

# eOrder

## Online Laboratory Ordering

User Guide – How to order labtests online in Medtech 32.

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## Document Properties

### 1.1 Purpose

The purpose of this document is to explain how to order laboratory tests on line using the eOrder web form.

### 1.2 Scope

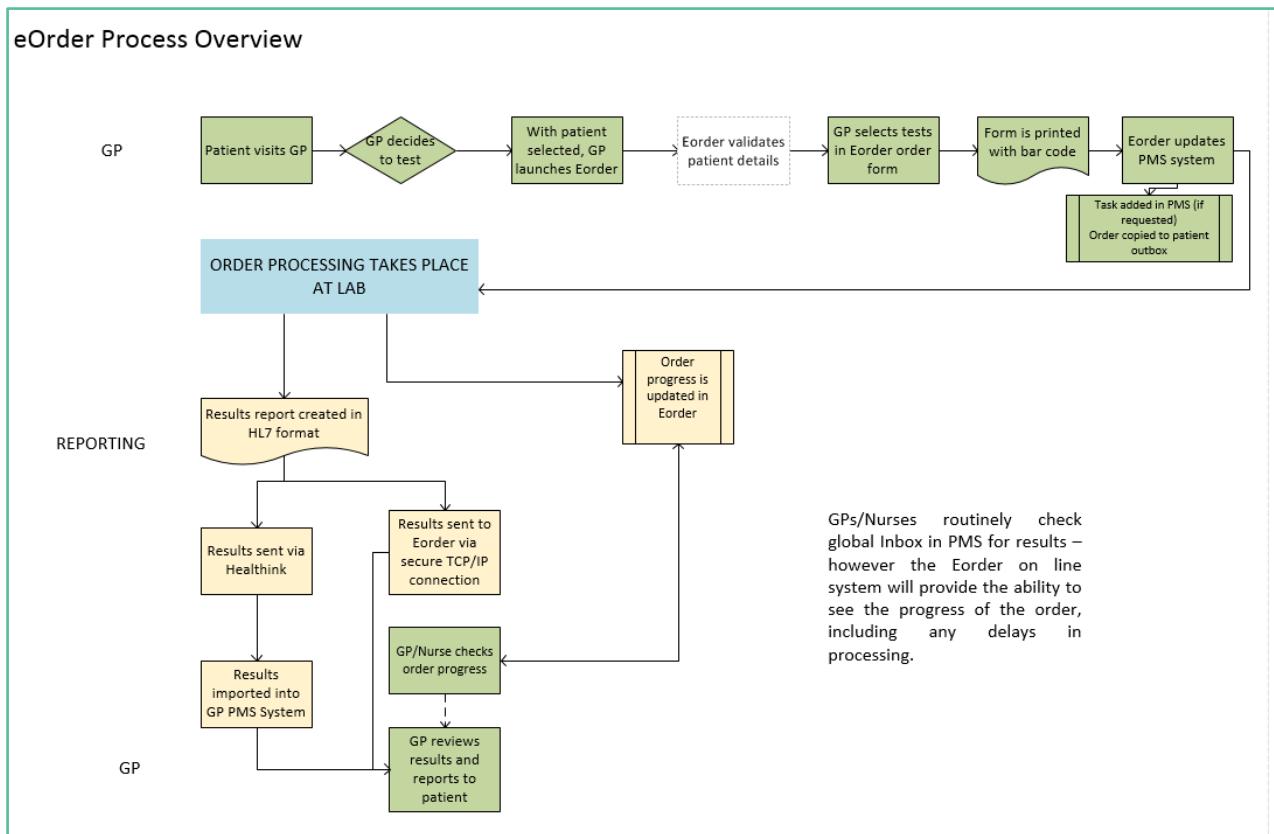
This information applies to any Healthcare Professionals who use the **Medtech 32** Practice Management System.

### 1.3 Definitions

- PMS Practice Management System (Medtech 32) .
- eOrder Web ordering form.
- Icon A picture on screen which launches a task.

## eOrder Overview.

- 2 Ordering laboratory tests online using the eOrder web form in Medtech 32 is very similar to the current process.
- 3 The eOrder web form presents the most commonly requested tests in the primary screen, so as to facilitate the requestor's workflows.
- 4 Results are delivered back to the Medtech 32 inbox via Healthlink just as they are now. But eOrder also provides results and status reports for **any** orders placed through Healthscope, providing a more comprehensive view of the patient's diagnostic test history.
- 5 Frequently ordered groups of tests can be organised into a one-click screen, called the My Tab.
- 6 The flowchart shows how the eOrder progresses from GP to laboratory and how results are returned.



## 7 Pre-Requisites

### 7.1 Access for Users

1. The eOrder system is a secure TCP system. Access is strictly controlled and limited to Healthcare Professionals.
2. The practice must supply to Healthscope the following information so that it can be set up in the eOrder system:
  - The practice name and HPI (Organisation) number
  - The names and HPI/CPN numbers of all healthcare professionals requiring access.

7.2 A Practice representative must also sign an Acceptable Use Agreement to confirm that all users of the eOrder system understand and accept the Terms and Conditions.

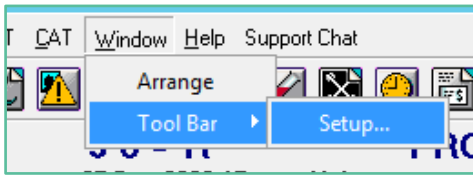
### 7.3 Computer Setups

3. The eOrder system needs to be set up, configured and tested at the practice.
4. Some changes to a user's computer settings may be required.
5. All setup instructions and requirements are explained in Appendix A at the end of this document.

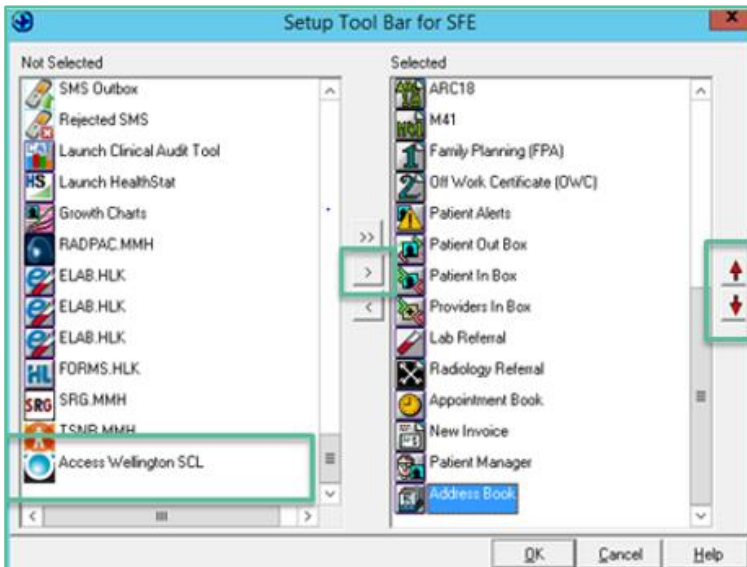
## 8 Getting Started.

1. Screenshots in this section are reproduced from Medtech32 with permission from Medtechglobal.Ltd. Your eOrder icon may look different depending on whereabouts in the country your practice is located.

2. To add the eOrder icon to your toolbar, click on Window – Toolbar – Setup.



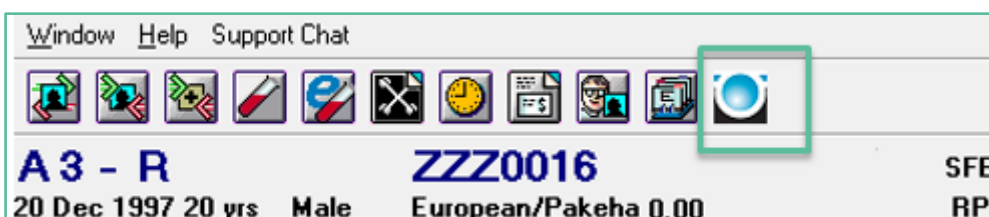
3. Scroll down to find the Access Wellington SCL Icon in the left hand panel.



4. Then click on the right arrow to move the Icon into the right hand panel.
5. You can use the up/down arrows on the right hand side to move the icon to the left or right on your toolbar, so that it is optimum position for you.
6. Click on OK to finish.

## 8.1 Accessing the eOrder form in Medtech 32.

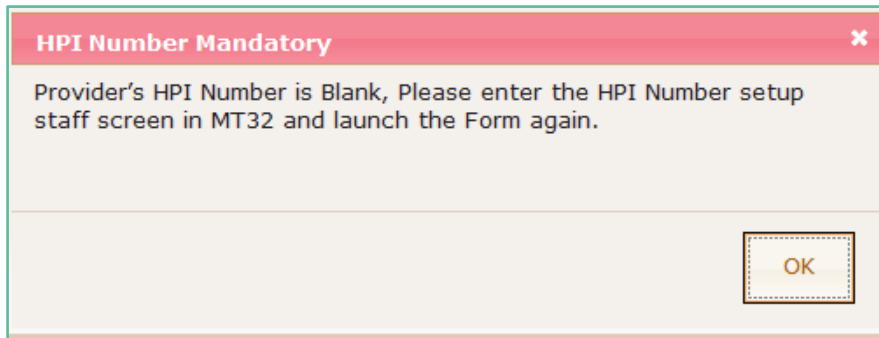
7. With patient on the palette, click on the eOrder icon on the toolbar.



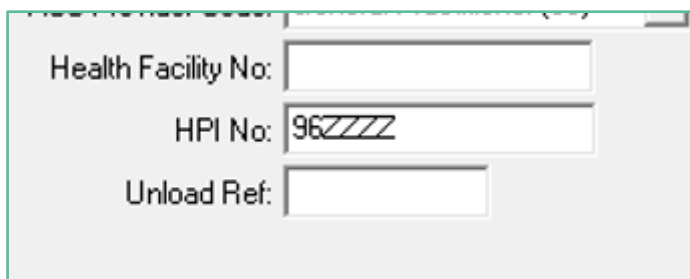
8. It is not necessary to have patient's medical notes open or a current encounter.
9. Alternatively, you can open the form from the Connected Care menu.

## 8.2 Missing or Incorrect HPI

10. Note: The logged in user must have a valid HPI entered in their PMS in order to access eOrder, and the HPI must also be recorded by Healthscope.
11. If the HPI is missing the following message will be displayed.



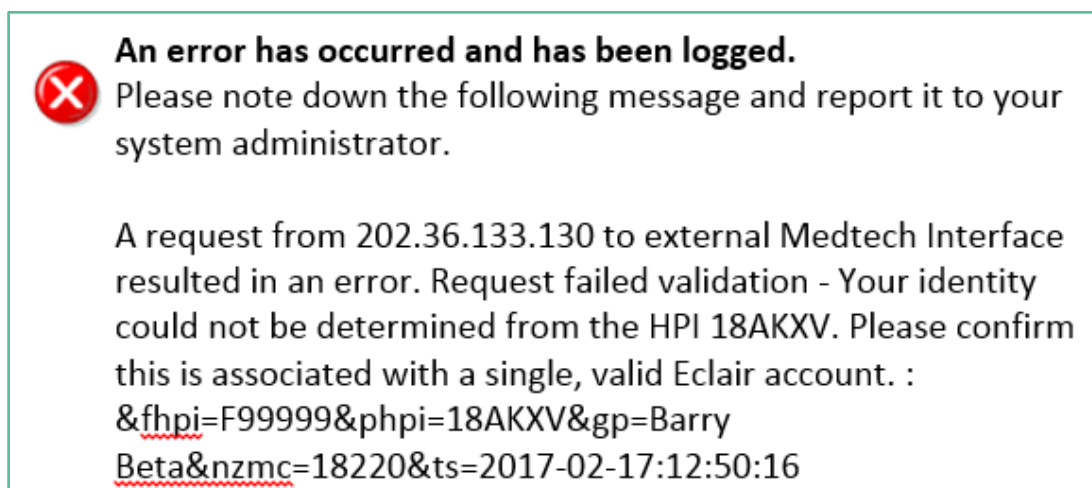
12. To check the HPI number in Medtech32, go to Setup – Staff – Members.
13. Double click on the staff member, then on the Provider tab.
14. The HPI number field is in the right hand column towards the bottom.



15. After adding or updating the number, click on OK.
16. Then restart the eOrder form.

### 8.3 Requestor not registered in the EOrder system.

17. If the **requestor** or HPI entered in Medtech 32 has not been set up in the eOrder system, an error message will be displayed as shown below:



18. The login for the eOrder webpage is integrated so that it is not necessary for you to enter a separate username and password to access it.
19. Providing Medtech 32 contains the required information, once you click on the eOrder icon, the eOrder form will open.

## 8.4 Incorrect NHI message

20. If the NHI entered in the **patient** record in Medtech32 fails validation, the eOrder form will display an error message.



**An error has occurred and has been logged.**

Please note down the following message and report it to your system administrator.

The following problem was found with your request; please correct and retry.<BR><BR>The NHI you entered, A 3456, is not valid, please check.

21. If you make any correction, close and re-launch the eOrder web form before continuing.



## 9 The eOrder Web Form – Order Details

1. The eOrder web form is divided into two panels.
2. The left panel (Order Details) contains information relating to the requestor and the order itself.

The screenshot shows the 'Order Details' panel on the left and a grid of test categories on the right. The 'Order Details' panel includes fields for 'Ordering clinician', 'Order location', 'Copy to', 'Order priority', 'Clinical details', and various checkboxes for patient eligibility and preferences. The right panel features tabs for 'Standard Lab Form', 'Less Frequent Form', 'Histology Form', 'Cytology/Micro Form', 'My Tab', 'Antenatal Form', and 'Additional'. Below these tabs are several columns of test categories, each with a list of tests and checkboxes. The categories include Biochemistry, Haematology, Microbiology, Antenatal, Immunology, Diabetes, and Critical Tests. The 'Complete Blood Count' test under Haematology is selected.

3. The right panel enables you to select the tests required, via a set of tabs which group the tests based on frequency of use or relevance.

This screenshot is identical to the one above, showing the 'Order Details' panel on the left and a grid of test categories on the right. The 'Order Details' panel includes fields for 'Ordering clinician', 'Order location', 'Copy to', 'Order priority', 'Clinical details', and various checkboxes for patient eligibility and preferences. The right panel features tabs for 'Standard Lab Form', 'Less Frequent Form', 'Histology Form', 'Cytology/Micro Form', 'My Tab', 'Antenatal Form', and 'Additional'. Below these tabs are several columns of test categories, each with a list of tests and checkboxes. The categories include Biochemistry, Haematology, Microbiology, Antenatal, Immunology, Diabetes, and Critical Tests. The 'Complete Blood Count' test under Haematology is selected.

## 9.1 Order Details Panel.

4. No patient demographic information is shown in this order form.
5. eOrder automatically collates the information when the order is finalised and will display the patient information in the draft document for review, before the order is actually placed in the laboratory system.

## 9.2 Small Monitors.

6. If you are working on a small monitor screen, (15"-17") the eOrder form will be resized to fit, but it is highly likely that the search icons will be invisible.

Order Details

Standard Lab Form Less

Additional

**Biochemistry**

- Lipid Test
- Liver Function Test
- Alkaline Phosphatase
- GGT
- ALT
- TSH
- Electrolytes (NA, K, CL, CO2)
- Creatinine

Ordering clinician Dr DOOLITTLE Barnaby (96ZZZZ)

Order location Your Medical Practice (F99999-B)

Copy to

Order priority Routine

Clinical details

7. To make the search icons visible, hold down the Ctrl key on your keyboard, and scroll down your mouse wheel.

## 9.3 Requestor Auto-completion.

8. The first field will auto-complete with the name of the health care professional placing the request. It will auto-complete based on the logged in user.

Order Details

Ordering clinician Dr DOOLITTLE Barnaby (96ZZZZ)

Order location Your Medical Practice (F99999-B)

Copy to

Order priority Routine

- If you are ordering on behalf of a doctor, use the Search icon on the right to search for and choose the doctor.

Order Details

Ordering clinician  [Search] [Copy]

Order location  [Search] [Copy]

- Type all or part of the Requestor's surname, followed by a space and the initial or first few characters of the given name.
- The eOrder web form will display a list of Healthcare Professionals matching your criteria.

**Clinician Search**

To search this dictionary, enter any known details in the fields below.

Code  Name  [X] [Search] [Recent] [Clear]

Name	Code	Facility	Address	External ID
BROWN Pamela	12EAJY	HPI Facility	NC143814	
BROWN Pania	28CFMZ	HPI Facility	NC191785	

- Select your requestor.

Order Details

Ordering clinician  [Search] [Copy]

Order location  [Search] [Copy]

Copy to  [Search] [Copy]

- You will only need to do this once for each requestor in your practice.
- The eOrder webform will remember these and you will be able to select using the drop down arrow in future.

Order Details

Ordering clinician  [Search] [Copy]

Order location  [Search] [Copy]

Copy to  [Search] [Copy]

## 9.4 Practice Name Autocomplete

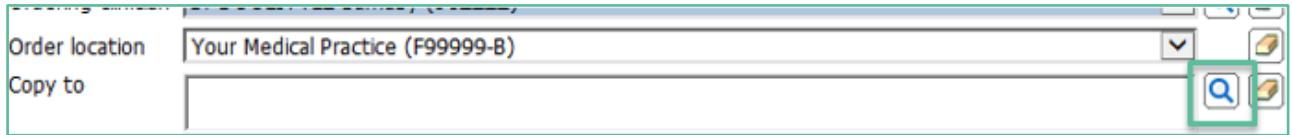
- The second field will autocomplete with the practice name (order location)

Ordering clinician  [Search] [Copy]

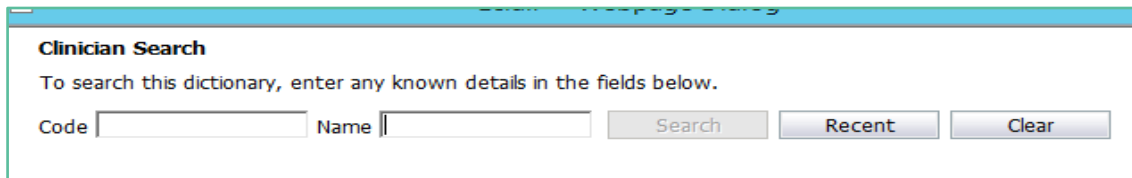
Order location  [Search] [Copy]

## 9.5 Copy To Other Providers

16. The Copy To field enables you to request a copy of the results be sent to one or more other healthcare professionals.
17. Click on the Search icon to select Copy To recipients.



18. When you click on the Search icon the Clinician Search page is displayed.

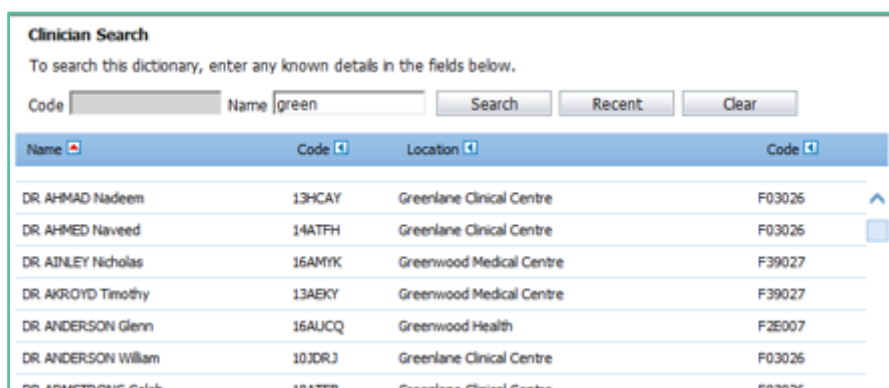


19. Type the surname into the Name field and click on the Search button.
20. The form will display any clinicians matching your search criteria. However only Doctors who are registered in the eOrder system will be listed.



Name	Code	Location	Code
BROWN Emily	29AYEE	White Cross Accident & Medical Clinic Gl...	F2C068
BROWN India	20BSKY	Botany Downs Hospital	F03053
BROWN India	20BSKY	Papakura Obstetric Hospital	F03037
BROWN Janene	16ANHP	Oxford Day Clinic	F0D009
BROWN Janene	16ANHP	The Oxford Clinic Womens Health	F2K086
BROWN Pauline	10FXWS	Whangarei Hospital	F04053
BROWN Pauline	18DCRU	Family Planning Lower Hutt	F0U053
BROWN Pauline	18DCRU	Family Planning Margaret Sparrow	F0U057
BROWN Pauline	18DCRU	Family Planning Porirua	F2P009
BROWN Russell	10AFUD	Wellington Accident & Urgent Medical Cen...	F00086
BROWN Ruth	13AEXE	Raumati Road Surgery	F1W051
BROWN Shennan	16DJSA	Aotea College Clinic	F2P027

21. The search also looks at the practice details. So for example if you are looking for a physician at a clinic with “green” in its name, the search field will list all healthcare professionals known to be at practices including “green” in their practice name.



Name	Code	Location	Code
DR AHMAD Nadeem	13HCAY	Greenlane Clinical Centre	F03026
DR AHMED Naveed	14ATFH	Greenlane Clinical Centre	F03026
DR AINLEY Nicholas	16AMYK	Greenwood Medical Centre	F39027
DR AKROYD Timothy	13AEKY	Greenwood Medical Centre	F39027
DR ANDERSON Glenn	16AUCQ	Greenwood Health	F2E007
DR ANDERSON William	10JDRJ	Greenlane Clinical Centre	F03026
DR ARMSTRONG Caleb	18BATEB	Greenlane Clinical Centre	F03026

22. The Search window is not case sensitive. However, it cannot cope with spelling mistakes and typos.
23. It is not necessary to type the full name of the practice you are looking for. In this example searching on 'alb' produced the following list.

**Clinician Search**  
To search this dictionary, enter any known details in the fields below.

Code  Name

Name	Code	Location	Code
CAMPBELL Sarah	19JRSS	Albany Family Medical Centre	F0J056
DR ALBERT Benjamin	11AUXL	Auckland City Hospital	F03067
DR ALBERTELLA Louise	12BPQM	Middlemore Hospital	F03029
DR ALBERTS Marelize	11AYBX	Victoria Clinic	F2N012
DR ALBERTS Marelize	11AYBX	Victoria North Clinic	F2E052
DR ALBERTS Ruth	17AHDB	Coastcare Accident and Medical Centre - ...	F02066
DR BESHARA Grace Naamat	14BSWT	Albany Family Medical Centre	F0J056
DR BHUTHOJI Shashikala	19APED	Albany Health & Counselling Centre Mass...	F2K067
DR BOOT Peter	18AEYY	Albany Basin Accident & Medical Centre	F0J053
DR BROWN Janice	18AGVG	Albany Family Medical Centre	F0J056
DR BRUCE Margaret	15ADXS	Kauri Healthcare On Albert	F0J059
DR BUCHANAN Cynthia	11AHWT	Albany Street Medical Centre	F0J058

24. However, including more detail in the search will result in fewer providers to have to scroll through.

**Clinician Search**  
To search this dictionary, enter any known details in the fields below.

Code  Name

Name	Code	Location	Code
CAMPBELL Sarah	19JRSS	Albany Family Medical Centre	F0J056
DR BESHARA Grace Naamat	14BSWT	Albany Family Medical Centre	F0J056
DR BROWN Janice	18AGVG	Albany Family Medical Centre	F0J056
DR GLUCKMAN Philip	10AETZ	Albany Family Medical Centre	F0J056
DR KYLE John	19AERL	Albany Family Medical Centre	F0J056
DR MARTIN Harriet	13AKEQ	Albany Family Medical Centre	F0J056
DR MILTON Roland	19ADVT	Albany Family Medical Centre	F0J056
DR RICHARDS Geoffrey	23ACRD	Albany Family Medical Centre	F0J056
DR STEEN Laura	17JADG	Albany Family Medical Centre	F0J056
DR STEINEMANN Nelly	14ACNX	Albany Family Medical Centre	F0J056
DR TAM Jacqueline	18AKWE	Albany Family Medical Centre	F0J056
MISS DAVIES Karen	13ESGK	Albany Family Medical Centre	F0J056
MISS WALKER Karen	14ESVY	Albany Family Medical Centre	F0J056

25. You can enter up to five 'Copy To' clinicians if required.

Copy to

## 9.6 Order Priority.

26. The Order Priority field enables you to indicate when the order is urgent. Click on the drop down arrow.

Order priority	-- Choose one --
	URGENT
	Routine

### 9.7 Clinical Details.

- 27. The Clinical details field is free text and enables you to insert any information which the phlebotomist or laboratory might need to be aware of.
- 28. These details **are printed on the order form which is given to the patient.**
- 29. You can copy and paste from Medtech notes into this screen.

Clinical details

Patient had a liver transplant 6 months ago.

### 9.8 Order Details.

- 30. The next group of questions will auto-fill to the most common (default) setting but you can click in the alternate radio button as required.
- 31. Note: Some options explained below may not be available in your region.

Eligible for publicly funded services?  Yes  No

Patient opt off laboratory record?  Yes  No

Send copy of results to patient?  Yes  No

- 32. The Eligible field currently always defaults to Yes and you will need to **check the patient's eligibility in Medtech 32 and make the correction manually if required.**
- 33. Eligibility status in Medtech 32 is visible on the Palette – if the patient has a 'N' code as shown below s/he is non-resident and therefore not eligible for publically funded services.

**MOUSE D (130359.1)**

**N3 - C**  
22 May 2001 15 yrs

- 34. The pregnancy question will only be available if the patient is identified as female. Otherwise it is greyed out.

Is the patient pregnant?  Yes  No


- 35. The fasting question will also default to No – click the radio button to indicate if the patient is fasting.

Is the patient Fasting?  Yes  No


36. The Results feedback fields enable you to provide contact details for urgent tests.
37. Note: if you request result by fax this will be taken as the priority communication rather than phone. In either case, add the phone or fax number in the field provided.
38. Please note: **This phone number will be printed on the order form and thus be made available to the patient. Ensure the ordering provider is aware of this.**

Phone results please <input type="checkbox"/>	Phone number <input type="text"/>
Fax results please <input type="checkbox"/>	Fax number <input type="text"/>


39. If you want the testing to be carried out after some time has elapsed, you can specify a preferred collection date.

Preferred collection date?  

40. If this is a Home Visit Request, tick the Home Visit checkbox and enter the reason on the right.

Home visit request <input checked="" type="checkbox"/>	Home visit reason/details <input type="text" value="Bedridden"/> 
--------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------

41. If this is repeating request ( standing order),tick the checkbox and type the frequency into the Repeat frequency field.

Repeat request? <input checked="" type="checkbox"/>	Repeat frequency <input type="text" value="2 weekly till further notice"/> 
-----------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------

42. If you tick the 'Create a Task Reminder for this order' checkbox, the eOrder web form will create a task in the patient/provider task list for 7 days' time.

Create a Task reminder for this order

## 10 The eOrder Web Form – Test Details

1. The right hand panel has tabs at the top, which collate tests into convenient groups.

### 10.1 Standard Lab Form.

2. The Standard Lab form tab presents the most frequently ordered tests, representing >80% of all tests requested.

Biochemistry	Haematology	Microbiology
<input type="checkbox"/> Lipid Test	<input checked="" type="checkbox"/> Complete Blood Count	<input checked="" type="checkbox"/> Urine Microbiology
<input checked="" type="checkbox"/> Liver Function Tests	<input checked="" type="checkbox"/> Iron Studies with Ferritin	<input type="checkbox"/> Vaginal Culture
<input checked="" type="checkbox"/> Alkaline Phosphatase	<input checked="" type="checkbox"/> Ferritin	<input type="checkbox"/> Cervical Culture
<input checked="" type="checkbox"/> GGT	<input type="checkbox"/> Vit B12 And Folate	<input type="checkbox"/> Urethral Culture
<input checked="" type="checkbox"/> ALT	<input type="checkbox"/> INR Prothrombin Ratio	<input checked="" type="checkbox"/> Genital (external) Culture
<input type="checkbox"/> TSH	<input type="checkbox"/> INR - Lab to Dose	<input type="checkbox"/> Chlamydia/gono PCR - Vaginal

3. Select the required tests by clicking in the check boxes.
4. If a test requires further information, the system will automatically open a further page for you to complete.

**Order Item Properties -- Webpage Dialog**

Please provide some additional information for this item.

Item **INR Prothrombin Ratio**

On anticoagulant?

- None
- Warfarin
- Heparin
- Dabigatran
- Clexane
- Warfarin and Clexane
- Other (Please specify in clinical details)

**Antenatal**

- 1st Antenatal screen & HIV
- 1st Antenatal screen no HIV
- Subsequent Antenatal
- Glucose Challenge 50g
- HCG Pregnancy

**Immunology**

- Ferritin
- Vit B12 And Folate
- INR Prothrombin Ratio
- INR - Lab to Dose
- INR - Doctor to dose

5. Tick the appropriate item, then click on the Save and Close button.

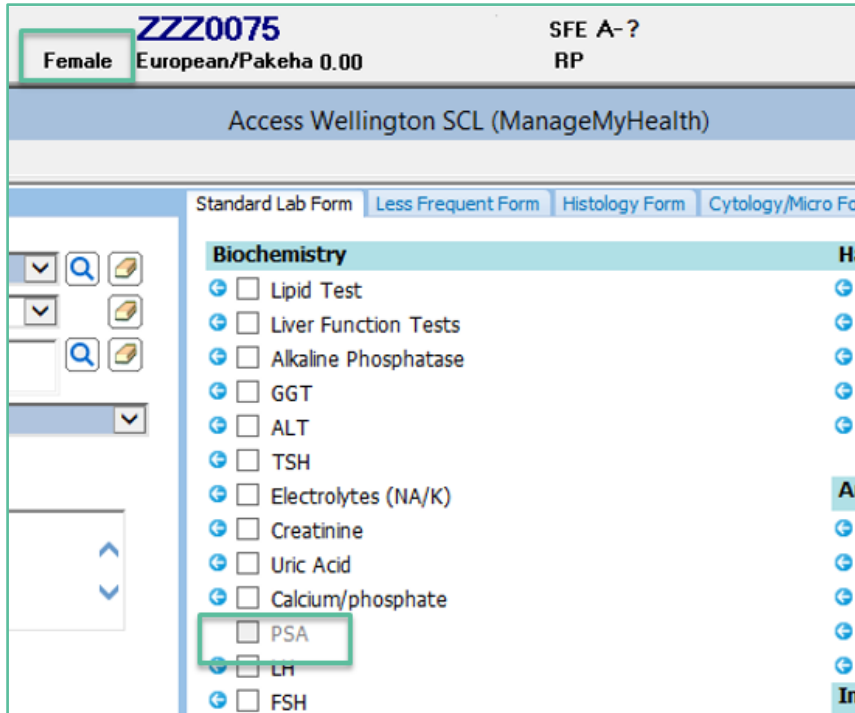
### 10.2 On Screen Prompts.

6. The Test details screen provides a number of on-screen reminders or prompts.

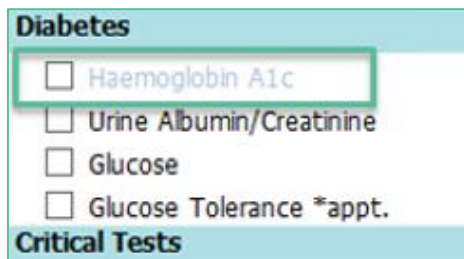


### 10.3 Inappropriate Tests

7. For example, this patient is Female and therefore the PSA test is greyed out.



8. In this example, HbA1C is greyed out.

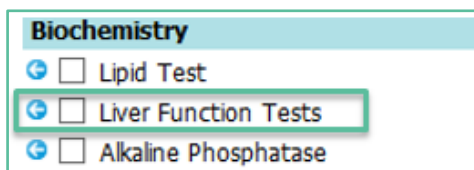


9. This is to advise that the patient has had this test within the recommended frequency – in this case within the last 90 days.

10. Hovering the mouse over the test will provide information about the test itself and the reasons why it is showing in the way that it does.

11. However, you can still order this test if clinically indicated, using the Additional tab.

### 10.4 Previous results available Indicator



12. Where a test is shown with a blue arrow next to it, there are previous results for this test.









13. Click on the blue arrow

14. The previous tests screen will open and show the status, together with clinical information.

**Existing results**

**General Chemistry**

◀ Previous results

	 06/06/17 15:39	 28/06/17 11:39	 13/11/17 14:03	 20/11/17 17:46	 20/12/17 07:00
Sodium	◇ pending	◇ pending			◇ 142
Potassium	◇ pending	◇ pending			◇ 5.3
Creatinine	◇ pending	◇ *pending	38	20	◇ 107
eGFR			> 90	> 90	◇ 50
General Chemistry					
Fasting status	◇ Non-fasting				

General Chemistry 20/12/17 07:00

Potassium reference interval is for serum samples. Potassium in plasma samples may be up to 0.3 mmol/L lower.  
An e-GFR result in the range 45-59 ml/min/1.73m<sup>2</sup> suggests moderately impaired renal function, stage 3a CKD. Refer [www.kidney.org.au](http://www.kidney.org.au).  
Estimated GFR is calculated from the CKD-EPI equation.  
Caution in interpretation is required in non-Caucasians, the elderly, patients with extremes of body weight, oedema, rapidly changing creatinine and in pregnancy.

General Chemistry 20/11/17 17:46

An e-GFR result  $\geq 90$  ml/min/1.73m<sup>2</sup> falls in the range found for healthy adults. Refer [www.kidney.org.au](http://www.kidney.org.au).  
Estimated GFR is calculated from the CKD-EPI equation.

General Chemistry 13/11/17 14:03

An e-GFR result  $\geq 90$  ml/min/1.73m<sup>2</sup> falls in the range found for healthy adults. Refer [www.kidney.org.au](http://www.kidney.org.au).  
Estimated GFR is calculated from the CKD-EPI equation.

## 10.5 Clinical Details required.

15. If a test requires specific clinical indicators to be included, the EOrder form will prompt. In this example, the ESR test has been selected and the requestor must include the clinical indicator to inform the laboratory of the reason for the test request.

**Please provide some additional information for this item.**

Item **ESR**

Clinical indication required for testing


Clinical indication

[Click here for ESR Clinical Update](#)

## 10.6 Instructions for Patients

16. Samples such as urine are often collected by patients at home. The instructions for how to collect the sample are printed on the order form, as shown.

Order No. EC0006117



26/07/18 15:34

Collection rooms at: [www.wellingtonscl.co.nz](http://www.wellingtonscl.co.nz) or phone 04 381 5900 for opening hours information.  
 Note: The last 10 minutes of every day is reserved for drop off and urgent samples only.

Test results are available to health professionals involved in your care via a secure online database known as Eclair. You can choose to restrict sharing of your test results by calling 04 5868 571, however this may result in some tests being retaken.

NHI : ZZZ9994  
 Surname : LABTEST  
 Given : JOHN  
 DOB : 16/08/60 Sex: Male  
 Ethnicity : Asian not further defined

Address : TEST PATIENT FOR AUCKLAND DHB  
 TE ATATU PENINSULA  
 AUCKLAND  
 0610  
 Phone : 0275551234(M) 1234555(H) 5551234(B)

Eligible for publicly funded services?: Yes      Patient opt off laboratory record?: No

Requester : Dr DOOLITTLE Barnaby (96ZZZZ)  
 Address : Your Medical Practice

Priority: Routine  
 Fasting: No

**Patient Information :**  
**Patient instructions for collection of MID-STREAM URINE (MSU) MALE**  
 (1) Clean around the urinary opening and genital area with a piece of toilet paper moistened with water.  
 (2) Draw back the foreskin. Dry the area.  
 (3) Pass a little urine into the toilet, then without stopping collect some urine 'mid stream' into the plastic collection punnet.  
 (4) Finish passing urine into the toilet. Do not collect the last stream.  
 (5) Pour the urine from the collection punnet into the specimen container and screw the lid on firmly.  
 (6) Discard the collection punnet.  
 (7) Write your full name, date of birth, and date and time of collection on the container label and place container in the delivery bag with the request form in the front pocket.  
 (8) Store the sample in fridge if possible. Otherwise keep it in a cool place. Deliver to the laboratory as soon as possible.

Clinical details:

Testing requested:  
**Urine Microbiology**  
 • Urine site: Mid Stream Urine

Specimens to be collected (Tube, source)  
**Random Urine Container, Urine**

IMPORTANT INFORMATION FOR PATIENTS PLEASE READ:  
 Your medical centre will always contact you if there are significant results that require follow-up.  
 If you feel you are not getting better or your health is deteriorating please contact your medical practice.

## 10.7 Less Frequent Orders Tabs

17. Each of the other tabs in the right hand panel presents a collection of less frequently ordered tests.

## 10.8 Histology Form.

18. On the Histology Form, start by clicking in the Histology Panel checkbox.

19. The Drug History field is free text and is not mandatory.

20. Click on Add Specimen.

Standard Lab Form   Less Frequent Form   Cytology Form   **Histology Form**   Antenatal Form   My Tab   Additional

Histology Panel

Relevant drug history

Site 1    Clinical 1

21. Blue fields are mandatory: **both** must be completed.

22. Then click on Next to continue.

### 10.9 Antenatal Form

23. The Antenatal Form presents all antenatal tests on one tab for convenience.

### 10.10 The My Tab

24. The My Tab presents the facility to create frequently used test groups equivalent to Referral Macros in Medtech32.

25. Please see section 12 of this guide for instructions on how to set up the My Tab.

26. To use the My Tab, tick in the checkbox next to the group name.

27. Each of the tests in the selected group will be ticked in their respective screens and added to the order form.

## 10.11 Additional Tab.

28. If a test is not available on the eOrder form, or if it is normally not available for a patient because of gender or other factors, it is still possible to place the order, using the Additional tab.
29. In this case, we want to order a PSA test for a transgender patient.
30. On the Additional tab, in the search field, type a few letters of the test you require.
31. Then click on Search or press the enter key on your keyboard.

Orderable Item Search		
Search for	PSA	x
Name	Code	Synonym
PSA	ORD-PSA	Total Prostatic Specific antigen

32. The eOrder form will show that the PSA test is available.
33. Click on the test name and then the Next button at the bottom right as to continue to the draft order screen.
34. If the test you require is not listed on the eOrder web form, it will state 'No Matches Found' when you click on search.

Orderable Item Search		
Search for	leparin	x
<b><i>No matches found.</i></b>		

35. In the Search field, type misc (for miscellaneous) and click on Search or press the Enter key.

Orderable Item Search		
Search for	misc	x
Name	Code	Synonym
Miscellaneous Test	ORD-MISC	Unknown test

36. The eOrder form will respond with Miscellaneous Test.
37. Click on 'Miscellaneous Test', then on the Next button.
38. The eOrder form will open to a new page.
39. Type the name of the test you require into the Test Field.

Please review these order items	
Item	<b>Miscellaneous Test</b>
Only select this test if you can't locate the required test. Type test name below.	
Test	Leparin x

40. Click on Next and then Place Order as usual.

## 11 Placing the order

1. When you have finished selecting tests, click on the Next button at the bottom right of the screen.
2. eOrder will generate an order preview form.

Order No. EC00006120	
	
26/07/18 16:39	
Collection rooms at: <a href="http://www.wellingtonscl.co.nz">www.wellingtonscl.co.nz</a> or phone <b>04 381 5900</b> for opening hours information. Note: The last 10 minutes of every day is reserved for drop off and urgent samples only.	Test results are available to health professionals involved in your care via a secure online database known as Eclair. You can choose to restrict sharing of your test results by calling 04 5868 571, however this may result in some tests being retaken.
NHI : <b>ZZZ0016</b> Surname : <b>TEST</b> Given : <b>GREG</b> DOB : <b>20/11/61</b> Sex: <b>Male</b> Ethnicity : <b>NZ European</b>	Address : <b>15 Main St</b> <b>St Albans</b> <b>Christchurch</b> <b>8000</b> Phone : 0277078435(M) 095554321(H) 095551234(B)
Eligible for publicly funded services?: Yes	Patient opt off laboratory record?: No
Requester : <b>Dr DOOLITTLE Barnaby (96ZZZZ)</b> Address : <b>Your Medical Practice</b>	
Priority: <b>Routine</b> Fasting: <b>No</b>	
Patient Information : Clinical details:	
Testing requested: <b>Complete Blood Count</b> <b>Lipid Test</b> <b>INR Prothrombin Ratio</b> • On anticoagulant? <b>Warfarin</b>	
Specimens to be collected (Tube, source) <b>Blue (Citrate), Venous</b> <b>Mauve (EDTA), Venous</b> <b>Yellow (SST), Venous</b>	

3. The Order number shown with the barcode at the top left of the order form is unique and enables the laboratory system to identify this request.

Order No. EC00006120

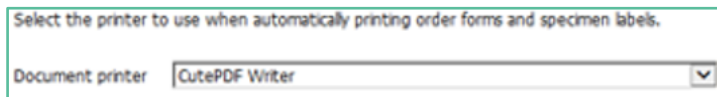

4. Check that the details of the order are correct.
5. If you need to add or change anything, click on the Change Order button.
6. The eOrder system will then complete a number of tasks.

### 11.1 Printing Options.

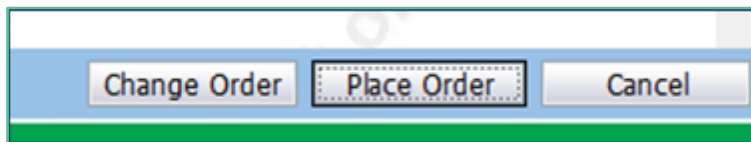
7. Depending on your region, printing will either be fully automatic, or selected at the point in time when the order is placed.

## 11.2 Automatic Print on Save Order.

8. To be fully automatic, your practice computers need to have the Sysmex print control loaded. See Appendix A at the end of this guide for information on how to download and configure this.
9. Once the print control is in place, you will need to put a test patient on the palette.
10. Open the eOrder web form.
11. Click on the Preferences tab.
12. Select your A5 Printer as shown.



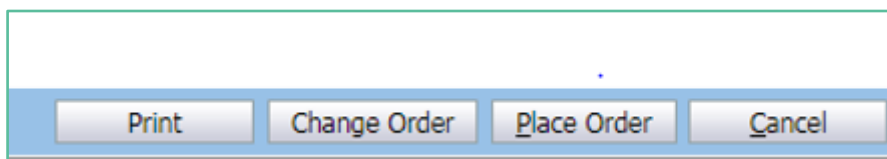
13. Click on Save.
14. When you have finished selecting tests and have checked the draft order, click on the Place Order button.



15. The eOrder web form will print out the order form as well as completing the automatic tasks detailed in section 7.3.


## 11.3 Choose Printing Option.


16. The alternative to fully automated printing has been adopted in some regions.
17. In this configuration, the Sysmex print control is not required.
18. When you have finished selecting tests and checked the draft order, you will see four buttons at the bottom right.




19. The Print button will launch your Windows printer selection screen.

# Print



 Copies:


**Printer** ⓘ  

 Brother MFC-L2740DW series  
 Offline: 1 document waiting  
[Printer Properties](#)


**Settings**


 Print All Pages  
 The whole thing

Pages:  ⓘ


 Print One Sided  
 Only print on one side of th...


 Collated  
 1,2,3 1,2,3 1,2,3


 Portrait Orientation

20. Choose your printer and click on Print.

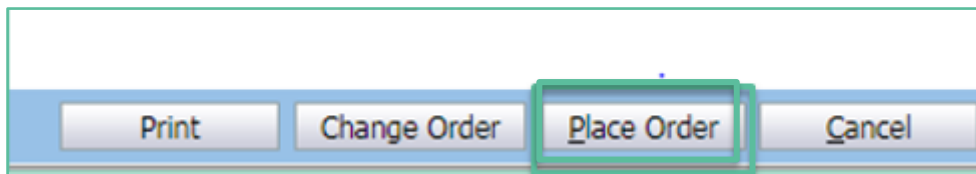
21. The Order form will be printed out.

Order No. EC00298327		
		
29/07/18 13:37		
Collection rooms at: <a href="http://www.wellingtonscl.co.nz">www.wellingtonscl.co.nz</a> or phone <b>04 381 5900</b> for opening hours information. Note: The last 10 minutes of every day is reserved for drop off and urgent samples only.		Test results are available to health professionals involved in your care via a secure online database known as Eclair. You can choose to restrict sharing of your test results by calling 04 5868 571, however this may result in some tests being retaken.
NHI : <b>ZZZ0016</b> Surname : <b>TEST</b> Given : <b>GREG</b> DOB : <b>20/12/97</b> Sex: <b>Male</b> Ethnicity : <b>NZ European</b>	Address : <b>21 Trinidad Crescent          Grenada Village          Auckland          8000</b> Phone : 0277071234(M) 031234555(H) 035551234(B)	
Eligible for Publicly funded services?: Yes		Patient Opt off Laboratory Record?: No
Requester : <b>Dr DOOLITTLE Barnaby (96ZZZZ)</b> Address : <b>Your Medical Practice          Wellington</b>		
Priority: <b>Routine</b> Fasting: <b>No</b>		
Patient Information : Clinical details:		
Testing requested: <b>Complete Blood Count</b> <span style="float: right;"><b>CRP</b></span>		
Specimens to be collected (Tube, source) <b>Mauve (EDTA), Venous</b> <span style="float: right;"><b>Yellow (SST), Venous</b></span>		
IMPORTANT INFORMATION FOR PATIENTS PLEASE READ: Your medical centre will always contact you if there are significant results that require follow-up. If you feel you are not getting better or your health is deteriorating please contact your medical practice.		



22. However, this does NOT place the order.

23. To place the order, you then need to click on the Place Order button.



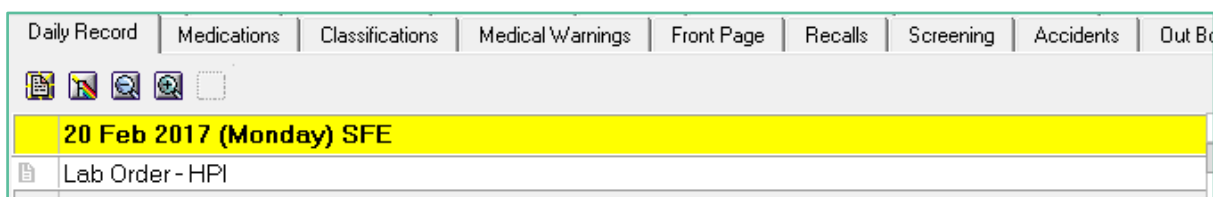
24. When you click on Place order, the eOrder web form will carry out the Automatic tasks detailed in section 7.4.

25. If you need to go back and change the order, you can click on the change Order button and the test selection screen will be displayed.

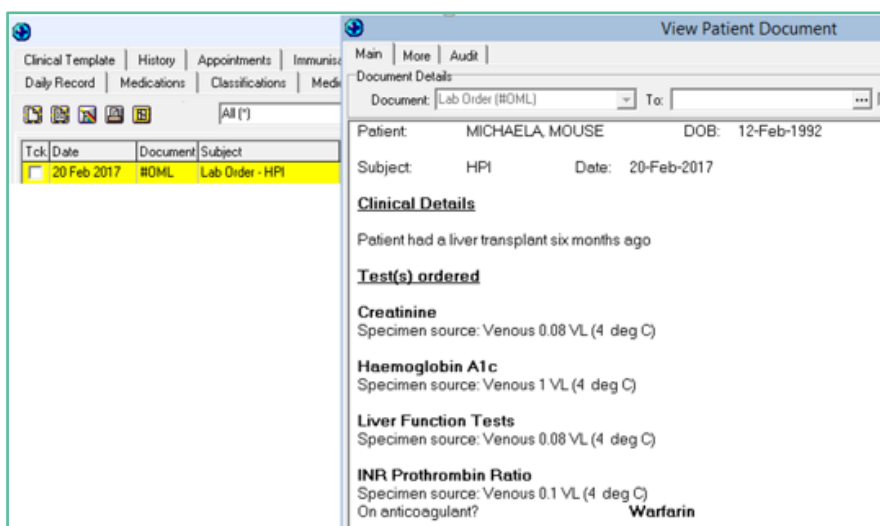
### 11.4 Automatic Tasks.

26. When you click on Place order, the eOrder web form will:

- Transmit the electronic order to the laboratory system.
- Place a record of this order in the patient notes (Daily Record) in Medtech32.



- Place a record of this order in the patient outbox in Medtech 32.



### 11.5 Optional Tasks.

27. If you have ticked the Task Reminder checkbox in the eOrder web form, a task will be created in the logged in user's Task List in Medtech 32 for 7 days' time.

!	📄	🔄	Date Due	Task Details	Staff	^
			Mon 27 Feb 2017	Task created from Eclair order   please update task details	SFE	

## 11.6 Order Process Complete.

28. The eOrder form will then display a confirmation message.

### Order process complete.

What do you want to do next?

- To return to your PMS, click the X in the top right hand corner.
- To view the patient's results in Eclair click 'View Results' below.
- To change the order you have just placed or check existing orders click 'View Results' below.
- To place another order click 'Create Orders' below.

## 12 Reprinting the eOrder.

1. If a patient loses an eOrder or forgets to bring it to the Collection Centre, it is not always necessary to reprint the order (because the eOrder is already in the laboratory system.)

### 12.1 Reprint from the PMS system.

2. If a reprint is required, open the patient Outbox in Medtech32.
3. Identify the eOrder record – check the date and the Subject which should say **Lab Order - HPI**.
4. Print this record and give to the patient.

The screenshot displays two software windows. The left window, 'Patient Manager', shows a table of documents:

Tck	Date	Document	Subject	Folder	P
<input checked="" type="checkbox"/>	29 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	22 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	22 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	21 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	20 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	20 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	18 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	18 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	18 Sep 2017	#OML	Lab Order - HPI	LA	SI
<input type="checkbox"/>	18 Sep 2017	#OML	Lab Order - HPI	LA	SI

The right window, 'View Patient Document', shows patient details for JANE, TEST (DOB: 20-Jul-1964) and Subject: HPI (Date: 29-Sep-2017). Under 'Clinical Details', the following tests are listed:

- Test(s) ordered**
- Troponin
- Lipid Test

5. This process means that a receptionist can provide the patient with the requested reprint; s/he does not need access to the eOrder form itself.

### 12.2 Reprint from eOrder.

6. Only users who have clinical access are able to reprint the original order form.
7. With the patient on the palette as usual, click on the eOrder Icon.
8. When the eOrder form opens, click on the View Results tab in the bottom left corner.
9. A list of orders will be displayed.

The screenshot shows the 'Recent Data' window with the following reports listed for patient TEST, Greg (ZZZ0016):

- 27/07/18 10:46
  - LH
  - Iron Studies with Ferritin
- 25/07/18 10:32
  - Coagulation Tests
- 24/07/18 17:06
  - Quantitative CRP
  - Urine Culture
  - Electrolytes (NA/K)

10. Click on the order you wish to reprint.
11. The eOrder will open to show the detail of the order.

12. At the same time, three new tabs will appear at the top right.

The screenshot shows a software interface for viewing laboratory orders. At the top, there are tabs for 'Recent Data', 'Categories', and 'Refine'. Below these is a navigation pane on the left showing a tree view of reports, with 'TEST, Greg (ZZZ0016)' selected. The main area displays an 'Observation Report' for 'Iron Studies with Ferritin'. It includes a table with columns for 'Order created by', 'Department', 'Placer Order #', 'Placer Group #', 'Priority', 'Order Location', 'Requestor', and 'Specimen Collected'. The report text states 'Order sent and accepted. Awaiting further confirmation.' At the top right, there are buttons for 'View Order Form', 'Cancel', and 'Amend', with 'View Order Form' highlighted by a green box.

13. Click on the View Order Form tab.

14. The original order is displayed.

15. At the bottom of the original order you will see three buttons.

The screenshot shows the 'View Order Form' for order number EC00006126. It features a barcode, the Wellington SCL logo, and contact information for collection rooms. The form is divided into sections for patient details (NHI, Surname, Given, DOB, Ethnicity), address, and eligibility. It also lists the requester as 'Dr DOOLITTLE Barnaby (96ZZZ)' and the test as 'Iron Studies with Ferritin'. At the bottom, there are three buttons: 'Repeat Order', 'Reprint', and 'Back', with 'Reprint' highlighted by a green box.

16. Click on the Reprint Button.

17. The eOrder form will ask you to select or confirm your printer.

Reprint the form using the controls below.

Document printer

Tray


Size  A5 148 x 210 mm  A4 210 x 297 mm

Orientation  Portrait  Landscape


### 13 Patient Mismatch.

1. Because the eOrder system is directly connected to the Laboratory system, when you start to place an order, it will check to see if a patient is already known to the laboratory system.
2. If it finds a similar patient with discrepancies, the eOrder form will ask you to confirm the details.
3. In this example, the patient in Medtech 32 is being matched to a patient known to the eOrder system based on the NHI number.


**Create Order**

 The patient information in your PMS conflicts with the information in Eclair for this NHI.

Information from your PMS:

NHI	First name	Last name	Date of birth	Sex	Age	Address
 ZZZ9994	MICKEY	MOUSE	26 Jul 1980	M	38y	24 Justin Place, TE ATATU PENINSULA, AUCKLAND, 0610

Information from Eclair:

NHI	First name	Last name	Date of birth	Sex	Age	Address
 ZZZ9994	JOHN	LABTEST	16 Aug 1960	M	57y	TEST PATIENT FOR AUCKLAND DHB, TE ATATU PENINSULA, AUCKLAND, 0610

There is a difference in the patient's date of birth.

Value from your PMS: **26/07/80**  
 Value already in Eclair: **16/08/60**

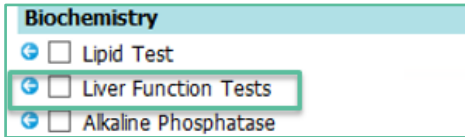
<  >

4. To continue, you would confirm that the details in Medtech 32 are correct, then click on the “Use PMS details” button in the bottom right hand corner.
5. The details held in the eOrder system will be updated to match what is in Medtech 32.

## 14 Results.

### 14.1 Viewing Individual Test Results.

1. After you have been working with the eOrder web form for a little while, you will notice small blue arrows appearing next to tests in the Test Selection screens.



2. This is a visual indicator showing that the patient has had this test previously and that information about that test is available.
3. To view previous results, click on the blue arrow.
4. The eOrder form will display results associated with the test, together with any information or advice about the results.

	06/06/17 15:39	28/06/17 11:39	13/11/17 14:03	20/11/17 17:46	20/12/17 07:00
Sodium	◇ pending	◇ pending			◆ 142
Potassium	◇ pending	◇ pending			◆ 5.3
Creatinine	◇ pending	◇ *pending	38	20	◆ 107
eGFR			> 90	> 90	◆ 50
General Chemistry			📎	📎	📎
Fasting status	◆ Non-fasting				

General Chemistry 20/12/17 07:00

Potassium reference interval is for serum samples. Potassium in plasma samples may be up to 0.3 mmol/L lower.

An e-GFR result in the range 45-59 ml/min/1.73m<sup>2</sup> suggests moderately impaired renal function, stage 3a CKD. Refer [www.kidney.org.au](http://www.kidney.org.au). Estimated GFR is calculated from the CKD-EPI equation. Caution in interpretation is required in non-Caucasians, the elderly, patients with extremes of body weight, oedema, rapidly changing creatinine and in pregnancy.

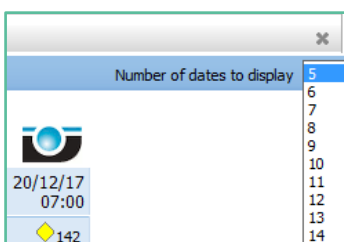
General Chemistry 20/11/17 17:46

An e-GFR result  $\geq 90$  ml/min/1.73m<sup>2</sup> falls in the range found for healthy adults. Refer [www.kidney.org.au](http://www.kidney.org.au). Estimated GFR is calculated from the CKD-EPI equation.



General Chemistry 13/11/17 14:03

An e-GFR result  $\geq 90$  ml/min/1.73m<sup>2</sup> falls in the range found for healthy adults. Refer [www.kidney.org.au](http://www.kidney.org.au). Estimated GFR is calculated from the CKD-EPI equation.

5. You can change the date range using the control in the top right hand corner of this screen.

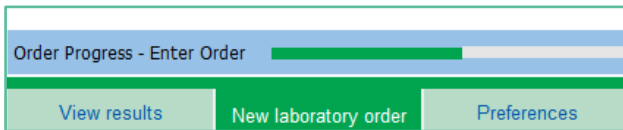


6. You can also check the reference ranges of tests by clicking on the blue icon to the left of the header.

		Units	06/06/17 15:39 ADAMS JOHN CH	28/06/17 11:39 MOODIE PETER CH	13/11/17 14:03 ADAMS JOHN CH
 Ref Range					
Sodium	( 135 - 145 )	mmol/L	◇ pending	◇ pending	
Potassium	( 3.5 - 5.2 )	mmol/L	◇ pending	◇ pending	
Creatinine	( 45 - 90 )	umol/L	◇ pending	◇ *pending	<b>38</b>
eGFR		mL/min/1.73m2			> 90
General Chemistry					
Fasting status			◆ Non-fasting		

## 14.2 Result History

- If you need to check the status of an order for any reason, the eOrder form provides detailed information.
- With the patient on the Palette, click on the eOrder icon on the Toolbar as usual.
- Click on the View Results button in the bottom left hand corner.



10. The eOrder form will display the Results screen, which has two main panels.

**Recent Data** | Categories | Refine | Patient Details | Patient Orders | Medication Summary | Patient Encounters | Patient History

All reports displayed

- LABTEST, John (ZZZ9994)
  - 26/07/18 15:15
    - Blood Culture
    - Urine Culture
  - 26/07/18 15:13
    - Blood Culture
    - Urine Culture
  - 26/07/18 11:16
    - General Micro
  - 25/07/18 11:04
    - Blood Culture
  - 25/07/18 09:30
    - Blood Culture
  - 25/07/18 07:56
    - Blood Culture
    - Urine Culture
  - 21/06/18 08:11
    - General Micro
  - 10/05/18 16:01
    - Coagulation Tests
  - 10/05/18 16:00
    - Coagulation Tests
  - 18/04/18 15:41
    - Coagulation Tests
  - 18/04/18 15:41
    - Arbovirus
  - 18/04/18 15:41
    - Arbovirus Identification
  - 28/03/18 13:36
    - Non-Gynae Cytology
  - 28/03/18 13:31
    - Non-Gynae Cytology

**Details**

Name: LABTEST, John | Date of birth: 16-Aug-1960 | Sex: Male | Major NHI: ZZZ9994 | Minor NHIs: [blank]

Address: TEST PATIENT FOR AUCKLAND DHB, TE ATATU PENINSULA, AUCKLAND 0610 | Next of kin: [blank]

Contact details: Phone(B) 5551234, Phone(H) 1234555, Phone(M) 0275551234

Emergency contacts: [blank]

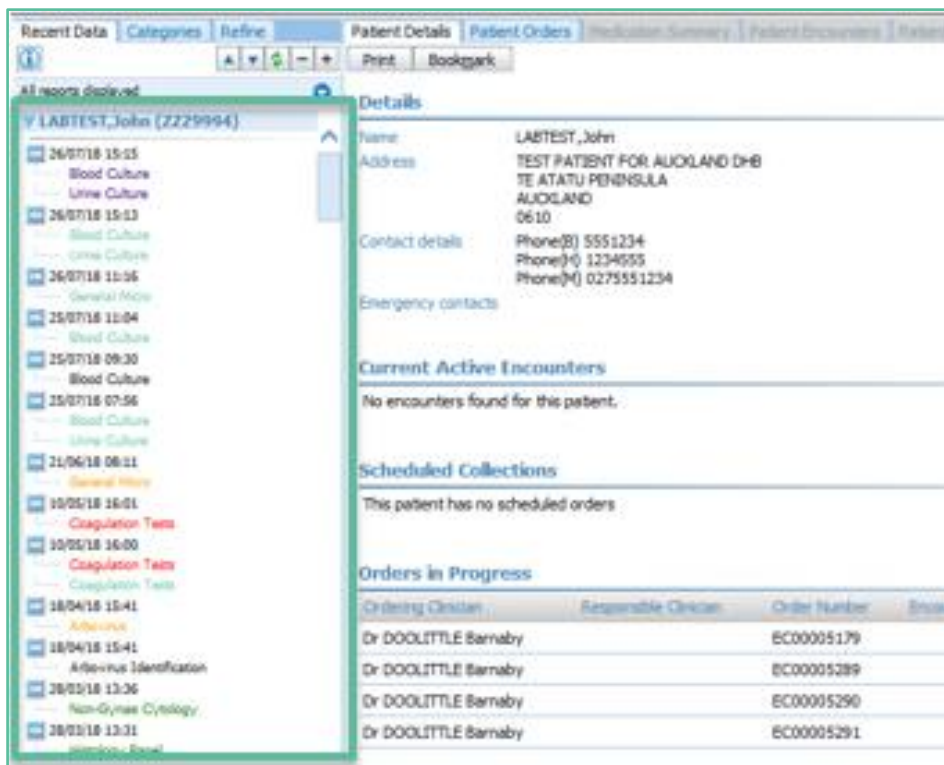
**Current Active Encounters**  
No encounters found for this patient.

**Scheduled Collections**  
This patient has no scheduled orders.

**Orders in Progress**

Ordering Clinician	Responsible Clinician	Order Number	Encounter	Service	Status	Comments	Service Date
Dr DOOLITTLE Barnaby		EC00005179		Complete Blood Count	Order sent and accepted. Awaiting further confirmation.	test 2	20/03/18 11:37
Dr DOOLITTLE Barnaby		EC00005289		Histology Panel	Order sent and accepted. Awaiting further confirmation.		28/03/18 13:30
Dr DOOLITTLE Barnaby		EC00005290		Histology Panel	Order sent and accepted. Awaiting further confirmation.		28/03/18 13:31
Dr DOOLITTLE Barnaby		EC00005291		Non-Gynae Cytology	Order sent and accepted. Awaiting further confirmation.		28/03/18 13:36

### 14.3 Results Screen – Left Pane



11. The left panel lists orders with the most recent at the top of the list.
12. These entries are colour coded to show their status at a glance.

### 14.4 Results colour codes

13. Newly received requests are displayed in green. As tests are processed by the laboratory, the status is updated and the colour changes accordingly.
14. When the final result is sent back to the requestor, the status is changed to Final and shows in black
15. (or red for abnormal) .
16. The lists below show the colours associated with each order status.

Report tree colours	
Abnormal	To follow
Preliminary	Partial
Unauthorised	Status updated to final
Final	Corrected
Original results wrong	Deleted, cancelled or results unobtainable
Archive results	Indeterminate
New order	Order in progress
Updated order	Replaced order
Cancelled order	Images are available



## 14.5 Cumulative Reports

17. When a patient has had the same test repeated a number of times, eOrder will provide a cumulative report.
18. This collates all reports for the test and displays them in various formats.
19. Click on the test you wish to view in the left pane, and then click on the Cumulative Report Tab.

Observation Report | **Cumulative Report** | Graphical Report | Observation Details

Print | Library | Bookmark

### Complete Blood Count

◀ Previous results

		23/08/17 16:10	23/08/17 16:10	23/08/17 16:15	23/08/17 16:15	23/08/17 16:15
Haemoglobin	◊ pending	◊ 120	124	◊ <b>109</b>	◊ 116	
RBC	◊ pending	◊ 4.41	4.64	◊ 3.71	◊ 3.68	
Hct	◊ pending	◊ 0.44	0.42	◊ 0.37	◊ 0.39	
MCV	◊ pending	◊ 99	91	◊ 99	◊ <b>105</b>	
MCH	◊ pending	◊ 27	27	◊ 29	◊ 32	
Platelets	◊ pending	◊ 200	<b>140</b>	◊ 205	◊ 266	
WBC	◊ pending	◊ 6.1	6.0	◊ <b>16.9</b>	◊ <b>12.9</b>	
Neutrophils	◊ pending	◊ 3.5	4.2	◊ <b>11.0</b>	◊ <b>8.8</b>	
Lymphocytes	◊ pending	◊ 1.6	<b>0.6</b>	◊ 3.6	◊ 2.5	
Monocytes	◊ pending	◊ 0.8	<b>1.1</b>	◊ <b>1.9</b>	◊ <b>1.3</b>	
Eosinophils	◊ pending	◊ 0.1	0.0	◊ 0.2	◊ 0.3	
Basophils	◊ pending	◊ 0.1	0.1	◊ 0.1	◊ 0.1	
Nudeated RBC		◊ <b>1</b>	0	◊ <b>1</b>	◊ 0	
Comment	◊ pending					

Comment 23/08/17 16:15  
Please Note: These are preliminary CBC results. Blood film review and final report to follow. Interpret results with caution.

20. By default the 5 most recent results are displayed, but you can extend this by adjusting the Number of Dates to Display field.

Number of dates to display  ▼

More recent results ▶

21. It is also possible to graph results.
22. Click on the Graphical Reports tab.
23. Click in the checkbox of the Result type(s) you want to graph.

Observation Report | Cumulative Report | Graphical Report | Observation Details

Print Library Bookmarks

To graph results, select the rows below you wish to plot, select a graph type and the type of axes, then click Draw.

Graph Type: Usual (selected) Trend  
 Axes: Same (selected) Separate

Number of dates to display: 15

	06/12/16 16:55	06/13/16 16:55	06/13/16 17:00	07/12/16 14:32	14/01/17 07:48	14/01/17 07:48	14/01/17 09:37	14/01/17 11:43	14/01/17 12:01	01/02/17 12:01	01/02/17 12:15	02/02/17 16:32	02/02/17 16:32	02/02/17 17:00	03/02/17 15:15
<input checked="" type="checkbox"/> Haemoglobin	100	107	pending	pending	pending	pending	pending	pending	92	pending	92	92	pending	102	
<input checked="" type="checkbox"/> RBC	4.99	5.37	pending	pending	pending	pending	pending	pending	5.56	pending	5.56	5.56	pending	5.43	
<input checked="" type="checkbox"/> Hct	3.26	3.28	pending	pending	pending	pending	pending	pending	6.36	pending	6.26	6.26	pending	6.17	
<input checked="" type="checkbox"/> MCV	67	112	pending	pending	pending	pending	pending	pending	79	pending	101	101	pending	92	
<input checked="" type="checkbox"/> MCH	24	32	pending	pending	pending	pending	pending	pending	26	pending	25	25	pending	30	
<input checked="" type="checkbox"/> WBC	15.6	4.3	pending	pending	pending	pending	pending	pending	6.5	pending	6.3	6.3	pending	6.4	
<input type="checkbox"/> Neutrophils	17.2	3.1	pending	pending	pending	pending	pending	pending	6.4	pending	6.2	6.2	pending	6.4	
<input type="checkbox"/> Lymphocytes	1.8	6.9	pending	pending	pending	pending	pending	pending	3.4	pending	4.0	4.0	pending	3.9	

24. Adjust the Graph type and Axes as required.

wish to  
s, then

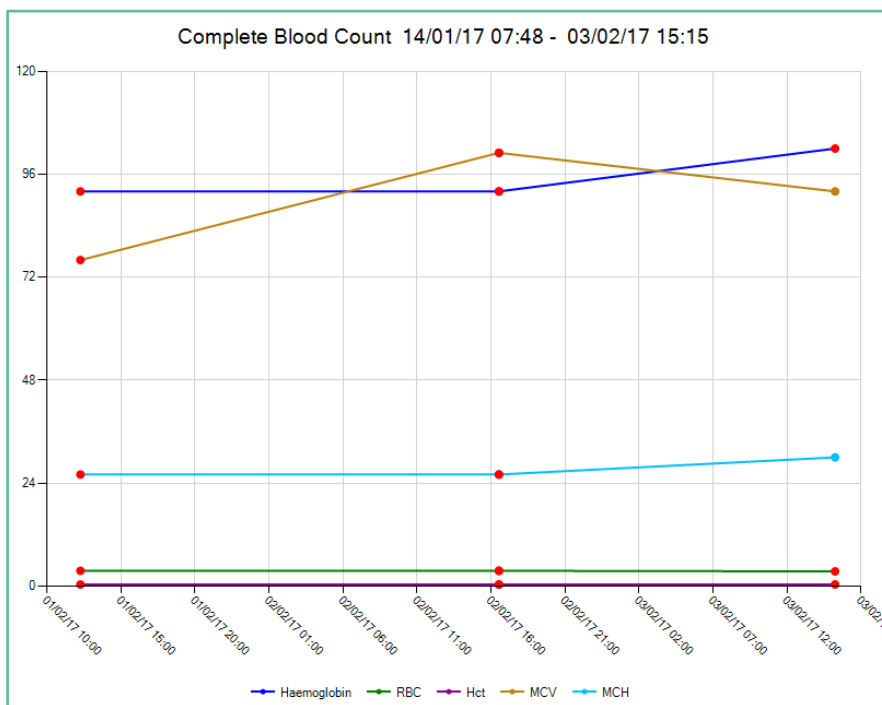
Graph Type: Usual (selected) Trend  
 Axes: Same (selected) Separate

Number of dates to display: 5

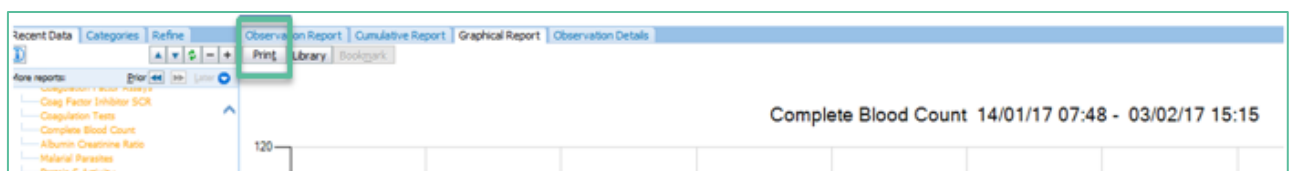
More recent results

25. Then click on the Draw Button.

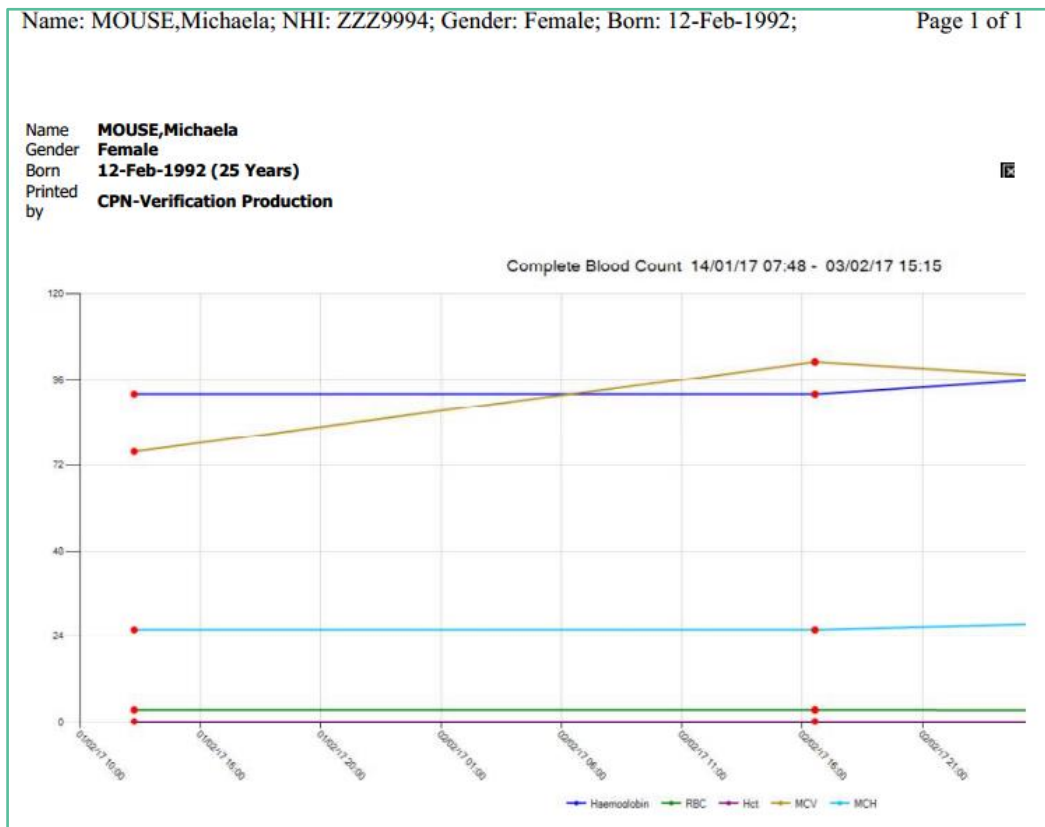
26. The eOrder system will display the requested graphs.



27. If you wish to print the graph, click on the Print button.



28. The Graph will print with patient and test information included automatically.



29. If you need to change your selection, click on the Back button at the top right to return to the Graph selection screen.

## 15 Amending or Cancelling Orders.

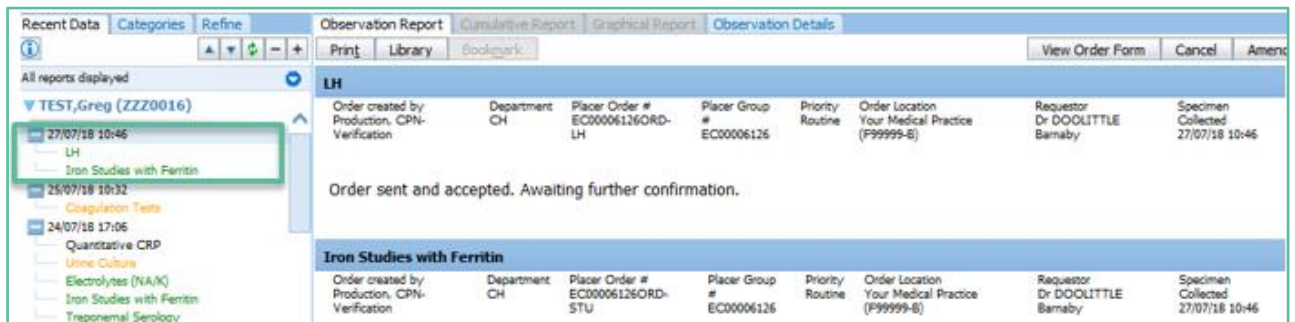
1. The eOrder web form enables you to amend or cancel orders and request additional tests after the sample has been processed.

### 15.1 Making Changes Before Sample Processing.

2. If the Test Type is displayed in Green in the left panel it indicates that the laboratory has not yet received the samples, and you will be able to amend or Cancel the form yourself.
3. If the Test Type is displayed in a colour other than green, it means that the laboratory has received samples and begun processing them.
4. You cannot then amend or cancel an order from within the eOrder system. You will need to contact the laboratory directly with your request.

### 15.2 To Cancel an Order.

5. Check that the Test Type you wish to cancel is showing in green.



The screenshot shows the eOrder system interface. On the left, a tree view shows a list of orders under 'TEST, Greg (ZZZ0016)'. The order '27/07/18 10:46' is highlighted in green, and its sub-item 'Iron Studies with Ferritin' is also highlighted in green. The main panel shows details for this order, including 'Order created by Production, CPN-Verification', 'Department CH', 'Placer Order # EC00006126ORD-LH', 'Placer Group # EC00006126', 'Priority Routine', 'Order Location Your Medical Practice (F99999-B)', 'Requestor Dr DOOLITTLE Barnaby', and 'Specimen Collected 27/07/18 10:46'. The status is 'Order sent and accepted. Awaiting further confirmation.' Below this, there is a section for 'Iron Studies with Ferritin' with similar details.

6. Click on the Order.
7. The Order details screen will open with three new tabs in the top right hand corner.



The screenshot shows the eOrder system interface with the 'Cancel' button highlighted in a green box in the top right corner. The interface is the same as the previous screenshot, showing the order details for 'Iron Studies with Ferritin'.

8. Click on the Cancel Tab.
9. In the Cancellation screen, eOrder shows the option to cancel all items or individual items.
10. At the present time, this function is **not working**. You can ONLY cancel the entire order.
11. If you need to cancel individual items, you will need to **cancel the entire order and create a new order**.
12. You will need to enter a reason for the cancellation.

13. You can choose a reason using the drop down.

A screenshot of a software interface for selecting a cancellation reason. At the top, there are radio buttons for 'all items in this order' (selected) and 'the items selected below', followed by checkboxes for 'LH' and 'Iron Studies with Ferritin'. Below this is a text field labeled 'Choose a cancellation reason' containing the text 'Test previously ordered within the last 48 hours'. To the right of the text field is a dropdown arrow icon, which is highlighted with a green box. Further right is an 'Add' button.

14. Click on your choice, then click the Add button on the right.

15. The reason will be displayed in the Edit screen.

A screenshot of the 'Edit the reason' screen. At the top, there is a text field labeled 'Choose a cancellation reason' containing the text 'Test previously ordered within the last 48 hours' and a dropdown arrow icon. To the right of the text field is an 'Add' button. Below the text field is a larger text area labeled 'Edit the reason' containing the same text: 'Test previously ordered within the last 48 hours'.

16. If your reason is not available in the drop down list, leave the Choose field blank, and type the reason into the Edit field.

A screenshot of the 'Edit the reason' screen. At the top, there is a text field labeled 'Choose a cancellation reason' containing the text '-- Choose a reason --'. Below the text field is a larger text area labeled 'Edit the reason' containing the text 'Testing only'.

17. To continue, click on the Yes button in the bottom right hand corner.

18. The EOrder system will update in the left panel to show the test with a line through it, showing that it is cancelled, and the reason for cancellation will be displayed in the right hand panel.

A screenshot of the EOrder system interface. On the left, there is a list of reports under the heading 'All reports displayed'. The report 'TEST, Greg (ZZZ0016)' is expanded, showing a list of tests. The test '27/07/18 11:55' is highlighted with a green box. On the right, there are two order details panels. The top panel is for 'LH' and the bottom panel is for 'Iron Studies with Ferritin'. Both panels show 'Order cancelled.' and 'Cancellation Reason testing only', which are highlighted with green boxes.

Order created by	Department	Placer Order #	Placer Group #	Priority	Order Location	Requestor
Production, CPN-Verification	CH	EC00006127ORD-LH	EC00006127	Routine	Your Medical Practice (F99999-B)	Dr DOOLITTLE Barnaby

Order created by	Department	Placer Order #	Placer Group #	Priority	Order Location	Requestor
Production, CPN-Verification	CH	EC00006127ORD-STU	EC00006127	Routine	Your Medical Practice (F99999-B)	Dr DOOLITTLE Barnaby

### 15.3 To Add an Item to an Order.

19. Put the patient on the palette as usual, and click on the EOrder icon.

20. Click on the View Results tab in the bottom left corner.

21. With the Results pane open, click on the order you wish to amend.



22. The form will open the Order details page with three tabs visible in the top right hand corner.

23. Click on the Amend tab.

24. You will need to insert a reason for the change.

25. Either select from the drop down and click on the ADD button to the right.

Choose a reason for the amendment: Add missing test [v] [Add]

Edit the reason: Add missing test

26. Or you can free text type into the Edit the Reason field.

Choose a reason for the amendment: -- Choose a reason --

Edit the reason: Urine missed off

27. Then click on the Submit button in the bottom right hand corner.

Submit Back

28. eOrder will open the Tests Selection screen.

29. Tick the tests as usual, then click on the next button.

30. eOrder will display the draft order with the extra test(s) added.

Clinical details:	
Testing requested:	
<b>Liver Function Tests</b>	<b>LH</b>
	<b>Urine Microbiology</b>
	• Current antibiotics? <b>ampicillin</b>
	• Urine site <b>Mid Stream Urine</b>
Specimens to be collected (Tube, source)	
<b>Random Urine Container, Urine</b>	<b>Yellow (SST), Venous</b>

31. Click on the Place Order in the bottom right corner button as usual.
32. The order will be updated in the laboratory system.
33. To check this, click on the Results Tab.
34. The order will now show all tests in the left panel, and a note explaining the amendment is shown in the order detail panel.

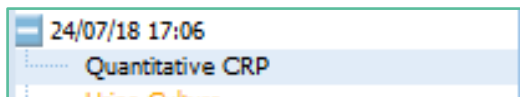
#### 15.4 To Remove an Item from an Order.

35. Currently there is no way to remove a single item from an eOrder.
36. You would need to cancel the entire eOrder, and create a new one.
37. This has been acknowledged as a problem and is being worked on.

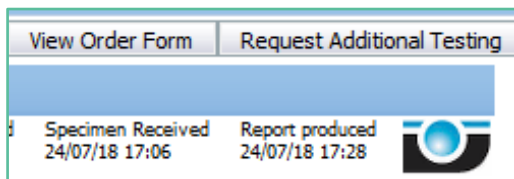
#### 15.5 To Amend an Order after results are received.

38. If you need to request a further test or tests on a sample which has already been processed by the laboratory, start by opening the eOrder web form with the patient on the palette as usual.
39. Click on the View Results tab in the bottom left hand corner.

40. In the Results list, check that the order is in black, red or orange (showing that it has been processed by the laboratory), then click on it.



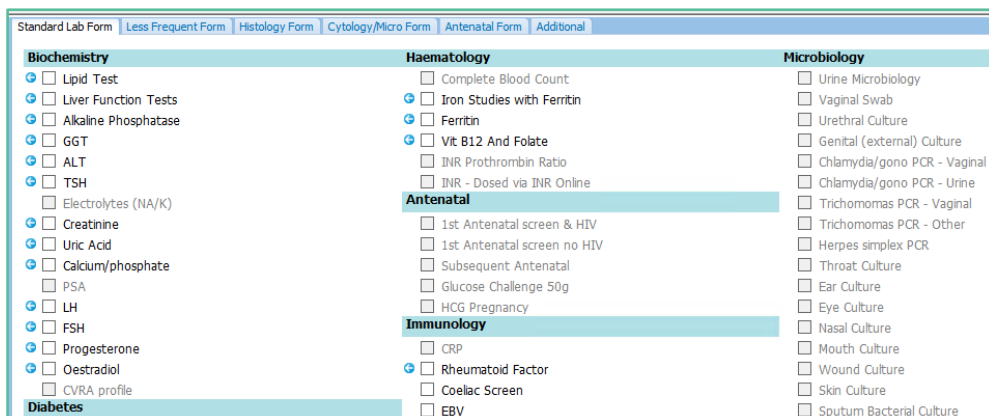
41. On the top right, the eOrder form will then display the Request Additional Testing Tab.



42. Click on the tab to open the order screen.

43. Points to note:

- The eOrder form will ONLY permit you to select tests for which the existing sample is valid.
- If the sample type is not suitable or is out of date, the test will be greyed out and you will not be able to select it.
- If a test is required **urgently**, you should **phone the request through to the laboratory**.



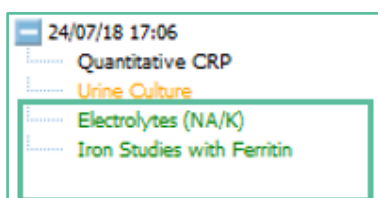
44. Tick the Additional Tests you require, then click on Next as usual.

45. The Draft Order will be displayed as usual for you to check.

46. Click on Place Order to finish.

47. The Additional Test request is emailed automatically to the laboratory.

48. The Additional Tests will show in the eOrder form as usual, and will be listed with the original order.



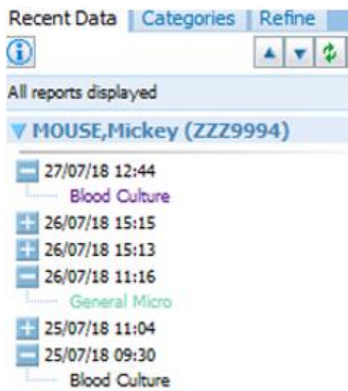
## 15.6 Results Pane controls ( this may need to go with the results info)

49. The Results Pane can display the list of Results in a number of ways and groups to facilitate interpretation.

## 15.7 Show/hide Test names



50. In the example below, some results are displayed expanded to show the test name.



51. If a Result has the Cross sign next to it and is thus showing just the date, you can click on the cross



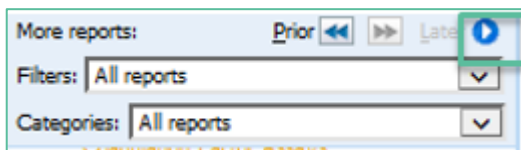
to expand to see the test name.

### 15.8 Filter Controls.

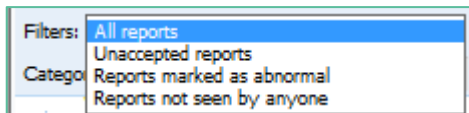
52. Results can be filtered into subsets.

53. To open the Filter field, click on the blue arrow icon in the left pane.

54. The Filter controls will be displayed.

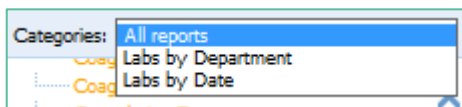


55. Click on the Filter drop down arrow.



56. This filter is particularly useful as it allows you to view just the abnormal results, but it can also help you to ensure that results have been viewed.

57. The Categories filter allows you to filter based on Department or Date.



### 15.9 Result Details

58. To view the detail of any order, click on it in the left panel.

59. The detail will then be displayed in the right hand panel.

60. The first tab is the Observation Report.

Orderable Item	Value	Units	H/L	Ref Range	P
ESR	120	mm/hr	HH	(1 - 45)	

61. More Detail about the test can be viewed on the Observation Details Tab.

Patient Details		Patient Encounters		Report Details		Audit		History	
<b>Coagulation</b>									
<b>Order Details</b>					<b>Order Processing Details</b>				
Order facility	SCL	Facility	Wellington SCL						
Observation code	DOS	Filler's order number	17-2100768-DOS-0						
Requestor	DICKSON MICHELLE (DICMW)	Specimen received	08/02/17 11:02						
Service ID	HM	Report issue date	08/02/17 11:19						
Service description	HM	Report received date	08/02/17 11:19						
Priority	R	Additional info 1							
Ordered date	08/02/17 00:00	Additional info 2							
Specimen collection date	08/02/17 11:00	<b>Report Acceptance Details</b>							
Order ID	17-2100768	Report accepted	Y						
Placer order number		Report status	I						
Encounter number									
Report class	O								
Order location	CAP								
Entering organisation									
Client									
<b>Report Access</b>									
Copies sent to									
Clinical information									
Notes									

62. The eOrder system provides an Audit log so that you can see who has viewed the result. Click on the Audit tab.

Patient Details		Patient Encounters		Report Details		Audit		History	
<b>Coagulation</b>									
<b>Audit Information</b>									
Date	Event	User Code	Additio						
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ							
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ							
20/02/17 11:52	Viewed by Production, CPN-Verification	96ZZZZ							
08/02/17 11:19	Report received by Eclair								

63. The History tab collates the latest report data and the Audit log.

Report Audit Information			
Date	Event	User Code	Additional Information
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
20/02/17 11:52	Viewed by Production, CPN-Verification	96ZZZZ	
08/02/17 11:19	Report received by Eclair		

Latest report received 08/02/17 11:19

Orderable Item	Value	Units	H/L	RefRange	Perf. Lab
Prothrombin Time	11.2				
<b>INR</b>	<b>2.3</b>				
INR Dose (mg)	pending				
Next Test	pending				
INROnline - Lab to dose	Result To Follow				

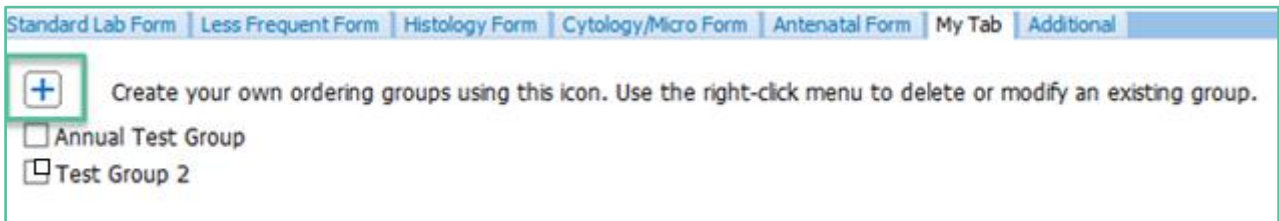
INROnline - Lab to dose  
Dosed by Lab.

The normal reference range applies to non-anticoagulated patients.

Order Audit Information			
Date	Event	User Code	Additional Information

## 16 Configuring The MY TAB (Referral Macro)

1. The My Tab enables you to create your own set of frequently requested tests.
2. It is user specific.
3. Click on the cross to begin.



4. The eOrder system will open the Ordering Group form.

5. Type the name of your new test group in the Ordering Group Name field.

6. The Display position controls enable you to specify the order in which your groups will be listed on the page.
7. Column 1 is on the left, and the Row number controls the order.

Display position - Column  Row

8. If these fields are showing with a pink infill, it means that you currently have a group at that position and need to make an adjustment.

Display position - Column  Row

9. To add tests to your group, type a few characters of the test name into the Search field and click on the Search button. Or if you know the test code you can type that.

Search for

10. You can also search for recent orders by clicking on the Recent button. The EOrder form will display a list of recent orders for the patient you currently have selected.

To search for orderable items, enter any known details in the field below and click Search. Select an item to add it to your group below.

Search for

Name	Code	Tab Order
Lipid Test	ORD-LIP	Standard Lab Form

**Group contents**

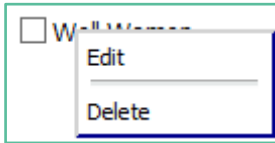
Name	Code
<input checked="" type="checkbox"/> Lipid Test	ORD-LIP

64. To add an item to your group click on it. It will then be displayed in the lower pane. (Group Contents).
65. Continue adding till your group is complete. Then click on the Save and Close button.

**Group contents**

Name	Code
<input checked="" type="checkbox"/> Lipid Test	ORD-LIP
<input checked="" type="checkbox"/> Complete Blood Count [FBC]	ORD-CBC
<input checked="" type="checkbox"/> Haemoglobin A1c [HbA1c]	ORD-GLY
<input checked="" type="checkbox"/> Oestradiol	ORD-OES

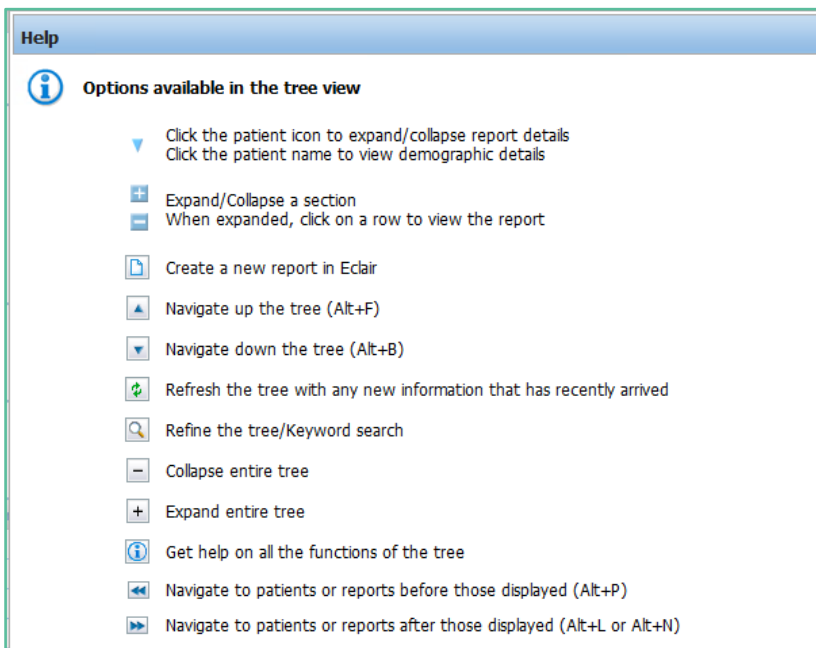
66. You can hover over your group to see the tests which are included.
67. If you need to edit the group, right-click on it and select the Edit option.



68. Click on the Red Cross icon to delete an item from the group.
69. Add extra tests exactly as before.
70. To Delete an Order group, right click and choose Delete.
71. Note: The My Tab is unique to the user who created the group. However, if a practice identifies its frequently ordered test groups and provides that information to Healthscope, the My Tab can be configured to apply to all users.
72. Also, you can only put in tests which exist on another tab within the eOrder form.
73. When you make your selection of tests using the My Tab, the tests are automatically ticked in the tabs where these orders are located.

## 17 Help

1. The Help icon expands to show what each of the controls does.

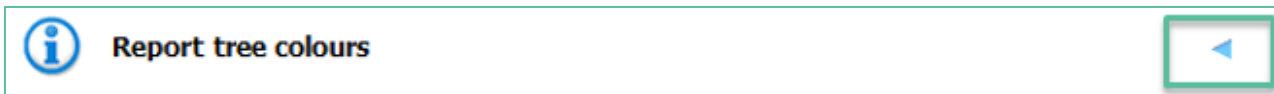


2. The Tabs in the left pane provide the following options:

Tabs	
Recent Data:	This view lists patient reports in date/time order with the most recent reports at the top
Categories:	A site-specific view of observation and pharmacy reports grouped by categories
Refine Search:	Add search parameters to refine the records found for the patient

## 17.1 Order Status Colours

- To View the Report Tree colour coding, click on the blue arrow on the right hand side.



- This will expand to show the Report Status colours.

Report tree colours	
Abnormal	To follow
Preliminary	Partial
Unauthorised	Status updated to final
Final	Corrected
Original results wrong	Deleted, cancelled or results unobtainable
Archive results	Indeterminate
New order	Order in progress
Updated order	Replaced order
Cancelled order	Images are available

- If you prefer to use shortcut keys rather than the mouse, a number of shortcut keys have been configured. To view the list of shortcut keys, click on the blue arrow to the right of the Access Keys heading which will expand the list.

**Access Keys** ▼

You can access certain functions on the results display pages via the keyboard as well as the mouse.

The available hotkeys have been configured as shown in the table below. You can press Alt and the underlined character at the same time to choose the function required.

For example, press Alt+c to add a comment to the report being viewed.

Function	Accelerator
Forward	F
Backward	B
Previous/Prior	P
Later/Next	L/N
Print	T
Accept	A
Unaccept	U
Refer	E
Comment	C
Bookmark	M
Reassign	R
Phone	H

If you have access to the IE menu bar, you can access these items by pressing the Alt key first to display the underlined characters, then press the character required separately.

For example, press Alt then f to access the IE File menu.

## 18 Appendix A

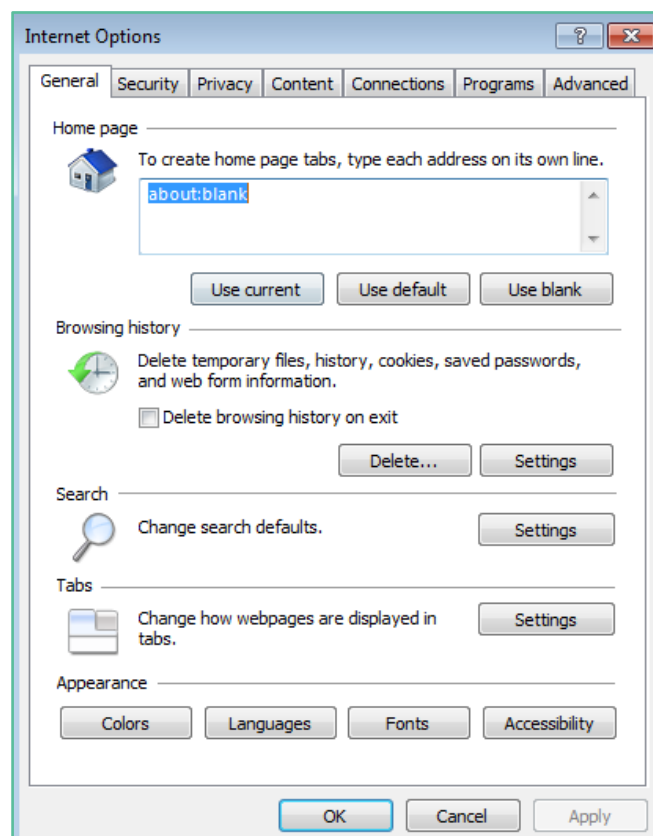
1. This section contains information relating to setting up your computer and/or network printing settings.
2. Several of these settings require administrator access rights and it may therefore be necessary for these adjustments and setups to be done by your IT team.

### 18.1 Internet Settings

3. A fast Internet connection is desirable because the eOrder form is accessed via the web.
4. Internet Explorer Version 9 or higher is required.
5. If not properly configured, these settings will prevent the eOrder form from working or displaying correctly.
6. Windows Security updates or updates to Internet Explorer also may affect settings in Internet Explorer and cause problems on a system which was previously working perfectly.

### 18.2 Trusted Site.

7. If **downloading** the print control software, you will need to check or enable the following settings.
8. This should not be necessary if you are installing the print control software from a USB or network source.
9. To connect to the eOrder (Sysmex) website the eOrder website must be a trusted site.
10. To add the eOrder website to trusted sites, open Internet Explorer.
11. Click on the Tools Menu, then click on Internet Options.
12. The Internet Options control screen will open.

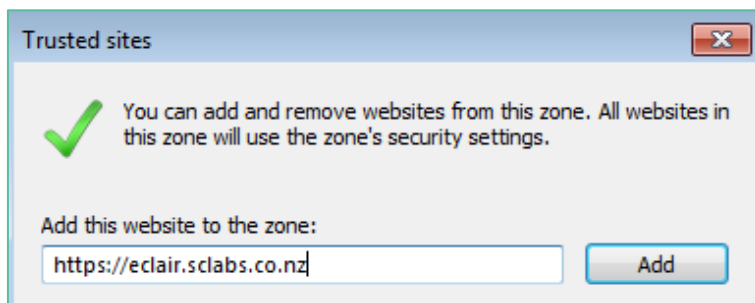


13. Click on the Security Tab.



14. Check that 'Trusted Sites' is highlighted, then click on the Sites button.

15. Type the URL into the 'Add this Website' to the zone field.



16. Click on the Add button.

17. Click on Close.

18. In the Internet Options screen, click on OK.

19. Note: this setting is user specific.

20. Use Group Policy to add this website to the Trusted Sites list for all users.

### 18.3 Active X

21. ActiveX settings should be the default settings for a trusted site.

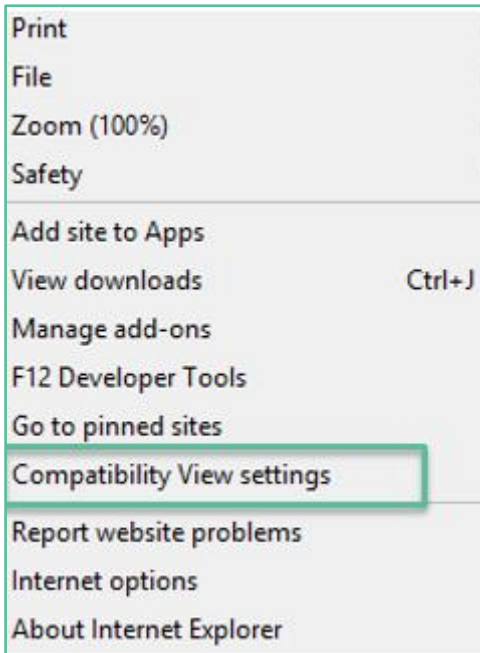
### 18.4 Compatibility Mode

22. Ensure that compatibility mode is enabled.

23. To set compatibility view, open Internet Explorer.

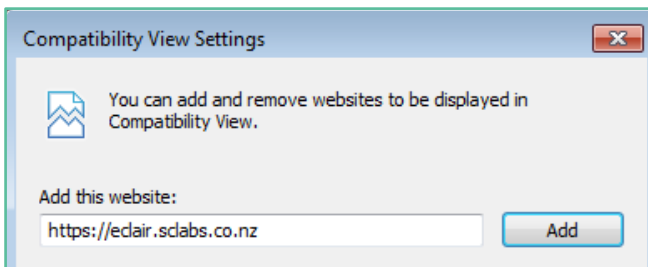


24. Click on the Tools Menu on the tool bar.

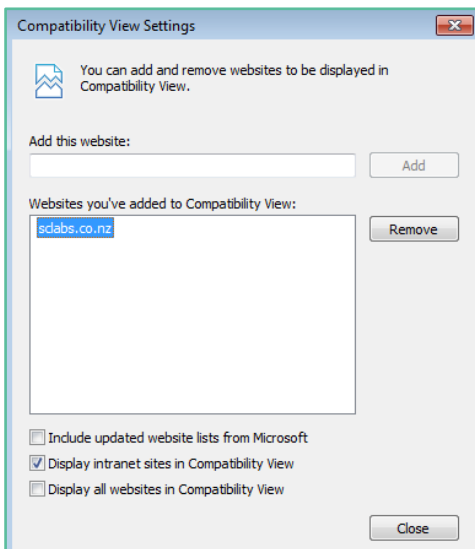


25. Click on Compatibility View Settings.

26. Type the URL into the 'Add this website' field.



27. Click on the ADD button.

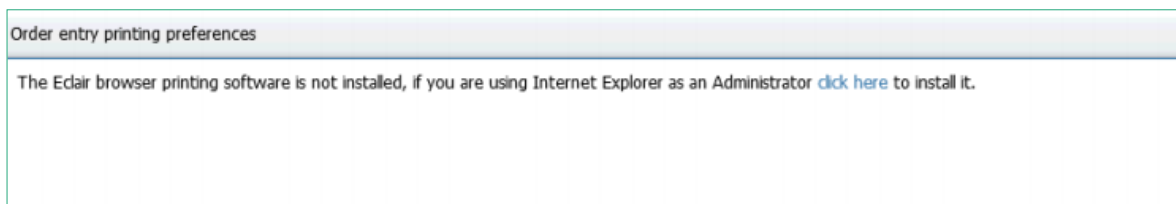


28. Click on Close to finish.

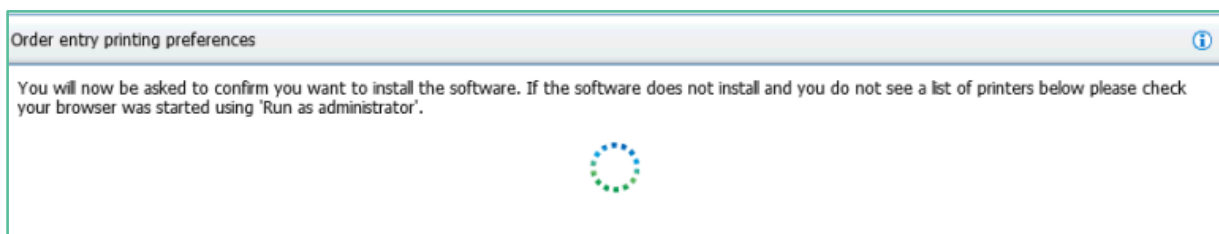
29. Note: Internet explorer settings are user specific.
30. Use Group Policy to turn on Compatibility View or Enterprise Mode for this website for all users.

## 18.5 Printer Setup

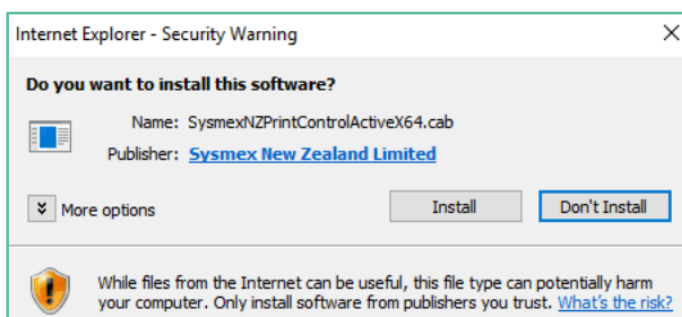
31. The Sysmex Print control software needs to be available to every user.
32. To install the print control software from the eOrder ( Sysmex) website, log into Medtech 32.
33. Put a dummy patient on the palette.
34. Open the eOrder form.
35. Click on the Preferences tab in the bottom left corner.
36. If no print control has been installed, the lower panel will display an advisory message as shown.



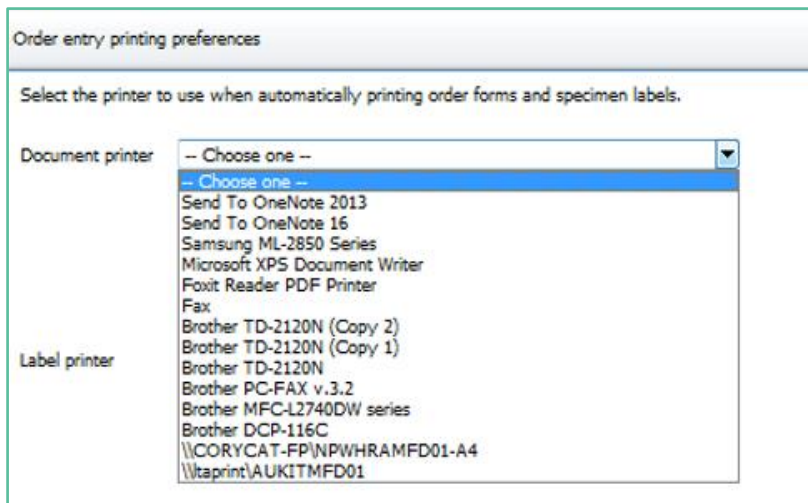
37. Check that you are running Internet Explorer as an Administrator. If you have started the process as a standard user, right click the Internet Explorer icon in the task bar, before you begin the installation process.
- 38. You will need an administrator password.**
39. Click the blue 'click here' hyperlink to start the installation.
40. The eOrder web form will display a confirmation message.



41. Click Install to confirm.



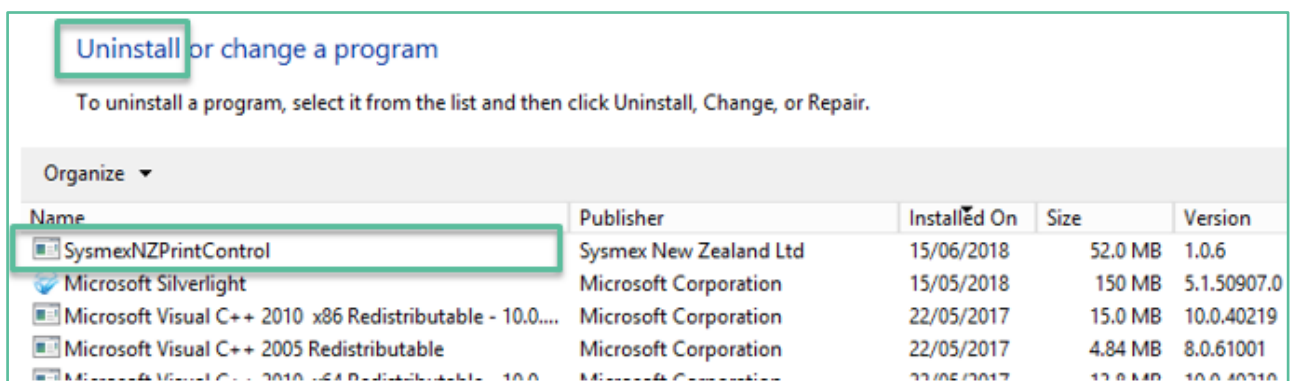
42. When the installation has completed, the eOrder web form will display a list of printing preferences in the lower panel.



43. Click on the drop-down in the document printer field to select your printer.
44. Click on the Save button on the bottom right to save your printer settings.
45. Click on the Print Test Document button on the bottom right.
46. A test document should be printed out. (Éclair is the proprietary name of the web form)



47. If for any reason it is necessary to uninstall the Sysmex print control, open Control Panel, Programs and Feature.
48. Select SysmexPrintControl.



49. Click on the Uninstall button.

## 18.6 Troubleshooting Print Control Installation issues.

50. The following is reproduced from Éclair Release notes V 7.1.4.

**The control failed to install**  
 Symptom: System requests you install SysmexNZPrintControl32.cab or SysmexNZPrintControl64.cab.

Verify the installation by checking folders: C:\Program Files\Sysmex New Zealand Ltd\SysmexNZPrintControl or x86 for 32 bit.

Cause	Solution
User does not have permission to create folders under C:\Program Files	Run IE as administrator
Cab files can't be installed from current location	You can only install cab files from two places: local intranet, or trusted sites. Local intranet: Under IE   Internet Options   Security   Local Intranet   Sites. Ensure Automatically detect intranet network is enabled Trusted Sites: Add host site of cab file to Trusted Sites
Cab files installation is prevented by IE security settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Download signed ActiveX controls. Ensure this setting is not disabled.

**Can't Create Activex Control**  
 Symptom: Receive error message "ActiveX component can't create object" in javascript console.

Cause	Solution
Not installed	Refer to The control failed to install above
ActiveX is not enabled by IE Security Settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Initialize and script ActiveX controls not marked as safe for scripting. Ensure this setting is not disabled.
EPM mode is not enabled for 64 version if it is 64 bit	Under IE   Internet Options   Advanced   Security. Ensure Enable Enhanced Protected Mode is enabled. Under IE   Internet Options   Security   Local Intranet or Trusted sites   Security level of this zone   Enable Protected Mode. Ensure this setting is enabled. Restart IE

**Warning Prompt**  
 Symptom: Receive message "An Active X control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?" every time the page is run.

Cause	Solution
ActiveX is set to prompt by IE Security Settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Initialize and script ActiveX controls not marked as safe for scripting. Ensure this setting is enabled and not set to prompt.

## 18.7 Add eOrder Icon to user's Toolbar.

51. To add the eOrder icon to a user tool bar, log into Medtech 32.
52. Click on Window, then ToolBar, Setup.
53. In the Toolbar window look for the eOrder Icon in the left panel.
54. Click on the > arrow to move the icon into the right hand panel.
55. Click on OK to finish.

