MEMO

VALLEY MEDICAL LABORATORIES

Okanagan Clinical Laboratories

MEMORANDAM

TO: NORTH OKANAGAN PHYSICIANS

FROM: Valley Medical Laboratories

DATE: OCT 15, 2020

TEMPORARY SUSPENSION OF PATIENT SERVICES IN OUR WINFIELD LOCATION.

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Please note, due to critical staffing shortages effective Oct 26th, 2020 our Winfield Location will temporarily be closed.

Additionally, we will be suspending ECG services in our Vernon Main location on 30th Ave.

If your patient has an ECG and blood work, their blood work will be performed, the patient will be provided a copy of the ECG requisition with direction to book their ECG at an Interior Health facility.

THE FOLLOWING NORTH OKANAGAN PATIENT SERVICE CENTERS ARE OPEN

Railway Plaza –Walk in services only Monday to Friday 730-400pm. Net Check in is available.

Vernon Downtown – By appointment only Monday to Friday 8-430 (Effective Oct 26). Appointments can be booked online www.valleymedicallaboratories.com or call 250-763-4813.

Lumby location will be serving patients by appointment ONLY.   Patients may book on- line, through our website www.valleymedicallaboratories.com or call 250-763-4813.

Net Check In - Check in from the convenience of your home or look at our current wait times before arriving at our patient service center. Net Check In can be accessed through our website or by downloading the Valley Medical Net Check In App.

We will continue to offer isolation and immunocompromised appointment services as needed. Appointments may be reserved by calling the main office at 250-763-4813.

Each of our locations continue to follow strict physical distancing guidelines and monitoring waiting room occupancy.   We continue to encourage all patients and visitors to wear a mask. Our staff will be actively screening all patients entering the facility. These processes may increase wait times for patients, thank you in advance for your understanding.

Kara Kirkwood, Laboratory Manager

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