



# Client Update

**JUNE 29, 2020 – COVID19**

## COVID-19 PCR LAB UPDATE

To Our Valued Clients,

The entire team at BioReference is committed to service and appreciates all of your efforts in the fight against the pandemic of COVID-19, and we are thankful that you have chosen BioReference as your laboratory to assist you in identifying and managing infection in your region.

- The BioReference PCR Laboratory has been running COVID-19 tests 24 hours a day, seven days a week since March 13, 2020.
- We will be conducting a deep maintenance of the lab and equipment over the holiday weekend of the Fourth of July.
- This quality control measure is necessary to ensure our equipment continues to run at optimal levels, and ensure the safety of the personnel that work in the PCR laboratory.
- In order to facilitate this process, BioReference will not be accepting COVID-19 PCR specimens from July 3-5, 2020.
- BioReference will not be picking up COVID-19 PCR specimens July 2-4, 2020. COVID-19 PCR specimen pick-ups will resume on Sunday, July 5, 2020.



# Client Update

**JUNE 29, 2020 – COVID19**

## CLINICAL LAB UPDATE

In observance of Independence Day on **Saturday, July 4, 2020**, our various locations will be on a limited and/or closed schedule. Customer Service will remain open at our main campus in Elmwood Park, NJ and our Logistics/Transportation Team will be working at a limited capacity.

### For clients within the local network (New York, New Jersey):

- **Courier Pick-up:** If you require a pick-up for **routine specimens** on Saturday, July 4, please call by Wednesday, July 1 and select option 3 (Specimen Pick-up/Transportation).

### For clients outside the NY/NJ area, please be advised of the schedule for our nationwide locations:

- **FedEx:** FedEx will be observing the Independence Day holiday. On Friday, July 3, there will be modified services and on Saturday, July 4, there will not be any services.
  - If you use FedEx services, please check service availability in your area on Friday, July 3, 2020
  - Any specimens drawn Friday, July 3 will be picked-up by FedEx on Monday, July 6, 2020
- **Campbell, CA:** Closed on Independence Day and will resume operations on Monday, July 6
- **Melbourne, FL:** Closed on Independence Day and will resume operation on Monday, July 6
- **Houston, TX:** Closed on Independence Day and will resume operations on Monday, July 6

#### NOTES:

To subscribe to receive client updates via email, please visit <http://bioreferencelabs.bioreference.com/go-green>

\* TAT is based upon receipt of the specimen at the laboratory.

\*\*CPT codes provided are based on AMA guidelines and are for informational purposes only. CPT coding is the sole responsibility of the billing party. Please direct any questions regarding coding to the payer being billed.