

# WARFARIN CARE

**PLEASE COMPLETE AND FAX TO AUSTRALIAN CLINICAL LABS  
ORIGINAL TO ACCOMPANY REFERRAL**

**Fax (03) 9538 6784  
Phone (03) 9538 6711**

Australian Clinical Labs offers a dosing service to patients who are on Warfarin. Enrolment in the program is dependent on patient, doctor and laboratory understanding their roles and responsibilities in the agreement below.

Requirements for registration are that the patient or carer has a mobile phone to receive results, the patient is able to understand and follow dosing instructions, as ongoing home visits and assessment will be required.

Patients will be required to pay an annual fee to register for the program. Please see page 3 for more information.

Ensuring the dose of Warfarin is accurate is paramount to effective management of patients. A patient's response to Warfarin can be affected by numerous factors including lifestyle, diet, other medication, herbal remedies, vitamins, alcohol, and whether or not Warfarin was taken on time or a dose was missed. Our collection staff will ask questions to enable our Warfarin care doctors to prescribe the correct dose. Warfarin reduces your risk of a clot, but does not eliminate it, if taken incorrectly you can be at risk of haemorrhage even when your INR is within the desired range.

Once a patient is admitted to a hospital, Australian Clinical Labs are not responsible for providing Warfarin care, you will need to re-enrol if you are hospitalised. Patients who are repeatedly non-compliant with Warfarin care instructions may be discharged from the Warfarin Clinic, we will contact your doctor to discuss the situation if this occurs.

## WARFARIN CARE AGREEMENT

Australian Clinical Labs will:	We request that the patient's doctor will:	We request that the patient will:
Provide INR and Warfarin dosing in a timely manner	Provide the diagnosis or indication for Warfarin therapy	Receive their results by SMS and abide by the conditions of service
Contact patients as soon as possible if the INR is greater than 5.0	Provide updates to patient's medical history or medication changes as they occur	Abide by our code of behaviour, verbal or physical abuse will not be tolerated
Abide by our code of behaviour, verbal or physical abuse will not be tolerated	Review the patient every six months to determine the ongoing requirement for Warfarin therapy	Take their Warfarin dose as instructed and have their INR tested on time as directed by Australian Clinical Labs
Ensure our staff ask and record answers to questions relevant to safe and effective Warfarin care at each INR test	Provide a new rule 3 exemption request form every six months to enable continued Medicare rebates	Ensure all questions on the pathology request form are answered honestly and correctly
Provide a home visit service to patients who are assessed by Australian Clinical Labs as immobile for up to 4 weeks	Alert Australian Clinical Labs prior to medical or dental procedures if Warfarin will need adjusting	Advise the Warfarin Clinic if there is any changes including: <ul style="list-style-type: none"><li>• Hospital admissions including short stays</li><li>• Any missed doses and when</li><li>• New or ceased medications and date started or ceased</li><li>• Bleeding or bruising larger than 2cm</li><li>• Upcoming medical or dental procedures at least 5 days prior</li><li>• Warfarin dose is altered by another doctor</li></ul>
	Send in a new request for dosing after a patient is discharged from a hospital	Advise the Warfarin Clinic if they are travelling interstate or overseas
		Pay the relevant annual Warfarin Care Program fee within 30 days of invoice date

# WARFARIN REGISTRATION FORM

**Please read the Warfarin Care Agreement and sign the Informed Financial Consent**

Date of request	
Name of referring doctor	
Name of patient's GP	
GP's contact number	

## Patient Details

Surname	
Given Name	
Date of Birth	
Address	
Mobile phone no	
Alternate phone no	
Current Medication (Include over the counter and herbal/vitamins)	

I have read and understood the Australian Clinical Labs Warfarin Care Agreement and the Informed Financial Consent and agree to abide by the conditions.

Patient  
Sign/Date

## Dosage Monitoring Information

Patients that are dosed for Warfarin by Australian Clinical Labs will receive their dosing information by SMS to their nominated mobile phone. A carer can be selected as the recipient of the SMS dose if required. Where an INR is abnormal we will contact the patient by telephone to discuss their results and dose.

*Please ensure the SMS registration form below is completed and signed by the patient*

## SMS Registration Form

Patients please read this flyer and fill in the details below to receive your Warfarin dose instructions by SMS

I have read and understood the information on Australian Clinical Labs Warfarin dosing by SMS and agree to receive my Warfarin dose by SMS and abide by the SMS conditions

If nominating a carer to receive the SMS, please fill in the carer details

Carer Surname	
Carer Given Name	
Relationship to patient	
Address of carer	
Mobile number of carer	

I have read and understood the information on Australian Clinical Labs Warfarin dosing by SMS and agree to receive the above patient's Warfarin dose by SMS and abide by the SMS conditions

# ACKNOWLEDGEMENT AND CONSENT

## YOUR PERSONAL INFORMATION

- By completing and submitting this form you (and your nominated carer) consent to receiving INR results and Warfarin dosing instructions by SMS to your nominated mobile phone number.
- The information provided on this form will be used by Australian Clinical Labs to identify you as a patient enrolled in our Warfarin Care Program and to send your Warfarin instructions to you by SMS.
- Your privacy is important to us. For more information on how we handle your personal information please refer to the Privacy Policy on our website at [clinicallabs.com.au](http://clinicallabs.com.au)
- You acknowledge that if you or your carer withdraw your consent from the SMS notification service, Australian Clinical Labs Warfarin Clinic reserves the right to review your continued enrolment in our program.
- You agree that, if required, Australian Clinical Labs may contact you by phone or letter with your Warfarin instructions in addition to sending you an SMS notification.

## SMS NOTIFICATION

You acknowledge the following:

- Australian Clinical Labs will make every effort to send SMS notifications promptly, however we accept no liability for transmission delays, message failures or if for any other reason you do not receive your SMS notification. You acknowledge SMS is not a guaranteed delivery communication tool. It is your responsibility to ensure that you have adequate mobile phone coverage, network service and to ensure your phone is charged and switched on. If you have not received your SMS notification within 24-hours of your blood test, and have not been contacted by the Warfarin Clinic, please call (03) 9538 6711.
- If you do not understand the Warfarin dosage instructions please call the Warfarin Clinic as soon as possible on (03) 9538 6711.
- It is your responsibility to take the Warfarin dose as prescribed and have your next test on the due date.
- If we are unable to send an SMS notification to your nominated mobile phone number, we may review your continued enrolment in our Warfarin Care Program. We will notify you and your referring doctor if this occurs.
- You must notify the Warfarin Clinic as soon as possible if you wish to change the mobile phone number that you have registered to receive your SMS notifications.
- 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. In certain circumstances, outside of our control (eg IT systems failure) it may not be possible to give prior notice. In these circumstances, we will contact you as soon as we can.
- The SMS message may not display entirely on a single screen on small screen phones, you may need to scroll to view the entire message.

## INFORMED FINANCIAL CONSENT

### Australian Clinical Labs Warfarin Care Program Annual Fees

Our Warfarin Care Program is not funded by Medicare or any other funding source, and in order for Australian Clinical Labs to provide this service the following patient fees apply as of 1st July 2025.

#### Annual Warfarin Care Program Patient fees:

Concession card holder	Non concession card holder
<p>\$135 annual registration fee, only available to patients:</p> <ul style="list-style-type: none"><li>• With concession cards receiving dosing by SMS</li></ul>	<p>\$200 annual registration fee, for patients:</p> <ul style="list-style-type: none"><li>• Receiving dosing by SMS</li><li>• With a concession card and not using our SMS service</li></ul>

You will be sent an annual invoice which is payable within 30 days. By signing this agreement you agree to pay the annual invoiced amount for the Warfarin Care Program.

I \_\_\_\_\_ understand that I will be required to pay an annual fee of \$200 non concession / \$135 concession.

Signature:

Date: