

We apologise for the inconvenience our delayed turnarounds are causing. Please know everyone at Lavery is doing all they can to ensure you get your COVID results back as soon as possible.

The last thing we want to do is make these challenging times any more challenging. We hope to have this issue resolved and return to our standard turnaround times in the coming days.

We have had many questions come through over the last few days, and we have addressed some of the most common questions we are receiving below:

### **Why is my result taking so long?**

With NSW continuing to see record numbers of COVID testing day after day, the team at Lavery Pathology are processing a large proportion of these daily tests, at times between 20,000 to 30,000 tests a day. Our team are working around the clock to get results back as soon as possible.

### **Have you lost my test?**

No tests have been lost. We are currently processing a record number of tests and doing all we can to get your result back to you as soon as possible.

### **What's the new turnaround time?**

As these unprecedented daily numbers continue, our updated guidelines for testing turnaround times are as follows:

- Individuals identified by NSW Health as close contacts or Essential Healthcare Workers, as well as workers and residents at aged care and quarantine facilities, will receive their results within approximately 24 hours; and
- All other results should be available within approximately 72 hours.

### **I am an essential Healthcare Worker/Close Contact etc., and have not received my results?**

Please ensure that you identify yourself to our people at our COVID sites as an essential healthcare worker/close contact with appropriate documentation/identification at the time of testing.

If you have identified yourself prior to your test and you have still yet to receive a result, please contact us, and we will do our best to get your result back as soon as possible.

### **Will this turnaround times stay like this moving forward?**

While these are our average turnaround times today, if testing numbers rise, these times may fluctuate. We will try to communicate any changes with patients at our collection sites and through our website and social media channels.

### **What are you doing to get results back to patients quicker?**

We have brought in extra resources to help with getting results back to patients as soon as possible.

### **Do I still need to self-isolate while I wait for the results?**

We understand your frustration as you are waiting longer than expected for your result. For all guidance on self-isolating, we recommended you read the guidelines on the NSW Health Government website.

To date, our frontline staff have conducted more than 1.3 million COVID tests in NSW and ACT since the COVID-19 pandemic began. Our people have performed critical testing for our communities, setting up more than 60 COVID testing sites, at times within hours, and we will continue to be there for the communities of NSW and ACT while we try to get our turnarounds for results back to normal.

We apologise for the inconvenience and frustration that these delayed test results are causing.

Thank you everyone for your patience.

**The Lavery Pathology team**