

Improved Trichomonas Test *Dr. Miguel Imperial, Medical Microbiologist*

Trichomonas testing from patients with vaginitis will be changing for clients served by the former BC Biomedical lab in Surrey. The new method ('Trich OSOM') has been used for several years at both the Victoria and Burnaby Lifelabs sites with excellent results.

There is no difference in how to collect a specimen with the new assay: if trichomonas infection is suspected, vaginal secretions can be collected using the usual red-top universal culture swab with liquid Amies transport media already supplied to clients. As before, it is best if two separate swabs are collected: one for trichomonas testing and another for bacterial/yeast vaginal culture or microscopy, as this yields the highest sensitivity for both tests. However, both bacterial and trichomonas investigations will still be performed if only a single swab is collected.



www.cdc.gov/dpdx/trichomoniasis/

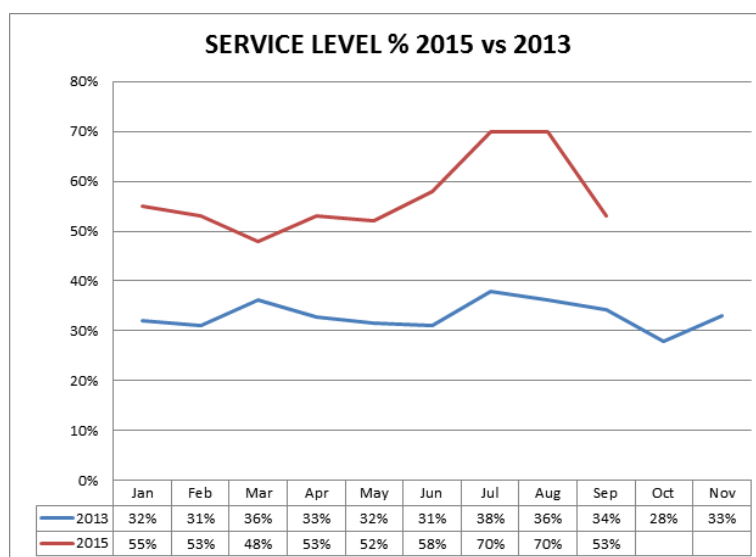
In contrast to the current method based on microscopy and culture, the new Trich OSOM assay is an enzyme immunoassay (EIA) shown in the literature to be more sensitive than culture methods by more than 50% and theoretically useful in the detection of non-viable organisms which may not have survived the transport to the testing laboratory. Please direct any questions about Trich OSOM to a LifeLabs Medical Microbiologist.

BC Healthcare Provider Satisfaction Survey Outcomes *Stephanie Sayer, Comm. Manager*

In 2014, we asked for your feedback via the BC Healthcare Provider Satisfaction Survey to collect vital information from the physicians and other healthcare providers we serve. As a result, we have:

- Improved the identification of Ordering and Copy-to clients and improved client file functionality for healthcare providers who work at multiple locations.
- Updated our healthcare provider database containing >10,000 client files.
- Introduced new tests such as the Counsyl Family Prep Screen, a genetic screen for carrier status for >100 hereditary conditions, and the Panorama Non-Invasive Prenatal Screening test, the most accurate prenatal screening test on the market.
- Redesigned our corporate website with easier navigation and more current content.
- Launched our new Customer Experience Management (CEM) program to collect, monitor and take action on customer feedback.
- Harmonized our ECG and Holter systems by transitioning all former BC Biomedical locations from a paper system to the eWave MD CardioHub electronic system. This also enhanced the protection of patient health information by using secure online technology to record, transmit and store ECG and Holter data.

- Communicated integration changes *via* our LifeLabs Client Service Advisors, who visited >5,000 healthcare practitioners in B.C. over the last year.
- Improved service levels at our Call Centre (*Graph: 100% = 80% of calls answered within 30 seconds*).



The 2015 BC Healthcare Provider Satisfaction Survey closed in October. We are currently tallying those responses and over the coming year will use this information to implement new services to better serve the needs of our patients and healthcare providers.

Appointment Booking *Jennifer Fullerton, Project Manager*

LifeLabs is now offering online appointment booking at all of its Patient Service Centres, with the service expanded to BC Biomedical-branded locations by the end of December. Patients can simply go to our website (www.lifelabs.com) and select 'Book an Appointment'.

While we will always welcome walk-in patients for routine testing, we encourage patients to take advantage of this service to minimize wait times.

New Lab Information System Database *Jennifer Fullerton, Project Manager*

In November, LifeLabs will begin using an improved version of our Laboratory Information System (LIS) Physician Database to improve how results reports are delivered to healthcare providers.

This change will not affect how you receive patient reports, but if you experience any difficulties please contact our Client Information Centres at 604-431-7206 or toll free at 1-800-431-7206 for assistance.

In addition if you have begun practicing at a new location recently, we request that you update your Client File in our database by:

1) Calling the Client Information Centres at 604-431-7206 or toll free at 1-800-431-7206; or

2) Faxing the Client Information Centres a completed 'Physician Change of Information Form' available for download from our website (www.lifelabs.com).

As always, please ensure to fully complete your patients' lab requisitions by providing your full name; MSP practitioner number; the complete address of where to send reports; and the full name and MSP practitioner number of any Copy To recipients.

New Requisition Form *Jennifer Fullerton, Project Manager*

This fall, LifeLabs will stop distributing BC Biomedical branded requisition forms and begin distributing a new, unified, requisition for both organizations in the Lower Mainland.

The new requisition is similar to previous versions and is based on the Standard Out-Patient Laboratory Requisition (SOPLR) issued by the Medical Services Commission (MSC). The reverse side of the requisition lists loca-

tions for both LifeLabs and former BC Biomedical Laboratories and provides testing instructions for patients.

To view an example or download an electronic version of the form to update your electronic medical record system, please visit www.lifelabs.com / Healthcare Providers / Requisitions and Forms, where you'll also find a document that lists all Patient Service Centre in BC along with their phone/fax numbers and hours of operation.

Hepatitis B surface Antibody (HBsAb) *Dr. Cheryl Tomalty, Clinical Biochemist*

Due to reagent manufacturing issues, Hepatitis B surface antibody testing will be sent on a temporary basis to BC Biomedical (owned by LifeLabs) effective Nov. 16th: a separate report will be issued.

We apologize for any delay or inconvenience caused by this temporary issue. For further information, please call 604-507-5070 or toll-free at 1-877-507-5595.

CBC Reference Ranges *Dr. Clinton Ho, Hematopathologist*

Complete Blood Count (CBC) reference ranges and reporting units were updated by LifeLabs on Oct. 25 2015 in order to prepare for the final alignment with the former BC Biomedical Laboratories and for consistency with other laboratories in BC.

In addition, RBC morphology grading was implemented at the same time. This is a more standardized method of reporting and can be very helpful clinically when following changes in red cells over time.

For more information, please visit <http://www.lifelabs.com/healthcare-providers>