

Pathlab offers a free Home Visit (domiciliary) service for those who meet the government-determined eligibility criteria. The service covers accessible areas within a certain distance from our collection centres, with discretion of distance from each site considered.

In exceptional circumstances, and only by mutual agreement will the eligibility criteria be waived.

**Eligibility Criteria:**

- Patients must be bed ridden
- Patients (or the parent/caregiver of minor patients) must have impaired mobility - mental or physical
- Patients must have no support person to provide transport to collection centre

Financial hardship is not considered acceptable criteria for a Home Visit.

**Requesting a Home Visit:**

- Requests for a Home Visit must be made by the referring Medical Practitioner or authorised representative (registered Nurse). **Requests cannot be made by a patient, caregiver or relatives.**
- If you are sending a form via the e-form system it **must be** followed by either an email or phone call so the form can be searched, located and actioned.
- Alternatively bookings can be made via email, please use:
  - [homevisit.plwaikato@pathlab.co.nz](mailto:homevisit.plwaikato@pathlab.co.nz) for Waikato
  - [homevisit.plbop@pathlab.co.nz](mailto:homevisit.plbop@pathlab.co.nz) for BOP
  - [homevisit.rotorua@pathlab.co.nz](mailto:homevisit.rotorua@pathlab.co.nz) for Rotorua
  - [homevisit.taupo@pathlab.co.nz](mailto:homevisit.taupo@pathlab.co.nz) for Taupo
- If an urgent request is required on the day, a phone call must be made to the Pathlab facility in your area to arrange collection.
- The following must be included on the request form:
  - Complete patient details - NHI, DOB
  - Complete patient address
  - Contact phone number of patient and referrer
  - Tests required
  - Frequency of testing
  - Fasting or withholding medication
  - Relevant clinical details
  - Any additional information – ie patient can't speak English

**Patient Responsibility:**

- Patients are not permitted to make their own bookings.
- Patients need to inform Pathlab if their circumstances have changed.
- Patients pets must be restrained so the phlebotomist can safely gain access to the patients home.
- Patients that are not home will be left a calling card and advised to visit their nearest collection centre.
- If the phlebotomist is unable to identify the patient, test collection will not proceed.

**Discontinuation of Home Visits:**

- Pathlab will notify the referring practitioner if there is evidence that the patient no longer meets the criteria.
- If the patient is not home at the time of visit – the referring practitioner will be notified, and arrangements can be made for the patient to present to nearest collection centre.
- Is unable to identify the patient the collection will not proceed.

**Rest Homes:**

- Rest Homes are allocated specific days for visits, any request outside of these schedules must be confirmed as clinically urgent by the requestor. Best endeavours are made to accommodate request for visits however this cannot be guaranteed.
- A staff member from the rest home must be available to support the phlebotomist to assist with identification of the patient. The visit will not proceed if the patient cannot be positively identified by the phlebotomist.

**Our staff must be assured of a safe environment, we enlist your help to ensure H&S obligations are met and our staff are safe whilst providing home visits to your patients**