Your mobile collection service will be cancelled if:

- Your mobility gets better and you are able to get back to your daily activities
- Your doctor does not give further testing requests/requisitions or cancels the order for this service
- Anyone (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 separate appointment days without letting the mobile office know. There may be exceptions if you are in hospital and cannot let the office know.

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

Contact information:

North Zone.............. 780-538-7611
Edmonton Zone....... 780-453-9440
Central Zone......... 403-343-4749
Calgary Zone.......... 403-770-3351
South Zone:

Lethbridge and surrounding areas
.......................... 403-388-6057
Medicine Hat and surrounding areas
.......................... 403-502-8638

Please call during office hours
Mondays to Fridays

Specific appointment times
are not available

For more information visit:
www.albertahealthservices.ca/lab
What is laboratory mobile collection in the community?

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

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.

Note: This service is only provided when a doctor asks for it and is only intended for people who are eligible.

Do I Need Identification?

You will need to show your Alberta 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 your date of birth. A family member or caregiver can identify the person if necessary.

What can I expect?
- You will get notice the day before the collection when a mobile collector will be coming to your home.
- The lab cannot make exact appointments – you must be home during service hours.
- Your assigned mobile collector may arrive at any time between 6:30 a.m. and 5:00 p.m. on your scheduled appointment day.
- The lab collectors will wear foot protection at all times when they are in your home.

How can I be ready?
- Have your ID easily available.
- Pets need to be put into another room behind a closed door or put into a kennel.
- No smoking while the mobile collector is in your home.
- Do not schedule any other appointments on your collection day.

If you need to cancel or change your appointment please call the mobile office as soon as possible.