

To: Vernon and North Okanagan Area Physicians

From: Hope Byrne, Health Service Director, Laboratory, Okanagan
Dr. Yann Brierley, VJH Lab Medical Director

Date: April 29, 2021

RE: Vernon Downtown Lab – Sterling Center – Walk-in service Closure

Due to continuing staff shortages, the Vernon Downtown Lab – Sterling Center will be closed to walk-in services until further notice. The Sterling Center Lab will continue to provide lab collection services by appointment only. Appointments can be made by visiting www.labonlinebooking.ca as well as by calling 1-877-740-7747 between 8 AM and 7 PM. We encourage all patients who do not require urgent blood work to utilize our appointment system. We are currently booking appointments with a 2-3 week lead time.

For those patients that require lab collection in a more urgent manner, walk-in service is available at Vernon Jubilee Hospital – Polson Tower Lab, Monday-Friday 0730 – 1600. Please note that walk-in wait times vary and due to COVID-19 safety restrictions patients may be asked to wait outside until their number is called if the waiting room is full.

We appreciate your help in disseminating this information to your patients and for your continued support while we continue to try and mitigate our human resource crisis.