



**Memo No.** 2020-026  
**Date:** 24-Mar-2020  
**Memo To:** Hospital, Laboratory and Research Clients  
**Re:** *COVID-19 Communications*

**New Webpage for ICL COVID-19 Updates:** Access this page from the header link at the top of every page at iclabs.ca. Check back often as this page will be updated as necessary.

We will continue communicating important notices and information to you in a timely manner, in the manner you have been accustomed to. The direct email and telephone linkages we have established with many of you are invaluable.

Ensuring that you have access to the most up-to-date information about services is a goal we hold in the highest regard and in that vein, the table below summarizes our formal communications.

You will note that the only formal communications we will ‘push’ are our Memos, which remain our primary communication to you regarding test and service changes.

	<b>Format</b>	<b>Location/Distribution</b>	<b>Content</b>
1	COVID-19 Webpage	<a href="https://iclabs.ca/covid-19/">https://iclabs.ca/covid-19/</a> Accessible via a link in the header on every page at iclabs.ca	Summary notifications of service issues in a cumulative format. Details available in Memos or the Web Test Catalogue.
2	Memos*	Distributed by email or fax via distribution lists. Also posted on website*	Details of service issues. For the duration of the pandemic crisis, all test issues will <u>also</u> appear on the COVID-19 Webpage and the Cumulative COVID Memo.
3	Cumulative COVID Memo*	Posted on website* <b>Not</b> distributed.	Cumulative summary of test service issues, interruptions, delays, discontinuations and resolutions.
4	Web Test Catalogue	<a href="https://iclabs.ca/test-catalogue/">https://iclabs.ca/test-catalogue/</a>	The test name will identify delays or interruptions. Also communicated in Memos.

**\*To view posted Memos:** On any web page at iclabs.ca, move your cursor to ‘Resources’ in the header near the top right of the webpage, then from the dropdown list select ‘Hospital & Laboratory Services’ and then select the ‘Memos’ tab.

**Please note** that the memo at the top of the list will always be the cumulative update memo.

If you have further questions, please contact Client Care at (416) 422-3000 Ext. 300 or [info@ICLabs.ca](mailto:info@ICLabs.ca)

**Want to receive updates by e-mail? Please contact Client Care [info@ICLabs.ca](mailto:info@ICLabs.ca)**