



# Testing solutions for immigration clinics



LifeLabs is Canada's choice for clinics that offer immigration medical exams.

LifeLabs has been dedicated to making a difference in patient care for over 55 years. We help healthcare providers diagnose, treat, monitor, and prevent disease through cost-effective laboratory and genetic testing services.

## Benefits of Choosing LifeLabs

- ✓ **Save My Spot™** app allows patients to check in online to wait their turn in a convenient spot
- ✓ **Dedicated courier network** with full in-transport tracking for clinics that collect their own samples
- ✓ **382** LifeLabs Patient Service Centres in both rural and urban areas (ON, BC, SK)
- ✓ **Supporting patients** with special needs
- ✓ **Flexible** payment options
- ✓ Average patient wait time of **less than 40 minutes** for non-appointments
- ✓ **LaunchPad** provides access to patient results
- ✓ **24/7** call centre and medical support staff
- ✓ Booking appointments online in **Chinese, French and Punjabi**

# We Focus on Supporting Patients



## 5.5m

patients served at **129 patient service centres** in British Columbia



## 33.6m

tests **performed in labs** located across the province



## 91.4%

of patients were served in **less than 40 minutes**

## Our Services Cover

- ✓ **Short and long-term visitation**
- ✓ **Refugees**
- ✓ **Migrant workers**
- ✓ **International students**
- ✓ **Visitors**
- ✓ **Landed immigrants waiting for IFH (Interim Federal Health) coverage**



## Test Offerings

TEST
Creatinine Serum
Urinalysis - Macroscopic & Microscopic
HIV 1&2
Hepatitis C
Hepatitis B Surface Antigen
Hepatitis B Surface Antibody
Hepatitis B Core Antibody
Hematology Panel / CBC
Rapid Plasma Reagin / Syphilis
Immigration AFB
QuantiFERON-TB Gold Plus



For more information, please contact our **Customer Care Centre at 1-800-431-7206**

# Partnering for Healthcare Excellence

## HEALTHCARE PROVIDERS

LifeLabs understands how to deliver quality care in a complex environment and continually adapts to meet the needs of the healthcare providers in the jurisdictions it serves.



Laboratories operate  
7 days a week



Critical results  
notifications



Medical support



24/7 call centre  
support & guidance



Antibiotic  
prescription support



Test requests online  
using eOrder





## PATIENTS AND FAMILIES

Patient-centred service means ensuring patients receive the best care in exactly the way they need it. We offer **flexible service delivery** to meet the needs of multiple patient profiles, such as **customized protocols** for patients with autism so that it is easier for them to access our services.

We provide **genetic testing** at our Canadian lab to support the patient's healthcare decisions. We are introducing technology to make access to **results easier and faster** (within 48 hours) for better patient care. We strive for the best possible patient experience in all that we do.



Quality systems ensure patient safety



Customized services for special needs



Convenient online access



Online booking appointments available in Chinese, French, and Punjabi



In British Columbia



BY THE NUMBERS

7.1M patients served



1.6M registered MyCareCompass users

129



Patient Service Centres



1.3M online appointments booked

[Click to find a location near you](#)

Our values



CARING



TEAMWORK



AGILE



PATIENT-CENTRED