

Question	Answer
<i>I didn't get a confirmation email. What happened?</i>	Sometimes the confirmation emails go to your Junk Mail folder, or your Spam folder. Have a look there to see if you can find the confirmation email message. Add the email address on the confirmation message to your <i>Safe Senders</i> list.
<i>I received a confirmation for an appointment I didn't make. What do I do?</i>	Contact PALFeedback@cls.ab.ca and we will investigate.
<i>How do I move from screen to screen?</i>	Click the NEXT button on the lower right corner of the screen. You may have to move the display from side to side to see the whole page.
<i>Why do I need to answer all the questions about what tests my doctor ordered?</i>	We book appointments for different lengths of time based on the types of testing ordered. We need to be sure we book the right amount of time to be sure we collect your specimens correctly.
<i>Why can't I book an appointment early in the morning for my routine blood work?</i>	Many tests require patients to fast for several hours. We reserve the early morning appointments for these patients so they can eat as soon as their blood is collected.
<i>Why can't I book an appointment for all my lab tests online?</i>	For some testing we need to get additional information from you. We need to be sure we provide accurate preparation instructions for some tests.
<i>I can't remember my password. What do I do?</i>	Go to the Existing User page and click on ' <i>click here for password help</i> '. Your password will be sent to the email address we have on file. If you don't receive an email, contact PALFeedback@cls.ab.ca and we will investigate.
<i>I can't remember my login. What do I do?</i>	Please call our Patient Appointment Line and speak to an agent.
<i>I booked an appointment, and now I can't go to it. Can I cancel my appointment?</i>	Please either call our Patient Appointment Line or go to our online booking system to cancel the appointment
<i>I want to book an appointment for my child. Why do I need a separate login?</i>	Each family member needs their own account so our records are accurate. You can book appointments on their behalf.

<i>What is a requisition?</i>	A requisition is the paper your doctor gives you to order laboratory testing. It has your name, address and other information on it that we need to enter you correctly into our computer system to be sure your medical records are accurate.
<i>How do I know if I have to fast or not?</i>	Our Patient Appointment Line agents can tell you if you need to fast, based on the tests your doctor has ordered.
<i>I am supposed to come in once a month/week/ every 3 months, do I still need to make an appointment</i>	Yes, you still need to make an appointment.
<i>I want to book first thing in the morning but it says there is no availability.</i>	We reserve the first part of the mornings for patients who must fast for their blood work. Other testing that does not require fasting can be completed later in the morning, or in the afternoon.
<i>I use to be able to just walk-in. Do I need an appointment?</i>	We highly recommend appointments. We do accept walk in patients. You may experience a wait, depending on the time of day, and how many other patients have come to the Patient Service Centre.
<i>My Dr's Office did not give me the requisition, how do I know what tests I am doing?</i>	Please contact your doctor's office and ask for a requisition.
<i>I am just want to book for the 'regular/ physical/yearly' blood test.</i>	Please contact your doctor's office and ask for a requisition.