



**Memo No.** 2020-031  
**Date:** 08-Apr-2020  
**Memo To:** Clients  
**Re:** *COVID-19 Diagnostic Testing*

---

**ICL is open, operating and continues providing services**

As the demand for COVID-19 diagnostic testing grows, ICL's logistical expertise can be brought to bear on maximizing capacity and reducing reporting times. ICL's initial implementation is to assist Public Health Ontario Laboratory (PHOL) refer some tests to Shared Hospital Laboratory (SHL; 555 Finch Ave. W., Toronto), one of the Ontario COVID-19 diagnostic testing labs.

The referral process from PHOL to SHL includes the following:

- ICL receives the specimens and requisitions from PHOL;
- ICL accessions the orders into its information system (LIS) using the requisitions submitted by the ordering site;
- ICL labels the specimens and refers them to SHL for analysis;
- SHL reports all results to ICL;
- ICL enters the results into its LIS and issues reports to the ordering site and any others identified on the requisition;
- In addition, ICL reports the Positive results as urgent results by telephone and subsequent fax; and
- ICL then completes PHO communicable diseases reporting of the positive results.

Please note that if appropriate, ICL may be contacting you, the ordering site:

- For preanalytical information required to complete the referrals to SHL; and
- To report results.

This process could possibly be revised to accommodate ICL referrals to other Ontario COVID-19 testing labs or for ICL to receive specimens directly rather than via PHOL. ICL has no control over whose test orders are received from PHOL for referral to SHL.

Please contact us if you wish to send specimens directly to ICL as a matter of convenience for specimens from Assessment Centres, community practitioners or outpatient/unadmitted patients. We are here to assist your clinicians, patients and laboratory staff.

---

**Contact Us:**

Kim or Amirah	Laurie Sweeting, MPA, BHA, MLT	Dr. Shashank Tilak, Ph.D., DCC
ICL Client Care	Director of Laboratory Operations	Laboratory Director
(416) 422-3000 Ext. 300	(416) 422-3000 Ext. 225	(416) 422-3000 Ext. 221
<a href="mailto:info@ICLabs.ca">info@ICLabs.ca</a>	<a href="mailto:LaurieSweeting@ICLabs.ca">LaurieSweeting@ICLabs.ca</a>	<a href="mailto:ShashTilak@ICLabs.ca">ShashTilak@ICLabs.ca</a>

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