



NH Lab Outpatient Contact Information

FOR ORDERING PRACTITIONERS

Faxing Requisitions and Booking
Lab Outpatient Improvement Project (LOIP)



Developed Oct 19, 2022

Updated April 4, 2023

The LOIP has introduced 2 new solutions to improve lab services for patients in Northern Health:

- ALL SITES:** Central fax # to a repository for digitized lab outpatient requisitions – Patients can access any lab and the requisition will be ready! For **urgent/stat requisitions**, use the last 2 columns (phone & fax direct to lab)
- MOST SITES:** Central phone # for patients from the noted sites to call to book an appointment at any Lab in Northern Health. Several sites are not onboarded as of April 4th 2023 (noted as “coming soon”)
- This document can be found on the NH website at:
<https://physicians.northernhealth.ca/sites/physicians/files/physician-resources/laboratory-services/documents/contact-information-loip.pdf>

| Level | Sites | Central Fax # (All NH Requisitions) | Lab Fax # to send requisitions (until centralized fax # ready) | Central Phone # | Patient Lab Phone # to book (until centralized phone # ready) | Physician Urgent Phone # (for ordering practitioners only) | Physician Urgent Fax # (for virtual ordering practitioners only) | | |
|--------------------------|---------------|--|---|----------------------|--|---|---|--------------|--------------|
| Northern Interior | | | | | | | | | |
| 5 | PG - Phoenix | 250-645-8061 ← | | 1-888-223-1530 ← | | 778-675-2170 | 250-562-5498 | | |
| 5 | PG – UHNBC | | | | | | 250-565-2680 | | |
| 4 | Quesnel | | | | | | 250-985-5575 | 250-985-5682 | |
| 3 | Vanderhoof | | | | | | 250-567-6257 | 250-567-2909 | |
| 2 | Burns Lake | | | | | | 250-692-2471 | 250-692-2406 | |
| 1 | Fraser Lake | | | | | | 250-699-8038 | 250-699-6987 | |
| 2 | Fort St James | | | | | | 250-996-2758 | 250-996-8822 | |
| 2 | Mackenzie | | | | | | 250-997-8504 | 250-997-3944 | |
| 2 | McBride | | | | | | 250-569-2251 ext 2000 | 250-569-3369 | |
| 1 | Valemount | | | | | | 250-566-9138 ext 2000 | 250-566-4319 | |
| Northeast | | | | | | | | | |
| 2 | Chetwynd | 250-645-8061 ← | | 1-888-223-1530 ← MST | | 250-788-7244 | 250-788-7249 | | |
| 4 | Fort St John | | | | | | 250-261-7443 | 778-576-5143 | |
| 4 | Dawson Creek | | | | | | 250-784-7340 | 250-795-6212 | |
| 1 | Tumbler Ridge | | | | | | 250-242-2621 | 250-242-5607 | |
| 3 | Fort Nelson | | | | | | 250-774-8116 | 250-774-8113 | |
| 1 | Hudson’s Hope | | | | | | 250-783-9991 | 250-783-9125 | |
| Northwest | | | | | | | | | |
| 3 | Kitimat | 250-645-8061 ← | | 1-888-223-1530 ← | | 250-632-8659 | 250-632-8305 | | |
| 4 | Prince Rupert | | | | | | 250-622-6173 | 250-622-6216 | |
| 4 | Terrace | | | | | | 250-638-4041 option 1 | 250-631-4609 | |
| 3 | Smithers | | | | | | 250 847 6213 | 250 847 6221 | |
| 1 | Houston | | | | | | 250-845-2294 | 250-845-5954 | 250-845-3101 |
| 2 | Masset | | | | | | 250-626-4705 option 2 | 250-559-4322 | |
| 2 | Daajing Giids | | | | | | 250-559-4921 option 2 | | |
| 3 | Hazelton | | | | | | 250 842 4432 | 250 842 4433 | |
| 1 | Stewart | | | | | | 250-636-2221 | 250-636-2715 | |
| 1 | Dease Lake | | | | | | 250-771-4444 | 250-771-5980 | |

Developed by Novatone at the request of ordering providers to support the implementation of ScanLab and the Regional Call Centre for Northern Health Lab Outpatient Improvement Project (LOIP). Project Complete.