



Memo No. 2020-023
Date: 23-Mar-2020
Memo To: ICL Clients
Re: *COVID-19 Response Planning*

ICL is open, operating and continues providing services

Laboratories are striving to maintain essential services for their patients and clinicians. ICL has developed plans to assist our clients and our testing labs as necessary. We are already providing urgent temporary testing services for labs that have been forced to reduce their scope and volume of testing.

ICL Clients Coping with In-house Menu Shrinkage and Expanding Referral Menus:

Labs may be faced with the difficult decision of temporarily reducing their in-house test menu. Contact ICL so that we can find a temporary alternate test site for you. We can provide the collection and handling information, transportation and reporting logistics, for your expanded referred-out menu, either using ICL's existing referral network or another lab willing to provide the service. Thus, the difficult decision to reduce in-house testing can be mitigated by obtaining an external service for continuity of patient care.

Similarly, ICL can also help any labs that are acting as regional referral testing consolidators.

If you are interfaced with ICL, the new referral testing can either be handled using your non-interface process or by creating new interfaced tests. Our IT Team is ready to help.

Turnaround Times

Turnaround times (TAT) for tests you have been referring to ICL may be adversely affected on occasion. While we will continue monitoring TAT, we ask for your understanding as our testing labs cope with this difficult period. Please contact ICL when any overdue results are deemed urgent or contact ICL prior to referring urgent orders so that we can work with our testing labs to provide the most expedient service.

Updates

Please monitor our website for memo updates, including service delays and interruptions. The memos will be posted prior to delivery to your email or fax.

You may direct your queries regarding non-routine, pandemic-related issues to our Client Care Team who will ensure that the appropriate persons are engaged. Or you may contact the Lab Director or Director of Laboratory Operations.

Contact Us:

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Want to receive updates by e-mail? Please contact Client Care info@ICLabs.ca