

eOrder

Online Laboratory Ordering

User Guide – How to order labtests online in MyPractice /

The eOrder Web Form -Order Details

TABLE OF CONTENTS

1	DOCUMENT PROPERTIES	2
1.1	PURPOSE	2
1.2	SCOPE	2
1.3	DEFINITIONS.....	2
2	EORDER OVERVIEW	3
3	PRE-REQUISITES.....	4
3.1	ACCESS FOR USERS.....	4
3.2	COMPUTER SETUPS.....	4
4	THE EORDER WEB FORM – ORDER DETAILS	5
4.2	ORDER DETAILS PANEL.....	6
4.3	SMALL MONITORS	7
4.4	REQUESTOR AUTO-COMPLETION	7
4.5	PRACTICE NAME AUTOCOMPLETE.....	8
4.6	“COPY To” OTHER PROVIDERS	9
4.7	ORDER PRIORITY	11
4.8	CLINICAL DETAILS.....	11
4.9	ORDER DETAILS.....	11
5	SUPPORT.....	14
5.1	SUPPORT CONTACT DETAILS	14
5.2	EORDERS HELPDESK HOURS	14
	REFER TO USER GUIDE APPENDIX A FOR ADDITIONAL INFORMATION.....	14

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

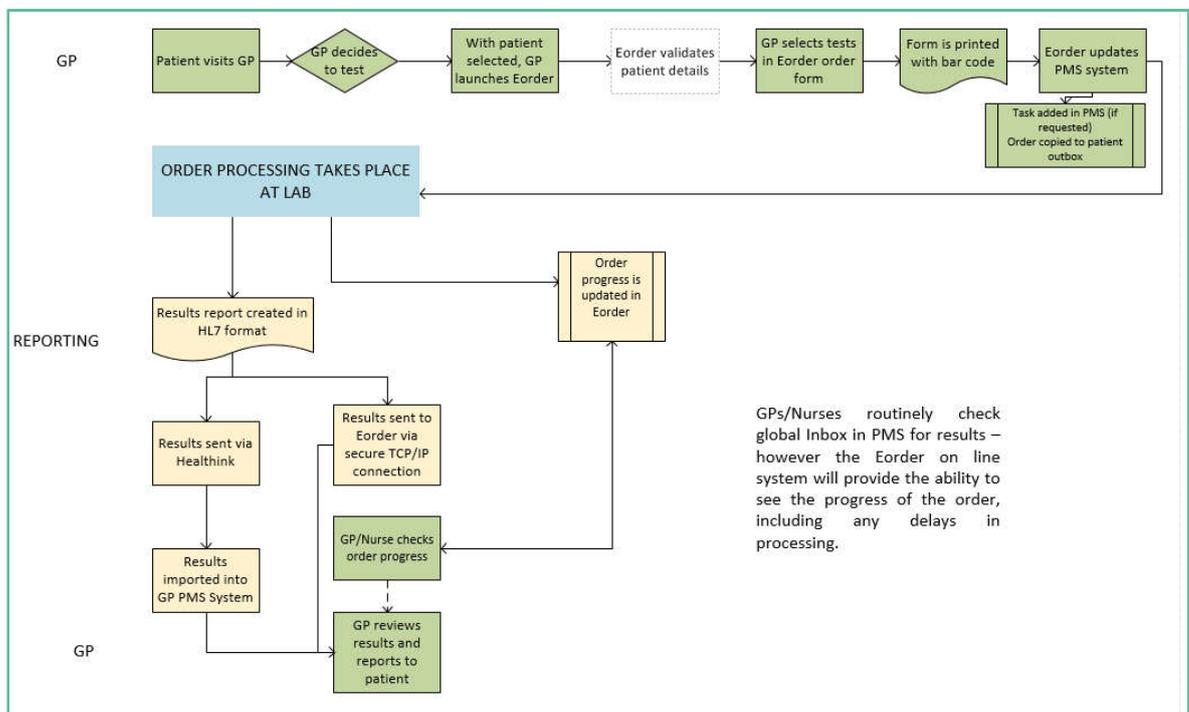
- 1.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

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 The eOrder Web Form – Order Details

4.1.1 The eOrder web form divides into two panels.

The screenshot shows the eOrder web form interface. The left panel, titled 'Order Details', contains the following information:

- Ordering clinician: Dr DOOLITTLE Barnaby (962222)
- Order location: Your Medical Practice (F99999-B)
- Copy to: [Empty field]
- Order priority: Routine
- Clinical details: [Empty text area]
- Eligible for publicly funded services? Yes No
- Patient opt off TestSafe? Yes No
- Is the patient pregnant? Yes No
- Is the patient fasting? Yes No
- Gestation (Weeks): [Empty field]
- Phone results please
- Phone number: [Empty field]
- Repeat request? Yes No
- Repeat frequency? [Empty field]
- Recommended Collection Date: dd/mm/yyyy
- Create a Task reminder for this order
- Task reminder default: Always create a Task Ask every time
- Task reminder timeframe: 21 day reminder

The right panel displays a list of test categories with checkboxes for selection:

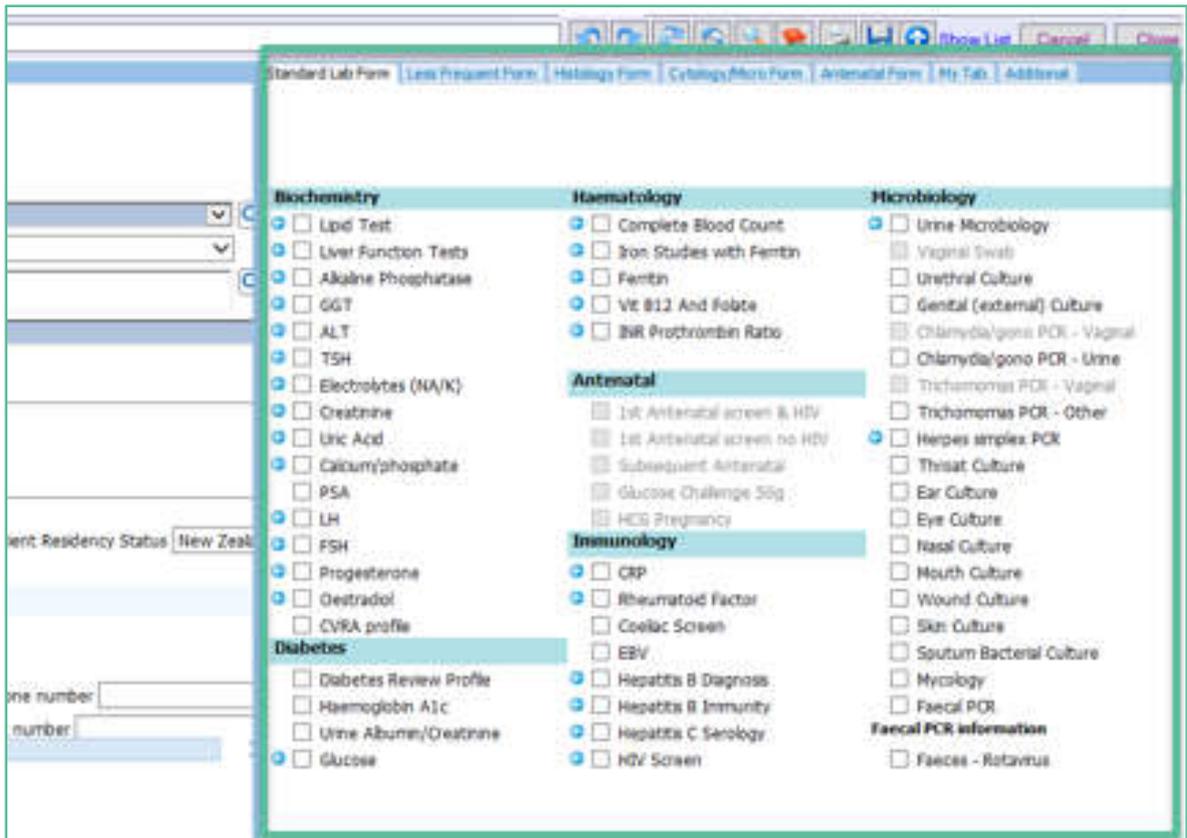
- Biochemistry**
 - Lipid Test
 - Liver Function Tests
 - Alkaline Phosphatase
 - GGT
 - ALT
 - Electrolytes (Na/K)
 - Creatinine
 - Urate
 - Calcium
 - Phosphate
 - TSH
- Diabetes**
 - Haemoglobin A1c
 - Urine Albumin/Creatinine
 - Glucose
 - Glucose Tolerance *appt.
- Critical Tests**
 - Troponin
 - D-Dimer
- Haematology**
 - Complete Blood Count
 - Ferritin
 - Iron/Transferrin Sat. (Iron overload)
 - VE B12 And Folate
 - INR
 - ALT
- Antenatal**
 - 1st Antenatal screen & HIV
 - 1st Antenatal screen no HIV
 - Subsequent Antenatal
 - Glucose Challenge 50g
 - Gestational Glucose Tolerance**appt.
 - HCG Pregnancy
- Immunology**
 - CRP
 - Rheumatoid Factor
 - Coeliac Screen
- Infectious Serology**
 - Epstein Barr Virus
 - Hepatitis B Diagnosis
 - Hepatitis B Immunity
 - Hepatitis C Serology
 - HIV Screen
 - Syphilis Serology
- Microbiology**
 - Urine Microbiology/Culture
 - Vaginal Culture
 - Urethral Culture
 - Genital (external) Culture
 - Chlamydia/gono NAAT - Vaginal
 - Chlamydia/gono NAAT - Cervical
 - Chlamydia/gono NAAT - Urine
 - HSV/VZV NAAT (viral swab)
 - Throat Culture
 - Ear Culture
 - Eye Culture
 - Mouth Culture
 - Wound Culture
 - Skin Culture
 - Sputum Bacterial Culture
 - Mycology Culture
 - Faeces - PCR/Culture
 - Faeces - Gardia/Crypto
 - Faecal Parasites
 - Click for Faeces Collection Info
 - Click for Faecal Occult Blood Info

4.1.2 The left panel (Order Details) contains information relating to the requestor and the order itself.

This screenshot is similar to the previous one but highlights the 'Order Details' panel with a green border. The information in this panel is:

- Ordering clinician: Dr O'KEEFE Beverley (16ACAS)
- Order location: Your Medical Practice (F99999-B)
- Copy to: [Empty field]
- Order priority: Routine
- Clinical details: [Empty text area]
- Eligible for publicly funded services? Yes
- Patient Residency (Status): New Zealand
- Patient opt off laboratory record? Yes No
- Send copy of results to patient? Yes No
- Is the patient pregnant? Yes No
- Is the patient fasting? Yes No
- Phone results
- Phone number: [Empty field]
- Fax results please
- Fax number: [Empty field]

- 4.1.3 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.

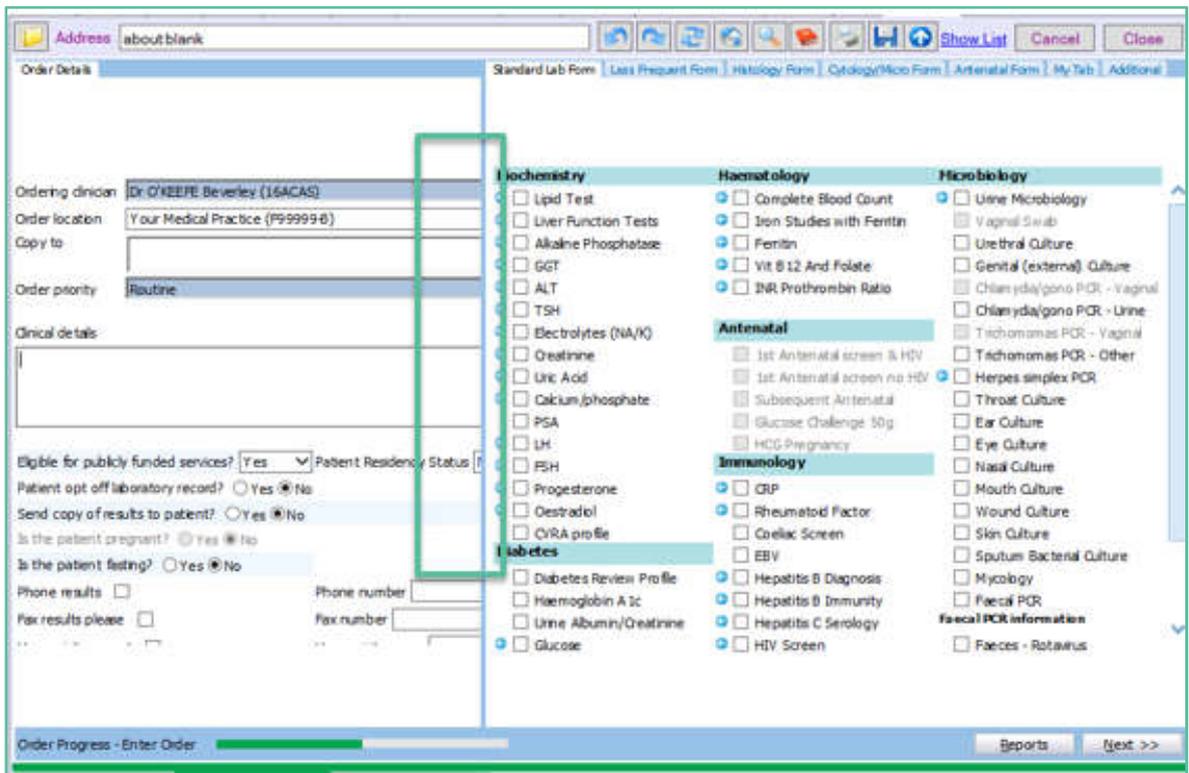


4.2 Order Details Panel

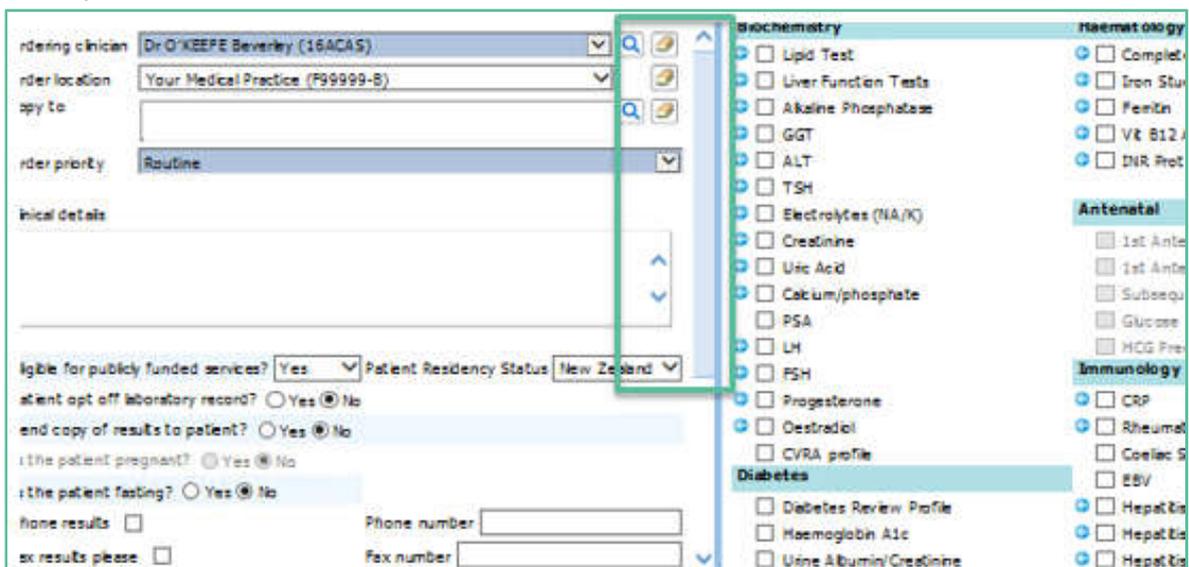
- 4.2.1 No patient demographic information shows in this order form.
- 4.2.2 eOrder automatically collates the information when the order is finalised and will display the patient information in the draft document for review, before the order is actually placed in the laboratory system.

4.3 Small Monitors

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

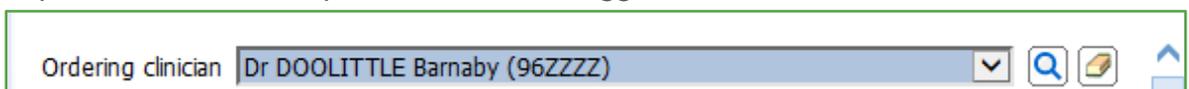


4.3.2 To make the search icons visible, hold down the Ctrl key on your keyboard, and scroll down your mouse wheel.



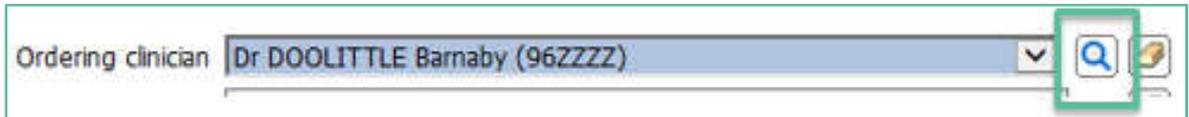
4.4 Requestor Auto-completion

4.4.1 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.



4.4.2 The eOrder system can recognise Healthcare Assistants, so long as you have identified these and entered the HPI equivalent code provided by Healthscope into your staff setup in MyPractice.

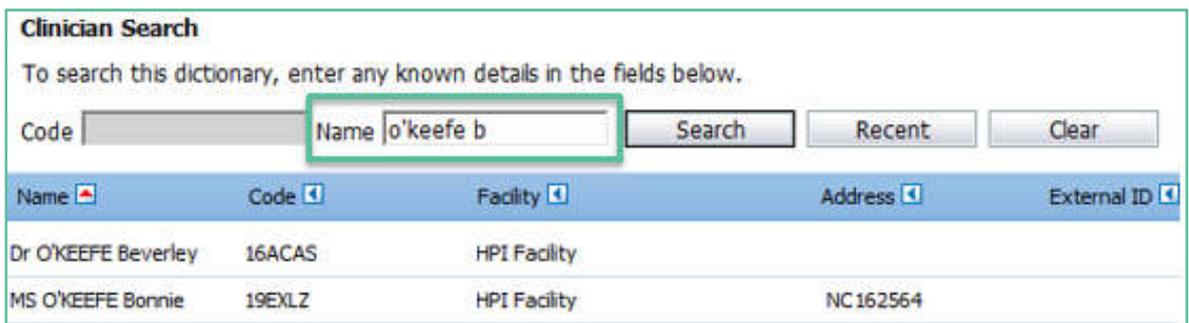
4.4.3 If you are ordering on behalf of a doctor, use the Search icon on the right to search for and choose the doctor.



Ordering clinician Dr DOOLITTLE Barnaby (96ZZZZ) [Search icon highlighted]

4.4.4 Type all or part of the Requestor's surname, followed by a space and the initial or first few characters of the given name.

4.4.5 The eOrder web form will display a list of Healthcare Professionals matching your criteria.

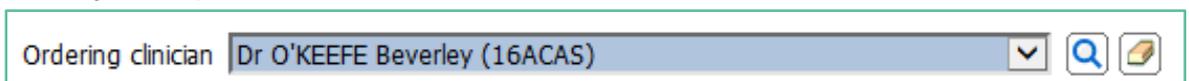


Clinician Search
To search this dictionary, enter any known details in the fields below.

Code [] Name o'keefe b [Search] [Recent] [Clear]

Name	Code	Facility	Address	External ID
Dr O'KEEFE Beverley	16ACAS	HPI Facility		
MS O'KEEFE Bonnie	19EXLZ	HPI Facility	NC162564	

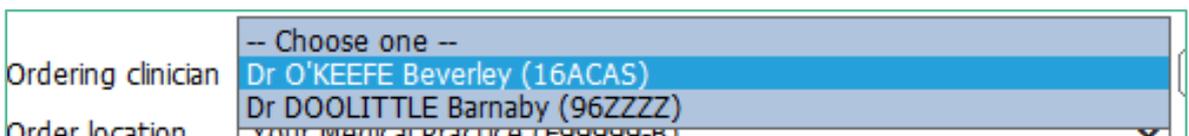
4.4.6 Select your requestor.



Ordering clinician Dr O'KEEFE Beverley (16ACAS)

4.4.7 You will only need to do this once for each requestor in your practice.

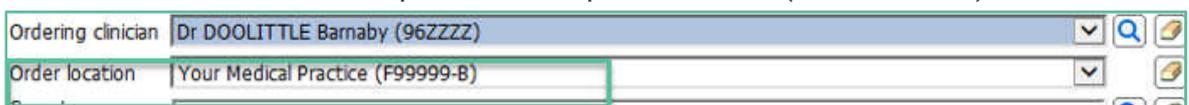
4.4.8 The eOrder web form will remember these and you will be able to select using the drop down arrow in future.



Ordering clinician -- Choose one --
Dr O'KEEFE Beverley (16ACAS)
Dr DOOLITTLE Barnaby (96ZZZZ)
Order location []

4.5 Practice Name Autocomplete

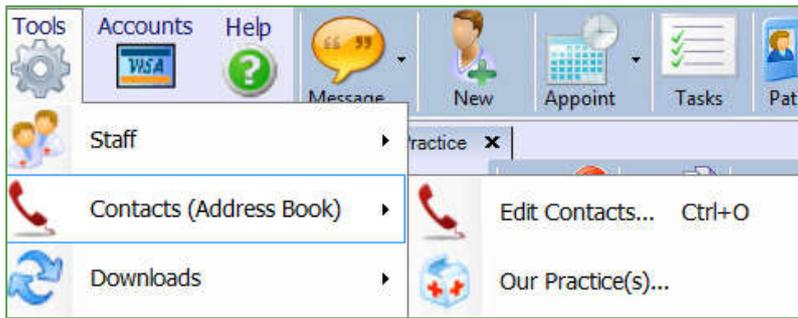
4.5.1 The second field will autocomplete with the practice name (order location)



Ordering clinician Dr DOOLITTLE Barnaby (96ZZZZ)
Order location Your Medical Practice (F99999-B)

4.5.2 The HPI Facility No is unique to a practice and issued by the MOH. The number supplied to Healthscope needs to be same as the one entered into MyPractice.

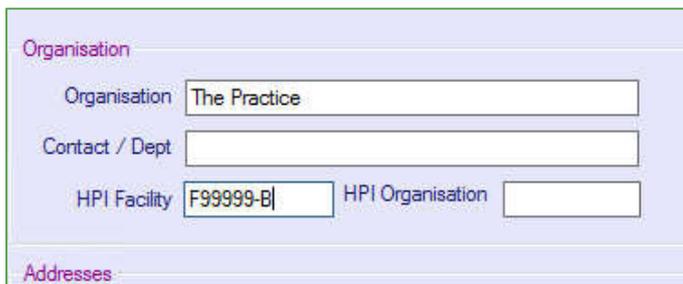
4.5.3 To check, enter or update the Facility HPI, on the ribbon click on Tools – Contacts – Our Practices.



4.5.4 Type the name of your practice into the search field.

4.5.5 Double click on the result to open the Practice details screen.

4.5.6 The HPI Facility field is shown in the Organisation panel.



4.6 “Copy To” Other Providers

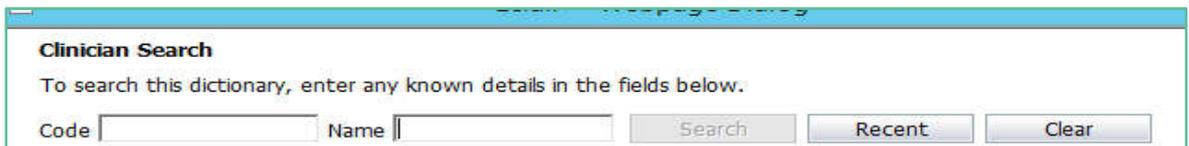
4.6.1 The “Copy To” field enables you to request a copy of the results be sent to one or more other healthcare professionals.

4.6.2 It is not necessary for you to enter the “Copy To” Provider details into MyPractice.

4.6.3 Click on the Search icon to select “Copy To” recipients.



4.6.4 When you click on the Search icon, the Clinician Search page displays.



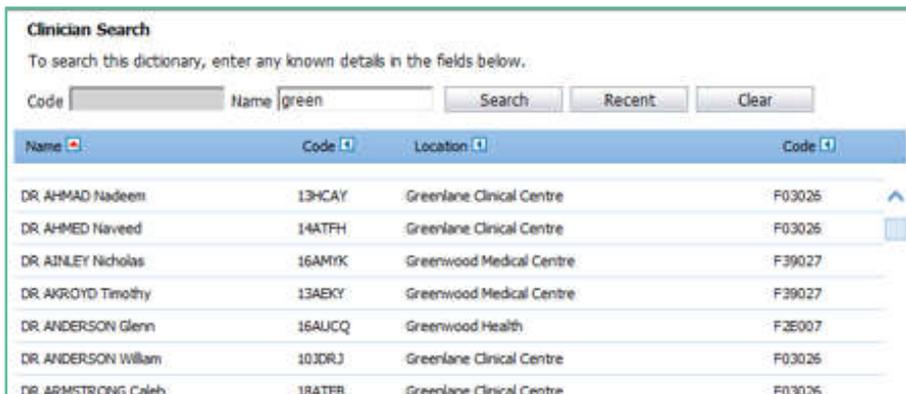
4.6.5 Type the first name, surname or the practice name into the Name field and click on the Search button.

4.6.6 eOrder will display any clinicians matching your search criteria.

4.6.7 However **only Doctors registered in the eOrder system** will be listed.



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



4.6.9 The Search window is not case sensitive. However, it cannot cope with spelling mistakes and typos.

4.6.10 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.



4.6.11 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

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

Copy to

4.7 Order Priority

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

Order priority

4.8 Clinical Details

4.8.1 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.

These details are printed on the order form, which is given to the patient.

Clinical details

4.8.2 You can copy and paste from notes into this screen.

4.9 Order Details

4.9.1 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.

4.9.2 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

- 4.9.3 The Eligible field currently always defaults to Yes and you will need to check the patient's eligibility in MyPractice and make the correction manually if required.
- 4.9.4 Eligibility status in MyPractice is visible when the patient is displayed.

- 4.9.5 If the patient displays a 'NS' as in this example, s/he is NOT eligible for public funding of tests and you will need to make the necessary change in the eOrder form.

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

- 4.9.7 The fasting question will also default to No.
- 4.9.8 Click the radio button to indicate if the patient is fasting.

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

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

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

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

4.9.15 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.

Create a Task reminder for this order

4.9.16 The eOrder form will remember your settings, so you can choose the Task Reminder interval which you prefer using the drop down in the Task Reminder Timeframe field.

Create a Task reminder for this order
Task reminder default: Always create a Task
 Ask every time
Task reminder timeframe **7 day reminder** ▼

4.9.17 When you create a Task Reminder, MyPractice will display the Edit Task screen so that you can assign the Task and make any other changes required.

4.9.18 This happens immediately after you click on the 'Place Order' button in the eOrder screen.

Edit Task [Delete] [Cancel] [OK]

Task: Recurrence

Patient: Jane Test Assigned to: Marcus Welby Notes: []

Description: Ordered tests: - Creatinine Code: CreateTas

Next due on: 11/05/2018 Recall on: 11/05/2018

Reset Due from: 04/05/2018 [] days [] weeks [] months

Recurrence: [None Set](#)

Status: Active Next Step: 1st Letter Priority: 2

History Completed []

4/05/2018 09:34(Demo) Reassigned to Marcus Welby
Created on Friday, 4 May 2018

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.