



MEMORANDUM

To: All Regional Medical Laboratory, Inc. (RML) Clients

From: Trudie Thompson, Manager of Sales, Couriers and Supply Chain
Catherine Horak, Manager of Client Services
Jennifer Tune, Director of Ancillary Operations
Cindi R. Starkey, MD, PhD, Medical Director

Date: October 27, 2020

Subject: Positive COVID-19 Results: Discontinuation Of Call Notification to Clients

Due to the continued prevalence of SARS-CoV (Covid-19) infections throughout the United States, Regional Medical Laboratory (RML) recognizes the impact the numerous phone calls have on our clients and the disruptions this may cause when we call every positive result. To eliminate further disruptions, effective Sunday, November 15th, RML will no longer call clients with positive Covid-19 results. Instead, results will be distributed according to the client's existing preference for all results via either interface, fax, or paper charting methods. Existing electronic notifications and reporting for Covid results will also continue.

If you have any questions or concerns regarding notification of positive Covid-19 results, please contact your respective Sales Representative.