



Patient Online Booking User Guide



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Section 1 - Introduction Page

1. Navigate to the “Welcome to Calgary Laboratory Services Online Patient Appointment Booking page located at <http://www.calgarylabservices.com/click-2-book/default.aspx>
2. Please have your requisition available as you will be asked to answer 2 questions to see if you have any special tests that require you to call the Patient Appointment line instead of booking the appointment online. **NOTE:** This is an important step that will ensure your appointment is booked correctly.

Question 1: Is this appointment for immigration or refugee purposes?

IF: You are having tests for immigration or refugee purposes, **THEN:** Click yes
IF: You are not having tests for immigration or refugee purposes, **THEN:** Click no

Question 2: Has your Healthcare Provider checked any of the following tests:

- ACTH
- Bioavailable or Free Testosterone
- Cortisol AM/PM
- GTT Glucose Tolerance Test
- Drug Screens
- LTT Lactose Tolerance Test
- Renin
- UBT H.pylori Breath Test (Urea Breath Test)

NOTE: If you place your mouse on the test name, the requisition on the right will highlight the area of the requisition where the test is located (see below Glucose Tolerance selected)

2. Has your Healthcare Provider checked off any of the following tests?
(mouse over the test name for more information):

Yes No (Question 2 of 2)

Adrenocorticotropic Hormone (ACTH)

Bioavailable or Free Testosterone

Cortisol AM/PM

Drug Screens

Glucose Tolerance Test

Lactose Tolerance Test (LTT): If you have a CLS requisition you will find these tests checked off within the area now highlighted in blue.

Renin
UBT H.pylori
*If you require a test for a specific medical concern that requires an immediate appointment (e.g. change in medication, hospital discharge, etc.) and can not find an appointment time slot please call 403-777-5136 or 403-770-5136.

The image shows a screenshot of a laboratory requisition form from Alberta Health Services. The form is titled 'COMMUNITY GENERAL REQUISITION' and contains various sections for patient information, clinical data, and a grid of tests. The 'CLINICAL DATA' section is highlighted in yellow. The 'TESTS' section is divided into several columns, each with a yellow header: HEMATOLOGY, ELECTROLYTES, PROTEIN/IMMUNOLOGY, THERAPEUTIC DRUG MONITORING, CHEMISTRY, URINALYSIS, MICROBIOLOGY, IMMUNOLOGY, SEROLOGY, and SPECIALTY. The 'GLUCOSE TOLERANCE TEST' is highlighted in blue, and the 'ACTH' test is also highlighted in blue. The form includes fields for patient name, address, date of birth, and phone number, as well as checkboxes for various tests.

IF: Any of these tests are checked on your requisition, **THEN:** Click yes
IF: None of these tests are checked on your requisition, **THEN:** Click no

3. **IF:** You answered yes to either question 1 or 2, **THEN:** Please call the Patient Appointment line at 403-770-5136 or 777-5136

IF: You answered no to both questions. **THEN:** Click on “Click 2 Book”



- 4. **IF:** You have never booked an appointment online. **THEN:** On the right hand side of the box below under “First Time Users”, click on [click here to register!](#) Then go to **Section 2 - Registration**

IF: You have previously booked an appointment online. **THEN:** Type your username, password and click the “Sign In” button. Then go to **Section 3 – Booking an Appointment**

The screenshot shows a login page with two main sections: "Existing Users" (teal background) and "First Time Users" (light green background). The "Existing Users" section contains a "Sign In" button and a "Remember my username and password" checkbox. The "First Time Users" section contains a "click here to register!" link. Callout boxes provide instructions: "Previous users enter username and password and click Sign In. Then go to Section 3 – Booking an Appointment" points to the "Sign In" button; "New users click here. Then go to Section 2 - Registration" points to the "click here to register!" link; and "Forgot your password? Click here to have your password and username send directly to the email you registered under" points to the "password help" link.

NOTE: Username and passwords are case sensitive. CLS cannot retrieve usernames and password information.

Section 2 - Registration

- 1. Fill in all the fields on the registration form below that are prefixed with an asterisk.

Patient Registration - Contact Information

Please provide the following contact information for your account and click Next to continue.

*First name

*Last name

*Phone Number ext

Alternate Phone Number ext

*Email address

*Confirm email address

Email format

* Required

- 2. When all asterisk field has been filled in click the “Next” button
- 3. You now need to create a username and password that you will use every time you book an appointment online. HINT: Use something that is easy to remember.

NOTE: Username and password is case sensitive. CLS cannot retrieve usernames and passwords.

Patient Registration - Username and Password

Please choose a username and password you will use to access your account in the future.

*Username (must be at least 6 characters)
*Password (must be at least 6 characters)
*Confirm password

* Required

[Back](#) [Next](#)

NOTE: As additional security, your password will appear as eleven characters (codes), even if you only entered 6 characters

- When all the fields have been filled in click the “Next” button.
- You will now be asked to review the contact details you entered and read the “Terms of Use” before submitting your registration.

Patient Registration - Account Summary

Please review the items on this screen before completing your registration.

Contact Information

First name: Joe
Last name: Tester
Phone Number: 403-555-5555 ext
Alternate Phone Number: -- ext
Email address: joe.teste@mail.com
Confirm email address: joe.teste@mail.com
Email format: HTML
Username: joe_tester

Terms of Use

Calgary Laboratory Services (CLS) protects privacy and the confidentiality of our patient's and client's personal and health information in compliance with the Freedom of Information and Protection of Privacy Act and the Health Information Act. Personal information you provide on this registration screen will only be used by CLS for the purpose of maintaining your account for the on-line appointment scheduling system and managing appointment bookings. If you have any questions about CLS privacy policies and practices, please contact the CLS Privacy Advisor at 403-770-3246.

By clicking the Submit Registration button, you are agreeing to the terms and conditions specified above.

[Back](#) [SUBMIT REGISTRATION](#)

- IF:** Your details are correct, **THEN:** “ Click “Submit Registration”

7. You are now registered to use the online appointment booking system. Please record your username and password for future reference.

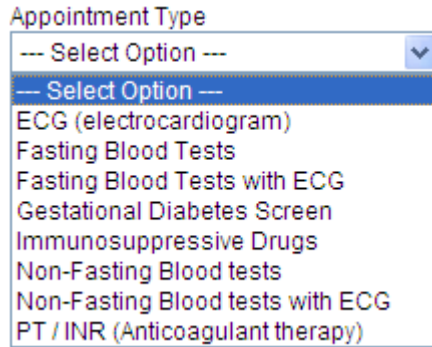
Section 3 – Booking an Appointment

1. You will be prompted to select a Patient Service Centre (PSC). Click on the PSC you wish to go to from the drop down menu. **NOTE:** Please click the blue arrow to obtain the drop down menu

Choose a Patient Service Centre (PSC)
 Click on this link to display the Location, hours and services available.
 From the drop-down list below of Locations, please select the location you would like to schedule your lab work at.
 If you are trying to cancel your appointment, from the drop-down list below you **MUST** choose the same location you scheduled your appointment at then click the MY APPOINTMENTS tab.



2. Click the “Next” located in the bottom right corner.
3. You will now be prompted to select an Appointment Type as shown below



IF: You are having both fasting and non-fasting blood work, **THEN:** Choose fasting blood work

IF: You are having any type of blood work and having an ECG, **THEN:** Choose the appropriate blood work (fasting or non-fasting) with ECG

IF: You are having blood work with a urine test, **THEN:** The urine test can be done with any appointment type. **NOTE:** **IF** you are only having a urine test done, you do **NOT** need an appointment.

IF: You are having tests for blood thinners (e.g. Warfarin, Coumadin, INR), **THEN:** Choose PT/INR (Anticoagulant therapy).

IF: You are having tests for immunosuppressive drugs (e.g. Tacrolimus, Sirolimus, Cyclosporin), **THEN:** Choose Immunosuppressive Drugs.

IF: You are having a Gestational Diabetes Screen, with or without any additional blood tests,
THEN: Choose Gestational Diabetes Screen.

In most cases, appointments will be non-fasting blood test appointment types. A fasting blood test may include the following:

- **LDL** - Cholesterol
- **TRIG** - Triglycerides
- **GLUF** – Glucose Fasting
- **GLUMF** - Fasting Glucose Meter Check
- Any other tests the your have been instructed by your physician to fast for prior to having your blood work done.

4. You are now able to choose “Appointment data” and “Appointment time”
5. For “Appointment date” click on the blue arrow beside the month, day and year to select a specific date or click on the small calendar symbol (small box with “31”) to select a date in the calendar format
6. For “Appointment time”, choose either “times throughout the day”, a time range of a specific time. The system defaults to “times throughout the day” which is more successful in providing appointment times that are available.

Explore availability

Indicate the desired date and time for this appointment request, then click **Check Availability** on the bottom left side of the screen.

Appointment date

Check availability starting on August 6, 2010

Include Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Appointment time

Look for times throughout the day
 6:30am through 6:30am
 6:30am

Check Availability

7. Click “Check Availability”. A list of available times with show up on your screen. If none of these times work for you, please select a different date and time and click “Check Availability”. Once you see a suitable date and time, click “Select” on the right side of the time as shown below. NOTE: Only the first 20 available times will show.

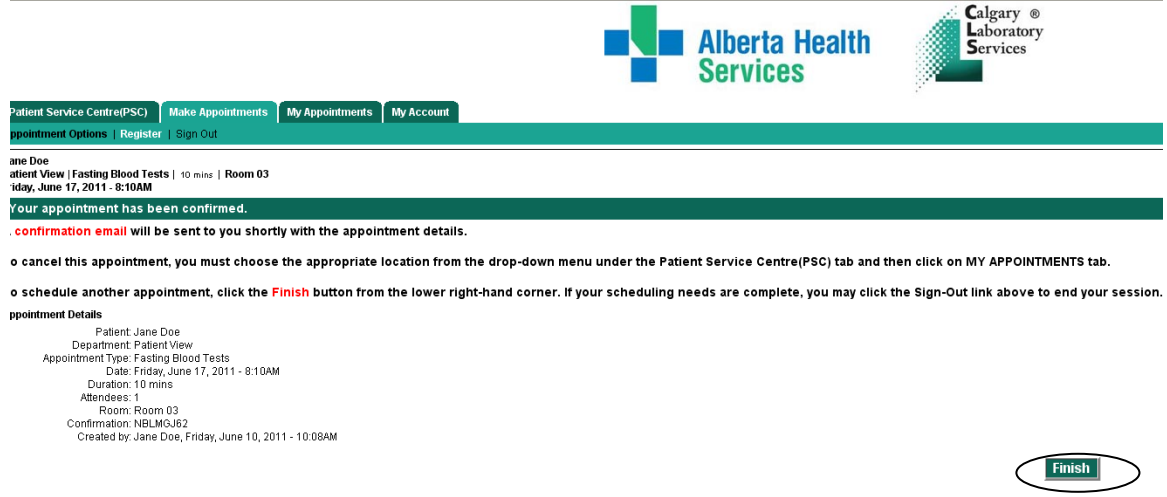
Appointment availability

Choose a time for this appointment from the selection the Patient Service Centre tab.

Entire day availability starting August 10, 2010

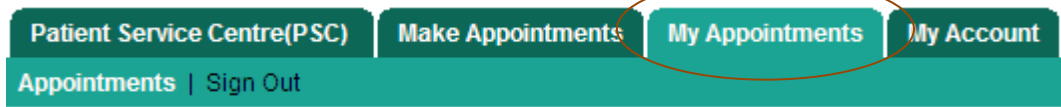
Tuesday, August 10, 2010	10:30AM	Select
Tuesday, August 10, 2010	10:40AM	Select
Tuesday, August 10, 2010	11:20AM	Select
Tuesday, August 10, 2010	11:30AM	Select
Tuesday, August 10, 2010	11:40AM	Select
Tuesday, August 10, 2010	11:50AM	Select
Tuesday, August 10, 2010	12:00PM	Select
Tuesday, August 10, 2010	12:10PM	Select

- You have now successfully booked your appointment. Your appointment will appear on the screen and your appointment information will be sent to your email account. You can now click the “Finish” button on the lower right corner of the screen.

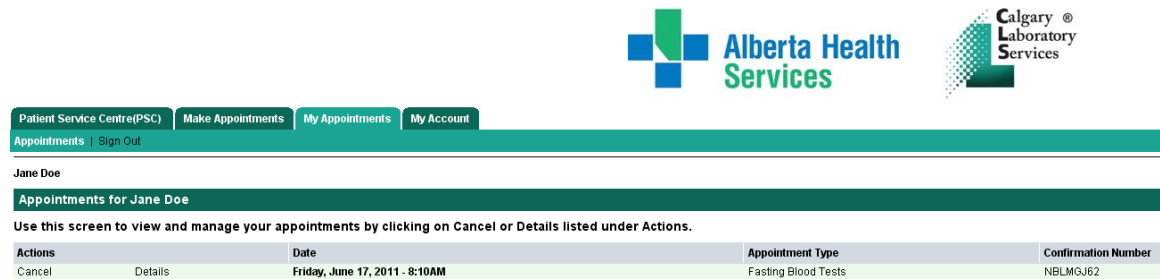


Section 4 – View and Cancel Upcoming Appointments

- If you are already signed into the system, click on the “My appointments” tab located near the top of the screen.



- A list of appointments will appear as shown below.
NOTE: This list will only include appointments booked at the selected PSC. If you have another appointment at another PSC you will have to click the “Patient Service Centre (PSC)” tab and choose the desired PSC, then click back on the “My Appointments” tab



- In this screen you have review your appointment information or cancel your appointment.
IF: You wish to view your appointment information, **THEN:** Under Actions, click “Details”
IF: Wish to cancel your appointment, **THEN:** Under Actions, click “Cancel”.

If you choose cancel the appointment and window will appear asking “Are you sure you want to cancel your appointment?” Click “OK” and your appointment will be removed from the appointment list.

Appointments for Joe Tester

Use this screen to view and manage your appointments.

Actions	Date	Appointment Type	Confirmation Number
Cancel Details	Tuesday, August 10, 2010 - 11:50AM	Routine Blood Tests	NQY42M8G
Cancel Details	Monday, August 16, 2010 - 7:50AM	Fasting Blood Tests with ECG	NBY42VB8

