

Released March 23rd, 2020

Dear Doctor,

We hope that you and your family are staying healthy and well.

We wanted to remind you that we are still open for business and are still receiving and submitting samples to our laboratory partners in the USA and Germany without any service disruptions.

ICL would like to assist in service continuity by offering shipping of test collection kits directly to the patient instead of receiving kits at your office. If requested to do so, **ICL will waive direct-to-patient shipping fees for Ontario patients.** All out-of-province patients will receive a reduced rate of \$25.00 (*one way, subject to tax*)

We understand that patients may not want to visit a PSC at this time. ICL can accommodate some blood collection tests (blood spots) such as:

- Food sensitivity
- Candida
- Select hormones
- Inhalants
- Vitamin D

If you'd like to discuss any testing needs, please reach out to Isabel Pereira: 416-422-3000 x 256 or by [email](#).

For other testing that do require a blood draw our Patient Service Centres (PSC's) do remain open by appointment only. However, we are asking that unless the patient requires assistance getting to the lab that the patient attends their scheduled appointment alone.

Our PSC's are continuing to maintain a high level of customer service. The health, safety and well-being of patients, employees and clients is ICL's top priority and we are following the lead of Canadian public health authorities at this critical time to ensure that all frequently touched areas are routinely cleaned amongst other important precautions.

Please let us know if you have any questions.

- **The ILS Team**