

# Safe procedure for phlebotomy appointments

Our priority has always been the health of our patients, and when it comes to our testing procedures, we want to protect the health and safety of both our patients and staff. We appreciate your co-operation with our new procedures and thank you for taking personal responsibility in following public health guidelines.

## **Before your blood test:**

We will ask you to pre-pay in full for your test to minimise contact with staff. We use a fully secure online payment portal.

If you cannot attend your appointment for any reason, we will provide a full refund for cancellations up to 10am on the Friday prior to your test. For later cancellations, or if you cannot attend on the day or miss your appointment, we will provide a refund for the test but the phlebotomy fee is non-refundable.

## **Arriving for your appointment:**

Please wear a face covering when entering our premises to protect you and our staff.

Please note carefully the time of your appointment and the time designated for your arrival (ten minutes before your blood draw). Please allow adequate time to find parking. If you arrive early, please wait on the street and note that you may need an umbrella if it is a wet day as our hallway is too small to accommodate waiting. Unfortunately, if you arrive more than 5 minutes later than your designated time, we may not be able to proceed with your appointment. This is to avoid you meeting the previous patient and we want to be fair to everyone and respect social distance. Under these circumstances, as above, the phlebotomy fee is non-refundable.

Please enter our clinic at your designated time. There will be disinfectant wipes for the buzzer. Our clinic manager Elaine will be able to buzz you in remotely. Please continue up the stairs and Elaine will be able to direct to a waiting room which will be empty for you. The phlebotomist will come to you at your appointment time, and she will be wearing fresh PPE (personal protective equipment) for each patient. You will need to keep wearing your face covering during your appointment.

## **After your blood draw:**

Your blood draw will take approximately 10-15 minutes. Please then exit down the stairs again. If you have queries for Elaine or our Nutritionists, please email these or phone after your appointment. We will need to ask you to leave directly after your appointment to allow for others to enter. Note, of course we have a bathroom and you are more than welcome to use this and to wash your hands.

We anticipate that you should not meet anyone else at your visit. If you happen to see someone entering or leaving the building, please don't worry. We can manage this if everyone is compliant with social distancing and we will not buzz anyone else

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in if you are trying to go down the stairs. We have an intercom system and can request that the person in the hall remain outside until you have left.

## **Urine tests (where applicable):**

If you are attending for a phlebotomy appointment, you can bring your urine sample with you and give this to the phlebotomist.

If you are not attending for phlebotomy, you will be advised of a drop off time for a urine sample. Please have your sample in a bag labelled with your name. Simply open our outer door and drop your sample into our hall onto the table. We have a camera and our clinic manager Elaine will see you drop your sample in. When the hall is empty, Elaine can retrieve the sample for dispatch to the lab.

If you see someone else in the hall exiting the building or if someone approaches to drop a sample at the same time, simply use your judgement and allow the other person space to exit before entering with your sample.

## **After your covid-19 vaccination**

If you are scheduled to receive a Covid-19 vaccine ahead of your blood draw, it is not recommended to attend your appointment if you have any symptoms or feel unwell after your vaccination. This will likely only be a day or two post-vaccination. Please let us know in advance so we can re-schedule your blood draw to the next available appointment.

## **Thank you!**

We are delighted to be able to offer our excellent nutritional blood tests to our patients again. We are very confident that we can provide this service in a safe and useful way and we thank you in advance for complying with our procedures. We look forward to welcoming you back to our clinic again.

*Elaine McMahon, Clinic Manager and the Glenville Nutrition Team*