

VMG LABORATORY DRAW STATIONS MOVE INSIDE CENTERS

October 21, 2020

The VMG drawing stations plan to move indoors for care beginning at the end of next week.

- Signs will be posted out front of the health centers with patient instruction.
- Patient should continue to be directed to call the lab check-in phone number upon arrival, as the lab will NOT have waiting areas.
- Patients should be booked into the lab schedule with appointment type LAB-FOLLOW-UP. This will ensure that patients will receive the correct reminder call from Athena stating that the lab appointments are now indoors.
- Upon patient arrival, the patient will **remain in their vehicle**, call the lab check-in phone number, and be instructed by the phlebotomist when to present to the Health Center Greeter.
 - If patient does not have a cell phone, they should be instructed to call the lab check-in phone number before they leave their house.
 - If the patient does not have a car, the Health Center Greeter will instruct the patient where to wait until the phlebotomist is ready.
 - If the patient presents to the Health Center Greeter without having called the lab phone number, the patient should be instructed to return to their car or in certain circumstances be directed where to safely stand.
- The Health Center Greeter will perform temperature check, and direct patient to the lab.
- Lab Specimen Drop-off will continue to be at the front entrance and be received by the Health Center Greeter.

AMC

- Effective October 29th, the AMC Lab will be located upstairs off the main entrance in the old optical shop space.
- Patients should be instructed to park in the top main parking lot.
- Hours of operation 7am-4:20pm, closed from 12:30-1:30 lunch
- Lab Phone number 413-256-4317
- COVID swab collection will continue to be in the back parking lot.

NHC

- Effective October 30th, the NHC Lab will move back into their drawing station space.
- Patients should be instructed to park in the main parking lot.
- Hours of Operation 6:30am-4:20pm, open for lunch
- Lab Phone number 413-585-5446
- COVID swab collection will be in the main parking.

EHC

- Effective October 30, the EHC Lab will move back into their drawing station space.
- Patients should be instructed to park in the main parking lot.
- Hours of Operation 6:30am-4:20pm, open for lunch
- Lab Phone Number 413-282-3808
- COVID swab collection will continue to be in the main parking lot.

GHC

- Effective November 2, the GHC lab will move back into their drawing station space.
- Patients should be instructed to park in the front parking lot.
- Hours of Operation 6am-4:20pm, open for lunch
- Lab Phone Number 413-775-4603
- COVID swab collection will **MOVE** to the front parking lot.

Thank you for your continued patience, support, and assistance in our next transition. Please reach out to Meghan Hart or Debbie Bolognani if you have any questions or concerns.