



CAPITAL
PATHOLOGY

Quality is in our DNA

Guidelines for Home Visits

Information for Referring Doctors
and Aged Care Facilities



GUIDELINES FOR HOME VISITS

Capital Pathology's home visit collection service covers the Australian Capital Territory, Southern NSW areas surrounding Queanbeyan, Bega, Cooma and Goulburn.

This service provides specimen collection services to patients who cannot attend one of our many collection centres and are eligible under our home visit criteria.

HOME VISIT SERVICE

ACT/QUEANBEYAN/BUNGENDORE

Telephone: (02) 6285 9900
Fax: (02) 6285 9946
Booking Service: Monday – Friday 7.00am – 6.00pm
Collection Service: Monday to Friday: 7.30am - 3.00pm (excluding public holidays)

BEGA REGION

Telephone: (02) 6499 0600
Fax: (02) 6499 0620
Booking Service: Monday – Friday 8.00am – 5.00pm
Collection Service: Monday, Wednesday, Friday (excluding public holidays)

COOMA/JINDABYNE/BERRIDALE

Telephone: (02) 6452 3150
Fax: (02) 6452 2563
Booking Service: Monday – Friday 8.00am – 4.00pm
Collection Service: Wednesday only (excluding public holidays)

GOULBURN/CROOKWELL

Telephone: (02) 4821 4011
Fax: (02) 4821 4224
Booking Service: Monday – Friday 9.00am – 12.00pm
Collection service: Monday to Friday 9.0am to 11.00am (excluding public holidays)

ELIGIBILITY CRITERIA FOR HOME VISIT

- Patients resident in an Aged Care facility.
- Patients or parent caregiver of minors that are bed bound, have significantly impaired mobility due to mental or physical factors, and have no support person to provide transport to a collection centre.
- Patient must be referred for a home visit by the treating doctor.

HOME VISIT INFORMATION

- Patients not at home or failing to answer the door at the time when the collector calls will be left a calling card and the requesting Doctor will be notified that the patient did not respond or was not at home.
- Patients not at home when the collector calls will be required to arrange another home visit booking through their requesting Doctor. This will not be required when the patient has had a medical emergency or has been admitted to hospital.
- Capital Pathology will contact the requesting Doctor where patient welfare is a concern e.g. patient appears distressed, cannot be roused or may have collapsed.
- Patients or their carers should inform Capital Pathology if their circumstances change which will affect their suitability for a home visit collection e.g. patient admitted to respite care or hospital.
- Capital Pathology collection staff must have appropriate and safe access to the residence and a suitably clean and tidy area for the specimen collection.
- Patients must ensure that domestic animals are able to be isolated from the specimen collection area.
- A patient that cannot effectively communicate their identification, e.g. non English speaking must provide a photo ID or have a support person present who can confirm identification.
- The home visit collection will not proceed if the collector cannot positively identify the patient.
- Capital Pathology performs home visits in specific suburbs on certain days of the week. It is not always possible to perform the home visit on the day requested.

REQUESTING A HOME VISIT BOOKING

- Requests for the initial home visit must be made by the requesting Doctor or a member of their practice staff.
- Patient eligibility criteria will be checked at the initial home visit.
- Follow-up home visit bookings in cases of Rule 3's can be made by the patient or their carer.
- The referral form should be faxed through to Capital Pathology's home visit booking service. Fax Number listed above. Please indicate on the referral form that it is for a home visit booking.
- Once the referral form has been faxed please DO NOT send the original referral form to Capital Pathology as duplicate copies can cause confusion.
- In most instances at least 24 hours' notice is required for a home visit booking.
- Urgent booking requests can be made where a requesting Doctor requires a Clinically URGENT result.

- A home Visit request must contain the following patient and request details.
 1. Full patient details: Full Name, DOB & Gender
 2. Patient address (including wing and room no. where appropriate)
 3. Patient contact phone number or the number of the primary carer
 4. Tests required
 5. Frequency of testing/duration period
 6. Preferred commencement date
 7. Fasting or withholding medication status and the time the patient normally takes medication if relevant to the testing
 8. Relevant clinical details
 9. Any special requirements that would affect the home visit e.g. patient has poor hearing, patient can't speak English.

WITHDRAWAL OF HOME VISITS

Capital Pathology will notify the requesting Doctor if:

- there is evidence that the patient circumstances have changed and they may no longer meet the home visit eligibility criteria.
- the patient is repeatedly not at home when the collector calls.
- the patient or another person onsite shows inappropriate behaviour towards a Capital Pathology staff member.

