



# Aged Care Facilities

## Service information

SNP provides dedicated clinical pathology services for aged care facilities (ACFs).

### Bookings

- Requests for pathology collection or specimen pick-up can be booked online at [snp.com.au/acf](https://snp.com.au/acf)
- Our mobile collections team can be reached via email on [brismobilecollect@snp.com.au](mailto:brismobilecollect@snp.com.au)
- Alternatively, please call (07) 3377 8110 for ACF bookings.
- Note:** our collection days for ACFs are Monday, Wednesday and Friday. However, we will support urgent testing from referring doctors on other days.

### Preparing for collection

- Request forms and specimens for pick-up should be kept in designated areas that are accessible to collectors, e.g. at nursing stations or in reception areas.
- To assist with correct identification of residents, please add a label or append the request form with the resident's last name, date of birth, ward and bed location.
- Ensure specimens are clearly labelled with the resident's first name, last name and date of birth.
- ACF staff are required to fully identify the patient if they are unable to identify themselves. Name and signature of staff member is to be noted on the SNP request form in the 'clinical notes' section.**
- Urine specimens should be refrigerated. Faeces and swab specimens can be kept at room temperature.
- Comprehensive collection instructions are available at [snp.com.au/acf](https://snp.com.au/acf)

### Results

- ACF pathology results are delivered to the referring doctor and a copy is sent to your **Sonic Dx** account.
- For assistance with your Sonic Dx account, email [SNP\\_acfsonicdxmgt@snp.com.au](mailto:SNP_acfsonicdxmgt@snp.com.au) or call **1800 100 769**.

### COVID-19 and respiratory virus testing

- Individual and bulk testing is available across all facilities under the request of a referring doctor.
- For bulk testing, we can supply pathology request forms and collectors to assist with sample collection. Please email [brismobilecollect@snp.com.au](mailto:brismobilecollect@snp.com.au) or call (07) 3377 8110.

### Pathology consumables

- Consumables can be ordered using the 'stores orders form' available on our website. Go to: [snp.com.au](https://snp.com.au) > **Clinicians > Requesting pathology > Stores orders form**
- For assistance, email [doctors\\_services@snp.com.au](mailto:doctors_services@snp.com.au) or call **1300 767 284**.

### Contact us

For general enquiries, please contact our ACF team.

**P** (07) 3377 8110

Service	Contact	Web link
Pathology collection and specimen pick-up	<b>P</b> (07) 3377 8110 <b>E</b> <a href="mailto:brismobilecollect@snp.com.au">brismobilecollect@snp.com.au</a>	Book our services online at <a href="https://snp.com.au/acf">snp.com.au/acf</a>
Sonic Dx assistance	<b>P</b> 1800 100 769 <b>E</b> <a href="mailto:SNP_acfsonicdxmgt@snp.com.au">SNP_acfsonicdxmgt@snp.com.au</a>	Log in to Sonic Dx at <a href="https://sonicdx.com.au">sonicdx.com.au</a>
COVID-19 and respiratory virus testing	<b>P</b> (07) 3377 8110 <b>E</b> <a href="mailto:brismobilecollect@snp.com.au">brismobilecollect@snp.com.au</a>	
Stores orders – pathology consumables	<b>P</b> 1300 767 284 <b>E</b> <a href="mailto:doctors_services@snp.com.au">doctors_services@snp.com.au</a>	Visit: <a href="https://snp.com.au">snp.com.au</a> > Clinicians > Requesting pathology > then click 'Stores orders form'