

Patient Check-List

To make sure your visit with us is a positive experience, please review the information below prior to your visit:

- ✓ **Appointment:** Have you booked an appointment? Please call our Customer Care Centre prior to your visit and request an *Autism Program Appointment*. We will arrange a call with a member of our Client Services team in order to complete the Patient Questionnaire [PDF] and discuss your visit in more detail.

Call 1-877-849-3637 (Ontario) or 604-431-7206 or toll-free at 1-800-431-7206 (BC).

- ✓ **Visit:** Upon your arrival at our Patient Service Centre, please proceed to the registration desk and inform a member of our team that you have an appointment.
- ✓ **Reminder:** Put the appointment in your calendar so you don't forget! Or print off this handy check list document and include the appointment details below:

Date	Time	LifeLabs Location Address

Tips and Tools for your visit

- ✓ **Discuss your visit:** Discuss what will happen during your visit without focusing on the unpleasant or painful aspects of the procedure.
- ✓ **Visual supports:** Visually demonstrating what will happen during your visit can help clarify the procedure, establish predictability to reduce anxiety, decrease frustration and help the patient cope more effectively during the experience. You can find printable storyboards on our website that demonstrate what to expect (www.LifeLabs.com/AutismProgram). You can also request them when working with a member of our Client Services Team to tailor your experience.
- ✓ **Tools and Toys:** Bringing distraction tools and toys can help comfort and entertain the patient during the procedure. We encourage you to bring the following items to your visit:
 - Portable game device to play videos or music
 - Favourite toy or stuffed animal
 - Visually stimulating or tactile toy (colourful toys, vibrating toys, etc.)



If you have questions at any time, please visit www.LifeLabs.com/AutismProgram or call:

- Ontario: 1-877-849-3637
- British Columbia: 604-431-7206 or toll-free at 1-800-431-7206