

DATE:	2021 May 3
TO:	All Calgary Zone Community Providers and AHS Clinics
FROM:	Alberta Precision Laboratories, Community Services
RE:	Changes to Sunridge Patient Service Centre Service Delivery Model

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message

- **Effective May 10, 2021** the service delivery model for the Sunridge Patient Service Centre located at #3 -2681 36th St. NE (Sunridge Professional Building) will be changing from the current walk in only service model to:

Monday to Friday - **Walk in only** service **6:30am to 8:00am**
APPOINTMENT ONLY service **9:00am to 6:00pm**

Saturday and Sunday - **Walk In** service available **7:00 a.m. to 3:00 p.m.**

Background

- The current walk in only service model results in line ups outside of our storefront Sunridge location which interferes with neighboring tenants.
- To eliminate the disruption to neighboring tenants we will offer service by appointment only at this location during hours when other tenants are open for business.
- Approximately 1600 net new appointments will be made available per week at the Sunridge location as a result of this change.

Action Required

- When ordering laboratory tests please ensure your patients who may use the Sunridge location are aware of the restrictions to walk in service on weekdays.
- Encourage your patients to book an appointment whenever possible for lab services online at www.albertaprecisionlabs.ca or by calling 403-770-5136.
- For a complete listing of our sites, hours of operation and updated information visit our website www.albertaprecisionlabs.ca or call Lab Information at 403- 770-3600.

Effective May 10, 2021

Inquiries and feedback may be directed to

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Approved by

- Dr. Carolyn O'Hara, Chief Medical Laboratory Officer (Interim) APL