

Obtaining your Warfarin Dosage by SMS Message or by Direct Dial Access.



dorevitch 
Pathology

Obtaining your Warfarin Dosage by SMS Message or by Direct Dial Access (DDA).

The Warfarin Department at Dorevitch Pathology invites you to join one of our two new Warfarin and INR results delivery programs.

Currently we ring you or your carer with your Warfarin results and dosage.

At Dorevitch Pathology we have developed new and efficient ways of delivering your results.

We offer the following two systems:

SMS: If you or your carer has a mobile phone, we offer the **SMS Service**.

DDA: We also offer a **DIRECT DIAL ACCESS (DDA) Service**.

A registration form is attached. After reading this brochure we hope you will agree to join one of the two programs. Please complete the Agreement and Registration form and post to Dorevitch Pathology. Follow the instructions to make this form into a prepaid envelope. Alternatively you may give the form to your Pathology collector next time you have a blood test.

I strongly encourage you to participate and join us in making the Dorevitch Pathology Warfarin Program the most user friendly and efficient program available in Australia.

Dr Mark Levin

Haematologist in charge

Warfarin Dosage by SMS Message or by Direct Dial Access (DDA).

Undergoing Warfarin therapy can greatly encroach on your life and freedom. Dorevitch Pathology has implemented an SMS message system (via mobile phone) or a Direct Dial results system (DDA) to provide you with a convenient and efficient way to keep track of your dosage requirements. The system will send an SMS to your mobile phone or store your Warfarin results (DDA) allowing you to phone in at a time and place convenient for you. If you are comfortable using this method to access your results you should register using the attached form. Alternatively if a family member is responsible for controlling your Warfarin dosage they may register instead.

Please note: Correct Warfarin dosing is highly important and you should not compromise your ability to receive dosage results by electing to use this service if you are not comfortable with this technology.

How will the SMS and DDA services work?

As with your usual treatment process, you will undergo a blood test in the morning to evaluate your dosage requirements. A morning test will allow the haematologist time to view your results and prescribe the necessary dose the same day. Instead of receiving a phone call to inform you of your dose and next visit date from the Warfarin Support group, the results will be transmitted by DDA or SMS.

Please note: If you register for the SMS or DDA service you will not receive a phone call in addition.

SMS MESSAGING

The computer system at Dorevitch Pathology will automatically send you the result as an SMS message. This will occur once your required dosage level is entered into the computer system.

The SMS message will contain the following information:

A heading:

The date of the test:

INR blood test result:

The dose of Warfarin:

Your next test date:

A reminder message:

YOUR WARFARIN:

13/03/06

YOUR INR: 3.1

YOUR DOSE: 5mg daily

NEXT TEST: 20/02/06

You must respond with an SMS



The reminder at the end of the message will ask you to reply via your mobile phone in order to confirm that you have received the SMS message.

DIRECT DIAL ACCESS - DDA

Once your required dosage level is entered into the computer system at Dorevitch Pathology it will automatically store your results in DDA.

You will be sent two numbers on a laminated card for you to retain.

The first is your ***unique identifier number***.

The second is a ***PIN number***.

DDA Continued

How do I dial in and what happens?

The telephone number is 1300 793 909.

You will be welcomed by the DDA system. By using the telephone number pad you can key in the required information.

1. When asked key in your unique identifier number followed by the # key.
2. When asked key in your PIN number followed by the # key.

If your results are ready you will be given:

The date of the test:	"These are your Warfarin results for today, Monday 13th February.
INR blood test result:	Your INR is 2.5
Warfarin dose:	Your dose is 4.5mg daily. I repeat, Your dose is 4.5mg daily.
Your next test date:	Your next test is, Monday 20th February."

You may replay the results immediately by pressing 2 on your keypad or phone again later to confirm any details if necessary.

All instructions will be repeated each time you call.

To complete the process it is **CRITICAL** you **PRESS 1**. If you **DO NOT** press 1 to confirm, the system will error and considers that you have not phoned in at all.

AGREEMENT AND REGISTRATION FORM

Please tick for which system you are applying to register.

1. Results to be sent by SMS on mobile number

2. Results to be available by Direct Dial Access

Patient Details

This MUST be filled in for all patients

.....
(Name)

.....
(Street Address)

..... (Suburb) (Postcode)

..... / /
(Date of Birth) (Mobile)

Patient Agreement:

(For patients receiving their own results)

I have read this brochure and agree to receive my Warfarin results via the system indicated above, either SMS or Direct Dial Access (DDA)

..... / /
(Signature) (Date)



POSTAGE
PAID
AUSTRALIA

DOREVITCH PATHOLOGY
COAGULATION DEPARTMENT
PO BOX 5018
HEIDELBERG WEST MDC 3081

FREQUENTLY ASKED QUESTIONS?

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 to the SMS or DDA system. In this case one of the staff members from the Warfarin Support Group at Dorevitch Pathology will call you personally.

What if I want to speak to the staff members at Dorevitch Pathology Warfarin Support Group?

If you elect to receive your dosage requirements via the SMS or DDA system, you will no longer receive a personal phone call from Dorevitch Pathology Warfarin Support Group, unless the result is abnormal. If you need to contact the Warfarin Support Group for an alternative reason, please phone (03) 9244 0299.

In addition to the DDA system, when you dial in you will be given an option to press a number and talk to one of our staff directly. The number to press on your phone keypad is 0.

SMS SYSTEM

Do I have to respond to the SMS Message?

YES. When you receive your dosage via SMS, there will be a reminder at the end of the message stating that: You MUST respond with an SMS. It is essential that you reply to this.

To reply:

Select **Options**

Select **Reply**

Leave as a blank screen and type OK

Select **Options**

Select **Send**

What happens if I do not reply?

If you do not reply to the SMS, a staff member from Dorevitch Pathology will call you the next day to confirm you have received the message. However, it is preferred that you confirm immediately by sending a reply to the SMS.

DDA SYSTEM

How long have I got to phone in and what if I want to listen to my results again?

Your results are available the day of the blood test and the next day up until midnight. After that you will not have access to your results.

What happens if I do not listen to the whole message and do not confirm the results?

The DDA system will not indicate that you have called. We will phone you. This may be a nuisance and inconvenient for you and a waste of your time. Please make sure you follow the prompt exactly and complete the instructions as required.

What happens if my results are not ready?

If you ring too early your results may not be ready. It all depends on how early you have your test and where you live.

You will be informed that your results are not ready and suggested that you ring back in 2-3 hours. Alternatively, if you have not heard from us by 8pm you may -

Take your usual dose and phone the next morning.

OR

Wait and ring later in the evening.

With this service Dorevitch Pathology aims to uphold an efficient and effective service for all our Warfarin patients. For any queries regarding this please call the Warfarin Department on (03) 9244 0299.

Please apply for whichever of the two systems will suit you best.

There is no obligation to apply. If you do not feel comfortable with receiving your Warfarin dose by either of these systems, then just file this brochure away. You may want to use it again at a later date.

For further information please contact the Dorevitch Pathology Warfarin Department on (03) 9244 0299.

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Dorevitch Pathology complies with the principles of the Federal Privacy Act (1988).