



Date: December 9, 2020
To: Central Zone Physicians, Nursing Staff, Laboratory Directors, Managers, Supervisors
From: Alberta Precision Laboratory Outpatient Laboratories and *DynaLIFE* Medical Labs
Re: Red Deer Laboratory Collection Services Availability and Restrictions during COVID-19

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

Effective December 14, 2020:

- Ambulatory Clinic patients, immunocompromised patients, and patients requiring special collections can obtain service at the Red Deer Regional Hospital Centre (RDRHC) outpatient lab by appointment.
- Ambulatory Clinic patients who are attending hospital appointments are eligible for same-day service at the outpatient laboratory. If these patients do NOT have a booked lab appointment, they will be accepted on presentation to the Lab. PLEASE NOTE: priority will be given to those with booked appointments.
- All other patients should be directed to *DynaLIFE*'s Patient Care Centre for service

Acute Care Site Patients	Service	Type	Hours
Red Deer Regional Hospital Centre (RDRHC)	Immunocompromised Patients	Appointment Required	0800-1600 Mon-Fri <i>Closed Statutory holidays</i>
	Special Collections (Type & Screen, TB Quantiferon, T709M mutation, ECG)	Appointment Required	0800-1600 Mon-Fri <i>Closed Statutory holidays</i>
	Ambulatory Clinic Patients	Appointments Preferred	0800-1600 Mon-Fri <i>Closed Statutory holidays</i>
Community Outpatients			
<i>DynaLIFE</i> Patient Care Centre	All patients welcome	Appointments preferred Walk-in patients accepted	M-F 0700-1800 Sat 0700-1430



Why this is important:

- RDRHC Outpatient Lab is available to collect patients that attend on-site Ambulatory Clinic appointments, immunocompromised patients, and patients requiring special collections.
- *DynaLIFE* is available to collect patients that have/will attend appointments with their family physician or other provider not in a hospital setting, and patients that will attend a hospital clinic appointment and require bloodwork to be available for the clinician during that appointment.
- Patients attending either the hospital outpatient lab or patient care center site may experience longer wait times as a result of Ministry directives to follow enhanced safety protocols related to COVID-19.

Actions Required:

- Acute Care site patients that require collection at the hospital (immunocompromised, special collections and ambulatory clinic patients) can book an appointment by calling (1-833) 572- 0577.
- All other patients can access collections at DynaLIFE by booking online at gme.dynalife.ca, by calling 1-877-702-4486 (toll-free) to make an appointment, or by walking-in

Inquiries and feedback may be directed to:

- Jenalyn Balaricia, Pre-Analytics Clinical Supervisor, Red Deer Regional Hospital Centre Laboratories, APL: Jenalyn.balaricia@aplabs.ca, 403-343-4690
- Lori Derkson, Manager Patient Care Services, *DynaLIFE* Medical Labs: Lori.derkson@dynalife.ca, 780-451-3702 ext. 8213

Definitions:

Ambulatory Clinic patient	Patients that receive medical service at a hospital on an outpatient basis.
Immunocompromised patient	Patients that are taking immunosuppressive drugs/treatment, experiencing illness/injury or have an inherited disease affecting the immune system.
Special collections	Samples that require special handling, not available at <i>DynaLIFE</i> , include: Type & Screen, TB Quantiferon, T709M mutation, ECG. Please refer to the APL Test Directory for more information
Healthcare provider	Can include doctors, nurses (RNs, LPNs), dentists, psychologists, physiotherapists, pharmacists, etc.

This bulletin has been reviewed and approved by:

- Dr. Heidi Paulin, Regional Laboratory Medicine Site Chief, Red Deer Regional Hospital - Alberta Precision Laboratories: heidi.paulin@aplabs.ca , 403-343-4709
- Dr. Raymond Lai, Medical Director, DynaLIFE Medical Labs: raymond.lai@dynalife.ca 780-451-3702