

## This Special Advisory contains important information regarding updates to our services.

### Dedicated Hours and Social Distancing Options at Patient Centers

Health Network Laboratories (HNL Lab Medicine) is adding options for patients who need to get their blood drawn during the COVID-19 pandemic.

#### Dedicated Service Hour for Vulnerable Patients

The first business hour at all Patient Center locations will be dedicated to patients over the age of 60 and those with underlying health concerns.

#### Social Distancing and Glucose Tolerance Testing

Patients have the option to wait in their vehicle if other patients are waiting for testing or if they need a Glucose Tolerance Test.

### Temporary Closures and Updated Hours at Patient Centers

During the COVID-19 outbreak, we are limiting hours and temporarily closing some Patient Centers. Please have your patients call customer care at 877-402-4221 or visit [www.HNL.com/locations](http://www.HNL.com/locations) for open Patient Centers and hours.

### Changes to Courier Services

To protect your staff and ours please:

**Place your specimen boxes outside, or in a location near a perimeter door that is removed from patient waiting areas.**

Please make sure that we have a primary phone number that is continuously staffed and specific to your site so our couriers can contact you. Please call Customer Care at 877-402-4221 to replace any general phone numbers.

**Beginning Monday, April 12 our Courier services will be reducing services for all clients that have scheduled pickups to one per day (excluding LVHN COVID-19 draw sites).**

If your facility had multiple scheduled daily pickups, we are requesting all clients to consolidate their pickups to once per day. Please make sure your specimen box is accessible if the courier arrives after office hours.

We at HNL Lab Medicine are committed to providing our clients with laboratory testing during this national pandemic. Our dedicated employees continue to perform all functions necessary to ensure you receive the service and quality of results needed for patient care during these challenging times.

**If you have any questions, please call either your Sales Representative or Customer Care at 877-402-4221.**