



Date: October 19, 2020
To: Calgary Hospital Leadership and Healthcare Providers
From: Alberta Precision Laboratory Outpatient Laboratories
Re: Calgary Hospital Outpatient Lab Locations and Service Restrictions During COVID-19

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Messages:

- Ambulatory Clinic patients, immunocompromised patients and patients requiring special collections can obtain service at their respective hospital outpatient lab.
- A single telephone number, **403-944-2285**, has been implemented for all hospital outpatient labs for patient referral bookings.

Acute Care site	Service	Type	Hours
Alberta Children's Hospital	<ul style="list-style-type: none"> • Ambulatory Clinic patients • Pediatric immunocompromised patients • Pediatric referrals 	Appointment only	0730-1600 Mon-Fri <i>Closed Statutory holiday</i>
	<i>NOTE: pediatric patients can be collected at any of the Patient Service Centers. Patients that require special collection will be referred directly by the PSC to the ACH.</i>		
Foothills Medical Centre (FMC) Special Services Building (SSB) Lab	<ul style="list-style-type: none"> • FMC Ambulatory clinic patients • TBCC Ambulatory clinic patients • TBCC Day care unit patients • Clinical Trial and Research patients 	Walk-in	0730-1600 Mon-Fri <i>Closed Statutory holiday</i>
FMC North Tower Lab	CLOSED		
Peter Lougheed Hospital	<ul style="list-style-type: none"> • Ambulatory Clinic patients • Immunocompromised patients 	Appointment only	0700-1600 Mon-Fri <i>Closed Statutory holiday</i>
Rockyview General Hospital	• Ambulatory Clinic patients	Walk-in/over	0630-1600 Mon-Fri <i>Closed Statutory holiday</i>
	• Immunocompromised patients	Appointment only	
South Health Campus	• Ambulatory Clinic patients	Walk-in/over	0800-1600 Mon-Fri <i>Closed Statutory holiday</i>
	• Immunocompromised patients	Appointment only	



Why this is important:

- Hospital Outpatient Labs are available to collect patients that attend on-site Ambulatory Clinic appointments, immunocompromised patients and patients requiring special collections.
- [Patient Service Centers](#) are 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 hospital outpatient labs or patient service centers may experience longer wait times as a result of Ministry directives to follow enhanced safety protocols related to COVID-19.

Actions Required:

- Healthcare providers should continue to follow established site processes for patient referrals to the Hospital Outpatient Laboratories. A single contact number (403-944-2285) for use by healthcare providers has been implemented to guide this process.
- Patients booking at PSCs should continue to use the online option at www.albertaprecisionlabs.ca or call 1-877-868-6848 to make an appointment.

Inquiries and feedback may be directed to:

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- Tracey Jarvis, Manager, Foothills Medical Centre Laboratories, APL: Tracey.Jarvis@aplabs.ca, 403-944-4740

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, are not available at PSCs, or can only be collected in hospital outpatient labs. Includes collections such as: Ammonia, Cryoglobulin, Cryofibrinogen, Venous Blood Gas, Closure Time LifeMark, Research, Staff BBFE, and babies <1month old.
Referrals	The formal process through which a health care provider arranges an appointment with another health care provider who provides specialist treatment or assessment
Healthcare provider	Can include doctors, nurses (RNs, LPNs), dentists, psychologists, physiotherapists, pharmacists, and dieticians, etc.

This bulletin has been reviewed and approved by:

Leland Baskin, MD, APL Associate Medical Director, South Sector