FAXING UPDATE

On April the 23rd 2021, our fax lines will be transitioning from analogue to digital technology with this change likely to reduce the reliability of fax transmissions to you.

We have found a very small number of clinicians that have their primary reporting to be Fax - we will be contacting you individually to assist with switching to another supported reporting technology option.

Our preferred reporting modes are as follows:
1. Secure health messaging with Medical Objects to a Practice Management System.
2. Secure health messaging with Healthlink to a Practice Management System.
3. Email, with the requirement that it utilises Transport Layer Security and you monitor your spam folders.

We continue to engage within the industry with our efforts to remove faxing from the health system processes. We appreciate your support in utilising our email options for test adds and request forms as we support the industry in moving away from this old technology.

Need to send in a test request form?
Please use the dedicated email of requestforms@pathlab.co.nz.
We also ask you to please include the patients name, NHI and which Pathlab site they will be visiting. Please ask the patient to allow an hour for processing before they visit us.

Wanting to add a test to an existing request?
Please use the email address as follows:
- Bay of Plenty – PLBOP.testadd@pathlab.co.nz
- Waikato – PLW.testadd@pathlab.co.nz
- Lakes – PLL.testadd@pathlab.co.nz

To organise a switch of reporting modes away from faxing, pleases contact our IS helpdesk at support@pathlab.co.nz.

Warren Wright
HOD, Information Services

CLINICAL UPDATE

Please ensure all members of your institution receive a copy of this clinical update.