

### BC Mobile Laboratory Services - Email for requisitions now available

*Luke Breen, Client Services Manager*

With LifeLabs' Mobile Laboratory Services, you can arrange for a convenient, at-home testing solution for your homebound and long-term care patients. Now, we've made it easier than ever to book an appointment with one of our certified mobile collectors—by email.

You now have the option to send your requisition **by email** directly to [MLSREQs@lifelabs.com](mailto:MLSREQs@lifelabs.com), or by fax as you have previously done. This email account is intended for requisition submission only; all inquiries or customer support requests should be made by phone only.

Please consult the table below for contact information based on your region:

Location	Inquiries - Phone	Requisition - Email	Requisition - Fax
Lower Mainland	604-939-7352	<a href="mailto:MLSREQs@lifelabs.com">MLSREQs@lifelabs.com</a>	604-412-4441 or
Kamloops	250-374-1644 ext. 3	<a href="mailto:MLSREQs@lifelabs.com">MLSREQs@lifelabs.com</a>	250-374-5638
Prince George	1-250-881-3113	<a href="mailto:MLSREQs@lifelabs.com">MLSREQs@lifelabs.com</a>	1 250 881 3116
Vancouver Island	1 250 881 3113	<a href="mailto:MLSREQs@lifelabs.com">MLSREQs@lifelabs.com</a>	1 250 881 3116

Email requests can be submitted in a PDF or image format. They may either be digitally completed, or printed, filled out by hand, and scanned. Please ensure that the document you are submitting is legible. If the requisition is unreadable or requires further attention, our Mobile Lab team will contact your office by phone.

The BC Mobile Lab Services team is committed to providing the best possible experience for you and your patients. We look forward to our continued partnership with you.

When referring patients for Mobile Lab Services, we ask that you please first consult our eligibility requirements, included on the following page for your reference, to ensure the needs of your patients align with the intention of this service.

If you have any questions, please contact Luke Breen, Client Services Manager, at [Luke.Breen@lifelabs.com](mailto:Luke.Breen@lifelabs.com).

# MLS Eligibility Guide for Physicians

Luke Breen, Client Services Manager

## About LifeLabs Mobile Lab Services

LifeLabs Mobile Lab Services provides high quality lab collections for customers unable to leave their homes. This service option is for individuals who cannot visit a Patient Service Centre in BC. Before submitting an email or fax requisition on behalf of a patient, please ensure that your patient meets the eligibility requirements for Mobile Lab Services, so we can provide timely service to people that truly require the service.

## What are the eligibility requirements?

At the request of a BC registered physician, LifeLabs mobile lab staff will visit homebound customers to collect specimens for diagnostic testing at no extra charge. This mobile lab service (MLS) is reserved for patients who – for health reasons – are unable to attend one of our patient service centers.

We only provide this mobile service at the request of physicians who are clients of LifeLabs.

MLS service will be provided to the following customers:

- ◆ Customers who are unable to leave their home for outside appointments due to physical immobility.
- ◆ Customers for whom mobility causes physical/mental hardship and/or pain.
- ◆ Customers with conditions that may pose a significant health risk to the public (i.e., rubella, chicken pox).
- ◆ Customers who are currently cared for in Long Term Care Facilities.

MLS is not available under the following circumstances:

- ◆ Customers who request it because they have transportation difficulties (i.e. inclement weather, no personal vehicle.)
- ◆ Customers who request it as a matter of convenience, so they don't have to travel to a Patient Service Centre.
- ◆ Customers with family members who may personally deliver collected samples to our Patient Service Centre sites (eg urine, stool, and sputum samples), which is encouraged by LifeLabs.
- ◆ If our mobile lab staff member feels either verbally or physically threatened in any way, by the customer, anyone in the household, or the family pet.
- ◆ If the customer has returned to work or is able to leave their home unassisted.

## Learn More

Scan the QR code to visit our Mobile Lab Services webpage for booking information and more.



## ***Mycoplasma genitalium* Testing Available at LifeLabs BC**

*Dr. Miguel Imperial, Clinical Director of Microbiology, MD, FRCPC*

LifeLabs is pleased to offer *Mycoplasma genitalium* (*M. genitalium*) testing in British Columbia.

*M. genitalium* is a sexually-transmitted bacterium that can result in genital tract infections. This test can be considered when chlamydia and gonorrhea have been ruled out as a cause of persistent or recurrent urethritis, cervicitis, or pelvic inflammatory disease (PID), following empiric treatment for gonorrhea and chlamydia. Routine screening for *M. genitalium* is not currently recommended.

Canadian studies estimate the prevalence of *M. genitalium* infection at 3-8%. *M. genitalium* infections can be asymptomatic or symptomatic in both men and women. In symptomatic men, urethritis is the most common symptom. In symptomatic women, symptoms may include dysuria, vaginal discharge, or vaginal bleeding.

LifeLabs offers two convenient sample collection options for your patients:

- ◆ For urine sample collection, please send your patient to a LifeLabs Patient Service Centre (PSC) with a signed requisition form with the test “*Mycoplasma genitalium* NAAT - urine” written in the “Other Tests” section. Our staff will collect payment and provide a container to the patient for sample collection when they arrive at a LifeLabs PSC with the signed requisition.
- ◆ For genital swab samples (cervical, vaginal, urethral, or meatal), collect the sample at your clinic and provide your patient with a signed requisition with the test “*Mycoplasma genitalium* NAAT” written in the “Other Tests” section. Afterwards, direct your patient to visit a LifeLabs PSC to drop off payment and sample.

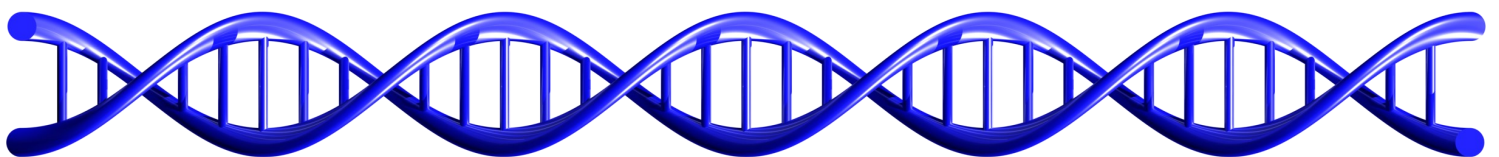
*M. genitalium* testing at LifeLabs BC is performed on the Hologic Panther platform, which uses a nucleic acid amplification method.

Information on ordering supplies for the *M. genitalium* test in BC may be found in the healthcare provider supplies portal. *M. genitalium* may not be listed directly on all regional forms. If it isn't listed in your region, simply select, “Unisex PCR swab or Multitest PCR swab” on the form before faxing in your order.

*M. genitalium* test results are available two to seven days.

Please note that the fee for this test is \$75 as it is currently not covered by Medical Services Plan.

If you have any questions, please contact our Customer Information Centre at 604-431-7206 or toll-free at 1-800-431-7206.



## Labelling Samples

*Dr. Romina Reyes, BC Medical Director, MD, FRCPC*

To ensure accurate results on the correct patient, laboratory samples submitted to LifeLabs for testing must be labeled with a minimum of 2 of the following patient identifiers:

- ◆ Full first and last name (Note: Initials only, or first initial and last name are **not acceptable**)
- ◆ Date of Birth (DD/MM/YYYY)
- ◆ Personal Health Number (PHN)

In addition to patient identifiers, the following information must also be included on the sample label:

- ◆ Date of collection
- ◆ Site (for microbiology samples)

### Specimen

*Specimen container example*

Name (Last name, First name)		
Doe, Jane		
DOB (DD-MM-YYYY)		PHN
16 May 1982		9876543211
Site of specimen		
Left buttock		
Date of collection		
15-Dec-2013		

To positively associate a sample with a patient, the patient identifiers on the sample container must match the information on the accompanying requisition. This is a regulatory requirement. Samples received with incomplete patient identifiers will be rejected.



For more information, see [Guidelines for Submitting Specimens to LifeLabs for Testing – General](#) at [www.LifeLabs.com](http://www.LifeLabs.com)

## Ordering and copy-to Healthcare Provider Addresses

*Dr. Romina Reyes, BC Medical Director, MD, FRCPC*

In the LifeLabs database, each healthcare provider is set up with a unique file at each of their practice locations. Each unique file contains the address, contact information, and results reporting method specific to that practice location. As it is common for providers to practice at more than one location, we have over 25,000 unique files in our database.

To ensure the timely delivery of reports to the correct practice location, please provide the full address of the ordering and copy-to health care provider(s) in the designated place on the requisition.

When the address for the ordering and/or cc provider is not provided on the requisition, we will direct the report to an alternate address we have on file for that provider.

To update your practice address, contact information, or results delivery preferences please complete a [Healthcare Provider Change of Information Form](#), available at [www.LifeLabs.com](http://www.LifeLabs.com).

Ordering Physician, **Address**,  
MSP Practitioner Number

Copy to: **Address**,  
MSP Practitioner Number

## Tips for Fast and Accurate Sample Processing at Patient Service Centres

*Louise Nagy, Director of Client Services, British Columbia*

LifeLabs strives to provide the highest quality lab results as quickly as possible. That's why we need to ensure that all samples are collected and handled in a way that protects the testing integrity.

### Kit pick-ups (i.e. FIT tests)

To ensure that we provide the patients with the right kits and collection information, we are unable to hand out kits to patients immediately on arrival at the PSC. Please advise your patients that it would be best to book an appointment or be prepared to wait to meet with the front desk employee for all kit pick-ups. This step also applies to sample drop-offs.

### 24-hour urines

We would like to encourage patients to bring their own bag when they pick up their supplies for a 24-hour urine collection. With the new ban on single-use plastics in Canada, we are no longer able to provide a plastic bag for these kits.

### Requisitions

To ensure the timely and accurate processing of all lab samples, we require a correct requisition, completed in its entirety. Some common issues we see with requisitions are:

- ◆ **Missing or illegible ordering and copy-to physicians:** Please ensure these are clearly indicated on the requisition. If there is a resident involved in patient care, please also include the information for the physician the resident is working with. Please ensure the name, billing number and clinic address are current.
- ◆ **Emailed requisition is not available when the patient arrives:** Emailed or faxed requisitions take about 24 hours for our systems to process. If a requisition is emailed by a health care provider or patient, please remind the patient to allow for 24 hours processing time when booking an appointment.

For more information, please visit <https://www.lifelabs.com/healthcare-providers/requisitions/?myProvince=bc>

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## Lab Trivia

*Dr. Diana Whellams, Medical Microbiologist, MD, FRCPC*

As part of their daily work, our microbiology technologists review Gram-stained sputum smears to look for bacteria and fungi, but one day an astute technologist noticed this unusual curly structure (purple, on the right) in a sputum smear. Can you guess what it is?

No, it's not a parasite. This unusual finding is called a Curschmann's spiral, named after a German physician from the 1800's. It's actually just tiny coils of mucous that accumulate in the bronchioles of patients with asthma, bronchitis, or occasionally other lung diseases.

