

Dear Physician/Client:

RE: REQUESTS FOR PAST MEDICAL RECORDS COPIES

Your office has previously requested copies of past patient test results from LifeLabs Laboratory Services. Please be aware that diagnostic lab test records for tests such as blood tests, ECGs, Holter Monitors or others tests, should be requested from the ordering HCP. Due to privacy and confidentiality implications, the increase in these types of requests, and extended processing times, we have implemented a new processing procedure, effective July 1st, 2021

Kindly submit your requests with respect to the below criteria:

- Patients whose records cannot be obtained from the ordering HCP.
- Records that have not been requested previously (via fax, hard copy, or EMR).
- Requests **must be** typed. Handwritten requests will not be processed.
- Limit of 1 list per week.
- Maximum of 10 patients per list.
- Maximum of 3 accessions worth of results (most recent, unless specific dates are requested) per patient.
- If specific results are being requested, the last 3 accessions worth of those results will be sent, subject to availability.
- Attached form **must be** filled out and faxed to 604-412-4445 or 1-877-412-4440 for *all* requests. We require two patient identifiers to process these requests i.e. PHN/NAME, NAME/DOB, PHN/DOB. **Any requests missing this information will not be processed.**

While we work diligently to accommodate all results inquiries adhering to the above criteria, some may not receive a response due to several possibilities:

- A. The results may not have yet been reported.
- B. The tests indicated have not been performed (ie. not ordered, patient hasn't attended the lab, etc...)
- C. Not a patient at LifeLabs.
- D. Number of reports requested not available (i.e. requesting 5 latest HGA1 but patient has only 2 on record).

If you still wish to know regarding the status of your inquiry or have an urgent request, we encourage you to contact us directly at 604-412-4528 and one of our team members will assist you with your inquiry.

PLEASE NOTE:

- Results reported to the requesting HCP's office through Excelleris *will not* be re-sent. If you are having difficulties accessing these results, please contact Excelleris at 1-866-728-4777 on weekdays and 604-220-5504 on Saturday/Sunday.
- Requests with missing/incomplete mandatory data fields *will not* be processed for privacy and security purposes as the identity of the patient cannot be confirmed.
- We will endeavor to process requests within one standard working weeks' time, subject to vary depending upon inquiry volumes.

Requests outside of the above criteria must be approved by our Medical/Scientific staff on a case by case basis.

If further clarification is required, please contact me at 604-507-5157.

Doug Dorsett

Operation Manager, B.C. Call Centre, Client Services