



island health

RESERVATION & CHECK-IN

Try out Island Health's new virtual waiting room
at Courtenay Lab

TIRED OF STANDING IN LINE?

Try one of our new virtual check-in options and we'll text you when it's your turn. Follow these instructions to join our virtual waiting room or book yourself a reservation time.

- > Text **JOIN First and Last name to 1-833-213-6316**
- Or Go to
- > **<https://v2.waitwhile.com/welcome/courtenaylab>** to add yourself to the wait-list or **reserve a time**



DON'T HAVE A PHONE ?

No problem. Please proceed to the lab. You will be manually added to the wait-list. Watch the display boards to keep up to date with your position in line.

USE OF WAITWHILE TEXTING SERVICE:

In order to allow social distancing in Island Health facilities, you have the option of being contacted via Text Message when appropriate for you to proceed to your appointment. Use of this service is entirely voluntary and choosing not to will not impact your care. If you choose not to use this service, please follow the instructions provided by an Island Health ambassador.

If you choose to receive a text message, your name and phone number will be entered into the Waitwhile service. This information will be temporarily stored on servers in the United States and subject to the Privacy Policy of Waitwhile which can be accessed <https://waitwhile.com/privacy/> . Information will be retained for approximately 1 hour.

By choosing to provide your name and phone number you are consenting to the collection and storage of this information outside of Canada by Waitwhile and to their privacy policy.

WANT TO RECEIVE YOUR TEST RESULTS ELECTRONICALLY?

Ask the lab registration clerk to help enroll you in the MyHealth patient portal and you will have online access to your results as soon as they are available. **Call the Virtual Enrollment Line at 1-844-844-2219 or go to islandhealth.ca/myhealth to learn more.**



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Try one of our new virtual check-in options and we'll text you when it's your turn. Follow these instructions to join our virtual waiting room or book yourself a reservation time.

> Text **JOIN First and Last name** to
1-833-682-8536

Or Go to

> <https://v2.waitwhile.com/welcome/cvghlab>
to add yourself to the wait-list or **reserve a time**



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