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To all Starlabs clientele,

Due to the drastic increase in demand for COVID-19 testing over the holidays as a result of the highly transmissible Omicron variant, we are experiencing delays in turnaround times for our COVID-19 PCR test results. To remedy the situation, we are rapidly increasing our staff and technology to reduce delayed reporting times.

Normally, our PCR test results are available 24-48 hours after receipt of the specimen, however, due to the recent high demand, it is expected that reporting may take up to 72 hours. We are working diligently to report results as quickly as possible and expect to return to a 48-hour turnaround time, a turnaround time that we have sustained for the past 2 years.

As a laboratory, we are also affected by staffing shortages especially when key technicians need to isolate after contracting COVID-19. When this occurs, the laboratory shuts down operations for a few hours for sanitizing procedures. In addition to testing, it is important for everyone to follow public health guidance on vaccines, as well as to continue to mask, socially distance and practice frequent handwashing to minimize risk for yourself and the community.

We are all working endlessly as humanly possible to overcome this and sincerely apologize for the inconvenience this has undoubtedly caused our valued clients. We appreciate your patience as we navigate through this unprecedented demand. We value our patients' trust to keep them informed and safe and are committed to providing the highest level of service to our clients and to the overall healthcare industry.

Sincerely,

Starlabs