

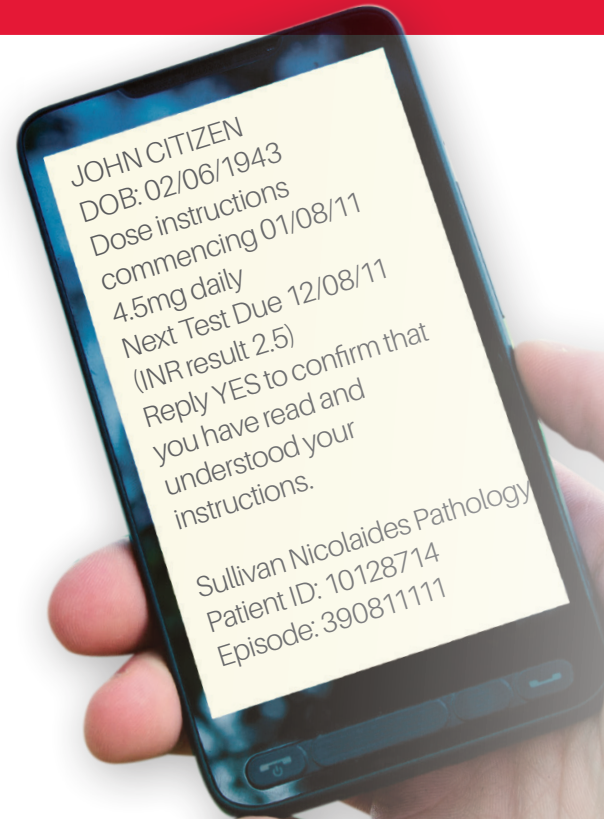
WARFARIN RESULTS FOR EXISTING SNP WARFARIN CARE PATIENTS ONLY

SNP Warfarin Care Program patients!
Now you have the freedom to receive your warfarin dose instructions and INR test results as soon as they are available. Anytime. Anywhere.*

Sullivan Nicolaides Pathology Warfarin Care patients, or their carers, can now elect to receive warfarin dose instructions and INR test results via SMS, no phone queues.

* Provided you are within your mobile phone service provider's mobile network.

Please note: This SMS notification is an example only. The SMS notification you receive will contain important pieces of information to manage your warfarin treatment. Only ever follow an instruction that contains your details: name, DOB (Date of Birth) and Patient ID.



ACKNOWLEDGMENTS & CONSENTS

1. YOUR PERSONAL INFORMATION

This means each individual patient and the patient's carer, as the context requires.

1.1 By completing and submitting this form you (or the person for whom you are the nominated recipient) consent to receiving your INR result, warfarin dose and next INR test date (Warfarin instructions) via a Short Message Service (SMS) to your nominated mobile phone.

1.2 You acknowledge that Sullivan Nicolaides Pathology will use the information collected on this form to:

- (a) identify you as a patient enrolled in the Warfarin Care Program; and
- (b) send your Warfarin instructions by SMS to your nominated mobile phone (SMS notification).

1.3 Your privacy is important to us. For more information on how we handle your personal information please refer to the 'Patient Privacy and Warfarin Care' section of the Warfarin Care Patient Guide or for a copy of our privacy policy please visit www.snp.com.au or call (07) 3377 8777.

1.4 You acknowledge you can withdraw your consent from the SMS notification service at any time. Please contact Warfarin Care Support to change your designated contact method.

1.5 You agree we may, from time to time, contact you by phone or letter with your Warfarin instructions in addition to sending you an SMS notification.

2. SMS NOTIFICATION

2.1 You acknowledge SMS is not a guaranteed delivery communication tool and the receipt of your SMS notification is dependent upon your mobile phone carrier's coverage and service network and the working operation of the nominated mobile phone device (for example, sufficient battery life to receive messages). Sullivan Nicolaides Pathology makes every effort to send the SMS notification promptly, however we accept no liability for transmission delays, message failures or if for any other reason you do not receive your SMS notification. If you have not received your SMS notification within 24 hours of your blood test, and have not been contacted by Warfarin Care Support, please call (07) 3377 8777.

2.2 You acknowledge that to continue to receive SMS notifications, you are required to follow the instructions in the SMS notification and send a reply 'YES' via SMS message (valid reply). We encourage you to send the valid reply as soon as you receive an SMS notification once you have read and understood the Warfarin instructions. If you do not understand the Warfarin instructions please call Warfarin Care Support immediately.

2.3 You also acknowledge that when you send a valid reply, this is you confirming to us that you have understood the Warfarin instructions. It is your responsibility to take the Warfarin dose as prescribed and attend for your appointment on the allotted day.

2.4 You acknowledge your mobile phone provider or service carrier may charge you a fee to send the valid reply. Please contact your mobile phone provider for details.

2.5 You agree that if we have not received a valid reply to the SMS notification within 48 hours of us sending the SMS notification, we will attempt to contact you by phone with your Warfarin instructions.

2.6 You acknowledge that if we repeatedly do not receive a valid reply or we are unable to send a SMS notification to your nominated mobile phone number, we may change your designated contact method. We will notify the intended recipient of the SMS notifications should we do this.

2.7 You agree to notify Warfarin Care Support as soon as practicable should you wish to change the mobile phone number to receive your SMS notifications. You accept there may be a delay before we send your SMS notifications to your new mobile phone number. A test SMS will be sent to your new mobile phone number to complete the registration of this new number.

2.8 It is at our sole discretion to continue to provide SMS notifications and to change the nature of the service to ensure the efficient transmission of your Warfarin instructions. Whenever possible, we will provide notice of our intention to suspend, cancel or amend the service. You acknowledge in certain circumstances, outside of our control (for example, a system failure) prior notice can not be given. In these circumstances, we will contact you as soon as we can.

ADDITIONAL INFORMATION

Please phone Warfarin Care on (07) 3377 8777 if:

- You do not understand your SMS dose instructions
- You now have additional information about your health, medication or warfarin dosage that wasn't recorded when you had your most recent blood test
- You or your carer change the nominated mobile phone number.

If at any time you or your carer feel uncomfortable receiving your dosage instructions via SMS you can opt out of the service by contacting Warfarin Care.

What are the Warfarin Care contact details?

T: (07) 3377 8777 or 1300 769 440

F: (07) 3377 8461

Mail Address

Sullivan Nicolaides Pathology
Warfarin Care
P O Box 2014
Fortitude Valley Qld 4006

Locate your nearest collection centre

For a full list of collection centres and the opening hours, visit snp.com.au.

SNP collection centres locator app

Now available for iPhone and iPad



DISCLAIMER
The images used in this brochure are for illustrative purposes only. They are from stock libraries and the people portrayed in them are models. In no way is it suggested that these people have health problems.



SULLIVAN NICOLAIDES PTY LTD • ABN 38 078 202 196
A subsidiary of Sonic Healthcare Limited • ABN 24 004 196 909
24 Hurworth Street • Bowen Hills • QLD 4006 • Australia
Tel (07) 3377 8666 • Fax (07) 3878 7409
PO Box 2014 • Fortitude Valley • QLD 4006 • Australia

Details correct at the time of printing. May be subject to change without notice.
MERIDIO 224599 JULY 2017 ITEM 36641 JULY 2017

© Sullivan Nicolaides Pty Ltd 2016



ARE YOU ENROLLED ON THE SNP WARFARIN CARE PROGRAM? THEN YOU CAN RECEIVE YOUR WARFARIN RESULTS BY SMS

www.snp.com.au



REGISTRATION FORM FOR SNP WARFARIN CARE PROGRAM SMS NOTIFICATION SERVICE

STEP 1 - Register

You must **ALREADY** be enrolled on the SNP Warfarin Care Program. For Warfarin Care program patient/ participants wishing to receive SMS notification of their results, complete the registration form attached to this brochure and return to Sullivan Nicolaides Pathology.

STEP 2 - Confirm

Once the registration form has been received by Warfarin Care, a test SMS will be sent to the nominated mobile phone number. You or your carer must reply YES to the test SMS within 48 hours to complete your registration. You are now ready to receive your SMS notifications.

STEP 3 - Ready-to-go

Proceed with your dose instructions as provided. The next time you have a blood test, instead of receiving a phone call, Sullivan Nicolaides Pathology will automatically send an SMS to your nominated mobile phone number to inform you of your INR result, dosage and next test date. You must make sure your phone is charged and on, ready to receive the notification.

On the right is an example of how your SMS notification will appear. Each mobile phone will display the SMS slightly differently and you may need to scroll down to read the entire message.

How do I enrol to receive SMS notification?

If you would like to register for this service, you must already be a Sullivan Nicolaides Warfarin Care patient (this means your doctor has already enrolled you onto the SNP Warfarin Care program for SNP to manage your warfarin. **The SMS warfarin dose result service is only provided for patients using Sullivan Nicolaides Warfarin Care to receive their warfarin instructions from SNP. Complete the attached SMS enrolment form and return to Warfarin Care. Patients under the management of their own doctor are NOT eligible.**

What do I do once I receive my SMS notification?

Once you or your carer receives an SMS notification, you MUST reply YES to confirm that you have read and understood the message. If you do not respond to the SMS notification within 48 hours, you will receive a phone call from Warfarin Care to give you your INR result, dosage instructions and next test date.

If you repeatedly fail to respond to your SMS notifications we may contact you to clarify any problems. If appropriate we will change your designated contact method to a phone call. Please note you will no longer receive a phone call with your dose instruction when you are registered for SMS notification unless Warfarin Care deems it necessary.

What if I forget to respond YES?

If you do not respond to your SMS within 48 hours, you will receive a phone call from Warfarin Care to explain your dosage and next test date. Our system will also record a ‘non-response’. If you repeatedly fail to respond to your SMS notifications we will contact you to clarify any problems. If appropriate we will change your designated contact method to a phone call.

What if I don’t understand the SMS?

If you do not understand your SMS notification or are unsure about your dose instructions please phone Warfarin Care on (07) 3377 8777 as soon as possible.

Why is it so important for me to reply YES?

Your reply is automatically registered in our system to indicate that the notification has been sent and received successfully. In addition, because of the importance to your health and safety, Sullivan Nicolaides Pathology needs to ensure that you have read and understood your dose instructions and are aware of your next test date. It is important for your health that you take the appropriate dose of warfarin every day, so if you do not understand your dose instructions please contact Warfarin Care immediately.

What if I don’t receive an SMS on the day of my test?

Following your test, please make sure your phone is charged and on so that you can receive your notification. Receiving an SMS is also reliant on your mobile service provider and the service coverage for the nominated mobile phone. If there is insufficient mobile service coverage there may be a delay or even a failure to receive your SMS. Sullivan Nicolaides Pathology aims to provide your result and dose within 24 hours of your test. If you do not receive an SMS within this period, please take your currently prescribed dose and phone Warfarin Care on (07) 3377 8777.

What happens if my result is too far outside my Target Range?

If your result is of concern, you may receive a phone call in addition to your SMS notification. If you have not responded to your SMS and your results are outside safe limits you may also receive a phone call.

What if my nominated mobile phone number changes?

It is your responsibility to contact Warfarin Care on (07) 3377 8777 as soon as you or your carer change the nominated mobile number or any other contact details. If you have any questions about the SMS service please phone Warfarin Care on (07) 3377 8777.

Please read this brochure, including the Acknowledgements & Consents before you complete this form to register to receive warfarin dose instructions via SMS. Your signature indicates that you have read and accepted the Acknowledgements & Consents.

PATIENT DETAILS:

Surname:

Given Name:

Date of Birth:

Address:

.....

.....

Mobile number:.....

| | | |
|----------------------|---|---|
| Patient’s signature: | | |
| Date: | / | / |

Sullivan Nicolaides Pathology COLLECTION STAFF
Place in internal mail addressed to Warfarin Care Level 3 Bowen Hills.

Please complete the following details in addition to those of the patient **if nominating a carer** to receive the SMS. **SMS notification can only be sent to the patient OR carer.**

CARER DETAILS:

Surname of Carer:.....

Given Name of Carer:.....

Relationship to patient:.....

Address of Carer:.....

.....

.....

Mobile number of Carer:.....

| | | |
|--------------------|---|---|
| Carer’s signature: | | |
| Date: | / | / |

Once completed please mail this form to:
Sullivan Nicolaides Pathology Warfarin Care
PO Box 2014
Fortitude Valley Qld 4006

Or give this to the staff at the collection rooms.