

Pathology and Laboratory Medicine Memorandum

To: Central Zone Healthcare Providers

From: Dr. Irene Sadek, Central Zone Chief, Department of Pathology and Laboratory Medicine
Trudy Handy, Manager, Laboratory Client and Support Centre

Date: June 06, 2022

Subject: **Same Day/ Urgent blood collection appointment bookings**

If a blood collection appointment is **required same day/ urgent** the healthcare provider will need to call 7am–3pm Monday to Friday (excluding holidays) to book at one of the outpatient blood collection facilities. Please select one of the numbers below:

QEII	902-473-6421	Cobequid Community Health Centre	902-869-7120
Dartmouth	902-460-4129	Hants Community Hospital	902-792-2037

Appointments will be booked at the facility closest to the patient that has availability which may not be the preferred location. ***These four numbers are for healthcare professionals only to respond to urgent requests. Please do not share with patients.***

Patients can also book an urgent appointment when they call the patient booking line if they provide the information that their health care provider has indicated as urgent or must be drawn by a specific date. Example: appointments for drug monitoring: upcoming medical procedure. The current average booking line wait time is 3 minutes, however there are periods of high call volume where wait times are longer.

Patients booking appointments themselves should

- book online at <https://booking.nshealth.ca/> or
- call 902-473-2074 or 1-833-942-2298 (toll free) Mon–Fri 7am–6pm Mon–Fri (excluding holidays)

Routine blood collection appointments currently average 2 to 3 weeks depending on location. There are ongoing efforts to increase appointment availability, however restrictions within waiting rooms are still a contributing factor. Please ensure that patients understand when their bloodwork is routine and can wait for an available appointment. Patients are often unsure if their bloodwork is routine, creating anxiety waiting for 2–3 weeks for an appointment.

Please contact Trudy Handy, Technical Manager at 902-473-6426 if you have any questions about this process.