

## LABSTRACT – March 2020

# Update – Temporary Suspension of Cumulative Reporting

## Audience

Healthcare providers

## Overview

Effective March 19 there will be a temporary service disruption with the provision of your patient's cumulative test results for the following:

- Hepatitis A serology
- Hepatitis B serology and viral load
- Hepatitis C serology and viral load
- HIV serology and viral load
- Syphilis

## Background information

Public Health Ontario (PHO) Laboratory is experiencing a delay with respect to issuing COVID-19 reports due to the high volume of test requests and the intense computational workload required to generate cumulative reports from PHO's Laboratory Information System (LIS).

This temporary suspension of cumulative reports will allow PHO to issue COVID-19 test results as soon as they are verified by a medical laboratory technologist which should improve turnaround times.

## Content

If you require cumulative results for a specific patient or patients, please fax your patient's recent test result report to the Customer Service Centre requesting a cumulative report which will be sent to you by fax. You must indicate the fax number where you would like the report to be sent.

## For further information

- Contact the PHOL Customer Service Centre at 416-235-6556 or 1-877-604-4567 (toll-free), or by email at [customerservicecentre@oahpp.ca](mailto:customerservicecentre@oahpp.ca)
- For PHO Laboratory specimen collection information and previous Lababstracts, refer to [publichealthontario.ca/test directory](http://publichealthontario.ca/test-directory)
- The current version of the PHOL General Test Requisition and other forms are available at [publichealthontario.ca/Requisitions](http://publichealthontario.ca/Requisitions)
- To subscribe to future Lababstracts, [register on our website](#)
- To register for Autofax and receive laboratory reports by fax directly from our laboratory information system as soon as they are released, contact the PHOL Customer Service Centre.