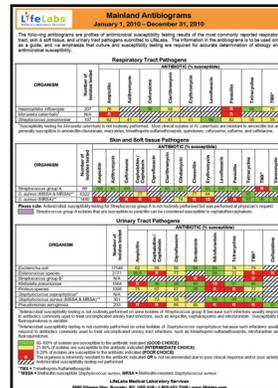


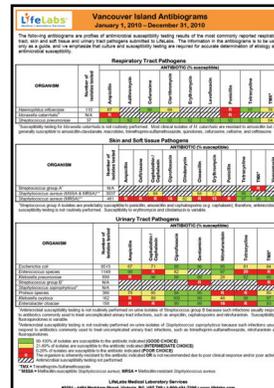
2011 Antibiogram Editions now available

- The 2011 Antibiogram Editions for the Mainland and Vancouver Island are now available as hard copies (in colour) and are posted on our website at: www.lifelabs.com/LifeLabs_BC/Health_Care/Antimicrobial_Susceptibility_Profile.asp.

Mainland Antibigrams (right)



Vancouver Island Antibigrams (left)



- The 2011 Antibiogram Editions include data for the period January 1 – December 31, 2010.
- Note:** Data for an entire year is only available at the beginning of the next year.
- Antibiograms have been distributed to physicians' offices and clinics; however, if you have not yet received a copy, please contact us toll-free at 1-800-431-7206 and ask for Client Services.
- Antibiograms are prepared once a year.
- The Antibigrams provide antimicrobial susceptibility profiles of the most commonly reported respiratory tract, skin and soft tissue and urinary tract pathogens submitted to LifeLabs, and can therefore be used by physicians to guide empiric antimicrobial therapy.
- The information in the Antibigrams is to be used only as a guide, and we emphasize that culture and susceptibility testing are required for accurate determination of etiology and antimicrobial susceptibility.
- If you have any questions, please contact one of the LifeLabs Medical Microbiologists.

Dr. Colette Pienaar, Medical Microbiologist

Serum C-Telopeptide (CTX)

LifeLabs is pleased to announce the availability of the serum bone turnover marker C-terminal telopeptide (CTX), the most commonly used serum- or urine-based biomarker in osteoporosis research and clinical drug trials. The test is used for bone fracture risk assessment, osteoporosis medication monitoring and prediction of risk for osteonecrosis of the jaw. Please refer to our website for both patient- and physician-focused brochures about this test.

Dr. Jan Palaty, Acting Head: Biochemistry

Improving Verbal Reporting by Read-back

The quality of communication is in its clarity and accuracy. This is especially true when it comes to medical results reporting. As part of our recent ISO 15189 accreditation, we have created new policies

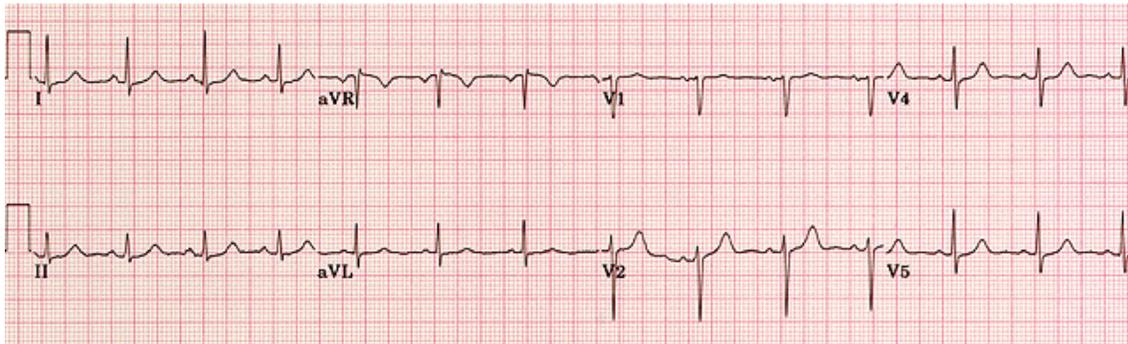
and procedures to ensure that verbal reports are expressed and received clearly and accurately.

Client Information Centre agents, when giving a verbal report over the telephone, will now ask the recipient to read back the report to ensure it was accurately received and recorded. It may seem like a moment of inconvenience, but it will reduce the risk of error and protect patient safety. We appreciate your cooperation.

Cardiac Resources Department Increases Service and Quality

The Cardiac Department at LifeLabs is known as Cardiac Resources. Cathy Dockx is the Operational Supervisor and Dr. Arthur Dodek is the cardiology consultant. Our dedicated technologist staff perform Holter Monitor scanning and serve as a resource for questions which may arise from laboratory assistants at our Patient Service Centres.

All ECGs are now acquired, transmitted and stored via an electronic program. This has achieved our goal of a 24 hour turnaround time (TAT), i.e. the time from recording the ECG to printing the final interpreted ECG. We have adapted a program which has been successfully used in Ontario. All of our ECG readers are certified specialists in Cardiology and / or Internal Medicine. Each ECG is read by one of these specialists.



Every physician who reads ECGs for a Patient Service Centre is available for STAT report requests or if there is a 'critical value' of clinical significance on an ECG. If the reader is unavailable, another consultant is available as backup.

We are pleased to be provincial leaders for the electronic transmission and interpretation of ECGs, Holter Monitors and ambulatory blood pressure recordings. We offer the added facet of continuous quality improvement for all of our cardiac services. As part of our Quality Control Program, every ECG recorded at a LifeLabs station is reviewed for its technical quality. In addition, there is a random review of physician interpretations. These quality control measures are based on standards and nomenclature of the American Heart Association.

We are introducing an electronic Holter Monitor program with the same goals as our ECG program, i.e. 24 hour TAT, Quality Control process and standardization of nomenclature. In addition, the interpretation and reader's signature are printed legibly.

Dr. Arthur Dodek, Cardiology Consultant for LifeLabs

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3680 Gilmore Way, Burnaby, BC, V5G 4V8

Victoria Reference Laboratory
#3201 – 4464 Markham Street, Victoria, BC, V8Z 7X8



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LifeLabs BC is proud to be the First
Laboratory in Canada to achieve
ISO 15189:2007 Accreditation



As required by the CPSBC, LifeLabs is accredited by the:



Diagnostic Accreditation Program