

### **Collection Centre protocol with transition to Level 2**

At the transition to COVID-19 level 2, Labtests will no longer be able to offer separate sessions for immunocompromised patients as we need to increase collection centre capacity for the increased numbers of patients accessing our services.

In order to protect all patients and staff we will continue to implement respiratory/hand hygiene and social distancing measures at each of our collection centres. These measures will be in accordance with the recommendations set out in the Alert Levels and MOH guidelines and in many cases will be more stringent than is mandated by these guidelines.

Each of our collection centres is unique in its layout so the measures instituted at each centre may vary, however the standards we will continue to maintain at all centres include:

- All non-essential support people will be encouraged to wait in the car or outside (i.e. where the support person was only required for transportation).
- Patients are asked to wait outside the collection centre if NO seat is available in the waiting room.
- People entering the collection centres will be required to sanitise their hands.
- Social distancing of at least 1 meter must be maintained within the waiting rooms and chairs will be appropriately placed.
- Patients who have respiratory symptoms will be required to wear a mask (these will be provided).

We will continue to monitor the MOH guidelines and will adjust our practice as required. We acknowledge that the requirement for social distancing will reduce the capacity of our waiting area and regret the inconvenience this may cause patients.

Any patients who have had potential contact with a proven or potential COVID-19 case and are required to be in isolation should be discussed with a pathologist with a view to deferring testing or having a home visit, it is essential that these patients do NOT attend a collection centre.

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## Home Visits

Criteria for home visit requests remains unchanged and Labtests cannot offer home visits to patients who are isolating in Level 2 based on age or their immunocompromised status.

Please ensure the home visit service is only used for its intended purpose, which is to provide testing for patients who are unable to come into a collection centre, see below:

### **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.**

For patients who have been asked to self-isolate based on contact with suspected or confirmed cases, we may provide this service if urgently required. Please ensure this is made clear at booking as our staff will be required to wear PPE appropriate for this visit.

Outside these criteria, if an external organization mandates the requirement for our staff to wear PPE in excess of that within our own guidelines for a home visit, then the additional PPE will need to be provided by that entity.

Unless the patient is one who regularly uses the home visit services i.e. repeat requests, all requests must be booked by phone by the referrer requesting the test and each request will be discussed with a pathologist.

**Please phone: 09 574-7399 ext 3**

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## Labtests Collection Centre Opening Hours at Level 2

Please see the latest information on all Auckland collection centres and their opening hours. [www.labtests.co.nz](http://www.labtests.co.nz)

The link to the Collection Centre information on the home page is always the most up to date and is your best resource for this information.

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## Laboratory restrictions at Level 2

Restrictions to laboratory testing remain unchanged at Level 2. Please [follow link](#) to view.

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