Provincial Health Services Authority
Province-wide solutions. Better health.

BC Centre for Disease Control
An Agency of the Provincial Health Services Authority

HIV POC Confirmatory Testing: Getting the Test Results (Excelleris System)

<table>
<tr><td>BCCDC Lab (BC PHMRL)</td><td colspan="2">Mailing Address</td><td>BCCDC/PHSA Laboratories
655 West 12th Ave. Vancouver BC V5Z 4R4</td></tr>
<tr><td rowspan="2">STEP 1
Register/Set up a LAB Account</td><td colspan="2">CALL CENTRE</td><td>1-877-747-2522</td></tr>
<tr><td colspan="3">1. Telephone the Call Centre.
2. Follow instructions from call centre contact to set up a new clinic account.
3. Record the CLINIC number – starts with a “C”+ 5 digits.

• Discuss how you plan to receive results (usually it is electronically through a secure web portal).
• Follow instructions from the Call Centre contact about how to receive results by secure FAX, if needed.
• Discuss if you can call the Call Centre directly for results, and what is needed to get them.
• Discuss how to ensure results come back to the site and whether the results will go to the person requesting the test (has an MSP billing number).</td></tr>
<tr><td>Step 2
Set up an EXCELLERIS LaunchPad account</td><td colspan="3">• Excelleris is the company that distributes lab results to the test requesters, and those cc’ed on the requisition.
• The Excelleris account is FREE.
• You will need your lab account number (C+++++) to set up the account.

1. Go to the Excelleris webpage to set up a new LaunchPad account: http://www.excelleris.com/our-solutions/launchpad/launchpad-support/
2. Click on the CONTACT SUPPORT link (below “not registered” on the right side of web page).
3. Follow instructions to set up your site to receive reports.</td></tr>
<tr><td rowspan="5">Contact Information</td><td>Guide to Lab (BC PHMRL) Services</td><td colspan="2">http://www.phsa.ca/NR/rdonlyres/D632D356-8E8F-4917-BC3D-463EB5F8A14B/0/PHAD_060_00PR_Ver_60_GuidetoProgramServices.pdf</td></tr>
<tr><td>SEROLOGY Req BC PHMRL</td><td colspan="2">http://www.phsa.ca/NR/rdonlyres/BB32155C-72DF-4A11-B105-131285012F9B/0/SerologyReq.pdf

Print and send with the samples OR request a package of 50 forms from Lab Supplies (below).</td></tr>
<tr><td rowspan="2">Lab Supplies

(Choose Serology or SER)</td><td colspan="2">Complete, print and FAX to: 604) 707-2606
http://www.phsa.ca/NR/rdonlyres/357FE8D0-2020-4A34-9416-8C3B12C4F2C3/0/SampleContainerOrderForm.pdf
OR</td></tr>
<tr><td colspan="2">Electronic Request – click on “Submit Form” at the top of the form to send the request directly:
http://www.bccdc.ca/NR/rdonlyres/75F8C6D8-C5EA-4A1D-99AD-FD5E6A52C120/0/BCPHMRLOrderFormUpdatedJune2014.pdf</td></tr>
<tr><td rowspan="2">Excelleris</td><td>Vancouver</td><td>604-658-2121</td></tr>
<tr><td>Toll-free</td><td>1-866-728-4777</td></tr>
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Updated: July 2014