



MESSAGE TO PATIENTS

Date: May 15, 2017
Subject: Laboratory Services
From: Monica Staley Liang
Regional Vice President Cancer Services

At the request of many patients we were asked to find a solution to the longer than necessary waits and cramped/limited space for patients needing blood test(s).

From time to time, it is necessary to make changes to patient care and in the best interest of you, the patient, any change should be as supportive and as non-disruptive as possible. We made these changes after consulting with patients.

On Monday, June 5, 2017, The Outpatient Cancer Program Satellite lab will be moving to Windsor Regional Hospital (WRH) Main Lab on the First Floor East Hallway of Met Campus (see direction site below).

The following change will result in reduced wait times to have your blood test(s) drawn and will enable your physician to receive your blood test results much quicker. In addition, there will be a segregated area in the WRH Main lab for Cancer Program patients.

The Cancer Program Clerk will relocate to the Main Lab to provide seamless care for our cancer patients Monday through Friday from 7:00 am - 3:00 pm.

We are increasing the number of volunteers available at the entrances of the Windsor Regional Cancer Program and Windsor Regional Hospital to assist you. Patients may park in the Main Visitor's Lot located at Tecumseh and Kildare (access from Lens Avenue). The first 20 minutes of parking is free of charge, if your lab appointment takes longer please speak to the laboratory clerk for assistance.

Thank you for your patience as we make changes that we believe is in the best interest of patient safety and care. If you have any special issues regarding this change, we will work with you as we always have.

If you have a question or concern, please feel free to contact Katharen Bortolin, Coordinator, Patient Information and Education, Windsor Regional Cancer Program at 519-254-5577 Ext. 58740.