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Dear Valued Clients,

On Tuesday, December 17, LifeLabs announced that we had identified a cyber-attack involving unauthorized access to our computer systems with customer information that could include name, address, email, login, passwords, date of birth, health card number, and lab test results. In light of this attack – and the information that was potentially exposed – we have decided to retire our iLabLink system, effective January 31, 2020. We recognize that a number of our clients rely on iLabLink and we are committed to continuing to deliver your results to you in support of patient care.

You will be able to access your historical reports on iLabLink up until January 31, 2020.

What we're doing

We are transitioning our clients to our LaunchPad EMR, which offers greater reliability and security to both LifeLabs and valued clients.

A number of tools and information are available on our website: <https://www.lifelabs.com/healthcare-providers/reports/>. If you have any questions, see our FAQs or contact the LifeLabs IT Service Desk at 1-800-465-6001 or email at ITServiceDesk@LifeLabs.com.

Thank you for your cooperation and understanding as we work to implement this new solution for you and your patients.

Sincerely,



Lawrence Mahan
SVP Commercial, General and Advanced Diagnostics
LifeLabs