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CLIENT NOTICE

This notification is intended for Clients in the South East, Champlain, North East, North West communities of Ontario that collect specimens in their own office.

We'd like to inform you of some changes regarding tubes for CBC/ESR and Hb1Ac testing. Currently, LifeLabs requires two separate EDTA tubes (Lavender-top tubes) for CBC/ESR and HbA1c testing to facilitate the transportation of specimens for HbA1c testing to our main laboratory in Etobicoke. Now, **LifeLabs will consolidate testing for CBC/ESR and HbA1c into one tube**. CBC testing will be performed at the local regional laboratory, and then the same tube will be sent to our main laboratory facility in Etobicoke for HbA1c testing.

This change is part of LifeLabs' continual commitment to improving the patient experience, including evaluating the utilization of laboratory services. LifeLabs is committed to improving value and patient outcomes through the appropriate use of laboratory testing.

What's more, consolidating the tubes will improve our environmental impact, and it will position LifeLabs in a better place to manage the current supply chains. At this time, LifeLabs has sufficient tube supply to meet the current demand.

What This Means to You

Effective August 15TH 2022, Clients that perform phlebotomy in their own office and send samples to LifeLabs for testing, will require collection of **only one** EDTA (Lavender) tube when ordering a CBC and HbA1c.

The specimen stability for HB1Ac testing is 7 days refrigerated or 1 day at room temperature. The current turn-around time for this test is 2 days. The new process will not increase turn-around time.

For further information, please contact LifeLabs Customer Care Centre at 1-877-849-3637.

Sincerely,

A handwritten signature in black ink that reads "Catherine Ross".

Dr. Catherine Ross MD MSc FRCPC
Ontario Medical Director

CR/ce