Laboratory Tests

Do I need a requisition in order to have laboratory testing performed?

Yes. Laboratories in British Columbia cannot perform a collection without a laboratory requisition from a health care provider.

We cannot accept e-mails or other electronic forms. Please print out any electronic requisitions or ask your doctor to fax the laboratory before coming to the lab.

Do I need to fast for my appointment?

If you are not sure, please contact your health care provider for instructions. There is also some information on the Dashboard (main page of labonlinebooking.ca).

I need to pick up a stool FIT kit, or a 24 hour urine container for urine tests. Do I need to make an appointment?

Yes. You need to make an appointment to pick up these specimen containers.

You will need to make another appointment to drop off your samples.

At the Laboratory

When should I arrive for my appointment?

Please plan to arrive a few minutes before your appointment.

If you are more than 5 minutes late, your appointment will be cancelled.

What do I do when I arrive?

Please let the Laboratory Staff know that you have an appointment for lab work.

How long should I expect to be at the laboratory?

This depends on the tests ordered by your health care provider.

If I go to a hospital laboratory, can they help me set up my online appointment?

No. Please use the website to book an appointment.

For help, please see **Frequently Asked Questions** on the website labonlinebooking.ca

Online Booking System Website

fraserhealth.ca/labs

labonlinebooking.ca

Lab Appointment Booking Call Centre

1-888-442-5227

Outpatient Laboratory Online Booking System

Book your lab appointment online

To book online, scan the QR code or visit **Fraserhealth.ca/labs**

To book by telephone, **Call 1-888-442-5227**

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Account Setup

Do I need to create an account?

Yes. You need to register for an account before you can book an appointment.

What personal information will I need to provide when I register for an account?

You will be asked for:

- First and last name
- Phone number (For appointment reminders via text messaging enter a mobile phone number with SMS functionality)
- Email address

Can my family have their bloodwork collected in my booking time?

No. Each person must use their own account to book an appointment time.

Booking Appointments

How do I book an appointment?

You must have an account to book an appointment.

1. Sign into your account

2. Click **Book Appointment**

3. From the drop-down menu, select the laboratory location where you would like to book an appointment

4. Choose an appointment type from the drop-down menu

5. Choose an appointment date by selecting either **Get earliest appointment** or **Select date from calendar** from the drop-down menu

6. Click **Search Availability**

7. Select lab requisition option

8. Select an available date and time

9. Click **Book Appointment**

10. On the next page, confirm the appointment by clicking **Confirm**

Note: you can print the appointment details, or add the appointment to your Google/Apple calendar. You will get a confirmation email and/or text message, if you have enabled these features in your account.

Can I book an appointment using a different name?

No. The appointment must be made under the same name that is on the laboratory requisition provided by the health care provider.

Why are no appointments displayed?

This might happen because:

- All the appointments for the date you have chosen are booked and no more appointments are available

- The laboratory you have chosen is not open on the date you selected

- You are trying to book an appointment more than 2 months in advance

How do I cancel my appointment?

To cancel an upcoming appointment, sign into your account.

1. View the list of your upcoming appointments on the main page

2. Click the red X icon beside the appointment you would like to cancel

3. A pop-up will appear. Click **Cancel** to confirm the cancellation

How do I re-schedule my appointment?

To re-schedule an upcoming appointment, sign into your account.

1. View the list of your upcoming appointments on the main page

2. Click the gray pen icon beside the appointment you would like to re-schedule

3. From the drop-down menu, select the laboratory location where you would like to book an appointment

4. Choose an appointment date by selecting either **Get earliest appointment** or **Select date from calendar** from the drop-down menu

5. Click **Search Availability**

6. Select an available date and time

7. Click **Book Appointment**

8. On the next page, confirm the appointment by clicking **Confirm.**