

**Client Communication****CHANGE IN COVID-19 ALERT PROTOCOL**

Effective January 7th, 2022, Clinical Labs of Hawaii (CLH) will be updating our COVID-19 alert protocol.

Due to the significant increase in COVID-19 positives and the improved ability for healthcare providers and patients to receive results in real-time via electronic methods,

**CLH will discontinue automatically calling COVID-19 positives to the ordering provider.**

The increase in positivity rates in our communities have resulted in an increase in calls to your office and to you after hours. We understand the importance of medical follow up and contact tracing for your patients so we have placed added measures in place to ensure delivery of results in a timely manner.

Healthcare providers may receive results via the following methods:

- EMR (Electronic Medical Record) system results delivery
- CLH's Physician Portal
- Hard copy report delivery via printer, fax, or courier

Patients may receive results via the following methods:

- CLH Patient Portal
- Email, if provided at the time of order with the requisition
- Provider EMR

We hope this change will allow you to focus your valuable time on caring for your patients. If you have any questions or would like to discuss the delivery options listed above, please contact your CLH representative or our Client Services Department at (808) 677-7998. We appreciate your understanding and support.

Thank you for choosing Clinical Labs of Hawaii.