

Health Care Provider Bulletin

LifeLabs Service Updates: 12/11/2022

LifeLabs Introduces New Lab Test Information Database

Dear Healthcare Provider,

In pursuit of an outstanding digital experience for our customers, we are excited to introduce our new and improved Lab Test Information Database. The Lab Test Information Database, accessible on LifeLabs.com, is a critical resource for our customers seeking information about test requirements, availability of specific tests, or to review our complete catalogue of offerings.

The new database features a single-source national test catalogue, offering the same catalogue and experience across all our service regions.

The database also has an improved user interface which supports an intuitive navigation process and a seamless mobile site experience.

Investments in digital tools to improve our customer experience remain a key priority for our business, and our new Lab Test Information Database reflects this commitment.

You can visit our new Lab Test Information Database [here](#).

If you have questions about the database, or require further support, please contact our Customer Care Centre.

Ontario: 1-877-849-3637

British Columbia: 604-431-7206 or toll free at 1-800-431-7206

Saskatchewan: 1-888-333-0222

Sincerely,

Catherine Ross MD MSc FRCPC
Vice President, Medical and Quality Affairs
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