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.

<table>
<thead>
<tr>
<th>WARFARIN CARE CLINIC:</th>
<th>PATIENT’S DOCTOR:</th>
<th>PATIENT/CARER:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Provide educational and informational material in respect to Warfarin</td>
<td>✓ Provide the Warfarin Care Clinic with any changes to the patient’s medical history or medication changes as they occur</td>
<td>✓ Have a mobile phone contact number because QML Pathology’s preferred method of transmitting INR and dosage is via a Short Message Service (SMS)</td>
</tr>
<tr>
<td>✓ Answer any questions patients have regarding Warfarin</td>
<td>✓ Provide six monthly testing of FBC and E/LFTs to aid the Haematologist in ensuring safe monitoring of the patient’s Warfarin</td>
<td>✓ 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</td>
</tr>
<tr>
<td>✓ Advise INR and Warfarin dose in a timely, prioritised fashion</td>
<td>✓ Review the patient every six months to determine the ongoing requirement for Warfarin therapy, INR target range and Warfarin duration</td>
<td>✓ 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</td>
</tr>
<tr>
<td>✓ Contact patients as soon as possible if any INR is greater than 5.0, and assist with the provision of Vitamin K</td>
<td>✓ Supply a new signed Rule 3 request form to the patient for Medicare every six months</td>
<td>✓ 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</td>
</tr>
<tr>
<td>✓ Give a kindly reminder (within reason) if patients are well overdue for testing</td>
<td>✓ Counsel the patient on the importance of testing and following instructions on Warfarin doses</td>
<td>✓ 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</td>
</tr>
<tr>
<td>✓ Coordinate care with cardioversion clinics</td>
<td>✓ Alert the Warfarin Care Clinic prior to procedures if Warfarin needs adjusting</td>
<td>✓ 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</td>
</tr>
<tr>
<td>✓ Coordinate Webster packs directly with the pharmacy</td>
<td>✓ Provide updated details post hospital admissions</td>
<td>✓ Have their INR Test on time as requested by the Warfarin Care Clinic</td>
</tr>
</tbody>
</table>

Specialist Diagnostic Services Pty Ltd (ABN 84 007 190 043) t/a QML Pathology PUB/MR/697_V8_Jul17

qml.com.au
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,

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
e-mail 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.