

Domiciliary (home) visits for warfarin clinic patients

A guide for patients who need domiciliary (home) visits for warfarin testing

Who can have home visits?

All patients should attend our clinics unless a GP visits you at home due to you being housebound or having limited by mobility or medical conditions.

There are anticoagulation clinics throughout South Bucks in community centres, general hospitals and some GP surgeries. Visit our website for details: www.buckshealthcare.nhs.uk/our-services/anti-coagulation-monitoring/

How we plan for home visits?

We plan our home visits on Friday mornings the week before we visit you. We'll record this as 'week commencing' in your yellow oral anticoagulation therapy record book.

Call us on **01494 323600**. You can speak to us that Friday after 2.30pm, or on the following Monday at any time to find out which day we'll visit you.

Can you give me an exact visit time?

We can't give you an exact time as our nurses or healthcare assistants may be delayed by traffic or extended patient care.

We recognise that hospital appointments are occasionally scheduled at times that may be challenging to adjust. If you have an upcoming hospital appointment, please inform us as early as possible. For all other appointments, we kindly request that you refrain from scheduling them on the day of our visit.

Roughly what time will you visit me?

Between 9am and 4pm. Please make sure you'll be at home during this time.

What do I need to do on the day you visit?

Please have your oral anticoagulation therapy record book (OAT book) ready when the nurse/healthcare assistant calls. Healthcare assistants will need to take your OAT book to the hospital.

A nurse will call you on the day of your INR test as they may need to adjust your anticoagulant dosage may be necessary. We'll post your OAT book back to you, first class.

Please keep pets under control during our visit.

Access to your property

Some patients have key safes to their property or a special way they'd like our nurses/healthcare assistants to access their property. Tell us any key codes or ways you want us to gain entry to your home.

Any details you give us are kept in strict confidence. If for some reason we can't gain entry to your home, we'll ring you or a relative to ensure you're safe.

Other times you should call us

Like all our patients you should call us if you:

- change your medication including antibiotics, vitamins, painkillers, steroids and herbal medicines
- have been in hospital having an operation or have just been unwell.
- have a procedure or dental work booked - you may need a test beforehand
- change your personal details, name, address, phone number or GP.

Are there any transport options to get to a clinic?

If you can't get to one of our clinics you can ask a relative, neighbour or friend to bring you. If you have no transport you can contact:

- **Community Transport Hub on 0800 085 8480 or 01844 348834 Monday to Friday 8am to 5pm.**
- **Non-emergency patient transport services (EMED)** (criteria based service). Call 03007773333 or search for the EMED group, Buckinghamshire online.

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible, but please note that it is subject to change. Please therefore always check specific advice on any concerns you may have with your doctor.

How can I help reduce healthcare associated infections?

Infection prevention and control is important to the well-being of our patients and for that reason we have infection prevention and control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. Please follow our infection prevention and control guidelines when visiting our healthcare sites. Further information is available on our website.

If you would like a copy of this information on audiotape, in large print or translated, please call the Patient Advice Liaison Service on 01296 831120 or email bht.pals@nhs.net

Feedback:

We always appreciate feedback from patients as to how we can make our service better. Please scan the QR code below for this.

