



Online Laboratory Ordering

User Guide — How to order labtests online in Indici /

Getting Started

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1 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

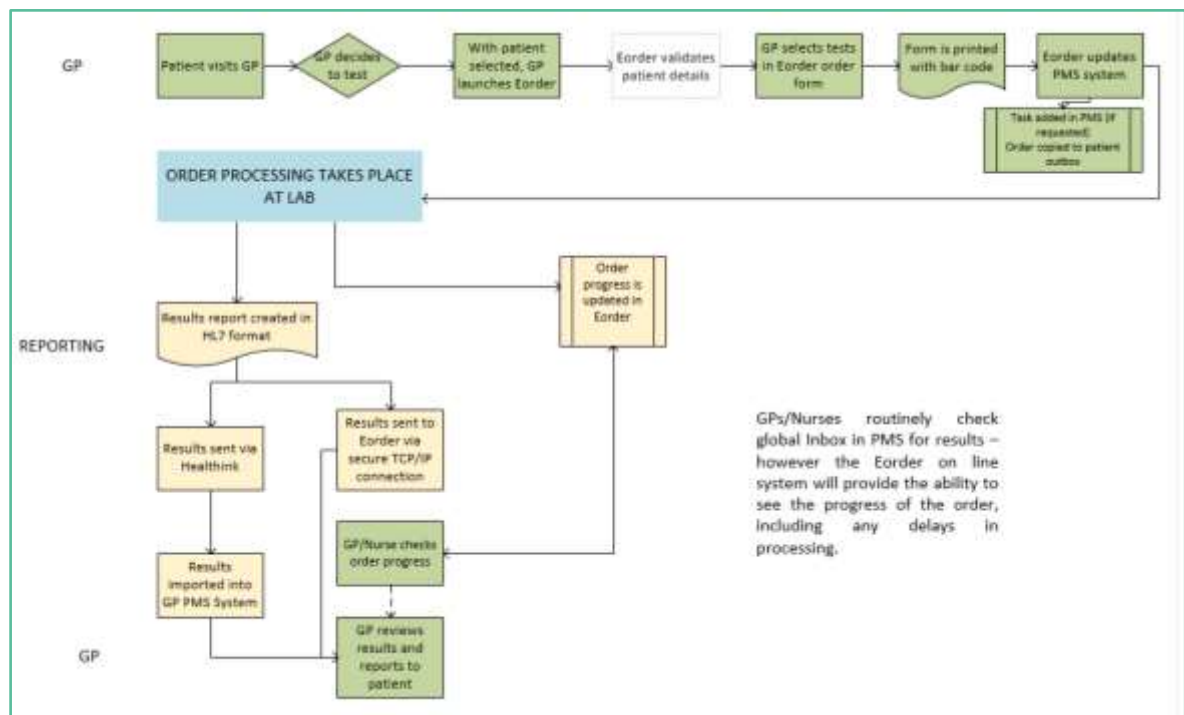
This information applies to any Healthcare Professionals who use the **Indici** Practice Management System.

1.3 Definitions

PMS	Practice Management System (Indici)
eOrder	Web ordering form
Icon	A picture on screen, which launches a task

2 eOrder Overview

- 2.1.1 Ordering laboratory tests online using the eOrder web form in **Indici** is very similar to the current process.
- 2.1.2 The eOrder web form has been designed to present the most commonly requested tests in the primary screen, to facilitate the requestor's workflows.
- 2.1.3 Results are delivered back to the Indici inbox via Healthlink just as they are now. However, 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.
- 2.1.4 Frequently ordered groups of tests can be organised into a one-click screen, called the My Tab.
- 2.1.5 The flowchart shows how the eOrder progresses from GP to laboratory and how results return to the GP.



3 Pre-Requisites

3.1 Access for Users

- 3.1.1 The eOrder system is a secure system. Access is strictly controlled and limited to Healthcare Professionals.
- 3.1.2 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.
- 3.1.3 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.

3.2 Computer Setups

- 3.2.1 The eOrder system needs to be set up, configured and tested at the practice.
- 3.2.2 Some changes to a user's computer settings may be required.
- 3.2.3 A fast Internet connection is desirable because the eOrder form is accessed via the web.

4 Getting Started

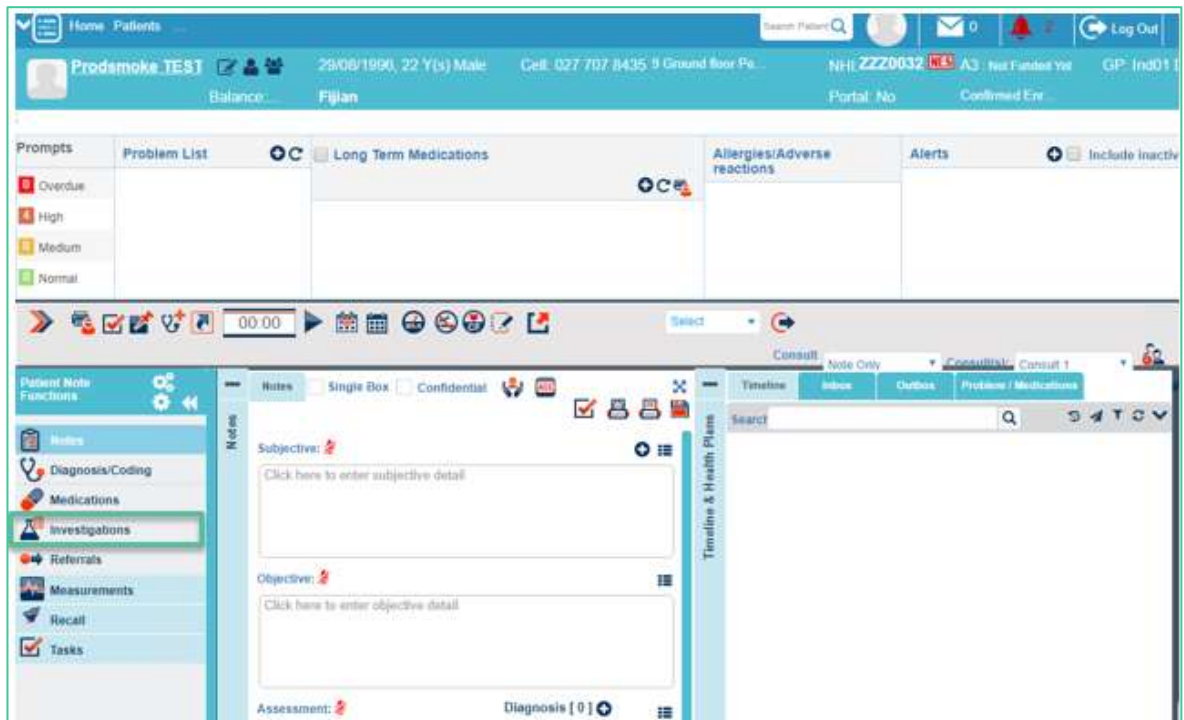
4.1.1 Screenshots in this section reproduced from Indici with permission from Indici

4.2 Accessing the eOrder form in Indici

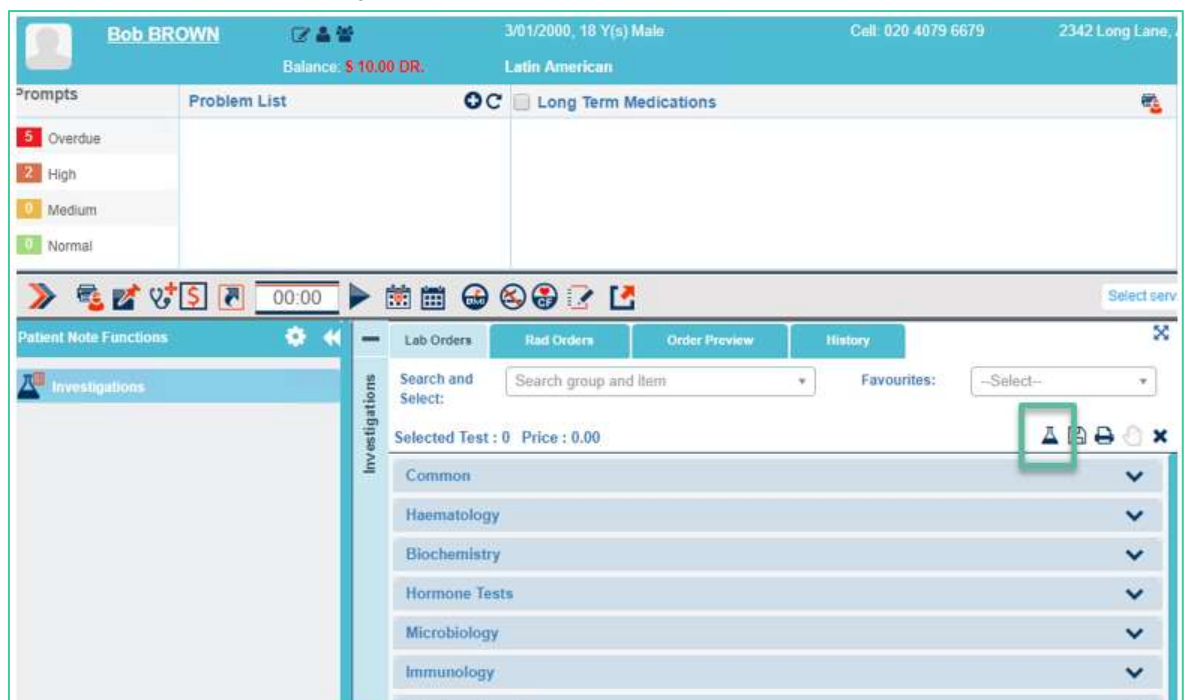
4.2.1 First search for and display the patient in the usual way.

4.2.2 Indici will open the Consult Detail Screen.

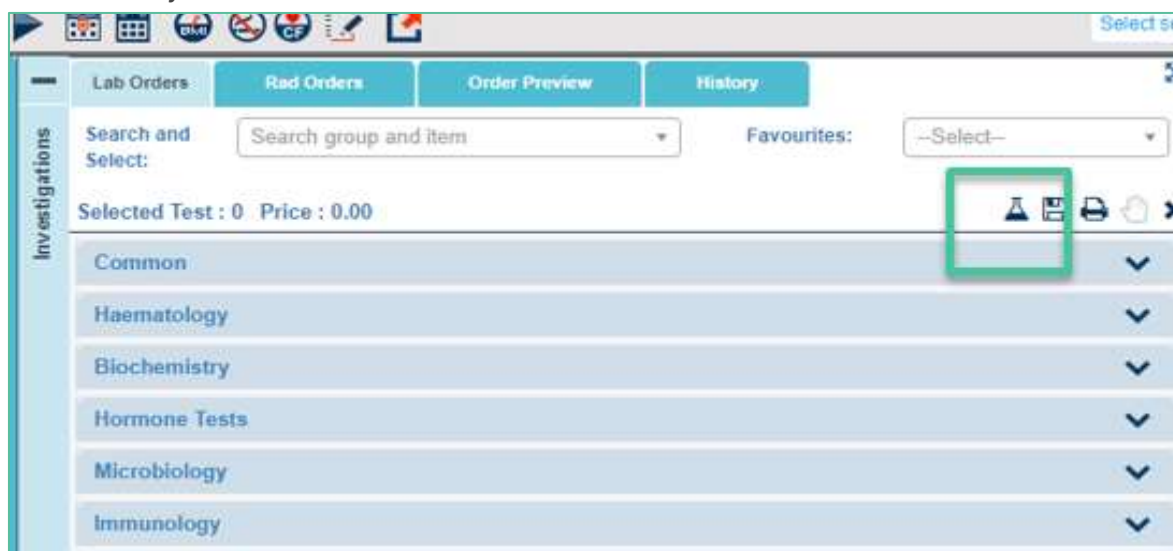
4.2.3 Click on Investigations in the Left Panel.



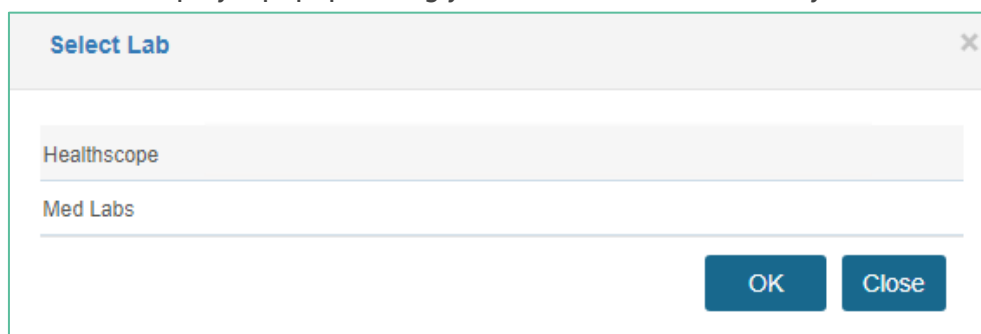
4.2.4 Then click on the laboratory test icon.



- 4.2.5 Do NOT use the Selected Test options as these will NOT allow you to send the order electronically.



- 4.2.6 Indici will display a popup asking you to choose the laboratory.



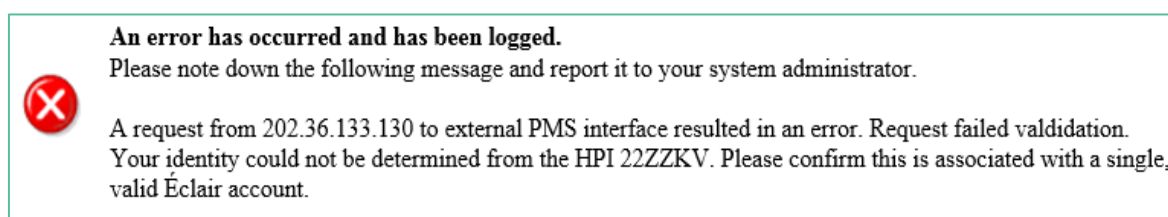
- 4.2.7 Click on Healthscope and then OK.

- 4.2.8 Providing

- The Requestor has a valid HPI number which has been entered in Indici **and** registered with Healthscope.
 - The patient has a valid NHI number
- the eOrder web form will open.

4.3 HPI not Registered in eOrder.

- 4.3.1 If the Requestor is not registered with Healthscope you will see a message similar to the one below.



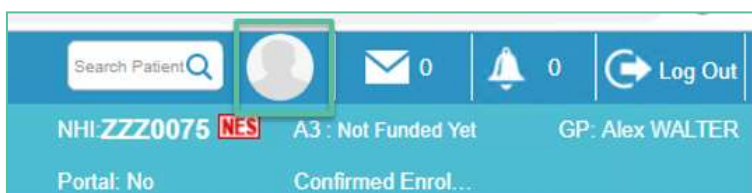
- 4.3.2 The requestor will need to be registered before s/he can use the system. This applies to nurses and Healthcare Assistants as well as doctors.

4.4 HPI Not Registered in Indici.

- 4.4.1 If the HPI number is missing from the requestor's setup in Indici you will see a message similar to the following:



- 4.4.2 To enter the HPI/CPN yourself, click on your user profile icon on the top right of your toolbar.



- 4.4.3 Indici will open your user profile.

- 4.4.4 Click on the Provider Details button.



- 4.4.5 In the Provider Details screen, towards the bottom right, add your HPI/CPN number.

A screenshot of the Provider Details form. The 'HPI-CPN No.' field is highlighted with a green box and contains the value '96ZZZZ'. Other fields include ACC Provider Code, Health Facility No, and Unload Ref. There are also checkboxes for Invoicing Diary, Generic Profile Type, and Lock Down Patient Portal Appointment Bookings. At the bottom are 'Back', 'Reset', and 'Save & Proceed' buttons.

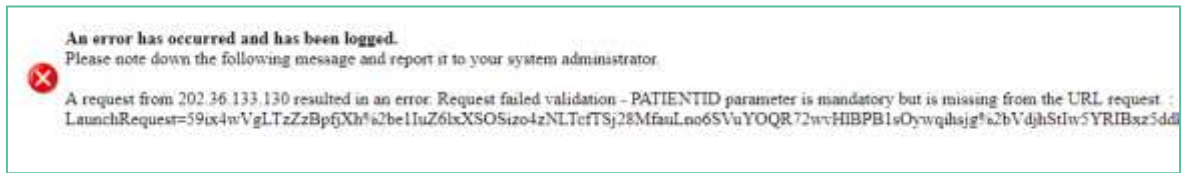
- 4.4.6 Then click on the Save and Proceed Button.

- 4.4.7 If you need to add the HPI/CPN number for another requestor, you will need to be able to access the requestor's profile using the Configurations – User Management route.



4.5 Missing NHI

- 4.5.1 If the patient has no NHI number in Indici, an error message similar to the one below will be displayed:



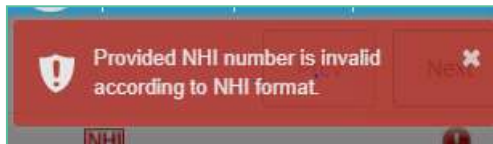
- 4.5.2 You will need to enter the NHI before you can place an eOrder.

4.6 Incorrect NHI message

- 4.6.1 If the NHI entered in the patient record in Indici fails validation, the eOrder form will open a blank page.
- 4.6.2 You will need to close the eOrder page, and open the patient details screen.
- 4.6.3 Click on the head icon to the right of the Patient Name on the ribbon.



- 4.6.4 Indici will then display a validity advisory message.



- 4.6.5 If you make any corrections, it may be necessary to close and re-launch the eOrder web form before continuing.

5 Support

5.1 Support Contact Details

For support and assistance please contact our eOrder team

Website: www.eorder.co.nz

Phone: 0508 37 37 83

Email: helpdesk@eorder.co.nz
enquires@eorder.co.nz

5.2 eOrders helpdesk hours

Monday to Friday

7am – 6pm