

PDL UPDATE: PDL Patient Service Centers



Safeguards in Response to COVID-19

April 6, 2020

RESPONDING TO STATE OF EMERGENCY

Pacific Diagnostic Laboratories continues to take steps to respond to the COVID-19 pandemic. The safety of the public, patients, healthcare providers, and our employees remains our primary focus.

In an ongoing effort to ensure the safety and welfare of our patients, PDL has strengthened our existing safety procedures in our Patient Service Centers (PSC) to include additional safeguards recommended by the CDC. Certain patients require regular laboratory testing to manage their health conditions and PDL is committed to providing safe access to obtain that laboratory testing.

SAFEGUARDS IN PLACE

PDL Patient Service Centers have put the following measures in place:

Enhanced Laboratory Safety Procedures:

- Increased surface disinfection frequency
- Increased handwashing frequency
- Additional Personal Protective Equipment (PPE) for staff including masks and protective clothing (as recommended by the CDC)
- Enhanced staff COVID-19 safety training

Social Distancing within PDL PSC Facilities:

- Clear signage for social distancing including floor guides for patients in our larger facilities.
- Where possible, chair reduction in waiting areas to separate patients waiting for service. At locations where chairs cannot be removed, signage is attached to the chairs to avoid use to achieve the appropriate social distancing.
- Upon patient request, PDL staff will allow a patient to wait in a vehicle or outside and contact them via cellphone when it is time for their collection.

Additional Safeguards:

- Patients observed as having respiratory symptoms in a Patient Service Center will immediately be given a mask and asked to put it on. Additionally, they will be asked to leave the facility for the safety of other patients and staff. The patient will be advised to contact their healthcare provider.
- PDL Patient Service Centers DO NOT perform COVID-19 collections or receive COVID-19 specimens.
- Patients who suspect they have COVID-19 are directed to contact their doctor or an authorized healthcare provider for testing information and asked not to come to a PDL PSC or other PDL location.

RESOURCES/INFORMATION AVAILABLE

Center for Disease Control: <https://www.cdc.gov/coronavirus/index.html>

If you have additional questions, please contact PDL client services at (805) 879-8100.