

NORTHLAND PATHOLOGY HOME VISIT GUIDELINES

GUIDELINES, AND PATIENT CRITERIA FOR HOME VISITS

Eligibility for funded Northland Pathology home visit collection services 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.

HOME VISIT SERVICE

PHONE: 094384714

FAX: 094384713

NORMAL HOURS

Monday to Friday (excluding public holidays): 08:00 – 1530

AFTER HOURS AND PUBLIC HOLIDAYS

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, using Northland Pathology **home visit request form**.
- Request forms must be faxed to Northland Pathology and **not be given to the patient** as we need to sight the information on the form to complete a booking
- A home visit request cannot be booked if Northland Pathology 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 and 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

NORTHLAND PATHOLOGY HOME VISIT GUIDELINES

ASSESSMENT OF PATIENT'S ELIGIBILITY FOR HOME VISITS

- Northland Pathology 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

- Northland Pathology will notify the referring practitioner where there is evidence that the patient may no longer meet the home visit eligibility criteria
- Northland Pathology will notify the referring practitioner if the patient is repeatedly 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 Northland Pathology 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 contact their referrer as soon as possible to avoid the cancellation of their next home visit
- The home visit will not proceed if the 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