



LifeLabs has a new report viewer called *Launchpad* in Ontario!

1) What is *launchpad*?

Launchpad is our next generation report management application offering full view, sort, and print options, plus features to help you manage your patients' reports!

2) What can I expect?

To highlight a few benefits, you can expect;

- Easily view, sort and filter reports
- View patient cumulative reports on demand, in text and graph form
- Have the option to reprint an entire batch of reports
- Quickly search for patient historical reports

3) How long does the setup take?

Most setups will be acknowledged within 24 hours of receipt with full implementation within 10 business days.

4) How quickly do results become available using Launchpad?

Test results are updated in Launchpad as soon as they are released from the LifeLabs Laboratory Information System. Some results may be updated periodically as they become available until the final full report is available with all test results.

5) How far back can I access patients' lab test results using Launchpad?

You can access patient reports in Launchpad as long as you were the ordering provider or where another Health Care Provider copied you on the patient's report. These patient reports are available to you for as long as your Launchpad account remains active.

6) Can other members of my team access my patients' reports as well?

Yes, other authorized members of your team can access your patients' reports. We would require your authorization to do so and we would be happy to set them up.

7) How do I share information with other Health Care Providers online?

You may share this information with other Health Care Providers by providing them with a printed copy of the patient report with a patient's consent. Otherwise, there is currently no option to share patient information to other Health Care Providers through the Launchpad application.

8) Can I share information with my patients online?

While patients do not have access to Launchpad, you can direct your patients to register for my results™, an online portal that provides patients with secure access to most of their lab test results. The



patient will need to register within 30 days of having a lab test performed and must have the following information ready:

- Valid OHIP number
- Active email address
- Date of their recent lab test (within 30 days of registration)
- Unique Lab Visit Number, provided by LifeLabs at the time of service

The patient can go to the following link to register or access their reports:
<https://myresults.lifelabs.com>

9) How does *launchpad* protect personal health information?

LifeLabs is committed to protecting personal health information. Launchpad employs industry best practices for privacy and security. For more information, please go to the following link:
<http://www.lifelabs.com/corporate/Pages/Privacy.aspx>

10) Can I access my Launchpad account anywhere?

You can use a web browser from your computer/laptop/desktop where your digital security client certificate [provided during registration] is installed.

11) How do I access *launchpad* on mobile devices such as tablets or smart phones?

Launchpad is currently not available for mobile devices such as tablets or smartphones.

12) Can I stop receiving paper reports?

Our normal process requires a paperless waiver for clients who wish to discontinue receiving hardcopy (paper) reports

13) I don't currently receive paper reports. Will this change if I sign up for *launchpad*?

If you have an existing paperless waiver on file with us, you will not begin receiving paper reports when you switch to Launchpad.
Just a reminder, delayed and rejected specimens as well as a patient demographic updates will generate a hard copy to be printed.

14) Who do I call if I need help with *launchpad*?

If you require assistance, please contact the LifeLabs IT Service Desk at 1-800-465-6001 or email:
ITServiceDesk@LifeLabs.com