

## GUIDELINES, AND PATIENT CRITERIA FOR HOME VISITS

Eligibility for funded Labtests home visit collection services as determined by the ARDHB is as follows:

- Patients (adults and minors) must be bedbound, have impaired mobility, mental or physical in nature, and have no support person to provide transport to a collection centre.
- Patients referred by Auckland's Public Health Agency (ARPHS)
- Patients known/suspected to be contagious to any pandemic disease.

### HOME VISIT SERVICE

PHONE: 574 7399 (OPTION 3)

FAX: 09 574 7383

### NORMAL HOURS

- Monday to Friday (excluding public holidays): 08:00 – 16:00
- Saturday and Sunday 0800 – 15:00

### AFTER HOURS AND PUBLIC HOLIDAYS

- Requests for home visits after hours requires approval by a Labtests pathologist or senior laboratory scientist
- Repeat home visit bookings that fall on a public holiday will be rescheduled and the referrer advised.

### REQUESTING A HOME VISIT

- Requests for a home visit must be made by the referring practitioner or authorised representative (e.g. Senior Nurse) – **not the Patient**
- Request forms must be emailed (or faxed if no email available) to Labtests and **not be given to the patient** as Labtests needs to sight the information on the form to complete a booking
- A home visit request cannot be booked if Labtests has not received the request form
- **With the exception of urgent requests, 24 hours' notice** is required for a home visit booking
- Best endeavours will be made to accommodate the individual needs of the patients, i.e. day, and time of day, however this cannot be guaranteed
- Morning priority will be given to patients who are required to fast, or withhold medication
- If an urgent home visit is required the time frame will be confirmed after consultation with the referring practitioner
- The following information must be included request forms:
  - Complete patient details: NHI, Full name, Date of Birth and gender
  - Complete patient address
  - Contact telephone numbers for patient and referrer
  - Tests required
  - Frequency of testing
  - Fasting or withholding medication, and time patient normally takes medication
  - Relevant Clinical details or reason home visit service is required
  - Any additional information that would affect the home visit e.g. patient can't speak English
  - Referrers signature
- If the home visit is unable to be scheduled on the requested date, the referring practitioner will be contacted

## ASSESSMENT OF PATIENT'S ELIGIBILITY FOR HOME VISITS

- Labtests will review regular home visit patients annually. Eligibility for home visits is assessed to ensure we can provide home visits to those patients with the greatest need
- A list of regular patients will be compiled and provided to the referring practitioner for review of the continued need for testing, the frequency of testing and eligibility for home visits

## DISCONTINUATION OF HOME VISITS

- Labtests will notify the referring practitioner where there is evidence that the patient may no longer meet the home visit eligibility criteria
- Labtests will notify the referring practitioner via HL7 message if the patient is not at home at the time of visit or where circumstances have changed enabling the patient to visit a collection centre

## PATIENT RESPONSIBILITY

- Patients **are not** permitted to make their own home visit bookings
- Patients should inform Labtests as soon as possible if circumstances change that could affect their eligibility for a home visit e.g. patient admitted to hospital, moved house etc
- Any changes to the request must be communicated by the referrer

## THE HOME VISIT

- Patients must ensure that all pets are restrained and that the mobile phlebotomist can safely gain access to the patient's home
- Patients not home at the time of a visit will be left a calling card and advised to attend their nearest Collection Centre to have their blood tests done
- The home visit will not proceed if the Labtests phlebotomist is not able to positively identify the patient
- Patients who are unable to effectively communicate their identification, e.g. non-English speaking, must provide photo ID or have a support person present who can provide identification