

Walk-In Lab Draws and Extended Evening Hours

Approved announcement content for email, the hosted page, waiting-area screens, and printed signage

APPROVED CONTENT — DO NOT ADD DETAIL THAT IS NOT ON THIS SHEET

Hours, locations, and requirements below were confirmed with Operations on May 26, 2027. Any other detail must be verified before publication.

EFFECTIVE Monday, June 16, 2027	LOCATIONS Wellness Way and Harbor Street	AUDIENCE All patients — general announcement	PATIENT DATA USED None
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WHAT IS CHANGING

SERVICE	BEFORE	STARTING JUNE 16	LOCATION
Laboratory draws	Appointment required, 7:00a–3:30p	Walk-in accepted, 6:30a–6:00p weekdays	Both locations
Laboratory draws, Saturday	Not available	7:00a–11:00a, walk-in accepted	Wellness Way only
Evening clinic appointments	Until 5:00p	Until 7:30p, Tuesday and Thursday	Wellness Way only
Imaging — X-ray	Appointment required	Appointment required (no change)	Wellness Way only
Pharmacy	8:00a–5:00p	8:00a–7:30p, Tuesday and Thursday	Wellness Way only

WHAT PATIENTS NEED TO KNOW BEFORE WALKING IN

- You still need an order from a clinician. Walk-in refers to the appointment, not the order.
- Bring your identification and your insurance card.
- Check whether your test requires fasting or specific timing. If you are not sure, call 555-0300 before you come.
- Wait times are typically shortest between 9:30 a.m. and 11:00 a.m. and after 4:00 p.m.
- Some specialized tests still require an appointment. The full list is on the hosted page.
- Pediatric draws still require an appointment at both locations.

CLAIMS THAT MUST NOT APPEAR

- Do not say “no wait,” “immediate,” or promise any specific wait time.
 - Do not say “all tests” or “any test” — some require an appointment.
 - Do not describe the laboratory as urgent care or emergency care.
 - Do not state or imply that a test can be done without a clinician's order.
 - Do not name or imply any condition, diagnosis, or reason a person might need a test.
 - Do not include any patient photograph or testimonial in this announcement.
- Any of these would require a new review cycle before release.

CHANNEL PACKAGING

CHANNEL	FORMAT	PRIMARY ACTION	ACCESSIBILITY REQUIREMENT
Email	Short note plus a linked animated image opening a hosted page	View the full hours	Meaningful alt text, static fallback, readable without images
Hosted page	Full detail, complete hours table, full list of tests still requiring an appointment	Find the hours for your location	Captions, transcript, keyboard-accessible player
Waiting-area screens	45-second silent loop, hours only, no audio dependency	None — informational only	All essential text legible across the room
Printed signage	Door and check-in desk signage at both locations	None	Large print, high contrast
Social	Single image plus the hosted page link	Learn more	Alt text on every image

APPROVED PLAIN-LANGUAGE SUMMARY (USE VERBATIM)

“Starting Monday, June 16, you can come in for a lab draw without an appointment. Weekdays 6:30 a.m. to 6:00 p.m. at both locations, and Saturdays 7:00 a.m. to 11:00 a.m. at Wellness Way. You still need an order from your clinician, and a few specialized tests still need an appointment. Evening clinic and pharmacy hours at Wellness Way now run until 7:30 p.m. on Tuesdays and Thursdays.”

This paragraph has been reviewed and may be used exactly as written across all channels. Reword only through a new review.

FICTIONAL SPECIMEN. Cedar Point Community Health, its locations, hours, services, and approval process are invented for demonstration only. This is not a real service announcement and not medical advice.