

## Your mobile collection service will be cancelled if:

- Your mobility gets better and you are able to get back to your daily activities like shopping and going for long walks
- Your healthcare provider does not order more testing or cancels the orders for this service
- You, your caregiver, or a family member is physically or verbally abusive to mobile collectors, in person or over the phone
- You are not home on two or more lab collection days in a row without letting the mobile office know. There may be exceptions if you are in hospital
- You indicate that you drive a motor vehicle
- You indicate that you will be, or have returned to work
- You refused to let the mobile collectors collect your blood

Your assigned mobile collector may arrive at any time between 6:30 a.m. and 5:00 p.m. on your scheduled lab collection day.

## Contact information:

Calgary Zone 403-770-3351

Central Zone 403-343-4749

Edmonton Zone 780-453-9440

North Zone 780-538-7611

### South Zone

Lethbridge and surrounding area 403-388-6057

Medicine Hat and surrounding area 403-502-8638

Please call Monday to Friday during office hours.

Specific appointment times are not available.

**For more information visit:**  
<https://www.albertaprecisionlabs.ca>

# Mobile Collection Services



**ALBERTA PRECISION  
LABORATORIES**

Leaders in Laboratory Medicine



## What is Mobile Collection Services?

Mobile collection service is provided to people in the community who are unable to access a community collection location due to medical reasons.

This service is provided when a healthcare provider asks for it and is intended only for people who are eligible.

### Who is eligible?

- People who have just been discharged from hospital.
- People who live in a qualifying Continuing Care Facility.
- People who cannot leave their homes or go to appointments because of medical reasons.

## Do I Need Identification?

You will need to show your Alberta Personal Health Card or other approved identification every time the mobile collector comes to your home.



You'll be asked to say and spell your name and give us your date of birth.  
*A family member or caregiver can identify the person if necessary.*



## What can I expect when the Mobile Collector comes to my home?

- Mobile Collection Services does not book timed appointments – you need to be home during our service hours.
- Home collections are completed between 6:30 a.m. and 5:00 p.m. on your scheduled collection day.
- The mobile collectors will wear foot protection at all times while they are in your home.

## How can I be ready?

- Have your ID easily available.
- Place your pets in another room behind a closed door, or in a kennel before mobile collectors arrive.
- Do not smoke while the mobile collector is in your home.

If you need to cancel or change your mobile collection day for medical reasons, please call Mobile Collection Services in your area as soon as possible.