



FREQUENTLY ASKED QUESTIONS FOR REST HOME OPERATORS

How does this change affect my residents?

All mobile patients will still need to go to a Labtests collection centre.

What if my patients are immobile?

Diagnostic Medlab (DML) will be the primary provider for home visits to **immobile** patients **only** and specimen pick up for all Rest Home and Aged Care facilities. As a Rest Home or Aged Care facility DML will provide a customised visit cycle – set clinic days each week or for large complexes, set visit days and times.

DML will be available to perform any urgent requests for immobile patients as required. DML will be calling at your facility to provide you with site specific details of collections, supplies and contact details.

With the transfer of service to DML the rest-home patients who require specimen collection at the rest home are confined to **only** those who are deemed **immobile**.

While on site DML will only collect specimens from those patients identified as being immobile. They will not collect from any other patient who wants the convenience of collection on site but is deemed mobile.

To conclude, the following definition has been agreed by both DML and Labtests;

All mobile patients will need to go to a LTA collection centre.

While on site DML will only collect specimens from those patients identified as being immobile. They will not collect from any other patient who wants the convenience of collection on site but is deemed mobile.

The criteria will be that the collection for a 'home' collect is to be ordered by a medical practitioner which is in line with the following:

The patient is bed ridden or otherwise restricted and would not normally leave the rest-home. In a sense (housebound)

This can be for a current temporary illness and therefore for a limited time or permanent due to a long term condition.

The presenting condition may be due to the patient being mentally and or physically compromised. In reference to the mental condition an example would be a patient who has severe Alzheimer disease and not able to contend with the external environment.

Current Issues

We have had feedback from rest-homes that different criteria for collection at the rest-home has been used in the past. We are taking this to the transition team for resolution and will feedback to you week commencing 27 October 2009.

How do I get the results of tests?

Both DML and Labtests results will be directed to the referring GP.

Who do I contact if I have a question?

If you have any queries or concerns please contact one of the following Area Managers:

Central & East: Helen Beckett on 571 6437 or 0274 940 607

South: Hilary Dickson on 571 4000 or 0274 775 226

West: Trudi Brock on 838 7032 or 0274 834 547

North Steven Martin on 480 5097 or 0274 918 195