



# Technical Alert

## Roche 6800 SARS-CoV-2 (COVID-19) Supply Shortage

---

**TO:** Medical Staff and Clients

**FROM:** Dr. Wesley Kim, MD  
Medical Director, DLS and QMC West

Dr. Amy Woron, PhD  
Manager, DLS Molecular

Dr. A. Christian Whelen, PhD  
VP & Technical Director  
Microbiology & Molecular

Dr. Ana Ortega-Lopez, MD  
Medical Director QMC Punchbowl,  
North Hawaii and Molokai

**DATE:** July 8, 2020

**SUBJECT:** Supply shortage triggers send-out testing for non-priority SARS-CoV-2 requests

---

Surges in demand for testing supplies on the U.S. mainland has constrained the allocation for our main high throughput testing platform. Roche has cut back our supplies for the SARS-CoV-2 assay in the Roche 6800 to less than half of present demand. Roche provided this notification Monday, July 6, 2020 at about 5:00 pm.

This reduces DLS Central capacity from 550+ per day to between 125 and 250 per day. This necessitates utilization of other local labs and mainland reference laboratories for overflow testing.

Effective 6:00 pm on July 6, send out testing resumed for non-priority SARS-COV-2 (COVID-19). The normal turn around time (TAT) for mainland testing is 3-5 days; however, both reference labs report backlogs. This will remain in effect until stable resupply is established.

**Priority testing will remain on-island, but expect longer TAT.** Recent TAT has been stable at same or next day. Anticipate this to increase by 24-72 hours.

Please categorize specimens appropriately.

- Identify priority specimens in CareLink or with a priority flag (contact your DLS representative for more information).
- Only flag priority specimens as a priority.
- **Non-medical testing (travel, return to school/work, employee screens, etc.) are NOT priority specimens.**

We apologize for this inconvenience, and are working closely with Roche to resolve the supply shortage. They are increasing their manufacturing capacity, but acknowledge it may be several months before production is increased.

Please refer any questions to DLS Client Services at 589-5101.

---

**Diagnostic Laboratory Services Inc.**

99-859 Iwaiwa Street – Aiea, HI 96701  
(808) 589-5100 – [www.dlslab.com](http://www.dlslab.com)