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Des Moines Laboratory Update

Date: June 10, 2022

COVID Screening Center Closure Reminder

As a reminder, we will be closing our COVID Screening Center at 303 University Avenue, Des Moines effective June 23 due to decreasing demand for pre-surgical COVID screening. Routine lab collections, pre-procedure COVID collections and *non-symptomatic* patient COVID collections will be available at any of our three Patient Service Center locations (Des Moines, Clive, and Ankeny).

<u>NEW:</u> To ensure a positive and efficient patient experience, please encourage patients to schedule a time for all types of specimen collections (i.e. blood draw, COVID collection, etc). Scheduling laboratory collections enables time to ensure orders are received and have been clarified (if necessary), and prevents long wait times for our patients arriving for services. Please make sure that all future orders are faxed to the correct Patient Service Center location fax number, as the fax number at the COVID Screening Center will be shut off at the time of closure.

Additionally, we have received several client questions surrounding patient collections ahead of Tuesday procedures; to clarify, our recommendation will be to have patients present <u>early on Monday</u> for collection ahead of their Tuesday procedures. Our draw station staff will be asking all patients for their procedure date and time upon presenting for collection in order to ensure that results will be available by end of day Monday.

Please see the attached flier for information regarding online scheduling and Patient Service Center locations and hours.