

**Date:** September 26, 2011

**To:** South Zone – West: Campbell Clinic South and West Physicians and Staff

**From:** AHS Laboratory Services – South Zone (West)  
Dr. B. Popma, Zone Clinical Department Head (Co-Lead), Laboratory Medicine,  
South Zone

**Re:** LB-23-11 Changes to Waiting Room for Laboratory Patients

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

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**Key Messages:**

The volume of laboratory patients visiting Campbell Clinic South and Campbell Clinic West has outgrown the current laboratory waiting room configurations. In order to accommodate this increased volume, laboratory patients will check-in with the laboratory staff and then be asked to take a seat in the main clinic waiting room.

**Action Required:**

Physicians should direct patients to check in with the laboratory. Laboratory patients will be placed in a queue and asked to have a seat in the clinic waiting room. The laboratory staff will physically come to the waiting room and escort patients to the laboratory for service.

Clinic staff may be required to answer patient inquiries regarding this change.

**Why this is important:**

Patient confidentiality is maintained for all laboratory patients.

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

Cheryl Gruninger, Community Support Tech II at 403-388-6210

This bulletin has been reviewed and approved by:

Dr. B. Popma, Zone Clinical Department Head (Co-Lead), Laboratory Medicine, South Zone