

Concerns or Complaints

If you have any concerns or complaints you may contact the following:

- **LabLink: 0800 LABPLUS or 0800 522 7587**

- **ADHB Consumer Liaison Team**

Post: Consumer Liaison Team
Auckland DHB
Private Bag 92024
Auckland Mail Centre
Auckland 1142

Phone: DDI (09) 375 7048 or
(09) 307 4949 – ext 23049 or

Email: feedback@adhb.govt.nz

- **The Health and Disability Commissioner**

Post: PO Box 1791, Auckland 1140

Phone: 0800 11 22 33

Email: hdc@hdc.org.nz

- **A Consumer Advisor or Health Advocate**

Phone: 0800 555 050

Email: advocacy@advocacy.org.nz

Lab PLUS

Building 31, Gate 4,
Grafton Road,
P.O. Box 110031,
Auckland Hospital,
Grafton

0800 labplus

0800 522 7587

+64 9 307 8995

www.labplus.co.nz

Release of Information Office contact details:

Phone 3074949

extn 22271 / 22276 / 22282 / 22283

Email: groi@adhb.govt.nz

Laboratory Results

Information For Patients

Laboratory tests are performed as a service to your doctor on your behalf. If you would like a copy of these results, we recommend you discuss this first with your doctor, however you have the right to request your results.

Interpretation of results

All laboratory test results require expert medical interpretation. Both your previous medical history and present medical condition need to be carefully considered when determining the meaning of results obtained from analysing your specimen.

Your current results will also be compared with the results of any previous laboratory tests you have had, and further testing may be needed to aid interpretation. Results marked as being outside the laboratory's quoted range may not necessarily be significant in your case.

Most of the quoted laboratory test ranges are based on population studies. The numbers are chosen to represent the range of results found in 95% of the population. This means that for a normal, healthy person, there is a 1 in 20 chance that a test result will be outside the range (and thus appear "abnormal"). By chance alone, the more tests that are performed on you, the more likely it is that some of your results will be outside the quoted ranges.

These test ranges may also be related to age, gender, and race, and so may not apply directly to you.

Because of the many factors that need to be taken into account, and the knowledge required to relate the results of

laboratory tests to each other and to your medical condition, it is generally not desirable to release results directly to the patient without expert medical interpretation and explanation.

However, you do have a right to request a copy of your test results.

Privacy

Your test results are private information that nobody other than yourself and those directly involved with your health care have a right to see. To protect your privacy, the laboratory has to follow strict procedures if asked to release results directly to you.

We will not give results over the telephone as we are unable to unequivocally confirm the identity of the caller.

The only exception is privately requested drug tests. Results for these will be given over the telephone if the correct unique test seal number is quoted.

Obtaining a copy of your results

If your doctor has requested a "copy to the patient" on the request form, or if you require a copy of your laboratory results your doctor can pass these on to you. This is the preferred option as it gives your doctor the opportunity to explain the results.

You can also request your results through the Auckland District Health Board (ADHB) Release of Information Office (ROI).

You can contact the ROI by:

Phone: 3074949 ext 22271 / 22276 / 22282 / 22283

Email: GROI@adhb.govt.nz

Post: Release of Information, Auckland City Hospital, Private Bag 92024, Auckland 1023

You will need to provide photographic identification and complete the Release of Information LabPlus Form CR2266

Alternatively you may contact LabLink on 0800 LABPLUS (0800 522 7587) who will direct your call to the Release of Information office

Some results are sensitive and require discussion with a medical practitioner. These include: Histology results, HIV results and Genetic testing results. These will not be provided through ROI and must be obtained via your doctor

The usual handling of results involves your own doctor, who can then:

- provide you with your test results.
- provide you with the most relevant interpretation and information related to your own laboratory results and medical condition.

