

**University Health Network  
Laboratory Medicine Program**  
200 Elizabeth St  
11 Eaton – 444  
Toronto, ON  
M5G 2C4  
**Call Centre: 416.340.4800 x5227**



## Proficiency Testing Program Performance

Proficiency Testing Programs (partial list)	Proficiency Testing Results 2018	
Internal program	Target 98%	Achieved 99%
ASHI		
Binding Site Immunology		
Bioanalytics		
Canadian Interlaboratory Quality Assurance		
College of American Pathologists		
International DNA Exchange		
Institute for Quality Management in Healthcare		
National American Specialized Coagulation Laboratory Assn		
UCLA DNA flags		

## Patient information

UHN Laboratory Medicine Program complies with all applicable legal requirements to protect the privacy of all patient information.

## Interpretation of results

Medical and scientific staff members are available regarding the interpretation of examination results through our Call Center at 416.340.4800 x5227 or 1.866.865.5227.

## Reporting of Critical Results

Critical results will be reported to the ordering physician, designate or authorized health care team member.

## Service provision

UHN Laboratory Medicine Program will notify clients referring regarding clinically significant non-proficient performance.

## Contact information for specimen handling and results reporting

Direct all calls to UHN Laboratory Medicine Program Call Centre at **416.340.4800 x5227**