



INTEGRATIVE LABORATORY SERVICES

FREQUENTLY ASKED QUESTIONS

GETTING STARTED

1. I'm new to ICL. How do I access my patient's results?

In Common Laboratories uses a web-based platform called Copia™ to electronically release results to a secure clinician portal.

2. How do I obtain my username and password to access my results portal?

Please contact ICL Client Care or ILS Solutions Specialist to receive your username and temporary password.

CONTACT INFORMATION

ICL Client Care Team

- Phone: 416-422-3000 ext. 300
- Toll Free: 1-888-285-7817 ext. 300
- Email: info@iclabs.ca

Isabel Pereira, ILS Solutions Specialist

- Phone: 416-422-3000 ext.256
- Email: isabelpereira@iclabs.ca

LOGGING INTO COPIA FOR THE FIRST TIME

- Following your registration, ICL will email you with a link to In-Common Laboratories Copia™. Follow the link in the email sent to you (<https://connect.iclabs.ca>) and then sign in using the username and temporary password assigned to your account.
- After your first time logging in Copia™ will prompt you to modify your temporary password confidentially. Your confidential password ensures that your reports are secure from unauthorized access.
- Next, Copia™ will prompt you to pick a 'Location Inbox'. Click the blank text box and your name will appear in the drop-down menu. Select your name and you will be forwarded to your inbox.
- Your online reports will be available for viewing and printing in the Copia™ portal.

Welcome to In-Common Laboratories Copia

User Name
Password



Important: please use Google Chrome when using the Copia™ results panel. Other internet browsers are known to cause issues.

3. I don't remember my username and password. How do I recover my account information?

Please contact the ICL Client Care Team or our Solutions Specialist to recover your account information.

TEST KIT ORDERING

1. How do I see the test kits that are available to order?

You are able to view tests that are available to order in two locations:

- I. The ILS Test Menu and Fee Schedule, which will be sent to you in your welcome package
- II. The ILS website: <https://ils.iclabs.ca/tests/>. The website provides robust test details and links to sample reports.

2. How do I order kits for sample collections?

To place an order for kits please contact the ICL Client Care Team by phone or email.

3. How long does it take to receive a kit order?

Kits take approximately 48 hours to be delivered. Please specify your delivery address when ordering.

4. Can I order test kits to be delivered directly to my patients?

Yes, ICL can arrange for kits to be delivered directly to your patients. Please note that there is a fee for shipping kits directly to patients. Contact ICL Client Care for more information.

5. Do I need barcode stickers for requisition forms?

No, ICL includes pre-labeled requisition forms with the clinician's name and account number in all kits. Clinics with multiple clinicians registered with ICL will be listed on the requisition.

6. Where can I find additional information (turn around times, sample reports, etc.) regarding the tests that ICL offers?

Please visit our website at ils.iclabs.ca or contact Isabel Pereria for additional information.

7. How do I access a test that is not on the ILS fee schedule?

If there is a test you are interested in that is not on our menu please contact our ILS Solutions Specialist, Isabel Pereira.

8. Not all ICL tests are orderable by Ontario Naturopaths. How do I know which tests are orderable by Ontario NDs?

The test menu and fee schedule indicates if the test is orderable by Ontario NDs.

Alternatively, you can visit our website ils.iclabs.ca/tests/ to access our full test menu.

You can view tests that are orderable by NDs by filtering the results using the "Practice" field on the left hand side.

9. Am I required to order a kit in advance if my patient is going to ICL's Patient Service Centre (PSC) in Oakville or North York?

You can provide your patient with a kit and requisition and they can visit a PSC for collection. Alternatively, you can send your patient with a requisition to pick up the test kit at the PSC. Please contact client care if your patient is going to pick up a kit at a PSC so we can ensure we have the kit in stock.

Patients can book an appointment for blood collection at either location. Walk-ins are accepted.

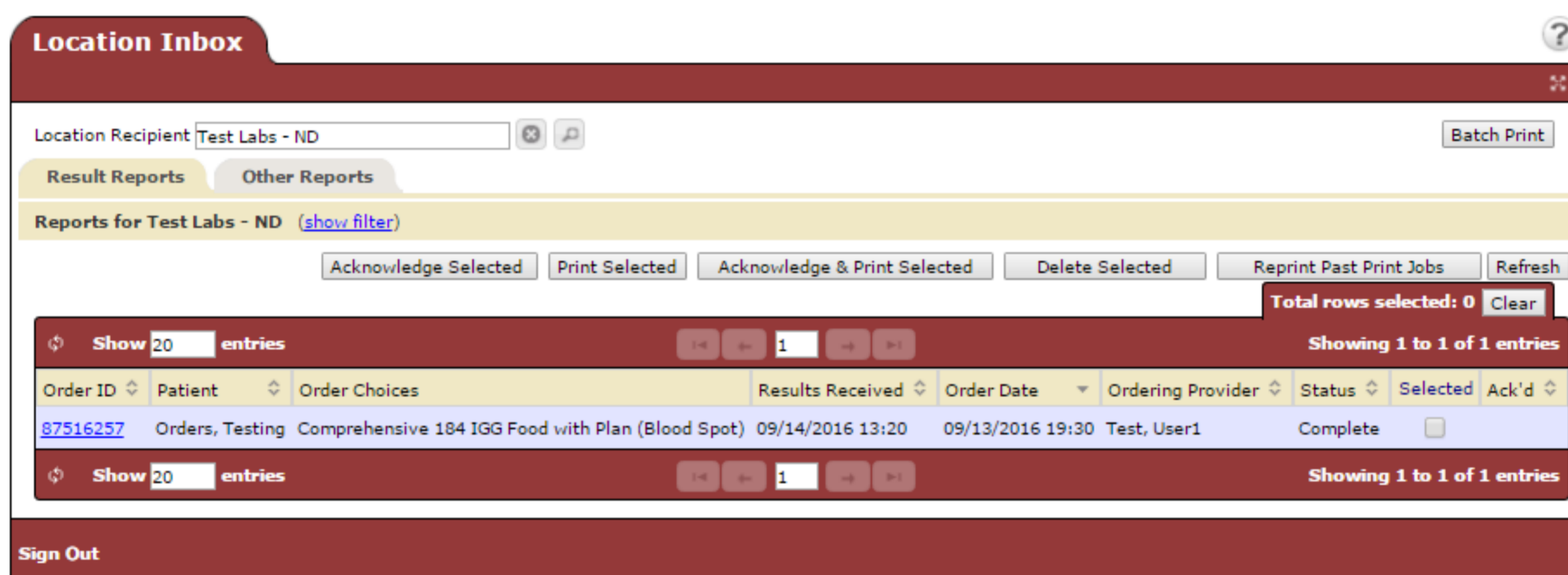
If you require a requisition form please email ICL Client Care.

Please Note: Patients visiting an Alpha Laboratories location must bring a test kit with them

RETRIEVING RESULTS

1. How do I access my results portal?

Go to the secure portal login page In-Common Laboratories Copia™ (<https://connect.iclabs.ca>). Sign in using your username and password. Whenever you sign in, Copia™ opens the program and displays the Location Inbox window. This is your default application page where you access reporting features. Your reports will be retained and available for future viewing and printing.



2. How do I save patient results from Copia™?

Ensure you are accessing the Copia™ portal using Google Chrome as your web browser.

- Log in to Copia™
- Select the patient's results you would like to view by clicking on the Order ID number Lab Reports → View. A new window will open displaying the patient's results.
- Right click on the report and select Save As. Results can also be printed this way if you click on Print.

3. Will ICL mail a hardcopy of my patient's results? Will my patient get a copy or can they access their results online?

Patient results are only available electronically to the ordering clinician via the Copia™ Portal.

4. I have previously viewed a result in my portal, but when I log back in the result is gone. How do I retrieve a previously viewed result?

To access previously acknowledged and/or older results, please follow these instructions:

- Log into portal
- At the top of the page under the 'Result Reports' tab, click '(Show Filter)'
- At the bottom of the list of options there's option to 'Hide Acknowledged Reports'. Uncheck this box to review previously acknowledged results.

5. I received an email notification a while ago regarding result in my portal, but when I log in, there's nothing in my inbox.

To access previously acknowledged and/or older results, please follow these instructions:

- Log into portal
- At the top of the page under the 'Result Reports' tab, click '(Show Filter)'
- Halfway down the list of options, there is an option labelled 'Reports received in the past ___ days'. The default option is 60 days but you can change this field to modify your search for results up to a maximum of 999 days.

Please note: these changes will not be saved. You will have to repeat these steps the next time you log in.

CONSULTATIONS

1. How do I book a consultation regarding a result?

Consults can be arranged by contacting the ICL Client Care Team by phone or email.

Please have the following information ready:

- Patient's name
- Test name
- Best phone number to reach you
- Best email address to reach you
- Availability

Please note that Precision Analytical and The Great Plains laboratories offer online consultation scheduling.

PAYMENT

1. How am I billed for test orders?

You will be billed for tests in the month after the test results are released to you. For example, if you order a kit in June, and receive results in July, you will be billed in August.

Pre-authorized credit card payment for a monthly invoice will be processed on the 10th business day of the next calendar month.

If you have a question regarding your bill, please contact our accounting department at 416-422-3000 ext 294.