

May 15, 2020

Dear Physicians,

AdventHealth cares deeply for our patients, team members and the communities we serve, and we recognize that testing for COVID-19 is important in minimizing the spread of the virus.

We recently learned that MicroGenDX, one of several nationally certified third-party laboratories we contracted with to process COVID-19 tests, is unable to fulfill its obligation.

It is important to note that this issue is an isolated issue and is not reflective of our in-house testing for symptomatic patients or any of our other external testing vendors. MicroGenDX testing was primarily used for our community-based drive-through testing, patients without symptoms and some team members and physicians.

We have terminated our contract with this laboratory. We have also prepared letters to go directly to those impacted, which offers complimentary tests to symptomatic patients. AdventHealth has directed that all remaining specimens be destroyed according to law.

There are three categories of problems with MicroGenDX results:

- Results provided by MicroGenDX that are believed to be reliable and require no action.
- Results provided by MicroGenDX that are not deemed reliable.
 - Individuals with “unreliable” positive results require immediate retesting.
 - Individuals with “unreliable” negative results that are symptomatic require immediate retesting.
 - Individuals with “unreliable” negative results that are asymptomatic are being offered testing pending availability.
- Many lab samples are located at MicroGenDX as part of a backlog and will not be tested and therefore no result will be available. These patients may require retesting if they are symptomatic.

There will be three important communications regarding this issue:

- **If you had a test performed and your personal result was considered unreliable, you will receive a letter.**
- As an ordering provider you may receive communication regarding your patient tests.
- Your effected patients will receive a letter about their results. It is important to know that patients who receive reliable tests will not receive additional communication.

We highly value our medical staff and we apologize for the inconvenience and uncertainty this has caused. If you have any questions, please respond directly to this email and a member of our team will respond to you shortly.

Sincerely,



David Ottati
AdventHealth
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President & CEO



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