



FAQ - Self-Booking Laboratory Specimen Collection

Frequently Asked Questions (FAQ) for Self-Booking Laboratory Specimen Collection at Horizon Health Network

1. What is Self-Booking for Laboratory Specimen Collection at Horizon Health Network?

- Self-Booking allows patients to schedule specimen collection appointments at Horizon Health Network independently, using an online platform without the need for direct assistance from staff.

2. How can I access the Self-Booking system?

- Visit our official [website](#) to access the Self-Booking system in [English](#) or [French](#).

3. Who is eligible for Self-Booking Specimen Collection appointments?

- Most Specimen Collection patients are eligible for Self-Booking at Horizon Specimen Collection locations. However, eligibility may vary based on the specific tests required.
- Not all sites can collect specimens from children
- If you aren't sure if your tests are eligible, please check with your doctor or nurse practitioner.

4. Can I still call to book a Specimen Collection appointment?

- Yes. We recognize that not everyone has access to a computer or mobile device. Specimen collection booking staff will continue to answer the phone to assist you, as well as to book urgent appointments and answer any questions you may have. We anticipate improved wait times on the phone with many patients taking advantage of the self booking option.

5. What information do I need to provide for Self-Booking?

- You will need to provide your name, email address and phone number. Additionally, you must bring your laboratory requisition (paper copy) that has been completed and signed by your doctor or nurse practitioner with you to your appointment, or confirm with them that they have faxed or emailed it to us.
- If you do not have an email address, please enter one from your family member who is assisting you, otherwise use a generic email noreply@horizonspecimencollection.ca or you can call us to book an appointment.
- *Disclaimer - "Please note, if you use the generic email you will not receive any email confirmation or reminders."*

6. Can I choose the date and time for my appointment?

- Yes, you can select a date, time and facility that is convenient for you, based on the availability in the system.

7. Is there a fee for using Self-Booking services?

- There is no fee for using the Self-Booking service.

8. Can I reschedule or cancel my appointment through Self-Booking?



- Yes, you can reschedule or cancel your appointment through the Self-Booking system, and email confirmation link.

9. What if I need assistance or have special requirements?

- If you need assistance or have special requirements (e.g., mobility issues), our team members will be happy to assist you when you arrive for your appointment.

10. Is my personal information secure when using Self-Booking?

- Yes, we prioritize the security and privacy of your personal information. Our system is designed to protect your data in accordance with privacy regulations. We only require minimal information to hold your appointment time and will get the specific clinical details from you when you arrive for your appointment.

11. What do I need to bring to my specimen collection appointment?

- Please bring your Medicare card, and your laboratory requisition (paper copy) that has been completed and signed by your doctor or nurse practitioner with you.

12. Can I book a specimen collection appointment for someone else using Self-Booking?

- Yes, you can book exams for others, such as family members.

13. What if I have an urgent specimen collection?

- For urgent requests, please have your healthcare provider contact the Specimen Collection department for immediate assistance.

14. Can I provide feedback on the Self-Booking process?

- Yes, we encourage you to provide feedback on your experience with Self-Booking and you will receive a Patient Survey 24 hours after your appointment. This helps us improve our services.

15. What if I encounter technical issues while using Self-Booking?

- If you experience technical difficulties, please call our team to help you schedule your appointment at the location of your choice ([Specimen Collection department Phone Numbers](#)).

16. How far in advance can I book specimen collection appointments through Self-Booking?

- The booking window may vary depending on demand and appointment availability. In general, we will have bookings available from 1 hours to 60 days from the time of Self-Booking site access.

Note: Information provided in this FAQ is subject to change. Always refer to our official website or contact us for the most up-to-date information regarding Self-Booking Laboratory Specimen Collection at Horizon Health Network.