



Interior Health Lab Online Booking System

Rev: September 14, 2022



Patients can:

- Register for an account.
- Locate the closest facility.
- Select a preferred lab.
- View available appointment times.
- Book an appointment.
- Book appointments for family members who are unable to book appointments themselves.

Register for an Account:

1. To access webpage, select **link** below:
<https://www.labonlinebooking.ca>.
2. Select **click here to register**.
3. Read and select **Yes** to consent.

Outpatient Laboratory Online Booking System

You need to have an account to use the online booking system. Login below or **click here to register** for a free account.

Please note this website works best with **Google Chrome**

Login

E-Mail Address

Password

Remember Me

[Forgot Your Password?](#)

Consent/Disclosure

In order for you to create your account, manage your appointments and receive reminders we will need to send you emails/text messages.

Although you may not be aware of this fact, emails and text messages sent to some webmail services (e.g. Gmail, Hotmail, iCloud etc.), may be stored/routed outside of Canada (for example, in the United States).

Due to the fact that future emails will contain personal information about you, including your name, email and appointment information, the Freedom of Information and Protection of Privacy Act requires that we obtain your consent before we continue.

You can delete your account at any time.

We will only send your personal information to the personal webmail address which you have provided to us.

All of the information which you provide will be kept completely confidential. If you choose to consent to the use of the online booking system click on "Yes" and your account can be created.

If you choose not to consent, click on "No" to cancel your registration, understanding that you will not be able to use the online booking system.



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- Complete form being sure to add a **phone number** and enter an **email** address, if you don't have an email address you can create a Gmail at:
[Create a Gmail account - Gmail Help \(google.com\)](#)
NOTE: Only one email can be used per Account.
- Create a **Password** and **Confirm Password**.
- Select a **Preferred lab**.
- Check** the boxes if wanting email or text appointment notifications.
- Select **Register**.

The screenshot shows a 'Register' form with the following fields and callouts:

- 4**: Points to the First Name, Last Name, and Phone fields.
- 5**: Points to the Password and Confirm Password fields.
- 6**: Points to the Preferred Lab dropdown menu, which has a 'Click on 'Find a Lab'' button and a 'Find a lab' button below it.
- 7**: Points to the Email Subscribe, Email Notification, and SMS Notification checkboxes, all of which are checked.
- 8**: Points to the Register button.

Book an Appointment:

- Select **Book Appointment** (*NOTE: select the Patient, if you are booking for a family member or assisting someone*).

The screenshot shows a patient dashboard with the following elements:

- 1**: A callout pointing to the 'Book Appointment' button in the top navigation bar.
- COVID-19 Alert**: A banner at the top stating: "To ensure physical distancing can be maintained in waiting rooms, the number of support persons will be limited to one."
- Family Members**: A section on the left stating "You have no family members added" with an "Add a Member" button.
- Dashboard**: A central area with a "Welcome Lori Smith!" message and a list of instructions for patients, including wearing a mask, bringing lab requisition and ID, and arriving on time.
- Book Appointment**: A button at the bottom left of the dashboard area, also highlighted with a callout **1**.



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2. Select a **Lab Location**, if required.
3. **Click** on arrow and **Select Type**: of appointment from drop down list. If you have both a lab test and container pickup/drop off, only select Lab Test, you DO NOT need more than one appointment.
4. **Click** on arrow and **Select Date Options**: of earliest appointment OR specific date from the drop down list then select **Search Availability** to see available appointment times.

The screenshot shows three sections of the booking interface:

- Select Location:** A text input field contains "Kelowna General Hospital Laboratory". Below it is a "Change Lab" button, highlighted with a red box and an arrow labeled "2".
- Select Appointment Type:** A dropdown menu is open, showing "Select an Appointment Type". A red arrow labeled "3" points to the dropdown arrow.
- Select Date:** A dropdown menu is open, showing "Select Date from Calendar". A red arrow labeled "4" points to the dropdown arrow. Below this is a calendar for July 2022. The date "5" is highlighted in yellow. At the bottom of the calendar is a "Search Availability" button, highlighted with a red box and an arrow.

5. Select a **Lab Requisition** option.
6. Select **Time** for your next appointment and select **Click here to Confirm for...**

The screenshot shows two sections of the booking interface:

- Select Lab Requisition Option:** Three radio buttons are present: "Patient will bring" (selected), "Clinic will fax", and "Standing Order". A red circle with the number "5" is next to the "Patient will bring" option.
- Select Time:** A table lists available appointment times. The last row is highlighted in yellow and has a red circle with the number "6" next to it.

Date	Time	Select
Tuesday 19th, July 2022	2:20 PM	<input type="radio"/>
Tuesday 19th, July 2022	2:30 PM	<input type="radio"/>
Wednesday 20th, July 2022	1:50 PM	<input type="radio"/>
Wednesday 20th, July 2022	2:00 PM	<input checked="" type="radio"/> 6

Below the table is a "Click here to Confirm for 2:00 PM" button, highlighted with a red box. A "Back" button is also visible at the bottom.

7. A confirmation window will launch, select **Confirm** to complete your appointment booking.

The screenshot shows a confirmation window with the following details:

- Patient:** Test Test
- Appointment Type:** Lab Test (blood or urine)
- Appointment Time:** Wednesday - July 20th 2022 @ 2:00 PM
- Lab Requisition:** Patient will bring requisition
- Location:** Kelowna General Hospital Laboratory, Dr. Walter Anderson Building, 2251 Pandosy Street, Kelowna British Columbia, V1Y 1T2

At the bottom are two buttons: "Back" and "Confirm". The "Confirm" button is highlighted with a red box and a red circle with the number "7".



8. Window will launch advising your appointment is now booked.

Your appointment is now booked! **8**

A confirmation e-mail with your booking details has been sent.

When you arrive, please check-in with a laboratory staff and indicate that you have an appointment. You will need to bring your Booking ID number.

Patient: Test Test

Appointment Type: Lab Test (blood or urine)

Location: Kelowna General Hospital Laboratory

Dr. Walter Anderson Building, 2251 Pandosy Street
Kelowna, British Columbia, V1Y 1T2

Date: Wednesday - July 20th 2022

Time: 2:00 PM

Add to Google Calender
 Add to Apple Calendar

Lab Requisition: Patient will bring requisition

Booking ID: 8gHRJTVT

Add a Family Member or Friend:

1. Select **Add Member**.
2. Enter Family Member or Friends information including their **phone number** and a **different email address must be added**, if you don't have an email address you can select **Generate Email** OR create a Gmail by selecting the **link** below:
[Create a Gmail account - Gmail Help \(google.com\)](#)
NOTE: Only one email can be used per Account.
3. Create a **Password** and **Confirm Password**.
4. Select a **Preferred lab**.
5. **Check** the boxes if wanting email or text appointment notifications.
6. Select **Register Member**.

COVID-19 Alert - To ensure physical distancing can be maintained

Family Members

You have no family members added.

1

Dashboard

Welcome Test Test!

The following lab
St. Bartholomev

Register Family Member

2 First Name

Last Name

Phone

E-Mail Address If Email is not available "Generate Email"

Note: Each account requires a unique email address to make appointments. Use the "Generate Email" if email is not available for family member.

3 Password

Confirm Password

4 Preferred Lab

5 Email Subscribe

Email Notification

SMS Notification

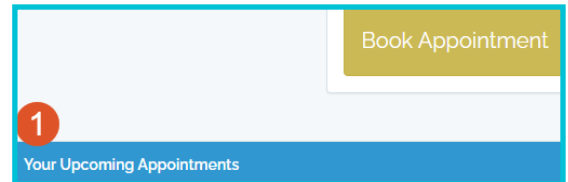
6





Modify or Cancel an Appointment

Log into your Lab Online account;

1. Displayed at the bottom of your home page is a list of *Your Upcoming Appointments*.
2. Select **gray square with pencil** to modify appointment OR select **red circle with x** to cancel appointment.



Your Upcoming Appointments							
Name	Location	Booking ID	Appointment Type	Date	Time	Status	Modify/Cancel Appointment
Test Test	Kelowna General Hospital Laboratory	79V57VJG	Lab Test (blood or urine)	July 21 2022	1:50 PM	BOOKED	 

Check the [Lab Online Booking Frequently Asked Questions \(FAQs\) \(interiorhealth.ca\)](https://interiorhealth.ca) for additional guidance.

Contact Lab Online Booking Support

1-844-870-4756
Mon-Fri 7am-7pm PST
Sat-Sun 8am-4pm PST
Statutory Holidays 10am-2pm PST

DHSupportDesk@interiorhealth.ca