

Guidelines and Patient Criteria for Home Visits

Awanui Labs Auckland provides Home Visit collection services based on the eligibility criteria set by Health New Zealand Te Whatu Ora for:

- Patients who are bedridden
- Special medical cases, as requested by the referrer and approved by a pathologist.

Home Visit Service Contact

Phone: 09 574 7399 (option 3)

Email: auk.home.visits@awanuilabs.co.nz

Normal Hours

- Monday to Friday (excluding public holidays): 08:00 – 16:00

After Hours and Public Holidays

- Saturday and Sunday capacity is very limited and should only be requested if it is unavoidable. Timing of visits is subject to availability on the day and based on demand. (08:00 – 12:00)
- Repeat home visit bookings that fall on a weekend or public holiday will be rescheduled to the following business or scheduled visit day.

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**.
- Request forms must be emailed to the Awanui Labs Home Visits Administration team and **not be given to the patient**.
- A home visit request cannot be booked if a request form has not been received.
- Home Visit requests should be submitted with at least 24 hours' notice, except in cases where urgent clinical need is confirmed.
- Same-day urgent requests must be received by 12:00 pm to be considered. Requests received after this time will be scheduled for the following business or scheduled visit day.
- Best endeavours will be made to accommodate the individual clinical needs of the patients, i.e. day, and time of day, however this cannot be guaranteed.
- Morning priority is given to patients who are required to fast or withhold medication.
- The following information must be included in request forms:
 - Complete patient details: NHI, Full name, Date of Birth, Gender, and Address
 - Contact telephone numbers for patient and referrer
 - Tests required
 - Frequency of testing
 - Fasting or medication withholding details and times
 - Relevant Clinical details or reason home visit service is required
 - Any additional information that would affect the home visit (e.g. language barriers).
 - Referrer's signature.

- If the home visit is unable to be scheduled on the requested date, the referring practitioner will be contacted.

Assessment of Patient's Eligibility for Home Visits

- Awanui Labs Auckland will regularly review home visit patients to ensure eligibility.
- If it is not clear from the request form that the patient meets the eligibility criteria, additional clinical details will be requested from the referrer before the booking can be confirmed.

Discontinuation of Home Visits

- Awanui Labs Auckland will notify the referring practitioner if a patient no longer meets the eligibility criteria.
- Patients who are not home at the time of a scheduled visit will be left a calling card advising them to contact their referring practice. Any future Home Visits will be placed on hold until the referring practitioner confirms that the patient still requires testing and remains eligible for the Home Visit Service.

COVID-19 Patients

- Following Ministry of Health guidelines, patients who test positive for COVID-19 should isolate for at least 5 days.
- Where possible, please defer testing until patients can safely access community services or take bloods at the time of the appointment at the practice.
- For clinically urgent testing during the isolation period, please contact the Home Visits team directly.

Patient Responsibility

- Patients **are not** permitted to make their own home visit bookings.
- Patients must inform Awanui Labs Auckland immediately if there are changes that could affect their eligibility (e.g. hospital admission, change of address, 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 access the patient's home.
- Patients not home at the time of a visit will be left a calling card and advised to contact their referring practice. Future Home Visits will be placed on hold pending confirmation of ongoing eligibility by the referrer.
- The home visit will not proceed if the mobile phlebotomist cannot positively identify the patient.
- Patients unable to communicate their identification must provide photo ID or have a support person present to confirm their identity.