



# Client Update

**JUNE 30, 2020 – COVID19**

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 and will not be picking up specimens on Thursday, July 2, 2020.

**Important Note: During this period, BioReference will continue to accept specimens from critical patients. A dedicated space in the laboratory has been prepared to accommodate these critical specimens. Service levels will not be impacted.**



# Client Update

## JUNE 30, 2020 – COVID19

BioReference Laboratories and its subsidiaries will be observing the Independence Day holiday on **Saturday, July 4, 2020** and 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 on Saturday, July 4, please call by Wednesday, July 1 and select option 3 (Specimen Pick-up/Transportation).
- **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

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

- **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

Thank you in advance for your cooperation and have a wonderful holiday.

#### 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.