



Memo No. 2020-024
Date: 23-Mar-2020
Memo To: ICL Referral Labs
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 Testing Labs Coping with Menu or Volume Shrinkage

Labs performing tests for ICL should be confident that ICL is prepared to help them manage volumes during this difficult period. You should consult with us regarding anticipated changes so that we can ensure appropriate referrals to your lab as well as communicate effectively with affected clients.

The difficult decision to reduce in-house testing can be mitigated by obtaining an external service for continuity of patient care. ICL could implement temporary alternate testing labs for a portion or the entirety of the test volumes usually referred to you. You might also wish to refer your own specimens to ICL's alternate site for a period - 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.

Turnaround Times

Turnaround times for tests we refer to you may be adversely affected during this period. We ask that you keep us informed so that we can keep clients informed. ICL will consult you regarding any overdue results deemed urgent or new orders that clients deem urgent.

Updates

Please monitor our website for memo updates, which might be posted even before 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