

25/6/20

SCL Laboratory Update- Request forms for Home Visits

We now have a separate email address for Home Visit requests:

hbayhomevisit@sclabs.co.nz

Please email home visit requests to this address, and continue to email other lab request forms to hbay@sclabs.co.nz as before.

There is *no change* for faxes - all requests can continue being faxed to 06 8786538

We have experienced some issues with home visit requests getting "lost" amongst the hundreds of other forms being emailed to us each day. We apologise for any delays to patient testing caused by this, and hope this new approach will prevent it from happening again.

If seeing patients face to face please hand them a paper request form rather than emailing or faxing us. We now have additional administrative staff to help, and forms are processed rapidly on receipt but it remains a significant extra burden on our team. Some patients arrive within minutes of notification that they need a blood test.

Please ensure your teams are aware of this change, and feel free to contact me if you have any concerns or questions.

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