

Process to book same-day lab appointments during COVID-19 while lab is indoors:

NON-COVID CONCERN

Patient *in Office* in need of labs same-day:

1. Patient has a visit with Family Practice, Radiology, Specialist, Eye care, etc.
2. Call is placed to the lab reception number by clinical staff
3. Lab will book the soonest appointment available and communicate time to clinical staff member
4. Clinical staff member will let the patient know and send the patient back to their car
5. The patient will then call the lab reception number for further instructions/check-in

Patients seen *on a Virtual Visit* in need of labs same-day:

1. Provider will enter the order and have the patient call the health center to book an available lab appointment
2. Instructions will be given to patient to remain in their car and call the lab reception number upon arrival to the health center parking lot
3. Check-in will happen over the phone prior to the patient entering the building

COVID CONCERN

Patient *in Office* in need of labs same-day:

1. Patient is seen in the respiratory unit for evaluation
2. Call is placed to the lab reception number by clinical staff
3. Lab will book the soonest appointment available and communicate time to clinical staff member
4. Clinical staff member will relay approximate time to patient and make sure orders are placed
5. Lab will report to the respiratory unit in full PPE to draw the patient
6. Lab staff will discard PPE after the blood draw

Patients seen *on a Virtual Visit* in need of labs same-day:

1. Patient is seen at home on a Virtual Visit and provider would like same-day lab work
2. Clinical staff member will schedule an available lab appointment and add a note in the appointment that it will be a respiratory draw
3. Clinical staff member will inform patient of appointment time and location, give patient instructions on where to park, will let the patient know to remain in their vehicle and call the lab reception number upon arrival
4. Clinical staff member then must communicate with the lab that a respiratory draw has been scheduled
5. Patient will call the lab reception number upon arrival to the health center
6. Lab staff will prepare for the respiratory draw and then receive the patient at the door to the respiratory unit
7. After the draw, the lab staff member will walk the patient back to the door and then discard PPE

Respiratory draw locations & lab numbers:

AMC – Exam room in respiratory unit; patient to park in the back lower lot

Lab reception (413)256-4317

GHC – Exam room 31 in North Wing; patient to park in the main lot

Lab reception (413)775-4603

NHC – Old Optical Shop; patient to park in the main lot

Lab reception (413) 585-5446

EHC – **No respiratory draws**; patient to go to one of the above health centers

Lab reception (413)282-3808

* Please be mindful not to schedule respiratory lab draws at the very beginning or very end of each day due to staffing in the draw stations *