



Lab Online Booking Frequently Asked Questions (FAQs)

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1. [General Questions](#)
2. [Types of Appointments and Services](#)
3. [Standing Orders](#)
4. [Requisition Questions](#)
5. [Questions About Your Test\(s\)](#)
6. [Health Status Questions](#)
7. [Privacy of Information Concerns](#)
8. [Get Help / Contact Lab Online Booking Support](#)

1. General Questions

1. [When is my appointment?](#)
2. [Where is the lab located?](#)
3. [What are the hours of operation?](#)
4. [I don't have my care card, what do I do?](#)
5. [Is this Valley Medical Labs or LifeLabs, why can't you book me for Valley Medical or LifeLabs?](#)
6. [My Doctor is from out of Province can I still get my lab work done?](#)
7. [I need to book an appointment outside of Interior Health, can you book it for me?](#)

1. When is my appointment?

Contact Digital Health Support at 1-844-870-4756 to confirm your appointment information.

2. Where is the lab located?

To find your lab location **click** on the link below:

[Booking a Laboratory Appointment | Service Listing | Ih \(interiorhealth.ca\)](#)

3. What are the hours of operation?

To find the hours of operation for your lab **click** the link below.

[Booking a Laboratory Appointment | Service Listing | Ih \(interiorhealth.ca\)](#)

4. I don't have a care card, what do I do?

Patients must bring and present their valid BC Services Card (CareCard) to receive service when accessing publically funded health services.

If you have lost your BC Services Card you can apply for a replacement card. **Click** on the link below to access the Province of British Columbia Renew or Replace a Card website.

[Renew or replace a card - Province of British Columbia \(gov.bc.ca\)](#)

5. Is this Valley Medical Labs or LifeLabs, why can't you book me for Valley Medical or LifeLabs?

Valley Medical Labs and LifeLabs are private labs and Interior Health is not associated with their service. To access your Valley Medical Labs and LifeLabs register for an account with MyCareCompass by selecting the link below.

[myCareCompass™: Log In \(lifelabs.com\)](#)

6. My Doctor is from out of Province can I still get my lab work done?

Yes. As long as you have a valid requisition and valid health care coverage you can have your blood taken at any IH lab.

[Return to First Page](#)

- 7. I need to book an appointment outside of Interior Health, can you book it for me?**
We only book appointments for Interior Health locations. Please book online for an alternate public lab in BC: [Laboratory Self-Scheduling System \(labonlinebooking.ca\)](https://www.laboratoryself-scheduling.ca)
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2. Types of Appointments and Services

- [I have urgent bloodwork and there are no appointment times available, what do I do?](#)
- [Do you offer walk in service?](#)
- [Can sites turn away walk-ins when they are listed as walk-in service available?](#)
- [Do I need an appointment for a specimen container to be picked up or dropped off?](#)
- [Do you book TB screening skin tests?](#)
- [Can I book a Holter test?](#)
- [I need an x-ray but the call center doesn't book x-rays in the appointment system?](#)
- [I need bloodwork and an ECG but the lab doesn't have an option to book ECG's in the appointment system?](#)

- 1. I have urgent bloodwork and there are no appointment times available, what do I do?**

You can go as a walk-in client at labs that offer this service. Be sure to let the lab staff know that your appointment is urgent.

- 2. Do you offer walk in service?**

Yes, we offer walk-in service at most of our facilities. Wait times can be unpredictable. We recommend you book an appointment.

- 3. Can sites turn away walk-ins when they are listed as walk-in service available?**

Patients should not be turned away, we need to investigate what the problem was. Email IH Lab Appt System DHSupportDesk@interiorhealth.ca with the date, the site, and who turned you away (door greeter, lab staff etc.) so we may follow up with the Lab Manager.

- 4. Do I need an appointment for a specimen container to be picked up or dropped off?**

You can make an appointment or go as a walk-in. If you go as a walk-in you may have a long wait time. We recommend making an appointment for pick up as we need to provide collection instructions. For drop off you will not need an appointment however the lab needs to review your requisition and confirm samples are appropriately labelled.

- 5. Do you book TB screening skin tests?**

Interior Health does not offer TB Screening tests at the labs. Contact your local health unit or travel clinic.

- 6. Can I book a Holter test?**

Holters are not available for booking online at this time. Select the link below to search for sites offering Holter testing.

[Service Listing Page | Interior Health](#)

[Return to First Page](#)

7. **I need an x-ray but the call center doesn't book x-rays in the appointment system?**

X-rays are performed by Medical Imaging/Radiology departments, and are not performed by lab staff. Select the below link to find a location.

[Services - Location listing page | Interior Health](#)

8. **I need bloodwork and an ECG but the lab doesn't have an option to book ECG's in the appointment system?**

ECG's can be performed by the Lab, Cardiology or Medical Imaging, we can only book appointments for ECG's performed by lab staff. Select the link below to access locations in your area.

[Patients & Visitors | Interior Health](#)

3. **Standing Orders**

1. [Can I book more than one appointment for standing orders?](#)
2. [Can I go for standing order bloodwork at any Interior Health lab?](#)

1. **Can I book more than one appointment for standing orders?**

Yes, for example if you have a monthly standing order you can book the next 3 appointments as the system allows you to book 3 months in advance.

2. **Can I go for standing order bloodwork at any Interior Health lab?**

Yes, our standing orders are kept electronically so patients can go to any Interior Health lab (within the same time zone) for their standing order bloodwork. If your standing order is with Valley Medical Labs or LifeLabs, you must request a copy of your requisition from your Care Provider be sent to the Interior Health lab.

4. **Requisition Questions**

1. [How long does the lab keep requisitions for?](#)
2. [Can you tell me if my requisition has been received by the lab?](#)
3. [How long is my requisition good for?](#)
4. [Will the lab accept a requisition from my Naturopath?](#)
5. [I lost my requisition what do I do?](#)
6. [My doctor emailed me a requisition will you accept my email?](#)
7. [Can I get STD/STI's checked at a lab without a requisition?](#)
8. [My requisition was faxed to another lab what do I do?](#)

[Return to First Page](#)

1. How long does the lab keep requisitions for?

The lab stores requisitions for six (6) months.

2. Can you tell me if my requisition has been received by the lab?

We do not have access to patient requisitions due to confidentiality reasons. Please contact your care provider to obtain a copy of your requisition.

3. How long is my requisition good for?

Interior Health labs currently accepts requisitions that are up to one year old.

4. Will the lab accept a requisition from my Naturopath?

Interior Health does not accept laboratory requisitions from Naturopaths due to restrictions under the Lab Services Act of British Columbia. Please consult with a private lab for service.

5. I lost my requisition what do I do?

Please contact your ordering provider to obtain a new requisition.

6. My doctor emailed me a requisition will you accept my email?

No, you must bring a printed copy of your requisition with you. We cannot accept a requisition displayed on your phone, or printed from your phone for security reasons. If you do not have a printer please request a printed copy from your healthcare provider.

7. Can I get STD/STI's checked at a lab without a requisition?

All tests other than "On Demand HIV" require a requisition. If you would like to get tested for STD's/STI's please visit your nearest sexual health clinic/outreach clinic, Urgent Primary Care facility or GetCheckedOnline via LifeLabs (Nelson, Kimberly or Kamloops locations only). You can visit our Interior Health website under "Health and Wellness" for more information or by visiting [Clinic finder | SmartSexResource](#) to find a local clinic in your area.

8. My requisition was faxed to another lab what do I do?

Please contact the clinic and have the requisition faxed to the lab location that you will be attending.

5. Questions About Your Test(s)

1. [Do I have to fast for this testing?](#)
2. [My Doctor has ordered an H. pylori Breath Test, can I do this at the lab?](#)
3. [Can I get the Results for my patient?](#)
4. [How do I obtain my lab results?](#)
5. Can the lab perform therapeutic phlebotomy?

[Return to First Page](#)

1. **Do I have to fast for this testing?**

There are instructions on our website that you can refer to or contact your ordering provider's office.

Fasting means nothing to eat or drink 8-12 hours before the test (includes gum, candy, multivitamins, dietary supplements, coffee/tea). Water is allowed. No smoking. Check our website for Patient Test Instructions:

[Lab Tests & Services | Patients & Visitors | IH \(interiorhealth.ca\)](#)

2. **My Doctor has ordered an *H. pylori* Breath Test, can I do this at the lab?**

No, *H. pylori* breath tests are no longer available at Interior Health labs. Please contact your ordering provider to notify them that Interior Health does not perform this test. Interior Health labs still offer baseline serology testing and if further criteria are met, the physician can also have stool testing performed. LifeLabs may still be able to offer this testing.

[Select a Province – LifeLabs](#)

3. **Can I get the Results for my patient?**

We are unable to provide results to doctor's offices or clinics. We ask that you check Care Connect or phone the lab directly for this information.

[Home Page - My.CareConnect.ca](#)

4. **How do I obtain my lab results?**

We are unable to provide results to patients, please contact your family physician. If you do not have a family physician drop into a walk in center close to you and see if the physician there can assist you.

If you have already signed up for a MyHealthPortal account you can log in and view your results. If you do not have a MyHealthPortal account at your next visit to an Interior Health site you can request to have your email added to your electronic patient record. Next you can go online at www.interiorhealth.ca/myhealthportal and self-enroll or contact MyHealthPortal at:

1-844-870-4756 (Mon-Fri 7am-7pm PST, Sat-Sun 8am-4pm PST)

DHSupportDesk@interiorhealth.ca

5. **Can the lab perform therapeutic phlebotomy?**

No, the lab does not perform therapeutic phlebotomy. Patients looking for this service can discuss with their primary care provider in setting this up with an Interior Health's Ambulatory Care Department.

[Return to First Page](#)

6. Health Status Questions

1. [Can I make an appointment when I have symptoms for Covid?](#)
2. [Can I have an appointment during immunocompromised hours?](#)

1. Can I make an appointment when I have symptoms for Covid?

Yes, you can make a lab appointment. Contact your care provider to discuss if the bloodwork is needed immediately, or can it wait until your quarantine is over. If you do come to an Interior Health facility, inform staff when you arrive for screening that you are experiencing symptoms of COVID-19.

2. Can I have an appointment during immunocompromised hours?

Interior Health has implemented safety measures to keep all clients safe during their visit and no longer offers specific times for immunocompromised patients.

7. Privacy of Information Concerns

1. [I listened to the privacy disclaimer on the phone and have concerns that my personal information is being shared outside of Canada. Can you explain this?](#)
2. [Can a clinic, care home or support worker make appointments for their clients?](#)
3. [Can I add family members to a patients profile for them?](#)
4. [My relative has passed away can you cancel their lab appointments?](#)

1. I listened to the privacy disclaimer on the phone and have concerns that my personal information is being shared outside of Canada. Can you explain this?

Our online booking system is Canadian based and the server resides in Toronto, Canada. Email information may be routed outside of Canada. If you use an email service that has servers outside of Canada, for example Gmail, Hotmail or other email services with servers outside of Canada. Check with your email service provider.

2. Can a clinic, care home or support worker make appointments for their clients?

Yes, the lab can set up a receptionist account for clinics/care home support workers. Inform the clinic to email Digital Health Support Desk DHSupportDesk@interiorhealth.ca including a generic email for setting up the account as well as the name of the clinic/workplace name.

Support workers can book on behalf of patients without a receptionist account if they can provide, with the patients permission, the patient name/phone number.

3. Can I add family members to a patients profile for them?

Yes, Agents can create new registration profiles for family members and book appointments if a patient requests.

[Return to First Page](#)

4. **My relative has passed away can you cancel their lab appointments?**

Yes, one of our Agents can do that for you, our condolences go out to you and your family. Please contact us at:

1-844-870-4756 (Mon-Fri 7am-7pm PST, Sat-Sun 8am-4pm PST)

DHSupportDesk@interiorhealth.ca

8. **Get Help / Contact Lab Online Booking Support**

1. **I have a concern/complaint about my care, who do I contact?**

Toll Free Number: 1-877-442-2001 or visit our website at [Patient Care Quality Office | Patients & Visitors | IH \(interiorhealth.ca\)](#) you will find the Patient Care Quality Office who investigates concerns regarding your care

2. **How do I get in touch with Lab Online Booking?**

Please contact us at:

1-844-870-4756

Mon-Fri 7am-7pm PST

Sat-Sun 8am-4pm PST

Closed Statutory Holidays

DHSupportDesk@interiorhealth.ca

[Return to First Page](#)