



INTEGRATIVE LABORATORY SERVICES

Released April 15th, 2020

ICL will continue to provide collection kits directly to your patients at no charge in Ontario for all ND ordered tests (reduced to \$25.00 for out of province patients) due to the COVID-19 pandemic.

IMPORTANT: We are unable to process any supply requests over email for direct-to-patient shipments as it may present a **breach of privacy**.

We ask your cooperation in this matter to ensure that orders can be processed expeditiously while maintaining required documentation and privacy protections.

How to Proceed Securely:

1. **Contact ICL by telephone or fax** to request this service. Please identify the patient, the test, and delivery address for the kit. Call: 416-422-3000 x 444 or Fax: 416-385-1957
2. ICL will ship a kit to the patient at the address you provide. Please advise your patient they need to be home to receive the package.
3. At the same time, ICL will send you the required test requisition (by secure email or fax, whichever preferred). Please complete the requisition as usual and provide the completed requisition to your patient to include with their sample when returned to ICL by Purolator or Canada Post.
4. Upon receipt of the collected specimen and the completed signed requisition, ICL will process the order to the testing lab.

Note that you are requested to adhere to strict privacy protection guidelines by not transmitting personal health information (such as completed requisitions, patient identification and requested tests) via the public internet/email system; you should only provide such information by postal mail, to our secure fax unit, via telephone or any secure email service you have subscribed.

Please let us know if you have any questions.

- **The ILS Team**

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