

To: Salmon Arm Physicians & Shuswap Area Clinical and Laboratory Staff.
From: Iwona Szczepanski, Director Quality, Safety and Innovation, IH Laboratories
Date: August 21, 2020

RE: Online lab appointments coming soon to Salmon Arm – August 25, 2020

Effective Aug 25, Salmon Arm area residents will be able to book appointments at the Shuswap Outpatient Laboratory online through the **MyHealthPortal**. This online appointment system is being introduced at four pilot sites this summer, the first being the Shuswap Outpatient Lab located at 2770 10th Ave. NE, Salmon Arm.

Booking appointments online is expected to enhance patient safety and convenience by minimizing wait times and crowding at the lab.

How it works

- Patients must be registered users of MyHealthPortal in order to book a lab appointment
 - Patient can visit www.interiorhealth.ca/myhealthportal to learn how to enrol
 - Patients who have not registered for MyHealthPortal may still access lab services on a walk-in basis with limited availability during [operating hours](#).
- Appointment booking by telephone, which was introduced as a temporary measure in response to COVID-19 concerns, will be discontinued on September 21st.

Important Information for Physicians

- Requisition questions from patients are leading to a significant increase in call volume. **Patients must be informed of any special instructions so they can book correct appointment type and time** (e.g. fasting, morning collections ie: cortisol, ECG, urine collection, etc). Knowing what is being ordered will enable them to better self-schedule.
- Glucose tolerance testing – patients must call SLGH Lab to schedule an appointment at 250-833-3600 ext 34217. Patients must have a requisition.
- Whenever possible, please give physical requisition to patient (e.g. by pick up or mail) and only fax if absolutely necessary. If given to patient, there is no need to fax the requisition to the lab.
- Please fax to correct location, only fax once and only fax one requisition at a time, verify transmission. Patients do not need to call the lab to verify receipt.
- Faxed requisitions will be kept at the lab for **6 months** from time of receipt. If the patient has not shown up during this time frame – a new requisition will need to be issued.
- **Email requisitions** are not currently accepted at our locations, and patients will have to print the requisition prior to coming to lab.
- If faxing requisitions, ask your patients to wait until the next day to make an appointment or for walk-in service.

With further questions please call me or email IHLabCWS@interiorhealth.ca . Thank you for your assistance.