduled.

We are continuing to follow up on referrals to ensure patients impacted are identified and prioritized for care. We are adding staff and physician resources to ensure these referrals are triaged as quickly as possible.

We request that you share the below memo with all referring providers so they are aware of this issue and can follow steps to ensure their patients have been referred appropriately.

Patients can call the Urology Referral Assistance Line 1-877-720-0707 to reach out if they have questions or concerns.

Thank you for your attention in this matter.

Sincerely,

Mark Anselmo, MD FRCPC,  
Calgary Zone Medical Director  
Alberta Health Services

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**Date:** February 2, 2024

**To:** Calgary Zone Primary Care Networks

**From:** Primary Care Network Board Chairs and Executive Directors

**RE:** Action Required: Update fax number for Calgary Zone FAST submissions

Dear referring providers,

It has come to our attention that some referrals to Calgary Zone Urology may have been sent to a legacy fax number that is no longer functional. We are asking for your help to identify which referrals are impacted and to update your system so future faxes get to the right place.

We request that you:

1. Check your patient panel to see if you've sent any patients to Calgary Zone Urology and/or Calgary Zone FAST Urology between **Aug. 9, 2023 and Jan. 1, 2024**.
  - a. Identify which patient referrals have not received a consult letter, appointment booking or confirmation of being on a waitlist.
  - b. Label any outstanding referrals with LEGACY REFERRAL and fax the outstanding referral to 1-833-627-7023.
  - c. If you have access to Netcare, referral status can also be confirmed by logging into the patient record and viewing the Referrals in Progress on the left.
2. Update your fax phone book to **remove** the legacy Urology Central Intake (UCI) number **403-592-4250** and **add in the Calgary FAST 1-833-627-7023**.
3. Confirm if you have faxed legacy referrals or aren't sure, please call the FAST office to let them know at 1-833-553-3278 Ext. 4.

Please print the attached poster and post by your fax machine to remind staff to submit to Calgary Zone FAST for all available surgical specialties.

We appreciate your attention and response. If you have any questions, please call 1-833-553-3278 (Monday – Friday) or email [ABFAST@ahs.ca](mailto:ABFAST@ahs.ca).

Thank you for your support.

**Attachments: Poster**