

BC Health Care Provider Bulletin

LifeLabs now accepting email requisitions – 04/28/2020

As we all continue to adjust our lives to the coronavirus (COVID-19), LifeLabs has taken several measures to support our customers and employees. With the rise in health care providers who are seeing their patients virtually for social distancing purposes, we have implemented a process to accept electronic requisitions.

You can now email or fax electronic requisitions for LifeLabs to one centralized location.

To email a patient's requisition, please follow the steps below:

- Create one email per patient
- Email a PDF copy of the requisition to PatientREQSBC@LifeLabs.com
- Use the patient's legal first name and last name as the subject line
Example **To:** PatientREQSBC@LifeLabs.com
 Subject: JANE DOE

To fax a patient's requisition, please use our new centralized number:

Fax #: 1-888-674-0370

Note: Requisitions will be purged at frequent intervals

This service is provided to ensure timely testing is available for patients. For privacy purposes, requisitions that are not processed will be purged at frequent intervals. Please ensure patients are aware of the expected timelines for visiting LifeLabs collection centres.

We appreciate your patience as we work through the steps required for this service. If you have any questions, please visit www.LifeLabs.com/contact-us

Disclaimer: LifeLabs is accepting requisitions via email to support our patients who present to a Patient Service Centre with an electronic requisition. There is a risk of inappropriate disclosure when emailing a requisition from a public email domain. The patient is responsible for the security of the electronic copy of the requisition when it is on their mobile device or when it is emailed from the patient's public email domain to LifeLabs. LifeLabs will maintain the security of the requisition when it is received by LifeLabs.