

Laboratory Services

Medicine Hat & Brooks Booked
Appointments

Frequently Asked Questions

Book Online www.ahs.ca/labsouth

OR call:

403-502-8269

Toll Free 1-866-232-4732

Monday – Friday 8:00am – 4:00 pm

Which AHS Lab Sites in Medicine Hat and Area Offer Appointments?

- Brooks Collection Site located at Bay #7-500 Cassils Road East
- Medicine Hat Collection Site (Carry Drive) Bay #1-44 Carry Drive S.E.
- Medicine Hat Hospital (Ambulatory) Collection Site (Ambulatory Building), level 2 666-5 St S.W

Are appointments available every day?

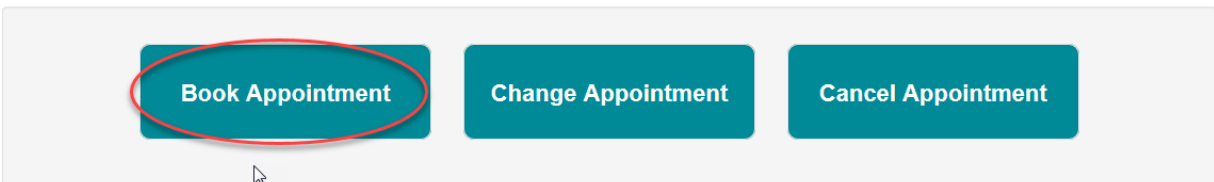
- Brooks Collection Site offers a selection of appointments Monday to Friday.
- Medicine Hat Collection Site (Carry Drive) offers a selection of appointments Monday to Saturday.
- Medicine Hat Hospital (Ambulatory) Collection Site offers a selection of appointments Monday to Friday.
- Some tests have time of day or day or week restrictions due to special collection protocols or processing. Click on the **“Special Considerations”** link on our webpage www.ahs.ca/labsouth

How do I book a lab appointment?

- Lab appointments can be booked on line at www.ahs.ca/labsouth by clicking on the “Book Appointment” box.
- By calling the Central Appointment Booking line at (403-502-8269) toll free (1-866-232-4732)

Book Lab Appointments - Medicine Hat & Brooks Collection Sites

Book and manage your AHS laboratory appointments for Medicine Hat and Brooks collection sites:



Details

Alberta Health Services operates laboratory services in southern Alberta. Both Medicine Hat and Brooks collection sites are barrier-free and offer:

- Lab specimen collection (blood/urine)
- Lab specimen drop off
- Lab specimen collection kit pick up
- Electro-cardiograms (ECGs)
- **Special collections/services at select sites**

Questions?

Questions about AHS laboratory services and collection locations?

Read our **Frequently Asked Questions**:

[FAQs](#)

or **Phone**: Monday - Friday: 8:00 a.m. - 4:00 p.m.

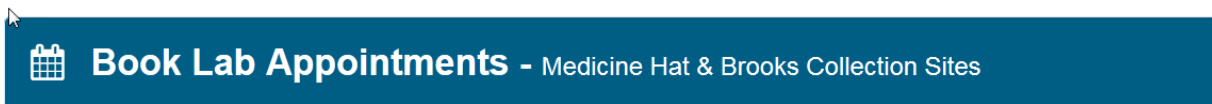
- Medicine Hat calling area:
403-502-8269
- Toll free:
1-866-232-4732

Can I book an appointment online if I do not have an email address?

- No, please call the central appointment booking line. They will provide you with your appointment confirmation number. You will need this number to check in for your appointment.

Are there any restrictions to what appointments I can book online?

- Yes. Some tests require special collection protocols or other special preparation. Click on the **“Special Considerations”** link as shown below. This information is also on the home page screen.
- **Call** the Central Booking Line to book these specialized tests.



Before booking your AHS laboratory appointment:

- Please see **special considerations** as some lab tests can only be booked at a particular lab site and/or at a specific time

The following tests cannot be booked online. To book these tests, please call our central appointment booking line at 403-502-8269 / 1-866-232-4732.

- Catecholamine
- Semen fertility
- Vitamin C

Can I book online anytime?

- Yes. Online booking is available 24 hours a day, 7 days a week at www.ahs.ca/labsouth . An appointment can be booked for the same day 1 and ½ hours in advance of the desired time.

How far in advance can I book an appointment (online or by phone)?

- Appointments can be booked up to 60 days in advance and no sooner than 1 and ½ hours prior to an available appointment time.

Can I book a recurring appointment?

- Yes and no! You cannot book appointments with a recurring schedule Example: First Tuesday of the month for 2 months.
- You can book as many appointments as you need. Example: if you want to book the first Tuesday of the month for two months in a row, each can be booked as individual appointments.

If I am booking online, what appointment type do I book if I am unsure what to choose?

- Choose a “Multiple Services” appointment. This is a 20 minute appointment which will allow additional time if required.
- If you think you have specialized testing:
 - See **“Special Considerations”** on our web page www.ahs.ca/labsouth
 - In **Medicine Hat**, you may wish to book your appointment at the Medicine Hat Regional Hospital Collection Site (New Ambulatory wing).
 - In **Brooks**, you may book your appointment at the Brooks Collection Site with the understanding that you may be rerouted to the Brooks Health Centre for certain collections.

Can I book any test collection at any site?

- No. Some tests are collected only at certain locations. See the “**Special Considerations**” link on the web page www.ahs.ca/labsouth for a complete list of special collection site information.

Lab Test Exceptions - Medicine Hat & Brooks Collection Sites

Some laboratory tests have specialized collection and/or processing requirements. Please refer to the table below for more information.

Test	Location	Booking Information
ACTH	Brooks Collection Site Medicine Hat Hospital Collection Site	Book prior to 10 a.m.

Can the Central Appointment Booking staff book an appointment for me at any site?

- Yes! The staff answering the Central Booking Line are able to book at the three sites where appointments are currently offered.

What hours is the central booking line open?

- The central booking line is open Monday to Friday from 8:00 am to 4:00 pm. Call (403-502-8269) or toll free (1-866-232-4732)

There are no appointments available and I need to have this test collected right away. What can I do?

- Call the collection site directly to see if a “Walk-in” for your service can be accommodated.
 - Medicine Hat Regional Hospital Collection Site (403-502-8269)
 - Medicine Hat Collection Site (Carry Drive)(403-502-8638)
 - Brooks Collection Site (403-794-2500)

Can I book an appointment for a family member?

- Yes you can book for an appointment for a family member. Ensure that you enter an email for the person who will have responsibility to change or cancel the appointment. Remember that the confirmation number in the email is needed when checking in for the appointment. The email also contains links to cancel or reschedule the appointment.

Can my doctor or clinic book an appointment for me?

- Yes they can. You will need to provide them with your email address for the online confirmation. If you do not have email, there is a process for physician offices to use to book this appointment online without one or they may choose to call the booking line. The office or clinic will need to record the date/time and confirmation number for you. The laboratory has provided cards to offices for this purpose.

What if I do not have my requisition as my doctor faxed it to the lab?

- You will need to know which Lab Collection Site your doctor faxed your requisition to and you will ideally need to have a copy of your requisition in order to book the appropriate appointment either online or by calling the central lab appointment booking line. ***If you know which site your requisition was faxed to but do not have a copy of the requisition, we can book you with a 20 minute multiple services appointment. Be advised however, if there are tests with special collection requirements, the laboratory may not be able to collect all of your tests on this visit.***

Why do I need to enter my email address?

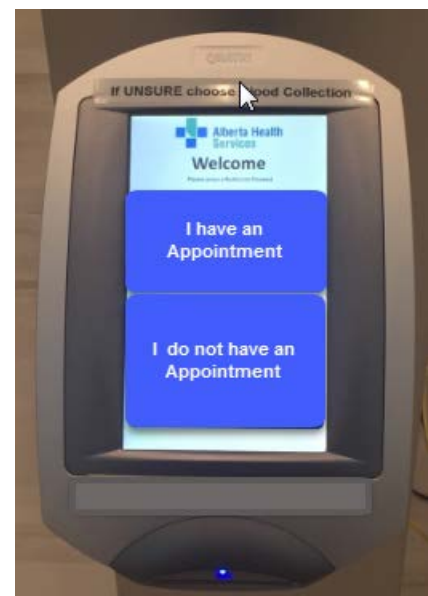
- The appointment system will send you a confirmation email. The email has a **confirmation number that you will need to check in with at the lab.** The email also provides the date and time of your appointment, links to allow you to reschedule or cancel your appointment as well as links to patient instruction sheets you may need to prepare for your appointment.
- The appointment system will send you a reminder of your appointment 24 hours and 1 hour in advance of your scheduled appointment.
- Should you cancel or reschedule your appointment, the appointment system will send you confirmations of these changes you have requested.

Will my email be used for any other contact by the laboratory and/or Alberta Health Services?

- NO! Your email is only used to send you a reminder of your appointment and/or confirmation of any changes you have made either online or via telephone booking (reschedule/cancel). Your email resides in the Qmatic system and is not shared/sold or used for any other purpose. You will not receive spam.

How do I check in for my appointment when I get to the lab?

- Proceed to the front reception area and look for the appointment “QMATIC Ticket Kiosk”.
- Touch the box that says “I have an Appointment”
- You will be prompted for your **confirmation number.**
- Your confirmation number was sent to you in an email.
- Enter the confirmation number. If your confirmation number does not work, see the lab staff at reception.
- If you do not have email address, you will have been provided with the confirmation number by the person booking the appointment for you.
- IF you forgot your confirmation number, see the staff at the front desk and they will check you in!**



How soon can I check in for my appointment?

- Fifteen minutes prior to your appointment.

What if I am late for my appointment?

- If you are more than fifteen minutes late, your appointment is forfeited and you become a walk in patient.

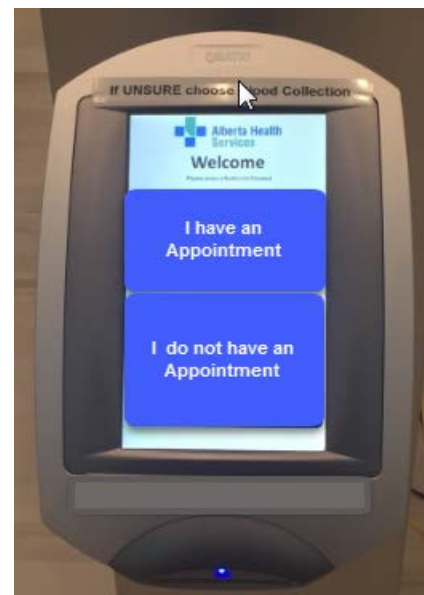
Quite often the waiting room is full of patients, how will the staff know I have a booked appointment?

- Proceed to the QMATIC Ticket Kiosk and follow the screen questions.
- You will see two selections on the touch screen:

“I have an appointment”. When this is selected you will be asked to enter ***your confirmation number.***

“I do not have an appointment”. When this is selected you will see a choice of service types to choose from including: *Blood Collection, Urine Collection, Electrocardiogram, Specimen Drop, and Multiple Services.*

If you are unsure, choose “Blood”. ***ONLY choose one service.***



When the waiting room is full, how will the staff be able to keep on time with booked appointments?

- When you arrive and check in at the Kiosk or front desk your arrival for your appointment is registered in the system. When the time comes for your appointment, your ticket number inserts between the walk in patients as soon as you self-check in or the staff check you in. Any walk in patients waiting for service will be served after the appointment patient but still in the order in which they took their ticket.

Why would I book an appointment when I can just walk in and get served?

- Some lab appointments require an appointment either because of special preparation or special processing or may only be collected at certain sites. See our website www.ahs.ca/labsouth for a list of ***Special Considerations.***
- Appointments are encouraged for any lab service. This will ensure that you are seen ahead of walk in patients. It also allows the laboratory to plan for your visit if extra time and resources are needed to serve you. Example: collecting blood on young children