

ALBERTA SERVICE UPDATE

October 2024

ISOTOPE SHORTAGE

Due to a global isotope shortage, our nuclear medicine imaging availabilities have been temporarily reduced resulting in longer wait times for exams. We are currently booking exams until November 8th. We will not be able to book any exams after that date until more material arrives. We are working diligently to secure more material and will advise as soon as we can return to normal operation. We are currently contacting patients with appointments later in November to reschedule for earlier time slots. We thank you for your patience.

FAX INTERRUPTION

We recently experienced interruption in our fax services. If you faxed any requisitions to Mayfair between 3:30 pm on Thursday October 24 and 1:30 pm on Friday October 25, we require you to re-fax those requisitions to us. We apologize for any inconvenience.

NEW PHYSICIAN WEBSITE

We are excited to announce that we are only weeks away from launching a website dedicated solely for you. This resource will feature all the information you need in one easily accessible location, including service updates, exam types, prep instructions, our clinic locations and much more. Stay tuned for launch details later in November.

STAFF TRAINING

From November 5th to 14th, we will experience a rotation of clinic closures as our staff receive additional training. Each clinic will only close for a few hours. The day and time for each clinic's closure will be posted at radiology.ca/locations starting one week prior to the closure. Notices advising as to each clinic's closure will also be posted on the door of each clinic. Our Mayfair Place and South Calgary Health Centre will not experience any closures for this training.

DIRECT PHYSICIAN LINE

Our Contact Centre will also be undergoing additional training in early November. We are working diligently to ensure any delays or disruptions to our patient services is minimal. For prompt service, we encourage you to use our direct physician line of 403-777-1999 for general bookings.

ECHOCARDIOGRAMS

Starting November 15, 2024, Mayfair will experience an indefinite interruption in our echocardiogram imaging services. However, we will continue to provide myocardial perfusion imaging, exercise stress testing, and private-pay coronary CT angiography. Should you have any questions, please do not hesitate to contact your Mayfair representative.

FAX VERSUS EMAIL

To enhance our communication and ensure you receive updates more efficiently, we encourage you to consider switching from fax to email for receiving these updates. If you are receiving these updates via fax and you'd like to receive them via email, please let us know your preferred email address and we'll set it up right away. Please send your name, company name and email address to bd@radiology.ca. If you are already receiving these updates via email, there is no need to respond.

CONTACT US

If you have any questions or to receive more requisitions, please email us at bd@radiology.ca. To update your EMR, please download at radiology.ca/requisition-forms. Printable requisitions can also be found at radiology.ca.

Thank you for your continued partnership.

