



Date: November 2, 2020
To: North Sector Leadership and Healthcare Providers
From: Debra Campbell
Re: Grande Prairie Laboratories Appointment Booking Line

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

- On November 2, 2020 the QEII Hospital Laboratory, Junction Point Collection Site and College and Community Health Centre laboratory will be implementing a patient appointment system.
- When booking appointments the new system allows patients to book online (**preferred method**) or by phone:
 - www.APLappointments.ca or call to make an appointment at 1-833-572-0577 (new number)

Why this is important:

- The change supports the provincial initiative to standardize processes and create efficiencies by reducing variance in the software programs and the IT resources required to support them while enhancing the patient experience. Patient will now have the opportunity to book their appointments. Please note that walk-in lab testing will still be available.
- Lab hours of operation will continue to be as follows:
- QEII Lab – Monday to Friday 0700-1800; Saturday 0830-1400; Sunday 0830-1300; closed on statutory holidays
- Junction Point Collection Site – Monday to Friday 0700-1600; closed on weekends and statutory holidays
- College & Community Health Centre Lab – Monday to Friday 0900-1600; closed on weekends and statutory holidays
- We have prepared the attached Patient Instruction Sheet that will help patients understand what they can expect when they visit the laboratory.

Action Required:

- Along with their lab requisition provide patients with the attached information sheet:
“Accessing Laboratory Services – Grande Prairie Laboratories”

Effective: November 2, 2020

Inquiries and feedback may be directed to:

- Shelley Relf, APL Client Response Supervisor, shelley.relf@aplabs.ca, 403-770-3960
- Debra Ellas, APL Client Response Manager, debra.ellas@aplabs.ca, 403-770-3966

This bulletin has been reviewed and approved by:

- Dr. Brent Mendez, Regional Laboratory Medicine Site Chief, Grande Prairie
- Debra Campbell, APL Laboratory Manager, QEII Hospital, Grande Prairie

Accessing Laboratory Services: Grande Prairie Laboratories

PLEASE READ PRIOR TO YOUR LAB VISIT: Alberta Precision Laboratories (APL) is working hard to deploy our laboratory resources in the safest and most efficient way possible as we continue to respond to the COVID-19 pandemic. Some changes to our operations are necessary in order to follow Public Health guidelines and keep our patients and staff safe. We want you to be aware that APL has implemented several measures and, as a result, your visit to the lab for bloodwork or other services will be different than it was prior to the pandemic. Measures include instituting appropriate physical distancing, the use of personal protective equipment (PPE) and introduction of appointments to better manage the flow of patients into the lab. This is done to keep our patients and our staff safe.

Appointment booking is now available for the following sites:

QEII Hospital Laboratory, Junction Point Collection Site, College and Community Health Center

Visit www.APLappointments.ca
or call 1-833-572-0577 to book an appointment

Monday to Friday, 08:00-16:00

Please note: Walk-in patients are still accepted

During your laboratory visit:

- **IMPORTANT:** To allow for social distancing in waiting areas, arrive no more than 3-5 minutes prior to your appointment time.
- Do not bring additional family members/friends unless necessary
- Follow instructions of laboratory staff and signage within the laboratory
- You will be asked general health screening questions related to COVID-19 symptoms. Your answers determine the level of personal protective equipment required
- You will be asked to perform hand hygiene with provided hand sanitizer
- You will be asked to wear a mask, which will be provided to you
- If, you are currently wearing a non-medical/homemade mask, we will ask you to replace this mask with one which we will provide you
- You will be asked to maintain social distance at all times from other patients and staff, an exception will be made by a staff member during your procedure
- Laboratory waiting rooms have identified maximum number of occupants allowed
- You may be asked to queue outside the laboratory area
- During peak hours you may be asked to return at an alternate time

For more information on novel coronavirus COVID-19 visit
<https://www.albertahealthservices.ca/topics/Page16944.aspx>

For COVID-19 info for Albertans visit <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>