



TEST ADDS BY EMAIL

We have been looking at alternative means by which GPs and other health care professionals can easily request additional tests to be performed on existing samples held within the laboratory (TEST ADDS). Historically we have responded to telephone calls and faxed requests which are not ideal.

Telephone requests are time consuming for both parties, are prone to transcription error and lack any sort of audit trail.

Fax messages do not work well with modern telephone systems and have proved unreliable in the past.

Pathlab are now recommending and would ask that email is used to request Test Adds onto existing requests. This will allow for requests to be resolved more quickly, maintain an audit trail of requests and also will send an acknowledgment of receipt of the Test Add request

Process:

- Send email Test Add requests to this dedicated Pathlab Bay of Plenty email address – plbop.testadd@pathlab.co.nz
- Subject line should read 'Test Add Required'
- Within the email body itself please include:
 - Patient NHI**
 - Requestor Name / Clinic**
 - Date of original request**
 - Additional tests required**

Please do not include patient's full name for confidentiality reasons

Subsequently you will receive an email reply stating that we have received and are acting on your request OR we have received but cannot act on the request, stating reasons why we cannot fulfil that request.

If you have any queries or concerns over the new email system for 'Test Adds' please feel free to contact:

Laura Yau, Lead of Specialty, Specimen Services, 07 858 0795 ext 6892