

Nov. 6, 2020

To: Salmon Arm and Nelson Area Practitioners
From: Iwona Szczepanski, Director, Laboratory Quality, Safety and Innovation
Dr. Launny Lowden, Regional Medical Director, Laboratory Services

Re: New Lab Appointment Booking Tool and Regional Call Centre

We are pleased to announce new service options for lab appointment booking. A new online appointment booking tool and regional call centre will soon be available to patients across Interior Health.

In Salmon Arm and Nelson, the new booking tool and call centre will be introduced Nov 30th.

The new online booking tool will replace MyHealthPortal for booking Lab appointments. MyHealthPortal will still be used to access medical records, including lab results. Any lab appointments previously booked through MyHealthPortal will be automatically transferred to the new system. However, patients will need to register in the new system to book future appointments. Lab staff can provide assistance to patients during their next appointment, if desired.

The new online booking tool can be found at: www.labonlinebooking.ca. For those who prefer to book by phone, the call centre will be available at 1-877-740-7747, 8 am to 7 pm, seven days a week. Walk-in service also continues to be available, and wait times will be minimized as uptake of appointment booking increases.

Family members, caregivers, and friends may also book lab appointments on behalf of another individual. In addition, physicians' offices have the option to book appointments on behalf of their patients. Please email IHLabCWS@interiorhealth.ca to find out more.

Please inform your patients of *any special instructions* so they are able to appropriately prepare and book the right appointment type. The following appointment types are available:

1. Lab test (blood or urine)
2. ECG
3. Lab test (blood or urine) and ECG
4. Container pick up / Sample drop off
5. Lab Test Pediatric (use for all children)

Patients can bring their own requisition or they can be faxed to the laboratory. It is not required to fax the requisition to the lab if you have given the patient a copy. Please verify fax transmission so that patients do not need to call the lab to verify receipt. It is preferable for patients to wait 24 hours to book an appointment or arrive for walk in service if a requisition has been faxed.

A Public Service Announcement will go out from Interior Health to communicate these new options to patients. Thank you for your support as we seek to improve the quality of laboratory services for our clients.

If you have further questions please contact Iwona.Szczepanski@interiorhealth.ca