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## Laboratory Update

5 June 2020

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### Ordering blood tests when consulting virtually with patients Electronic order

1. **If you are currently using electronic ordering** AND you are still using your PMS then place an e-order and get the patient to go to an available collection centre.

**To enquire about accessing eOrdering please contact the eorder helpdesk**

Call us on: 0508 37 37 83

Email us on: [helpdesk@eorder.co.nz](mailto:helpdesk@eorder.co.nz).

2. **Email / Fax to Patient and Print**

Email or fax the form to the patient using pdf and the patient prints the form and presents to an open Labtests collection centre.

**(note the temporary option of email/faxing requests to Labtests is no longer available)**

Refer to Labtests website [www.labtests.co.nz](http://www.labtests.co.nz) and follow the link on the home page to the latest information on collection centre hours and availability.

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### Collection Centres

Changes will occur on Monday 8<sup>th</sup> June.

Refer to Labtests website [www.labtests.co.nz](http://www.labtests.co.nz) and follow the link on the home page to the latest information on collection centre hours and availability.

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### Skin Prick Testing

We are happy to advise that skin prick testing will be available from 8th June. Patients should call 574 7399 (option 4) to book an appointment.

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### COVID testing for asymptomatic patients

In the first instance testing for COVID must align with the Ministry of Health guidelines. Beyond this there may be exceptional cases where patients require testing (this will be primarily for travel clearance). Our laboratory has received a small number of these requests so far.

Please be aware that in such circumstances COVID testing is not funded and will be charged (\$120 + GST per swab). In addition, we ask that the following process be followed:

1. Send an email to [info.commercial@healthscope.co.nz](mailto:info.commercial@healthscope.co.nz) confirming the number of patients requiring testing and the name of the medical practice collecting the swab/s.
2. Our team will review whether the request is appropriate and provide key details such as the patient consent required (all results will be held in the national data repository as this is a notifiable disease) and finalise payment details.
3. The patient result/s will be provided from our laboratory to the referring medical practitioner in the usual way.

**Please note:** swabs which are not eligible for testing under the current MoH funding criteria, and which have not been prior approved for testing in this way, will not be processed.

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## Requesting a Home Visit - IMPORTANT

- 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 cannot be guaranteed
- Morning priority will be given to patients 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.

For full details of Home Visits Criteria for referrers and patients please follow this link to our website [file:///C:/Users/Iellio/AppData/Local/Microsoft/Windows/INetCache/IE/171PYFK6/3.1 Home\\_Visit\\_Guidelines.pdf](file:///C:/Users/Iellio/AppData/Local/Microsoft/Windows/INetCache/IE/171PYFK6/3.1 Home_Visit_Guidelines.pdf)