

WHAT TO EXPECT DURING YOUR VISIT AT LIFELABS

- Many healthcare facilities such as LifeLabs continue to require additional measures such as face masks, hand sanitizing, and COVID-19 screening questions.
- Depending on capacity limits of the facility, you may be asked to stand in a line outside the Patient Service Centre door.
- You will be greeted by one of our staff members and asked to present your requisition form and immigration documentation. Or, we may need to look it up if sent prior by you or your physician.
- Once we have your paperwork, we will process you in our system.
- Once we are ready for you, we will direct you to the appropriate area where a Lab Assistant will be there to perform the sample collection.



WE'RE HERE FOR YOU

With 245 locations across Ontario to serve you

Prepare for your visit by:

- ✓ Finding the location nearest you on [lifelabs.com](https://www.lifelabs.com)
- ✓ Booking an appointment at your chosen location.

And don't forget to bring:

- ✓ Medical requisition form
- ✓ Identification such as
 1. Passport or
 2. Driver's License or
 3. Valid ON Health card (if applicable to you)
- ✓ Any health services related paperwork indicating coverage based on visitor, immigration or refugee status:
 - Interim Federal Health Program (IFHP) Certificate of Eligibility
 - E-medical Referral Letter
 - Notice to Return for Interview Letter

Make sure to bring a paper copy of the above documentation as it applies to you during your visit to LifeLabs.

Some tests are covered by the provincial ON Health Plan if you have a valid health card, or if you qualify for the IFHP program. If your test is not covered, you will be required to pay for this testing at time of sample collection. LifeLabs accepts cash, cheque, Visa, Mastercard and debit card.



LifeLabs is here to support you in your healthcare journey.

We have supported Canadians for over 55 years to live their best health with our laboratory diagnostic testing services.

DID YOU KNOW...

We are here to help you and your healthcare provider make informed decisions about your health in the best way possible, which is why:

- ✓ We offer flexible services to meet your needs.
- ✓ Our labs operate 7 days a week, with 24/7 call centre support.
- ✓ We offer convenience in booking appointments online in Chinese, French, and Punjabi.



OUR IMMIGRATION SERVICES COVER:

- Short and long-term
- Visitation
- Refugees
- Migrant workers
- International Students
- Landed immigrants waiting for IFH (Interim Federal Health) coverage



TEST OFFERINGS:

- Creatinine Serum
- Urinalysis - Macroscopic and 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

*Please note some tests may require appointments to be booked over the phone **(1-877-849-3637)**. This is because some tests are only available at select locations to ensure they reach the lab within a certain amount of time. Please visit lifelabs.com to learn which tests require appointments.