

# Lab Update March 2021



## Easter break

As usual, we are closed for the Easter Break. We close Thursday 1<sup>st</sup> April at 6 pm, and reopen Tuesday 6<sup>th</sup> April at 7.30 am.

- No routine collection, courier, or testing services will be available.
- **Testing for urgent samples is available via Hasting Hospital Lab.** Urgent samples should be clearly marked as such, placed in a Red Bag and sent to the Hospital Laboratory by taxi.
- **Please do not collect routine samples over Easter weekend, as most will be unsuitable for processing when normal services resume on Tuesday.** Urgent Microbiology requests must be clearly identified as such, or they will not be processed on arrival at Hastings Hospital Laboratory even if sent by taxi.

## Introducing the Hawkes Bay SCL website

We now have our own website: <https://www.hawkesbayscl.co.nz/>

The website has lots of useful information about our services for patients and referrers, including collection centre hours, online stores ordering, Laboratory Newsletters, and patient eligibility information.

Shortly an online Specimen Collection guide will be available.

## Stores ordering

Ordering of specimen collection consumables is now available via our website

<https://www.hawkesbayscl.co.nz/referrers/order-laboratory-consumables/>

Note that routine orders may take up to 3 working days for dispatch and delivery. Please call us if your order is urgent.

## Collection Centre Closing times

**The last 15 minutes of our stated opening times are reserved for urgent tests and specimen drop offs.**

While we always do our best to see everyone, sometimes we have to turn away routine patients who arrive just before closing time – we'd appreciate it if you would advise your patients of this when referring them to us for tests.

## Emailed request forms

We set up a system for email of lab request forms during Covid-19 lockdown last year, to help facilitate remote GP consultations. This was never anticipated as a permanent replacement for paper request forms, but some practices email request forms to us even after face-to-face patient consultations. This creates a significant administrative burden, and increases patient waiting times in our collection centres.

- **Wherever possible please give your patient a paper request form.**
- **Even better, if this is possible for your surgery, use eOrders.**

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## Axe the fax!



Our fax machines have been switched off- if you are still sending faxes, we are not receiving them! Please email us instead.

We are still able to fax urgent results via our computer system. Many of you are already switched over to email for urgent results. If you are still receiving urgent results by fax it means we don't have an appropriate email address for you- please let us know what email you want urgent results sent to. This should be a generic email that will be checked every day, rather than a personal email address.

Purpose	Email address
Home visit requests	<a href="mailto:hbayhomevisit@sclabs.co.nz">hbayhomevisit@sclabs.co.nz</a>
General enquiries	<a href="mailto:hbay@sclabs.co.nz">hbay@sclabs.co.nz</a>

## Testing changes

### Parathyroid hormone (PTH) sample requirements

- due to a process change, the required sample is now either a yellow top (SST) or green top (Lithium heparin) tube
- Lavender tubes (EDTA) are no longer accepted

## eOrders



We are able to offer eOrders (electronic orders) to some Hawkes Bay surgeries but unfortunately not all.

Essentially, if SCL tests your Haematology and Biochemistry samples, we can set you up for eOrders. If your Haematology and Biochemistry samples are tested at the Hastings Hospital lab, we are unable to set up eOrders.

We have a number of local practices using eOrders already, and are keen to expand this in coming months. More information is available here: <https://eorder.co.nz/>. If you are particularly keen to get started please contact the Hawkes Bay Manager Andrew Milne [andrew.milne@sclabs.co.nz](mailto:andrew.milne@sclabs.co.nz) or phone 027 439 3006.

**Wishing everyone an enjoyable Easter break**