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**Date:** February 8, 2021  
**To:** Brooks and Medicine Hat Site Leadership and Healthcare Providers  
**From:** Laura Jensen  
**Re:** Medicine Hat and Brooks Lab Appointment Booking Line

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**PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE**

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**Key Message:**

- On February 16, 2021 the Medicine Hat and Brooks Laboratories patient collection services will be updating the appointment system.
- The impacted locations are: Brooks Collection Lab, Carry Drive Collection Site and Medicine Regional Hat Hospital Outpatient Lab
- When booking appointments the new system allows patients to book online (preferred method) or by phone:
  - [www.APLappointments.ca](http://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.
- Hours of operations remain unaffected at Carry Drive, Medicine Hat Regional Hospital and Brooks Collection site
- MHRH Outpatient Lab remains open only to patients presenting for other hospital visits and appointments are preferred.

**Action Required:**

- Provide patients with the attached information sheet: **Accessing Laboratory Services - Medicine Hat and Brooks** locations along with their lab requisition.

**Effective date:** February 16, 2021

**Inquiries and feedback may be directed to:**

- Andrea Pratt, Pre-Analytics Supervisor, Alberta Precision Laboratories [andrea.pratt@aplabs.ca](mailto:andrea.pratt@aplabs.ca) 403-529-8932
- Laura Jensen, Area 4 South Sector Manager, Alberta Precision Laboratories [laura.jensen@aplabs.ca](mailto:laura.jensen@aplabs.ca) 587-787-1592

**This bulletin has been reviewed and approved by:**

- Dr. Spencer R Paulson, Regional Laboratory Medicine Site Chief, South Sector Laboratories, APL [spencer.paulson@albertaprecisionlabs.ca](mailto:spencer.paulson@albertaprecisionlabs.ca), 403-528-8149
- Laura Jensen, APL Area 4 Laboratory Manager



## Accessing Laboratory Services: Medicine Hat and Brooks Locations

**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. Many healthcare services have been impacted as a result of the pandemic, and the lab is no exception. **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 new measures and, as a result, your visit to the lab for bloodwork or other services will be different that it was prior to the pandemic.** New measures include instituting appropriate physical distancing, the use of personal protective equipment (PPE), and the requirement of appointments in some locations to better manage the flow of patients into the lab. This is all done to keep our patients and our staff safe. It also allows us to enhance safety for those most vulnerable by ensuring immunocompromised patients can be served separate from the general population. This document will help guide you through these changes to ensure your laboratory visit is safe and efficient. We thank you for your patience and your cooperation.

### **Before your laboratory visit please see the following information:**

#### **Appointment Service Only**

Visit [www.APLappointments.ca](http://www.APLappointments.ca) or call 1-833-572-0577 (new number) **to book an appointment.**

Medicine Hat Regional Hospital Outpatient Lab	Monday to Friday, 0700-0800: Closed to the public, appointments are available by physician referral only. Monday to Friday, 0800-1600: Appointments preferred for same-day Ambulatory clinic patients, and <b>required</b> for all other patients. Saturday/Sunday/Statutory holidays: Closed.
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#### **Appointment and Walk In Service**

Carry Drive Patient Collection Site	Monday to Friday, 0700-1900: Appointments preferred & walk in service available. Saturday, 0815-1600: Appointments preferred & walk in service available. Sunday/Statutory holidays: Closed.
Brooks Patient Collection Site	Monday to Friday, 0730-1630: Appointments preferred & walk in service available.

### **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>