
For Immediate Release | Nov. 9, 2020

Interior Health expands online lab booking

IH Wide – Interior Health is expanding booking options for lab patients throughout the region.

Effective Nov. 9, lab appointments can be booked online or by phone in Castlegar, Trail, Williams Lake, Cranbrook and Merritt.

The online booking tool can be found at <https://www.labonlinebooking.ca/login>.

Booking appointments online enhances patient safety and convenience by supporting physical distancing measures, preventing crowds, minimizing wait times, and allowing patients to book their appointments from the comfort of home.

Following the launch of the new booking system in pilot communities, the system will gradually become available throughout Interior Health. View the full schedule of go-live dates on the Laboratory Services page at www.interiorhealth.ca.

During this pilot project portion of the project, we have decided to transition lab bookings from MyHealthPortal to the new system. In Salmon Arm and Nelson the new system will be introduced on Nov. 30 and will replace lab booking through MyHealthPortal. Any previously made lab appointments made through MyHealthPortal will be automatically transferred to the new system and results will still be available within MyHealthPortal.

For those who prefer the phone option, IH has established a new call centre for people to book by phone, at: 1-877-740-7747, seven days a week, from 8 a.m. to 7 p.m. The call centre will be made available along the same launch schedule as the online booking system.

Though it is discouraged while we implement COVID-19 health precautions, walk-in service continues to be available.

For more information about laboratory services within Interior Health, visit www.interiorhealth.ca.

For information about COVID-19 testing, visit <https://news.interiorhealth.ca/news/testing-information/>