

# QML Pathology Warfarin Care Clinic Charter

Please be aware that being on Warfarin only reduces your risk of another event or clot – it never eliminates this risk even when the INR is within your range. Warfarin is a dangerous drug if taken incorrectly and you can be at risk of haemorrhage if you have a weak bleeding point in your body, even when the INR is within the desired range. QML Pathology is not responsible once you become admitted into hospital or while you are taking heparin injection (e.g. clexane). Prior to or once discharged, you will need to be reinstated in the Warfarin monitoring program. Short stay or minor procedures may be exempt from this process. We request that you are compliant with the instructions of the Warfarin Care Clinic. With patients who are continually non-compliant, we will contact their doctor to discuss the patient's situation as these patients may be discharged from the Warfarin Care Clinic.

WARFARIN CARE CLINIC:	PATIENT'S DOCTOR:	PATIENT/CARER:
<ul style="list-style-type: none"> <li>✓ Provide educational and informational material in respect to Warfarin</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide the Warfarin Care Clinic with any changes to the patient's medical history or medication changes as they occur</li> </ul>	<ul style="list-style-type: none"> <li>✓ Have a mobile phone contact number because QML Pathology's preferred method of transmitting INR and dosage is via a Short Message Service (SMS)</li> </ul>
<ul style="list-style-type: none"> <li>✓ Answer any questions patients have regarding Warfarin</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide six monthly testing of FBC and E/LFTs to aid the Haematologist in ensuring safe monitoring of the patient's Warfarin</li> </ul>	<ul style="list-style-type: none"> <li>✓ Have a suitable answering service and a reliable second contact number to ensure the Warfarin Care Clinic can contact or leave a message for the patient/carer at all times</li> </ul>
<ul style="list-style-type: none"> <li>✓ Advise INR and Warfarin dose in a timely, prioritised fashion</li> </ul>	<ul style="list-style-type: none"> <li>✓ Review the patient every six months to determine the ongoing requirement for Warfarin therapy, INR target range and Warfarin duration</li> </ul>	<ul style="list-style-type: none"> <li>✓ Be patient with staff as they endeavour to assist them. Verbal abuse or violence will not be tolerated. Take the time to understand and follow the instructions given to them by our staff</li> </ul>
<ul style="list-style-type: none"> <li>✓ Contact patients as soon as possible if any INR is greater than 5.0, and assist with the provision of Vitamin K</li> </ul>	<ul style="list-style-type: none"> <li>✓ Supply a new signed Rule 3 request form to the patient for Medicare every six months</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue on their current dose until they have heard from QML Pathology with their new dosage. If the patient has not received their instructions within 2-3 days they should contact the Warfarin Clinic</li> </ul>
<ul style="list-style-type: none"> <li>✓ Give a kindly reminder (within reason) if patients are well overdue for testing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Counsel the patient on the importance of testing and following instructions on Warfarin doses</li> </ul>	<ul style="list-style-type: none"> <li>✓ Complete the QML Pathology request forms for each INR and carefully answer the questions to ensure the Haematologist can be made aware of any changes</li> </ul>
<ul style="list-style-type: none"> <li>✓ Coordinate care with cardioversion clinics</li> </ul>	<ul style="list-style-type: none"> <li>✓ Alert the Warfarin Care Clinic prior to procedures if Warfarin needs adjusting</li> </ul>	<ul style="list-style-type: none"> <li>✓ Advise the Warfarin Care Clinic of any changes: hospital admissions, hospital discharges, medical or dental procedures, changes to health, changes to other medications. When/if their Warfarin is ceased or if their dose is altered by another doctor</li> </ul>
<ul style="list-style-type: none"> <li>✓ Coordinate Webster packs directly with the pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>✓ Provide updated details post hospital admissions</li> </ul>	<ul style="list-style-type: none"> <li>✓ Have their INR Test on time as requested by the Warfarin Care Clinic</li> </ul>

# SMS Notification Service - Acknowledgements and Consents

(if you opt-in to the SMS Service)

## 1 Your Personal Information

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

- 1.1 By completing and submitting this form you (and/ or your carer) consent to receiving INR results, warfarin dose instructions and next INR test date via a Short Message Service (SMS) to a nominated mobile phone.
- 1.2 You acknowledge that QML Pathology will use the information collected on this form to:
  - a identify you as a patient enrolled in the Warfarin Care Clinic; 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 'Privacy and QML Pathology' section of our website, [www.qml.com.au](http://www.qml.com.au).
- 1.4 You acknowledge that if you or your carer withdraws consent from the SMS notification service, the Warfarin Care Clinic reserves the right to review your continued enrolment in our program.
- 1.5 You agree that QML Pathology 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). QML 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 48 hours of your blood test and have not been contacted by Warfarin Care Clinic, please call **1300 661 963** as soon as practicable.
- 2.2 You acknowledge that to remain enrolled in QML Pathology's Warfarin Care Clinic, 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 and have read and understood the warfarin instructions. If you do not understand the warfarin instructions given or you now have additional information about your health, medication or warfarin dosage that wasn't recorded when you had your most recent blood test, please contact the Warfarin Care Clinic as soon as practicable on **1300 661 963** or email [warfarincare@qml.com.au](mailto:warfarincare@qml.com.au).

- 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 or letter with your Warfarin instructions.
- 2.6 You acknowledge that if we repeatedly do not receive a valid reply or we are unable to send an SMS notification to your nominated mobile phone number, QML Pathology may review your continued enrolment in our Warfarin Care Clinic. We will notify your referring doctor if we consider this necessary.
- 2.7 You agree to notify Warfarin Care Clinic as soon as practicable should you wish to change the mobile phone number to receive your SMS notifications.
- 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 cannot be given. In these circumstances, we will contact you as soon as we can.