Clinical Pathology Transition Update  (#1, 9 September 2013)

The earlier transition date for specialist laboratory testing from Diagnostic MedLab to Labtests will have raised some queries regarding the details of the transition. I would like to assure you that Labtests and DML staff are working cooperatively to ensure a smooth process without disruption to your laboratory services. It is our intention to provide you with regular transition updates so that you are kept fully informed of the progress and details of the transition. These updates will be available by email and on our website (www.labtests.co.nz) where you will also find other valuable information.

A Labtests laboratory manual has been prepared to assist you and your staff, and copies of this manual will be distributed to all specialist practices and rest homes over the next few weeks. At the same time we will be delivering an introductory pack for each specialist. This pack will contain personalised Labtests request forms, specific to each location, for each specialist.

While this transition update is being distributed by post to individual specialists, our usual method of distributing our updates is by email. If you wish to receive these updates in future please provide your email address (email to lorraine.elliot@labtests.co.nz). We will be emailing transition updates to the specialist and practice email addresses that have been made available to us. If you prefer these communications to go only to your practice manager please ensure we have your practice manager email address, so that you can be kept up to date with changes at all times both during and after the transition.

Enclosed with the hard copy of this update is a copy of our data base record verification form for each specialist. It is extremely important that this document is checked for accuracy and any missing details are added prior to returning the document to Labtests. Contact phone numbers for referrers, both business and after hours, are essential to ensure that we are able to communicate critical test results to you without delay.

Our pathologists welcome your calls and look forward to building strong relationships that will serve you and your patients well as we move forward.

Please see below for more specific details related to the transition.

Don Mikkelsen
General Manager
Labtests
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<th>Transition dates (staged transition)</th>
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<td>7 October 2013</td>
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<td>14 October 2013</td>
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Home visits
Mobile phlebotomist requests will transition on 14th October.
- Current DML regular home visit patient details will be provided by DML and these visits will continue as normal.
- New requests for home visits after the 14th October should be faxed to Labtests.
- Labtests require 24 hours notice for a non-urgent home visit. Requests should be faxed to 09 574 7383.
- Urgent home visits can be arranged following consultation with our pathologists. A faxed request plus telephone notification (09 574 7399 - option 3) is necessary for urgent requests.

Collection centres
Specialist patients should continue to attend only the DML collection centres until 28th October 2013. From that date on specialist patients will have more collection centre options as they will be able to attend all Labtests collection centres.

DML repeat request cards will be accepted from 28th October.

The following collection centres, currently operated by DML, will become part of Labtests collection centre group from 28th October 2013:

- Botany Superclinic - 259 Botany Road, Botany
- Ascot Hospital - 90 Greenlane Road East, Greenlane
- City – Quay West, cnr Albert and Mills Lane, Auckland Central
- Mercy Hospital - 98 Mountain Road, Epsom
- Remuera – Level 1, 122 Remuera Road, Remuera
- Ponsonby - All Saints Plaza, 282 Ponsonby Road

Contacting Labtests pathologists
Before transition you will be provided with a copy of our pathologist contact details (DDI, cell phone, email). This information can also be found on our website www.labtests.co.nz

Pathologists can be contacted on their direct dial number or via our call centre on 09 574 7399 during the following hours:
- Mon-Fri - 7am to midnight
- Sat, Sun and public holidays – 8am to 7pm

Test results can be obtained 24 hours a day by phoning our practitioner results line (574 7398).

Historical test results
Historical results for tests that were performed prior to the transition to Labtests can still be obtained from DML.

The number to phone for pre transition DML results is 5714000.

Historical results for tests performed after transition can be obtained by phoning Labtests 574 7398