



# Procedure to Follow Regarding Queries for Laboratory Testing

## Community Stream:

All Community calls of GP origin for Whakatane and Tauranga – Please Call 0800 737 073 or 07 578 7073 from 7.00am – 6.00pm Mon-Friday.

Results will be provided directly from these avenues. Patients name and NHI number or DOB is required for results.

If a specific department is required you will be transferred-

If you have a complaint you can be transferred to the Department Head or the Operations Manager for the area. (See below for Operations Managers direct details)

All our Pathologists are available directly (Monday – Friday) - however there is always a rostered path on call (24/7). They can be contacted on 07 571 7015 any time, or specifically.

- Richard Massey 021 343 536
- Mark Wickham 021 326 826
- John Viggiano 027 279 1313
- Tim Sutton 027 277 8658
- Justin Copeland 027 705 6159
- Elaine Bekker 027 705 3985
- Ben Tallon 021 264 7507
- Michael Addidle 027 389 0464

## Hospital Stream:

**Whakatane Hospital Calls** – All departments (07) 306 0823

- Internal calls - 4823
- to the Laboratory Manager if it is a process complaint or service delivery query (07) 306 0782, or 027 599 7760
- Pathologist on call – Through Telephony 4999 or (07) 571 7015

**Tauranga Hospital Calls** – All departments (07) 577 5201

- Internal calls 8220
- To the Laboratory Manager if it is a process complaint or service delivery query (07) 577 5217 or 027 201 0217.
- Pathologist on Call – Through Telephony 8000 or 571 7015

Pathologists available as above, on their cell phones Monday – Friday.

Nick Page  
Site Manager  
Cameron Road Laboratory  
(07) 577 5217

If you would like to receive these updates via e-mail please forward your details to:  
Jo.Sherwood@pathlab.co.nz  
For more information check out [www.pathlab.co.nz/Clinicians/Clinical Information](http://www.pathlab.co.nz/Clinicians/Clinical%20Information)