

Valley Medical Laboratories

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Mobile Collection Services

Valley Medical Laboratories (VML) provides Mobile Collection Services (MCS) for patients who face significant medical challenges that prevent them from accessing our Patient Service Centers for blood collections.

Mobile home collections may be requested by physicians and nurse practitioners only. On the day of collection, the patient must be available at home between 0730 hrs. and 1530 hrs. Please contact our Mobile Collection Team (MCT) if the patient will be unavailable due to a medical reason on the scheduled collection day.

STAT collections and mobile ECGs are NOT available.

To book a Mobile Collection (MC) please follow these steps.

Step One

Is your patient eligible?

Patients must meet one of the following eligibility criteria:

- Patient must have had a recent hospitalization and/or surgery that temporarily restricts their travel outside the home. The service is available for 4 weeks post-hospital discharge
- Patient has an ongoing medical restriction and is unable to attend appointments or other activities outside the home
- Patient resides in a secured or safe living environment (e.g., Dementia Unit)

A patient is **NOT** eligible for MCS if:

- The patient is a resident in a supportive or assisted living facility and participates in group activities (for example: shopping or social outings)
- The patient's mobility has improved such that the patient is able to participate in activities such as shopping or banking excursions or going for long walks
- Patient arranges for transportation for activities such as shopping, banking, hair appointments
- Patient is able to drive a motor vehicle or can arrange a ride

Eligibility will be reviewed by the MCT when an improvement in the patient's condition is observed.

Please note we will perform a maximum of one MC per week per patient.



105-537 Leon Ave., Kelowna, BC, V1Y 6J5, Canada

Phone: (250) 763-4813, Fax: (250) 862-2843

www.valleymedicallaboratories.com

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Step Two

Is your patient living in an area that VML serves with MCs? Check MC service area below. Complete the MC Service [Requisition](#)

Step Three

Submit completed MC Service Requisition according to the area where the patient is located.

MC Service Area

- Central Okanagan – coverage area West Kelowna – Rutland
 - Fax: 250-763-4845
- North Okanagan – Vernon city limits
 - Fax: 250-549-1259
- South Okanagan - Osoyoos
 - Fax: 250-495-2585
- South Okanagan – Penticton city limits
 - Fax: 250-493-2714

Safety Guidelines

Please notify the MCT (250-763-4813) of any existing or potential safety risks. For example: if any of the following conditions are known (but not limited to) this information should be disclosed and if encountered the collection may be refused or cancelled:

- Unsafe area – isolated area, no cell phone coverage, poor lighting
- Internal or external home environment is not safe (physical hazards)
- Chemical or biological hazards are present (examples include patient or others are not abstaining from smoking during collection visit, animal feces, or illegal drugs present)
- Pest infestation is present (e.g., mice, bed bugs, scabies, lice, or cockroaches)



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Mobile Collection Service will be cancelled if:

- The physician cancels or does not renew the order
- The patient refuses to have specimen(s) drawn
- Patient is not home on two consecutive occasions – exceptions are made if the patient is at an Emergency Department or is in the hospital
- Patient, caregiver, or family member is physically or verbally abusive to lab staff
- Location of service is assessed as unsafe to VML staff:
 - Patient does not secure pets while Mobile Lab Staff are in the residence



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