

Your test results

1. Your test results will not be sent to or copied to your GP or any other health care provider. It is your responsibility to follow up with your GP or health care provider to review or discuss your results should this be required.
2. Your test results, and any accompanying comment will be emailed in an encrypted file or via the postal service. We may also contact you by telephone about the availability of your test results. The laboratory accepts no responsibility for the security of results received by email.
3. If your test results indicate a critical health issue (such as a notifiable disease), or are critically abnormal subject to our legal obligations we will first try to contact you. We reserve the right to contact, your GP where we know their identity, a Medical Officer of Health, a local territorial authority, a hospital Emergency Department and potentially the NZ Police if we are unable to contact you or in addition to contacting you.
4. The laboratory will not be liable on your failure to act on any recommendation we give you, including a recommendation to seek medical advice;
5. The laboratory will not be liable on your failure to show your test results to or discuss them with your GP or another suitable health practitioner, whether or not those results have been reviewed by our clinical staff.
6. The laboratory will not be liable for your use of any test result for anything other than your personal use and information.
7. Further information and understanding about your lab test can be found at <https://www.labtestsonline.org.au/>

Terms and Conditions

1. These terms ("Terms") apply to all Services we provide. If there is any conflict between these Terms and any written or verbal communication between you and us including your online order, these Terms prevail.
2. You must be at least 16 years old to order and undergo Services, you must provide certain personal information including your name, address, gender (at birth) and date of birth.
3. You cannot order tests for someone under the age of 16 years.
4. You are solely responsible for selecting the Services and for ensuring that any Service you order is suitable for you and your intended purpose in ordering it. If in doubt, please talk to your GP or another suitable health practitioner.
5. By ordering a Service, you give us your informed consent to obtain a suitable sample and perform the tests you have ordered.
6. Any sample you provide (whether it is blood, tissue, body fluid or any other biological sample) will be analysed only in relation to the Services you have ordered. All samples will be collected, tested and retained in accordance with the Human Tissue Act 2008.
7. Results cannot be given out over the phone.
8. Test results and any comment or recommendation we make about them are for information only. They may help you understand your health status but are not intended to, and do not, constitute a clinical diagnosis or medical advice.
9. Our Services are not a substitute for such diagnosis or advice. Any comment we provide is based on the information you make available to us at the time, which may be insufficient to gain a complete understanding of your health status or any health condition you may be suffering from.
10. If you have any concerns about your test results or your health generally, you should discuss them directly with your GP or another suitable health practitioner.