

This process is extremely important and is outlined in further detail in this brochure

Line 7: This line reminds you that:

- Should you notice a discrepancy in the INR number or your current weekly dose shown on the SMS you must call QML Pathology as soon as possible on 1300 661 963
- Should there be important information about your health, such as medication changes, you must call QML Pathology as soon as possible on 1300 661 963.

Please Note: If you register for the SMS INR Result service you will not receive a phone call in addition to the SMS message containing the above information, unless it is deemed necessary.

Do I have to respond to the SMS message containing my INR result?

When you receive your dosage via SMS there will be a reminder at the end of the message asking you to 'Reply with your INR No. to accept'. It is **ESSENTIAL** that you reply to this message. Your reply will inform QML Pathology that you have acknowledged receipt and acceptance of the dosage instructions. If you **do not** reply, we will assume you did not receive the SMS and a staff member from QML Pathology will call you the next day to confirm you have received the message. However, in order to make this an efficient and effective service it is preferred that you confirm immediately by sending a reply to the SMS containing your INR result.

To reply please follow the procedure outlined below:

- Select reply
- Insert your INR Clinic Number – this should be the number in the first line of the original SMS message sent to you by QML Pathology
- Select send.

Please do not SMS back questions, as these can NOT be answered. It is important you call us if you have any queries on 1300 661 963.

Please Note: Every phone is slightly different, so the above process for replying to an SMS message may vary according to the brand of your phone.

What happens if the result is abnormal?

If the result is abnormal or poses a serious risk to your health, we will NOT send your dosage via SMS. In this case one of the staff members from the QML Pathology Warfarin Department will call you personally.

What if I want to speak to one of the staff members from QML Pathology's Warfarin Department?

If you select to receive your warfarin dose via an SMS you will no longer receive a personal phone call from the QML Pathology Warfarin Department, unless the result is abnormal. If you need to contact the Warfarin Department for an alternate reason please phone 1300 661 963.

With this service QML Pathology aims to uphold an efficient and effective service for all our Warfarin patients. For any queries regarding this please call QML Pathology Warfarin Department on 1300 661 963.

Warfarin Dosage by SMS

QML Pathology.



QML Pathology.

For any queries please phone:
1300 661 963



Dear Patient

You have recently indicated and consented that you wish to receive your INR results via an SMS to your mobile phone. This brochure outlines how to use this service in more detail.

Please Note: Examples of an SMS INR result are used in this brochure, these are **examples only and do not** pertain to your warfarin therapy.

Warfarin Dosage via SMS to your mobile phone

Undergoing warfarin therapy can greatly encroach on your life and freedom. However, with Australia's increasing use of mobile phones, QML Pathology has implemented an SMS results system which will provide you with a convenient and efficient way to keep track of your dosage requirements. This system will automatically send your warfarin dosage results via an SMS to your mobile phone, allowing you to monitor your dosage no matter where you are (within your service provider's mobile network).

Following is an overview of how to use the SMS warfarin dosing system.

As many patients of varying age and skill will be using this system, we have simplified the amount of information and questions in the SMS message to display the essential information only.

Please Note: Correct warfarin dosing is highly important and you should not compromise your ability to receive dosage results by electing this service if you are not comfortable with mobile phone technology. You may opt out of this service at any time. Should you wish to cease using this service please contact our Warfarin Team on 1300 661 963.

How will the SMS service work?

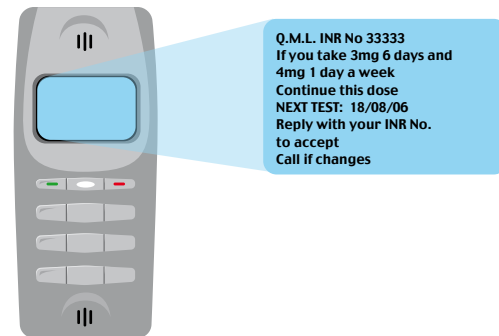
As with your usual treatment process, you will undergo a blood test in the morning to evaluate your dosage requirements. By having your test in the morning, this allows the Haematologist time to view your results and prescribe the necessary dose that same day. Instead of receiving a phone call to inform you of your dosage level, the computer system at QML Pathology will automatically send you the result as an SMS message to your mobile phone. This will occur once your required dosage level is entered into the computer system, making the process of receiving results much faster.

Two formats will be used:

1. If your INR result is in your target range and you are considered stable

The SMS message will contain several pieces of information, an example of which is outlined below.

PLEASE NOTE: THIS IS AN EXAMPLE ONLY; THIS IS NOT YOUR RESULT



- Line 1:** Q.M.L. INR No 33333
Line 2: If you take 3mg six days and 4mg one day a week
Line 3: Continue this dose
Line 4: Next Test: 18/08/06
Line 5: Reply with your INR No. to accept
Line 6: Call if changes

Please Note: Depending on your mobile phone screen size this message may extend across several screens - you will need to use the appropriate buttons to view the entire message.

Line 1: This line contains your personal QML Pathology INR Clinic Reference Number; this should match the number printed on your wallet warfarin card

Line 2: This line contains the weekly dose regimen which we believe you are currently taking

Line 3: This line gives you the instruction to continue your current dose as above since your INR is in target range and stable

Line 4: This line contains the date for your next blood test; shown as Day/Month/Year

Line 5: This line reminds you to reply by SMS so that QML Pathology can confirm you have received your SMS INR result

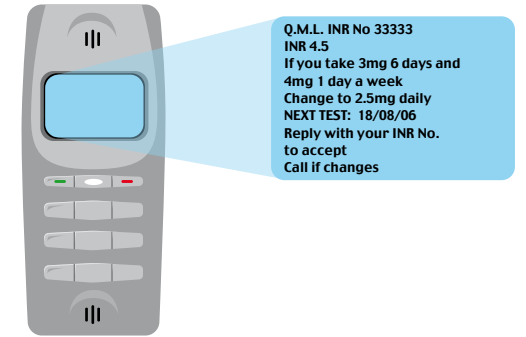
This process is extremely important and is outlined in further detail in this brochure

Line 6: This line reminds you that:

- Should you notice a discrepancy in the INR number or your current weekly dose shown on the SMS, you must call QML Pathology as soon as possible on 1300 661 963
- Should there be important information about your health, such as medication changes, you must call QML Pathology as soon as possible on 1300 661 963.

2. If your INR result is out of target range or not in a steady state

You may receive the following SMS message on your mobile phone OR a personal phone call from our QML Pathology Warfarin staff, depending on the extent of change in your result and dose. If you are to receive an SMS INR result in this circumstance, it will contain several pieces of information as per the example below.



PLEASE NOTE: THIS IS AN EXAMPLE ONLY; THIS IS NOT YOUR RESULT

- Line 1:** Q.M.L. INR No 33333
Line 2: INR 4.5
Line 3: If you take 3mg six days and 4mg one day a week
Line 4: Change to 2.5mg daily
Line 5: Next Test: 18/08/06
Line 6: Reply with your INR No. to accept
Line 7: Call if changes

Please Note: Due to the more detailed nature of this message you may receive it in two parts. Please ensure you wait to receive the entire message before responding. This message may extend across several screens so you will need to use the appropriate buttons to view the entire message.

Line 1: This line contains your personal QML Pathology INR Clinic Reference Number; this should match the number printed on your wallet warfarin card

Line 2: This line contains your INR result

Line 3: This line contains the weekly dose which we believe you are currently taking

Line 4: This line gives you the instruction to change your current dose to what is outlined

Line 5: This line contains the date for your next blood test; shown as Day/Month/Year

Line 6: This line reminds you to reply by SMS so that QML Pathology can confirm you have received your SMS INR result

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