



Date: October 5, 2020
To: Red Deer Regional Hospital Site Leadership and Healthcare Providers
From: Shelley Relf
Re: Red Deer Regional Hospital Lab Appointment Booking Line

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Message:

- On October 5, 2020 the Red Deer Regional Hospital Lab will be updating its 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.
- Lab hours of operation will continue to be Monday thru Friday from 08:00 AM to 4:00 PM and closed on statutory holidays. Ambulatory Clinic patients that attend the Outpatient Lab will be given priority.
- We have prepared the attached Patient Instruction Sheet that will help patients understand what they can expect when they visit the lab.

Action Required:

- Provide patients with the attached information sheet: **Accessing Laboratory Services – Red Deer Regional Hospital** along with their lab requisition.
- Community and immunocompromised patients can continue to receive collections at Dynalife collection sites and may call 1-877-702-4486 to book an appointment.

Effective: October 5, 2020

Inquiries and feedback may be directed to:

- Shelley Relf, Client Response Supervisor, Alberta Precision Laboratories shelley.relf@aplabs.ca (403) 770-3960
- Debra Ellas, Client Response Manager, Alberta Precision Laboratories debra.ellas@aplabs.ca (403) 770-3966

This bulletin has been reviewed and approved by:

Dr. Heidi Paulin, Red Deer Regional Lab Medicine, Site Chief

Carol Boechler, APL Laboratory Manager, Red Deer Regional Hospital Centre



Accessing Laboratory Services: Red Deer Regional Hospital

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. Ambulatory Clinic patients that attend the Outpatient Lab will be given priority.

Before your laboratory visit please see the following information:

Red Deer Regional Hospital Laboratory

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

Monday to Friday, 08:00-16:00

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

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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>