

With record COVID-19 case numbers in NSW as well as PCR testing requirements for interstate and international travel, we are experiencing a high volume of tests. This has unfortunately led to delayed turnaround times. We apologise for the delays, and are working to provide test results as soon as possible and to return to our standard turnaround times.

The Lavery team is working around the clock in support of the community. We have received many questions, and have addressed some of the most common ones below:

Why is my result taking so long?

With NSW continuing to see record numbers of COVID-19 testing daily, the team at Lavery Pathology is processing a large proportion of these daily tests. Our team is working around the clock to get results back to you as soon as possible.

Have you lost my test?

Rest assured, 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:

- NSW Metro locations – the average turnaround time is approximately 48 hours; and
- All other areas – results should be available within approximately 72 hours.

Please note that delays in regional locations are due to the additional travel time required to transport test samples.

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

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-19 testing 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 these turnaround times stay like this in future?

While these are our average turnaround times today, if testing numbers rise, these times may vary. 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 faster?

We have brought in extra resources to help with getting results back to patients as soon as possible. Our team is working around the clock to process tests and communicate results as quickly as possible.

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

We understand it can be frustrating to wait longer than expected. For all guidance on self-isolating, we recommended you read the guidelines on the NSW Health Government website.

Our frontline staff continue to support COVID-19 testing in NSW and ACT for the safety of our communities.

This is a very challenging time for everyone in NSW. Our dedicated frontline and laboratory staff will continue to work around the clock to get our turnaround times for results back to normal as soon as possible.

We apologise for the inconvenience and frustration that these delayed test results are causing. Thank you everyone for your patience.

The Lavery Pathology team