

Important Laboratory Announcement

To our patients,

In an effort to keep pace with the growing demand for laboratory tests requested for patients of the Thunder Bay Regional Health Sciences Centre, starting September 7, 2009, the TBRHSC outpatient laboratory will only provide services to those patients who are actively receiving treatment or therapy at the Health Sciences Centre.

Community laboratory services are funded by OHIP and provide excellent service to patients at three LifeLabs locations in Thunder Bay. Except for those tests not covered by OHIP, you will not incur any additional costs for laboratory services obtained at LifeLabs, and in many cases parking will be easier to find and less expensive than the rates you are charged at TBRHSC.

TBRHSC will continue to provide outpatient laboratory services for those patients requiring testing for treatment or therapeutic services they are accessing at TBRHSC.

The groups of patients that we continue to serve include:

1. Pediatric Patients
2. Cancer Centre Patients
3. Renal Patients
4. Pre-admission Clinic Patients
5. Patients Attending TBRHSC Ambulatory Clinics.

This change is in keeping with current practice at large and small hospitals across Ontario and is necessary to ensure that we use our limited laboratory resources to improve inpatient and emergency department flow and to expand our ability to include new tests that will advance our acute care mandate.

If you have any questions about this change, please contact:

Evelyn Maclean

Manager, TBRHSC Laboratory

684-6600

macleaev@tbh.net

Please see the other side of this sheet for more information about LifeLabs in Thunder Bay, including tips for planning your visit.

Planning your Visit to LifeLabs

There are three LifeLabs locations in Thunder Bay, open Monday through Friday at the following times:

1265 Arthur St. E (West Arthur Place) • 7:30 am – 5:00 pm
194 Court St. N (Port Arthur Health Centre) • 7:30 am – 5:00 pm
63 Algoma St. N (Thunder Bay Medical Centre) • 7:30 am – 4:00 pm

To serve you better, here are a few tips for your visit:

- Please have your health card and lab requisition ready before seeing the receptionist
- The busiest times for the labs are 7:30 am – 11:00 am and from 3:00 pm – 4:30 pm
- The busiest days are Monday, Tuesday and Friday
- If you are non-fasting, afternoons are a less busy time to have your blood work done
- Fasting requires that you don't ingest anything by mouth for 12 hours (including gum)
- If you have a question about your lab order or requisition, it is best to contact your physician for clarification
- If you are dropping off a specimen, please make sure that your name, birth date and time of collection is on the bottle

LifeLabs is a Canadian company with nearly 50 years experience serving the needs of Canadians.

We work with physicians, hospitals and other healthcare providers to help deliver better outcomes in patient care. Our test results are used by healthcare professionals to accurately assess individual patient needs and identify effective treatments.

We thank you for your patience, and look forward to serving you!

The LifeLabs team
www.lifelabs.com

