eOrder

Online Laboratory Ordering

User Guide — How to order labtests online in MyPractice / Getting Started

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1 Document Properties

1.1 Purpose

1.1.1 The purpose of this document is to explain how to order laboratory tests online using the eOrder web form in a medical practice using the MyPractice PMS system.

1.1.2 This includes:

1.1.3 The ordering process

1.1.4 The order life-cycle

1.1.5 Results

1.2 Scope

1.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

1.3 Definitions

PMS	Practice Management System (MyPractice)
eOrder	Web form for ordering laboratory tests
Icon	A picture on screen which launches a task
HPI	Health Provider Index

2 eOrder Overview

2.1.1 Ordering laboratory tests online using the eOrder web form in MyPractice is very similar to the current process.

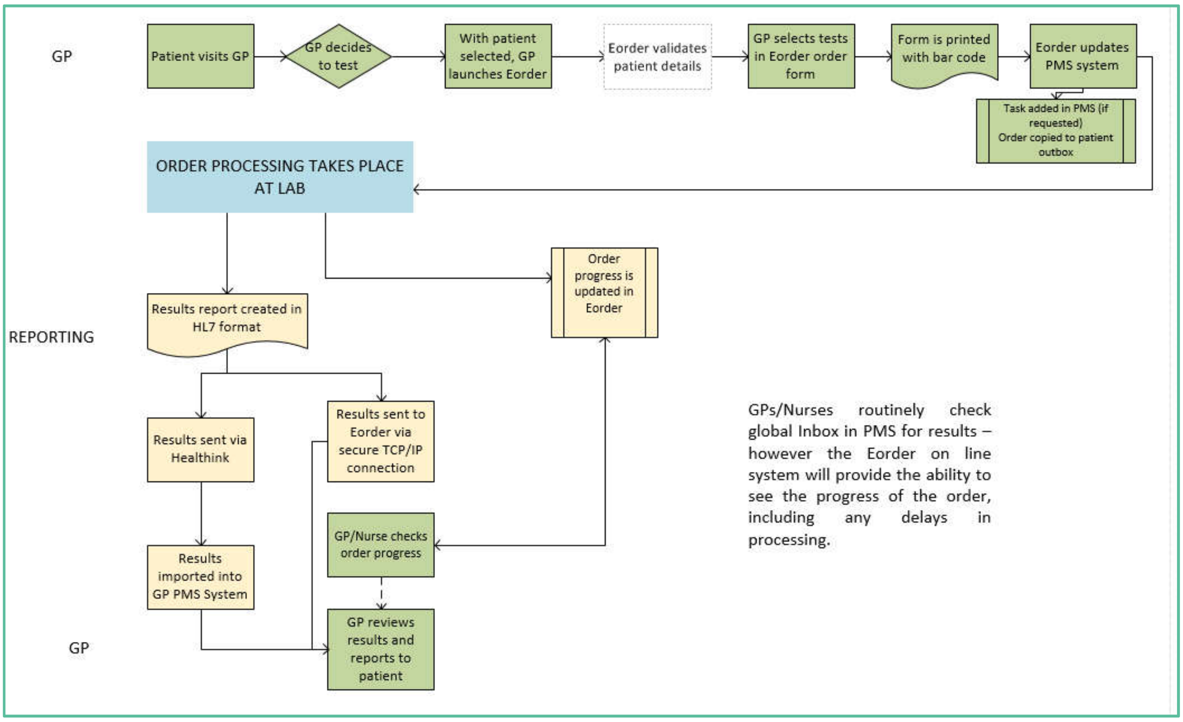
2.1.2 The eOrder web form presents the most commonly requested tests in the standard tests screen, to facilitate the requestor's workflows.

2.1.3 Results are delivered back to the MyPractice inbox via Healthlink just as they are now.

2.1.4 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.

2.1.5 Frequently ordered groups of tests can be organised into a one-click screen, called the My Tab.

2.1.6 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 All setup instructions and requirements are explained in Appendix A at the end of this document.

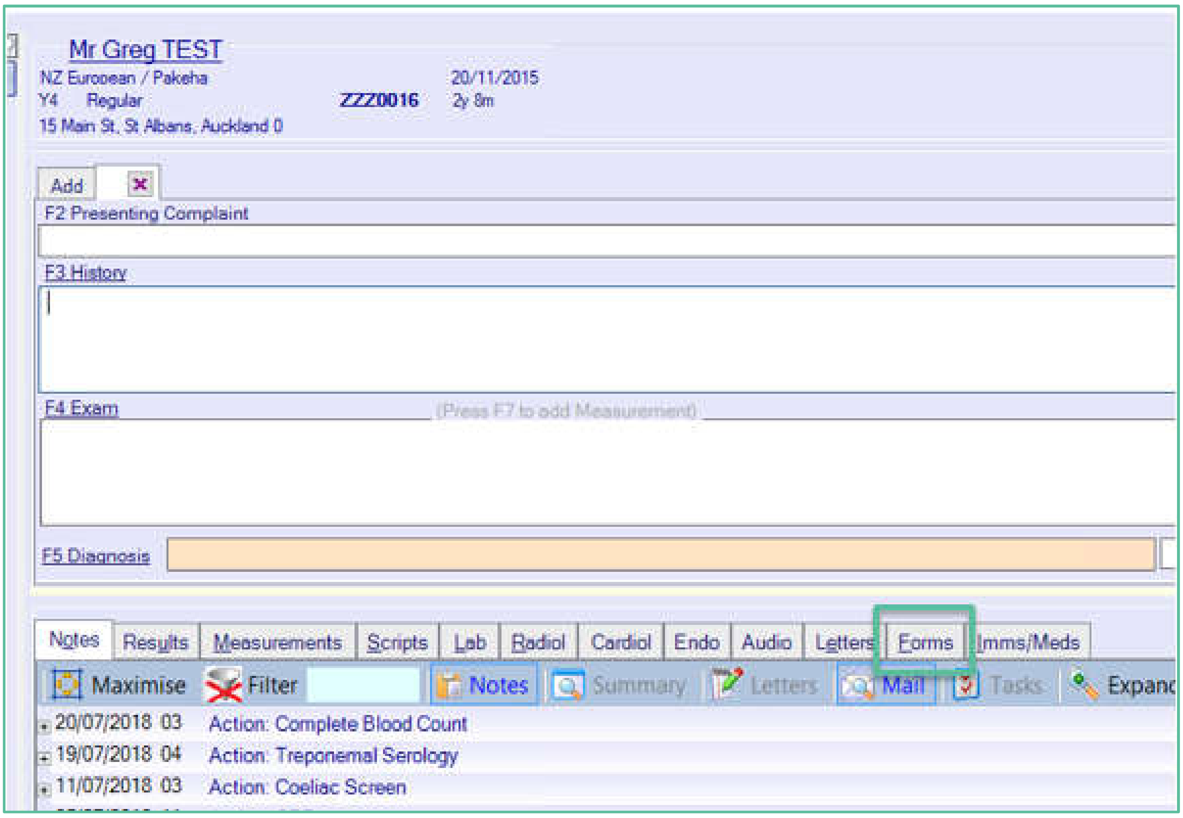
4 Getting Started

4.1.1 Screenshots in this section reproduced from MyPractice with permission from MyPractice Ltd.

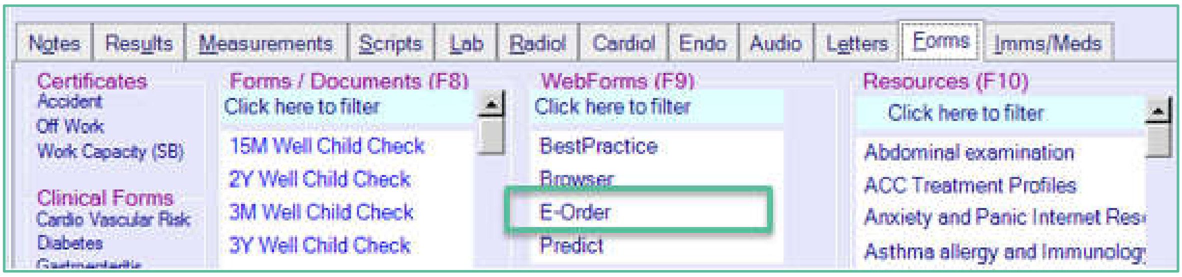
4.2 Accessing the eOrder form in MyPractice

4.2.1 Select the patient as usual.

4.2.2 Click on the Forms tab or press F9.



4.2.3 In the Forms screen, double click on E-Order in the Web Forms list.



4.3 Missing or Incorrect HPI

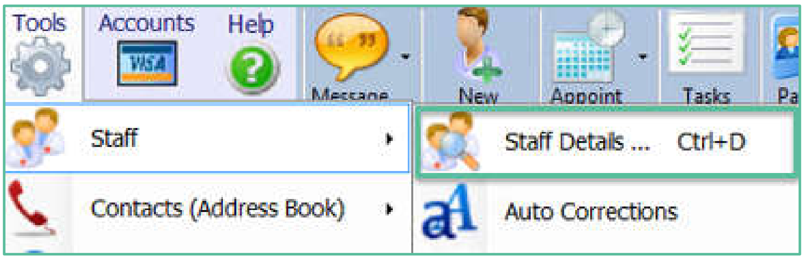
4.3.1 Note: The logged in user must have a valid HPI entered in MyPractice in order to access eOrder, and the HPI must also be recorded by Healthscope.

4.3.2 If the HPI number for the logged in user is missing or incorrect the following message will display.

4.3.3 To check or add the HPI number go to Tools on the ribbon.

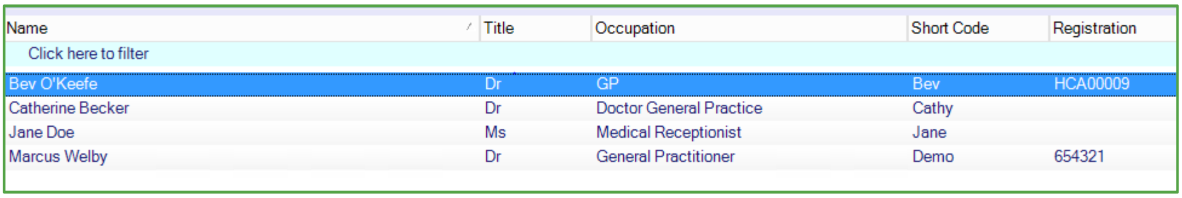
4.3.4 Then click on the Staff menu item.

4.3.5 Click on Staff Details.



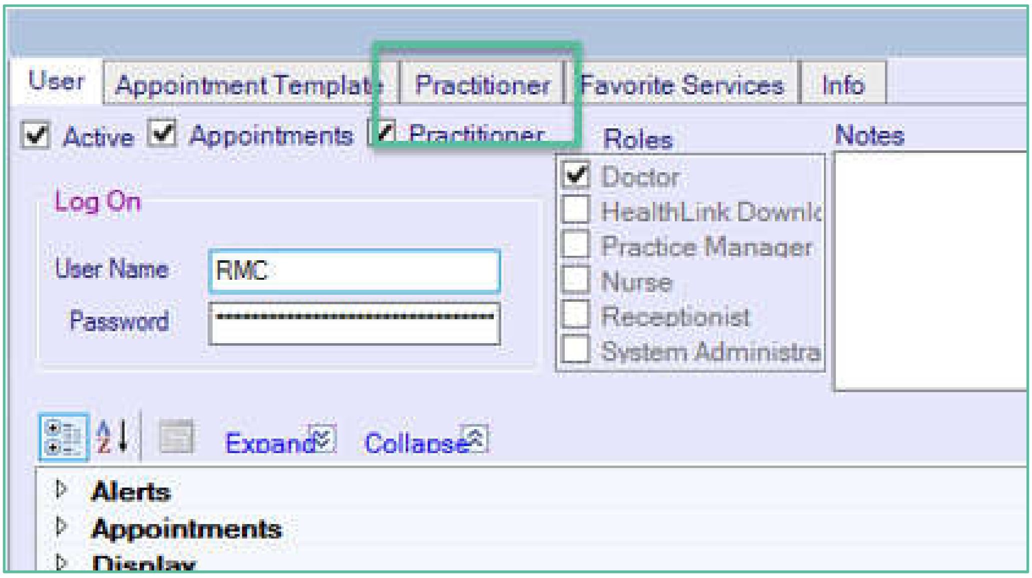
4.3.6 A list of staff members will display.

4.3.7 Double-click on the one you need to update.

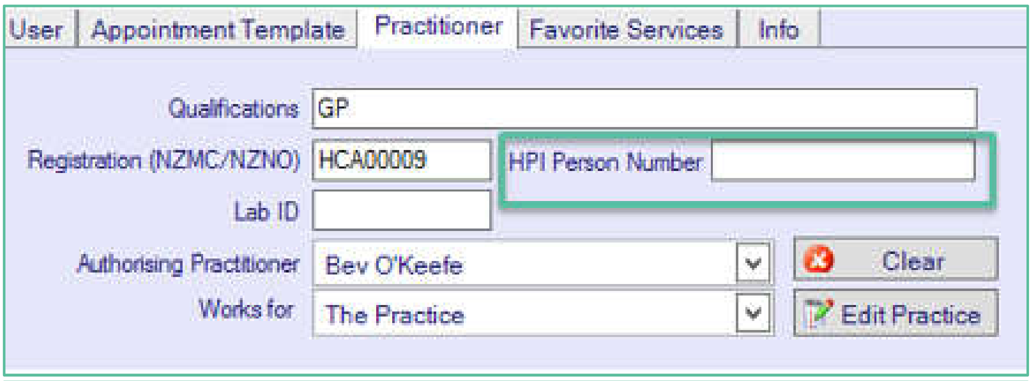


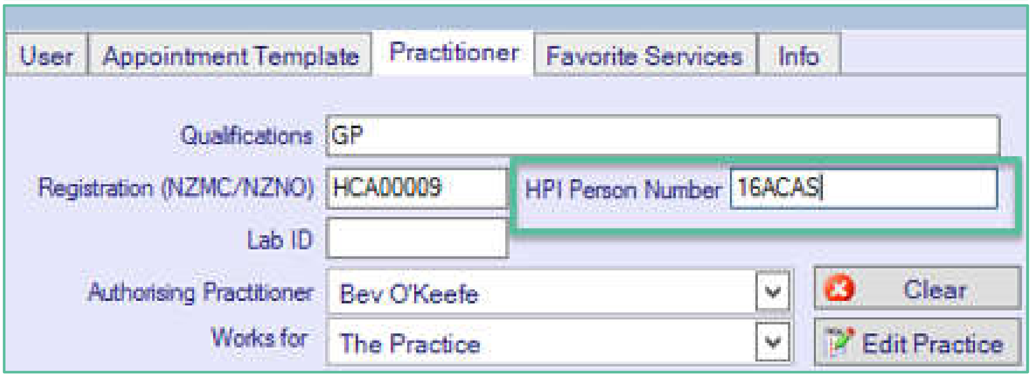
Name	Title	Occupation	Short Code	Registration
Click here to filter				
Bev O'Keefe	Dr	GP	Bev	HCA00009
Catherine Becker	Dr	Doctor General Practice	Cathy	
Jane Doe	Ms	Medical Receptionist	Jane	
Marcus Welby	Dr	General Practitioner	Demo	654321

4.3.8 Click on the Practitioner Tab.



4.3.9 Check, add or update the HPI Person Number as required.





4.3.10 When you have finished making changes, click on the Finish button on the right of the toolbar.

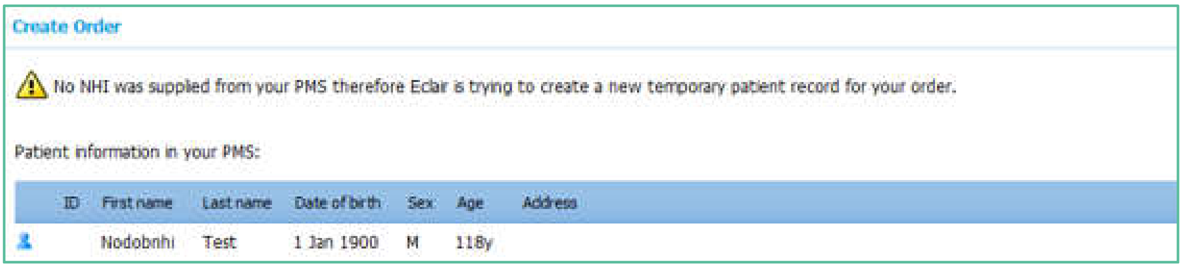
4.3.11 The login for the eOrder webpage integrates so that it is not necessary for you to enter a separate username and password to access it.

4.3.12 Providing MyPractice contains the required information, once you click on the eOrder icon, the eOrder form will open.

4.4 No NHI message

4.4.1 The NHI number is used in the eOrder system as a key identifier. This means that the form checks the patient details in MyPractice and also checks in the eOrder system itself to see if there is a matching record.

4.4.2 If your patient does not have an NHI number in the patient details screen, the eOrder web form will create a temporary record and display an advisory message.



4.5 Close match message

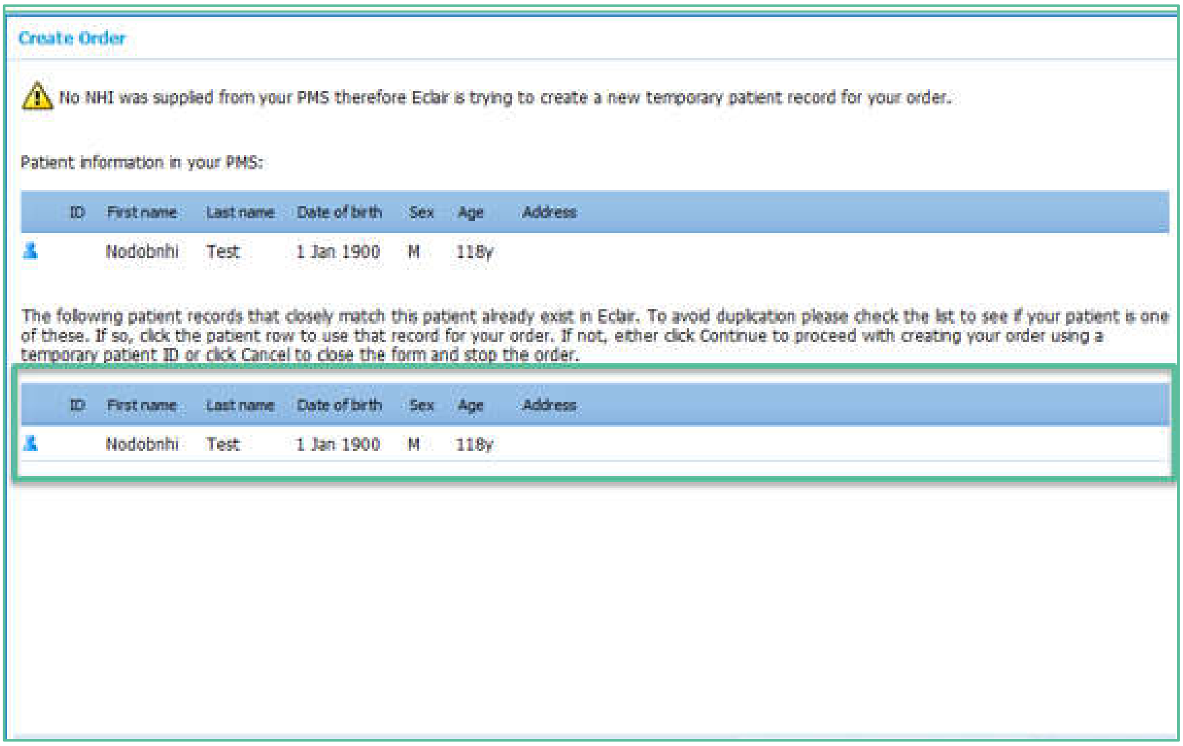
4.5.1 If the patient has previously had tests and has no NHI, the eOrder web form will try to match the patient based on the surname, date of birth and given name.

4.5.2 It will display an advisory message.

4.5.3 In either case, check the patient's details.

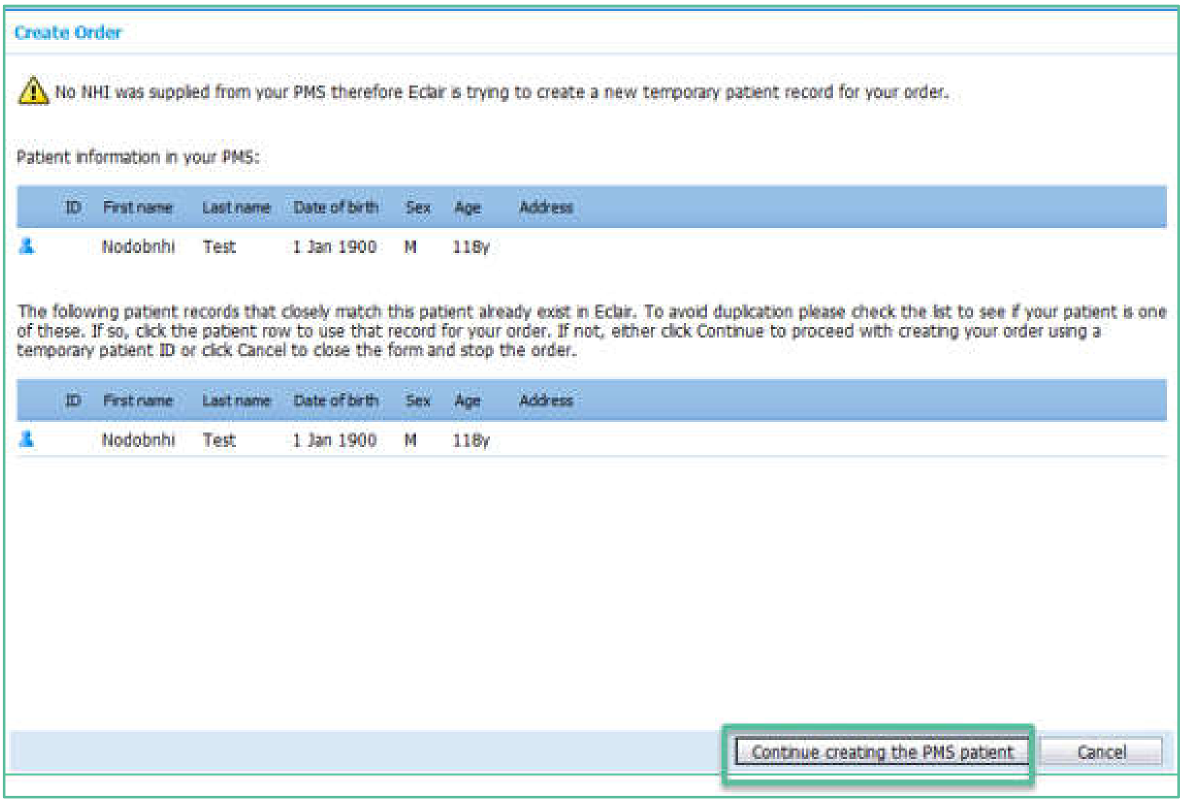
4.5.4 Then either

- Click the line entry to use the existing eOrder patient.



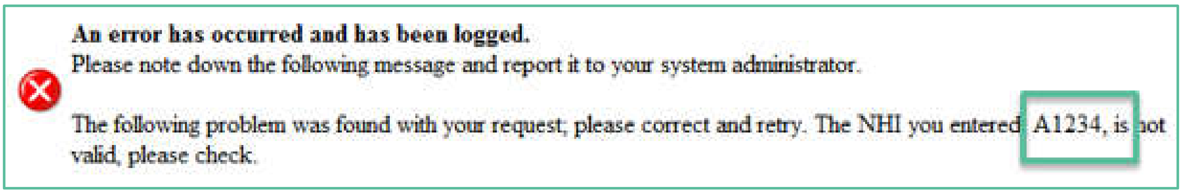
Or

- Click the 'Continue creating PMS patient' button to create a new entry in eOrders.



4.6 Incorrect NHI message

4.6.1 If the NHI entered in the patient record in MyPractice fails validation, the eOrder form will display an error message.



4.6.2 If you make any correction, 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

Refer to User Guide Appendix A for additional information.