

# Health Care Provider Bulletin

LifeLabs Service Updates 12/22/2025

Dear Health Care Providers,

## Summary

Public Health Ontario (PHO) has issued a communication regarding changes to the requisition process for respiratory virus testing. This bulletin is being shared to ensure healthcare provider awareness of upcoming changes that may impact specimen submission to PHO laboratories. To view the communication, please click [here](#).

## Key Points

- Effective **January 5, 2026**, PHO will **no longer accept specimens** submitted using the **COVID-19 and Respiratory Virus Test Requisition Form**.
- All requests for **respiratory virus testing, including COVID-19**, must be submitted using **PHO's General Test Requisition Form**.
- **Patient symptoms and symptom onset** must be clearly documented on the requisition.
- **Specimens from asymptomatic individuals**, or those submitted **without appropriate clinical information**, will **not be tested**.

## Additional Information

Healthcare providers are encouraged to review their requisition practices in advance of the effective date to ensure compliance with PHO requirements.

For any questions, please contact LifeLabs Customer Care Center 1-877-849-3637.

Thank you,



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