

ZTAS service during the Christmas and New Year period 2021-2022

11 November 2021

During the Christmas and New Year's holiday season, the ZTAS office will be open on weekdays during normal office hours (8.30 am until 5.00 pm), except for the following:

- The office will be closed from 2.00pm on Christmas Eve and New Year's Eve.

Our out-of-hours service will be available for any urgent matters on 0207 3655 842.

Magna Laboratories will be open on weekdays during normal office hours (8.30 am until 5.00 pm), except for the following:

- **CLOSED** on Monday 27th December, Tuesday 28th December 2021, Monday 03rd January 2022.

Routine blood sampling during the holiday period

- Blood sampling for 4-weekly patients should be scheduled to take place in the first two weeks of December 2021 and after Tuesday 04th January 2022.
- Clozapine Clinics may forward blood samples as usual to the ZTAS Central Laboratories up until Friday 17th December. For more information on Royal Mail's Christmas delivery schedule please see: <http://www.royalmail.com/greetings>
- In the period between Wednesday 22nd December 2021 and Tuesday 04th January 2022 samples should **NOT** be posted via the Royal Mail. If you do not have a courier arrangement in place, it is strongly advised that during this period you have samples analysed at your local laboratory and the results manually entered onto ZTAS.
- From Tuesday 04th January 2022, blood samples may be sent via Royal Mail as normal.
- For any patients requiring **URGENT** sampling, please use your local laboratory for analysis.
- The results of samples analysed by your local laboratory may be entered manually onto the ZTAS database or should be forwarded to ZTAS by fax (0207 3655 843) or email info@ztas.co.uk and will be entered onto ZTAS during the office hours as stated above.
- For **Pochi** sites, please note the above office closures. When the ZTAS office is closed, there will be no back-up assistance for your Pochi.

Pre-existing Courier Arrangements

- All sites that currently make use of a courier will be contacted directly by Magna Laboratories to confirm their needs/arrangements over the holiday period.
- There will be no courier collections or deliveries on Thursday 23rd December 2021 until Tuesday 04th January 2022.
- There will only be pick-ups between Monday 20st December and Friday 31st December if pre-arranged via Magna Laboratories.

If you need any assistance or further information, please do not hesitate to contact the ZTAS Office on telephone number 0207 3655 842 or by e-mail: info@ztas.co.uk.

Your Zaponex Treatment Access System team

