



## Accessing Laboratory Services During COVID-19 Pandemic – Calgary 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 introducing appointment only or walk in only service 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:

Calgary Patient Service Centres	What you need to know
Avenida, Chestermere, North Hill Marlborough, Sloane Square, Glenmore Landing, <b>Gulf (October 13, 2020)</b>	Service by <b>APPOINTMENT ONLY</b> * * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment
Airdrie, Beddington, Cochrane, Glenbrook, Sheldon Chumir	Appointments available*, also serving walk in patients. Regular hours of operation in effect. * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment
Sunridge, Riverbend	<b>Walk in service</b> , appointments only available for tolerance tests
McKnight	<b>Monday to Friday APPOINTMENT ONLY</b> * service 6:30 a.m. to 11:30 a.m. <b>Walk in only</b> service 11:30 a.m. to 4:00 p.m. <b>Saturday APPOINTMENT ONLY</b> * service 7:00 a.m. to 11:30 a.m. <b>Walk in only</b> service 11:30 a.m. to 3:00 p.m. * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment
Ranchlands	<b>Monday to Friday</b> Appointments available*, also serving walk in patients. Regular hours of operation in effect. <b>Saturday and Stat Holidays 7:00am to 3:00pm</b> - Service by <b>APPOINTMENT ONLY</b> * * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment
Market Mall	<b>Monday to Friday – APPOINTMENT ONLY</b> * service from <b>6:30 a.m. to 6:00 p.m.</b> <b>Saturday and Sunday 7:00am to 3:00 pm</b> - Appointments available*, also serving walk in patients. * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment
South Calgary Health Centre	<b>Monday to Friday – Walk in only</b> service <b>6:30 a.m. to 8:00 a.m.</b> <b>APPOINTMENT ONLY</b> * service <b>9:00 a.m. to 6:00 p.m.</b> <b>Saturday and Sunday and Statutory Holidays 7:00am to 3:00pm</b> – Appointments available *, also serving walk in patients. * Visit <a href="http://www.albertaprecisionlabs.ca">www.albertaprecisionlabs.ca</a> or call 403-770-5136 to book an appointment.

### During your laboratory visit:

- Arrive 3-5 minutes prior to your appointment time
- Do not bring additional family members/friends unless necessary, laboratory waiting rooms have identified maximum number of occupants allowed
- 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 if the staff member performing your procedure will wear additional personal protective equipment
- You will be asked to perform hand hygiene with provided hand sanitizer and 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 that we will provide.
- 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
- You may be asked to queue outside the laboratory area or wait in your vehicle
- During peak hours walk in patients may be asked to return at an alternate time

