



Change in COVID-19 Alert Protocol

Offering our clients state-of-the-art testing is part of CPL's ongoing commitment to excellence.

Effective July 14, 2020, positive COVID-19 PCR results will no longer be called as alert values.

Due to rapidly increasing numbers of positive COVID PCR test results, notifications of abnormal redundant tests appear to be a disrupting influence on providers and may result in clinicians missing essential alerts for newly diagnosed conditions.

Because of rising test utilization and positivity rates in our communities, outpatient care settings are often busy and therefore follow-up of positive COVID-19 test results are consuming key office personnel. Automated systems notifying providers about abnormal test results in integrated electronic medical record systems or through our Atlas web-based platform offer a potential solution and the resultant acknowledgement will translate into timely actions to address these alerts. Additionally, CPL provides individual-level tracking of COVID-19 results through our InNote product, prompting abnormal test result notifications within the patients' electronic medical record.

Patients also have the option of retrieving their lab results through our secure, web-based Patient Portal, SonicMyAccess: <https://www.cpllabs.com/patients/patient-portals-records-requests/>.

The benefits of sending automated patient COVID-19 lab result notifications include:

- **Increase Your Standard of Care** – Keep in touch with patients more frequently without monopolizing office staff time
- **Reduce Inbound Calls** – Secure result delivery, decreasing inbound inquiries and increasing office staff productivity
- **Improve Patient Satisfaction** – Through SonicMyAccess, patients are automatically notified of new test results and have access to relevant Educational Content, resulting in informed patients
- **Reduce Communication Expenses** – Leverage our Patient Portal to alleviate your staff from manually calling, faxing, emailing or mailing results, freeing up key resources to focus on patient care

We are certain that this change will have a positive impact on your practice and will allow you more time to focus on the overall health of your patients. We thank you for your continued partnership and business as we navigate this pandemic together.

Please contact your Account Representative for more information about this change.

Thank you for supporting Clinical Pathology Laboratories