



Online Laboratory Ordering

User Guide — How to order labtests online in MyPractice /

The eOrder Web Form -Order Details

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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

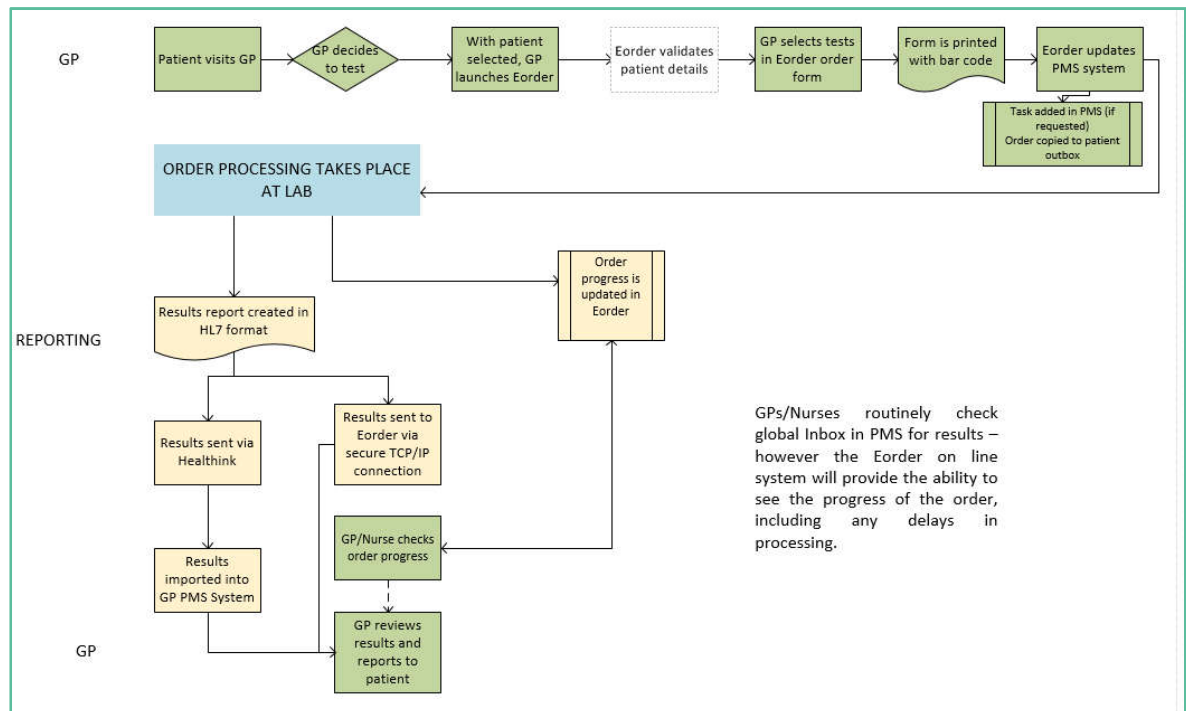
- 1.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

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 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 top navigation bar includes tabs for 'Address', 'Results', 'Measurements', 'Scripts', 'Lab', 'Radial', 'Cardiol', 'Endo', 'Audio', 'Letters', 'Forms', 'Innva/Meds', and 'E-Order'. The 'E-Order' tab is active. Below the navigation bar, there are buttons for 'Show List', 'Cancel', and 'Close'. The main content area is divided into two panels. The left panel, titled 'Order Details', contains fields for 'Ordering clinician' (Dr DOOLITTLE Barnaby (962222)), 'Order location' (Your Medical Practice (F99999-B)), 'Copy to', 'Order priority' (Routine), 'Clinical details', 'Eligible for publicly funded services?' (Yes/No), 'Patient opt off TestSafe?' (Yes/No), 'Is the patient pregnant?' (Yes/No), 'Gestation (Weeks)', 'Is the patient fasting?' (Yes/No), 'Phone results please' (checkbox), 'Phone number', 'Repeat request?' (Yes/No), 'Recommended Collection Date' (dd/mm/yyyy), 'Create a Task reminder for this order' (checkbox), 'Task reminder default' (Always create a Task/Ask every time), and 'Task reminder timeframe' (21 day reminder). The right panel contains four columns of test selection options: 'Biochemistry' (Lipid Test, Liver Function Tests, Alkaline Phosphatase, GGT, ALT, Electrolytes (Na/K), Creatinine, Urate, Calcium, Phosphate, TSH, On thyroxine? Yes/No/NS), 'Haematology' (Complete Blood Count, Ferritin, Iron/Transferrin Sat (Iron overload), VR B12 And Folate, INR), '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, Celiac 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 - Giardia/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 the 'Order Details' panel is highlighted with a green border. The 'Ordering clinician' field now shows 'Dr O'KEEFE Beverley (16ACAS)'. The 'Order location' is 'Your Medical Practice (F99999-B)'. The 'Order priority' is 'Routine'. The 'Clinical details' field is empty. The 'Eligible for publicly funded services?' is 'Yes'. The 'Patient opt off laboratory record?' is 'No'. The 'Send copy of results to patient?' is 'No'. The 'Is the patient pregnant?' is 'No'. The 'Is the patient fasting?' is 'No'. The 'Phone results' checkbox is unchecked. The 'Phone number' field is empty. The 'Fax results please' checkbox is unchecked. The 'Fax number' field is empty. The test selection panels on the right are partially visible, showing 'Biochemistry' (Lipid Test, Liver Function Tests, Alkaline Phosphatase, GGT, ALT, TSH, Electrolytes (Na/K), Creatinine, Uric Acid, Calcium/phosphate, PSA, LH, FSH, Progesterone, Oestradiol, CyRA profile), 'Diabetes' (Diabetes Review Profile, Haemoglobin A1c, Urine Albumin/Creatinine, Glucose), 'Haematology' (Complete Blood Count, Iron, Ferritin, Vitamin B12, INR), 'Antenatal' (1st, 2nd, 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th, 20th, 21st, 22nd, 23rd, 24th, 25th, 26th, 27th, 28th, 29th, 30th, 31st, 32nd, 33rd, 34th, 35th, 36th, 37th, 38th, 39th, 40th, 41st, 42nd, 43rd, 44th, 45th, 46th, 47th, 48th, 49th, 50th, 51st, 52nd, 53rd, 54th, 55th, 56th, 57th, 58th, 59th, 60th, 61st, 62nd, 63rd, 64th, 65th, 66th, 67th, 68th, 69th, 70th, 71st, 72nd, 73rd, 74th, 75th, 76th, 77th, 78th, 79th, 80th, 81st, 82nd, 83rd, 84th, 85th, 86th, 87th, 88th, 89th, 90th, 91st, 92nd, 93rd, 94th, 95th, 96th, 97th, 98th, 99th, 100th), 'Immunology' (CRP, Rheumatoid Factor, Celiac Screen), and 'Infectious Serology' (Epstein Barr Virus, Hepatitis B Diagnosis, Hepatitis B Immunity, Hepatitis C Serology, HIV Screen, Syphilis Serology).

- 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.

The screenshot shows a software window titled 'Standard Lab Form' with several tabs: 'Standard Lab Form', 'Less Frequent Panels', 'Haematology Form', 'Cytology/Micro Form', 'Antenatal Form', 'Hx Tab', and 'Additional'. The 'Standard Lab Form' tab is active, displaying a list of tests organized into columns and categories. On the left, there are input fields for 'Patient Residency Status' (set to 'New Zealand') and 'Phone number'.

Biochemistry	Haematology	Microbiology
<input type="checkbox"/> Lipid Test	<input type="checkbox"/> Complete Blood Count	<input checked="" type="checkbox"/> Urine Microbiology
<input type="checkbox"/> Liver Function Tests	<input type="checkbox"/> Iron Studies with Ferritin	<input type="checkbox"/> Vaginal Swab
<input type="checkbox"/> Alkaline Phosphatase	<input type="checkbox"/> Ferritin	<input type="checkbox"/> Urethral Culture
<input type="checkbox"/> GGT	<input type="checkbox"/> Vit B12 And Folate	<input type="checkbox"/> Genital (external) Culture
<input type="checkbox"/> ALT	<input type="checkbox"/> INR Prothrombin Ratio	<input type="checkbox"/> Chlamydia/gono PCR - Vaginal
<input type="checkbox"/> TSH		<input type="checkbox"/> Chlamydia/gono PCR - Urine
<input type="checkbox"/> Electrolytes (Na/K)		<input type="checkbox"/> Trichomonas PCR - Vaginal
<input type="checkbox"/> Creatinine		<input type="checkbox"/> Trichomonas PCR - Other
<input type="checkbox"/> Uric Acid		<input checked="" type="checkbox"/> Herpes simplex PCR
<input type="checkbox"/> Calcium/phosphate		<input type="checkbox"/> Throat Culture
<input type="checkbox"/> PSA		<input type="checkbox"/> Ear Culture
<input type="checkbox"/> LH		<input type="checkbox"/> Eye Culture
<input type="checkbox"/> FSH		<input type="checkbox"/> Nasal Culture
<input type="checkbox"/> Progesterone		<input type="checkbox"/> Mouth Culture
<input type="checkbox"/> Oestradiol		<input type="checkbox"/> Wound Culture
<input type="checkbox"/> CVRA profile		<input type="checkbox"/> Skin Culture
		<input type="checkbox"/> Sputum Bacterial Culture
		<input type="checkbox"/> Mycology
		<input type="checkbox"/> Faecal PCR
		<input type="checkbox"/> Faeces - Rotavirus

Additional categories visible in the screenshot include:

- Antenatal:**
 - ☐ 1st Antenatal screen & HIV
 - ☐ 1st Antenatal screen no HIV
 - ☐ Subsequent Antenatal
 - ☐ Glucose Challenge 50g
 - ☐ HCG Pregnancy
- Immunology:**
 - ☒ CRP
 - ☐ Rheumatoid Factor
 - ☐ Coeliac Screen
 - ☐ EBV
 - ☐ Hepatitis B Diagnosis
 - ☐ Hepatitis B Immunity
 - ☐ Hepatitis C Serology
 - ☐ HIV Screen
- Diabetes:**
 - ☐ Diabetes Review Profile
 - ☐ Haemoglobin A1c
 - ☐ Urine Albumin/Creatinine
 - ☐ Glucose

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.

The screenshot shows the eOrder form on a small monitor. The form is resized to fit the screen, and the search icons (magnifying glass and document) are invisible. A green box highlights the search icons area.

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

The screenshot shows the eOrder form on a small monitor. The search icons (magnifying glass and document) are now visible. A green box highlights the search icons area.

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.

The screenshot shows the eOrder form with the 'Ordering clinician' field auto-completed with 'Dr DOOLITTLE Barnaby (96ZZZZ)'. The search icons (magnifying glass and document) are visible.

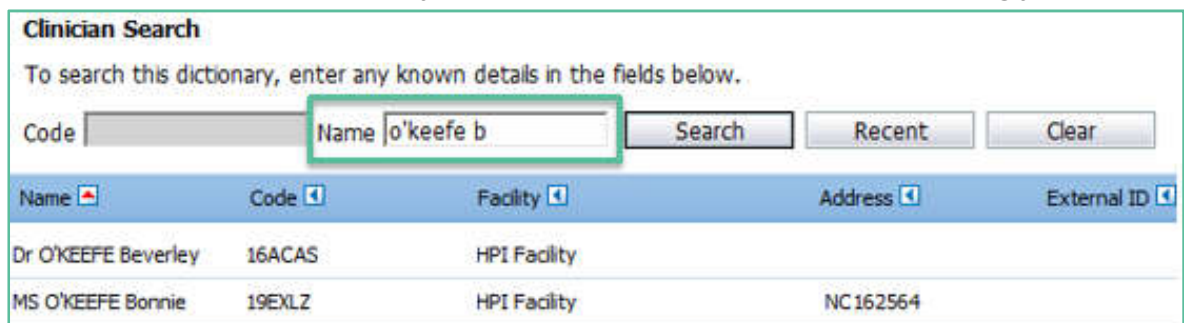
4.4.2 The eOrder system can recognise Healthcare Assistants, so long as you have identified these and entered the HPI equivalent code provided by Healthscope into your staff setup in MyPractice.

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.



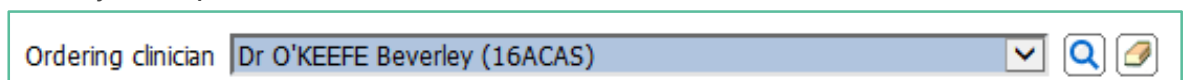
4.4.4 Type all or part of the Requestor's surname, followed by a space and the initial or first few characters of the given name.

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



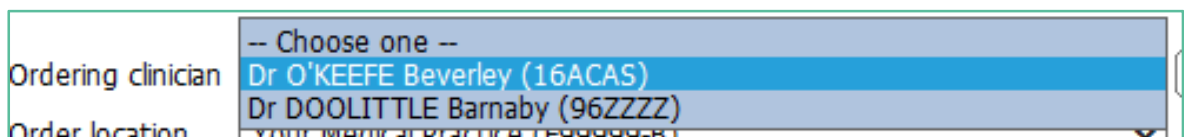
Name	Code	Facility	Address	External ID
Dr O'KEEFE Beverley	16ACAS	HPI Facility		
MS O'KEEFE Bonnie	19EXLZ	HPI Facility	NC 162564	

4.4.6 Select your requestor.



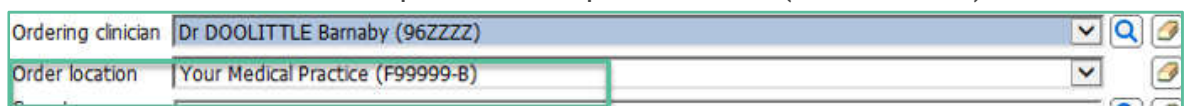
4.4.7 You will only need to do this once for each requestor in your practice.

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



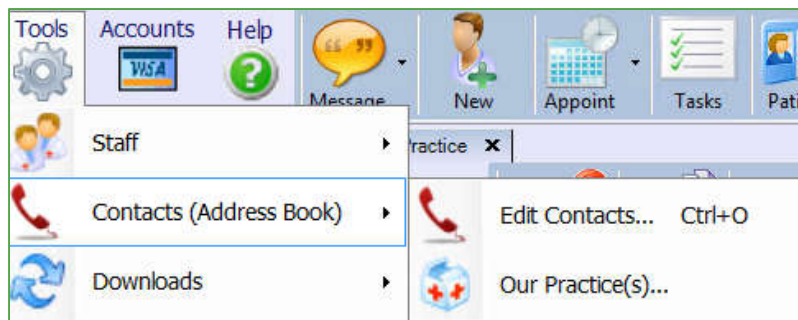
4.5 Practice Name Autocomplete

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

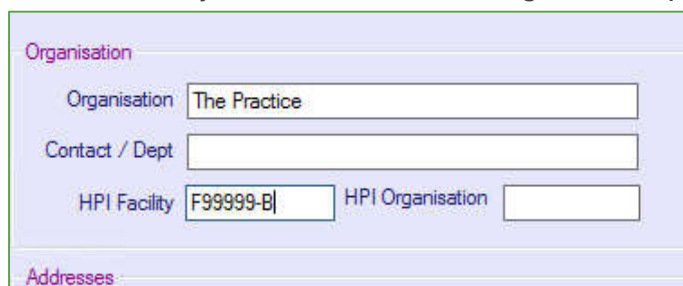


4.5.2 The HPI Facility No is unique to a practice and issued by the MOH. The number supplied to Healthscope needs to be same as the one entered into MyPractice.

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

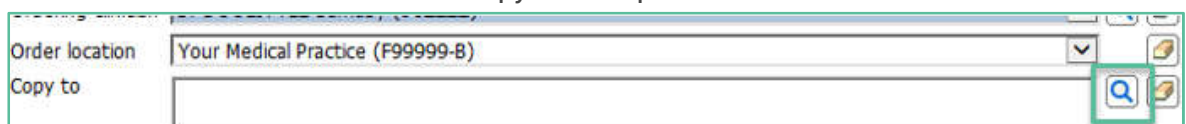


- 4.5.4 Type the name of your practice into the search field.
- 4.5.5 Double click on the result to open the Practice details screen.
- 4.5.6 The HPI Facility field is shown in the Organisation panel.

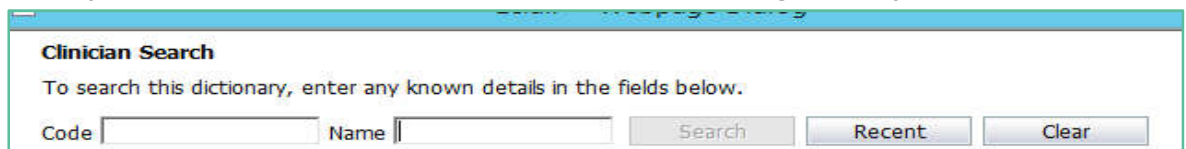


4.6 “Copy To” Other Providers

- 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.

Clincian Search

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

Code Name

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

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.

Clincian Search

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

Code 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	18ATEB	Greenlane Clinical Centre	F03026

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.

Clincian 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 Marlize	11AYBX	Victoria Clinic	F2N012
DR ALBERTS Marlize	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	18ACVC	Albany Family Medical Centre	F0J056

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
☐ URGENT
☒ Routine

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.

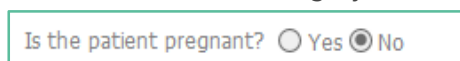
4.9.4 Eligibility status in MyPractice is visible when the patient is displayed.



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.

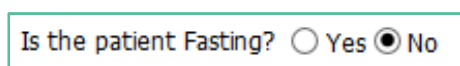


4.9.6 The pregnancy question will only be available if the patient is identified as female. Otherwise, it shows as greyed out.



4.9.7 The fasting question will also default to No.

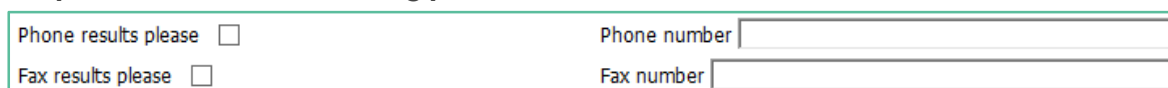
4.9.8 Click the radio button to indicate if the patient is fasting.



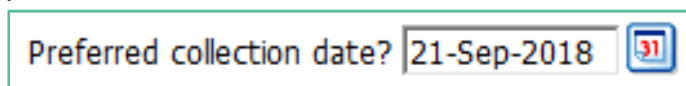
4.9.9 The Results feedback fields enable you to provide contact details for urgent tests.

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.



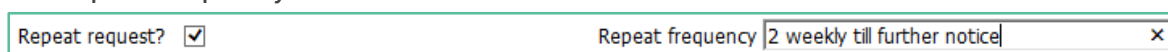
4.9.12 If you want the testing to be carried out after some time has elapsed, you can specify a preferred collection date.



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.