



Due to the increased preference of doctors to perform consults online or via telephone, please refer to the guidelines below to ensure pathology referral forms are delivered correctly, so we can ensure swift turnaround times and accurate results for your patients.

If your patient is experiencing respiratory symptoms, fever or has recently returned from overseas travel do not refer these patients to our Collection Centres. For COVID-19 swab or blood collection please refer your patient to a designated assessment centre as listed by your state health department.

## Telehealth or Online Consultations

### Practices WITH onsite Clinical Labs Collection Centre

#### Option A : For doctors continuing to work from their practice

1. Doctor completes referral and leaves it at onsite Clinical Labs collection centre prior to patient arrival
2. Instruct the patient to call ahead to the collection centre to arrange a suitable time (visit [clinicallabs.com.au/location](http://clinicallabs.com.au/location))
3. Pathology Collector will identify patient via photo ID (**NB: patient MUST attend this collection centre**)

#### Option B : For doctors working elsewhere (ie home)

1. Doctor can email or take a clear photo of referral form and send to the patient's email address
2. Patient must print out a clear copy of the request form and bring to a Clinical Labs collection centre
3. If patient does not have a physical copy of the referral form, Pathology Collector may be able to transcribe onto a new form, but the original must be sent in post (**NB: patient can choose which Clinical Labs collection centre suits them**)

### Practices WITHOUT onsite Clinical Labs Collection Centre

#### Option A

1. Doctor can email or take a clear photo of referral form and send to the patient's email address
2. Patient must print out a clear copy of the request form and bring to a Clinical Labs collection centre
3. If patient does not have a physical copy of the referral form, Pathology Collector may be able to transcribe onto a new form, but the original must be sent in post (**NB: patient can choose which Clinical Labs collection centre suits them**)

#### Option B

1. Fax referral to the collection centre nominated by the patient, referring to [clinicallabs.com.au/location](http://clinicallabs.com.au/location) for details
2. Instruct the patient to call ahead to the collection centre to arrange a suitable time
3. Pathology Collector will identify patient via photo ID (**NB: patient MUST attend this collection centre**)

## Home Visits

- The Home Visiting Service is specifically designed for the more vulnerable in our community.
- At this time we are accepting requests for home visits where patients are self-isolating for their own health because they are a high risk i.e over 70, pregnant, immunosuppressed. We cannot support requests not meeting this criteria.
- Our team of Call centre operators will assess the request and book patients accordingly. We have increased our capacity for this service to facilitate this increase in volume.
- **We cannot visit patients who are positive for COVID-19, or those who are isolating whilst waiting for COVID-19 results.**

To arrange a home visit please contact us via our call centre.