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Personalized Care: Improving Patient Experience in the Lab Sector

Creating a better patient experience in health care is about delivering a personalized experience that empowers individuals to make choices about what works best for them. In particular, the lab sector has an opportunity to evolve the patient experience through a variety of mechanisms, notably through service delivery models and unlocking access to health information. This presentation will provide an overview of these areas of opportunity, and some of the ways LifeLabs is transforming our own business to deliver a better patient experience.

How diagnostic platforms are deployed within the health care system - the service delivery model - is critical to delivering high quality health care that works for individuals and their families. LifeLabs is developing new service models that recognize the unique needs of our customers to provide greater choice and access. For example, we have partnered with the Pacific Autism Family Centre Foundation to create a more positive experience for individuals with Autism Spectrum Disorder and their families. We have partnered with health care providers to deploy point-of-care testing in conjunction with the care visit, to provide a more integrated experience for patients managing chronic disease.

There is no question that individuals and their circles of care are demanding greater access to health information, as a tool to take control over their health care journey and remain informed and engaged. LifeLabs free online portals for individuals to access their test results - *my ehealth™* in BC and *my results™* in Ontario - has had tremendous uptake to date with over 1.8 million users. We are also working with partners to develop new digital tools for specific patient groups to improve personalized monitoring and communication.

In summary, the lab sector is facing real opportunity to take an active role in creating truly patient centred care. LifeLabs is proud to be a driver of this change for our patients and families in line with our vision of building a healthier Canada.