



Subject: Managing your results

Dear customers,

We are sending you this news release to inform you of the changes in the management of laboratory and imaging results requested by your physician at CMIE.

Due to the high volume of laboratory results received daily at CMIE, it will no longer be possible to send all of them through the Patient Portal.

The new guidelines for tracking your results are:

1- 1- If you have blood tests for a follow-up appointment in specialty (Lyme, hormone therapy, eating disorder, cannabis) or general medicine:

If they are normal or have abnormalities that can wait for your appointment, you will be informed at the time of the appointment.

However, if these results show an abnormality that cannot wait for this one, a nurse or secretary will contact you as soon as possible to anticipate your appointment.

You are therefore responsible for keeping your appointment or ensuring that it is scheduled within a reasonable time (less than 4 weeks). In the event that you cancel your appointment without rescheduling, you release the prescribing physician from responsibility for your blood results.

2- 2- If you have had blood tests (specialty or general medicine) without having made a follow-up appointment:

If your results are abnormal, a secretary will contact you to schedule a follow-up appointment with a health care professional. If your results are normal, they will not be sent to you immediately on the portal.

We invite you to register on the government platform Carnet Santé (<https://carnetsante.gouv.qc.ca/>) to obtain copies of your results within weeks of your blood test.

Sincerely,

The CMIE professional team