



Online Laboratory Ordering

User Guide – How to order labtests online in Indici /

The eOrder Web Form – Order Details Panel

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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

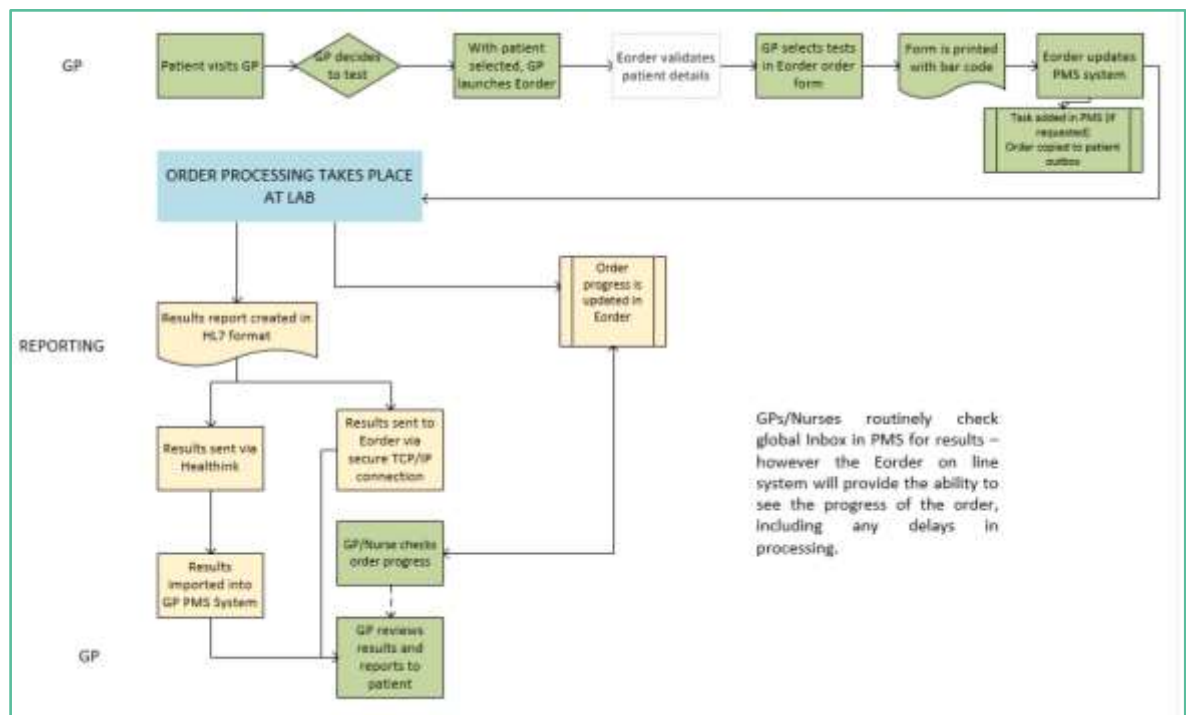
This information applies to any Healthcare Professionals who use the **Indici** Practice Management System.

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 The eOrder Web Form - Order Details Panel.

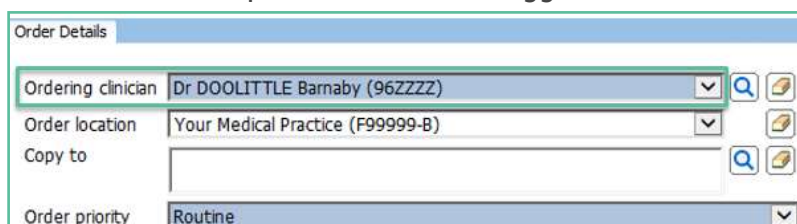
4.1.1 No patient demographic information is shown in this order form.

4.1.2 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.

4.2 Requestor Auto-completion.

4.2.1 The first field will auto-complete with the name of the health care professional placing the request.

4.2.2 This will auto-complete based on the logged in user.



The screenshot shows the 'Order Details' panel. The 'Ordering clinician' field is populated with 'Dr DOOLITTLE Barnaby (96ZZZZ)' and has a search icon and a copy icon to its right. The 'Order location' field is populated with 'Your Medical Practice (F99999-B)' and also has a search icon and a copy icon. The 'Copy to' field is empty. The 'Order priority' field is set to 'Routine'.

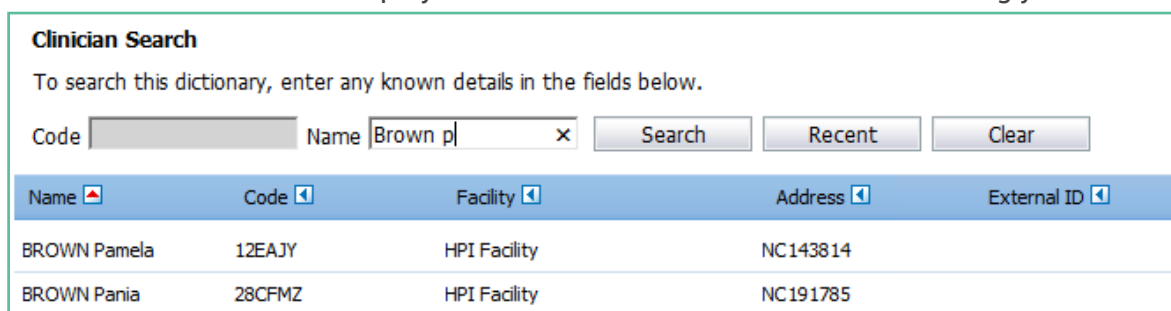
4.2.3 If you are a nurse or Health Care Assistant ordering on behalf of a doctor, use the Search icon on the right to search for and choose the doctor.



This screenshot is similar to the previous one, but a green box highlights the search icon (magnifying glass) to the right of the 'Ordering clinician' field, indicating where to click to search for a different clinician.

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

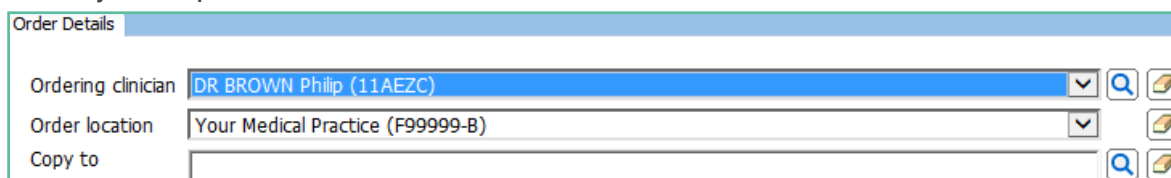
4.2.5 The eOrder web form will display a list of Healthcare Professionals matching your criteria.



The screenshot shows the 'Clinician Search' results. It includes a search bar with 'Brown p' entered and a search icon. Below the search bar is a table of results:

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

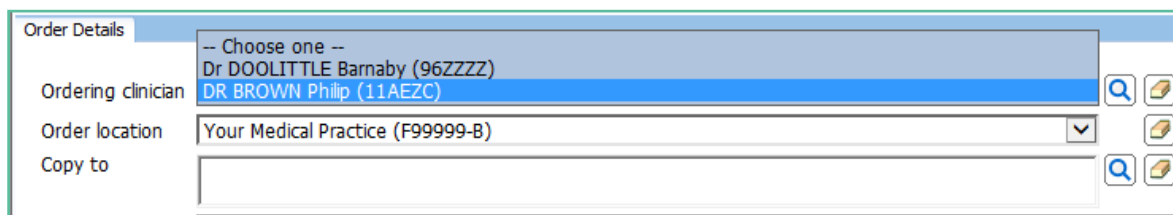
4.2.6 Select your requestor.



This screenshot shows the 'Order Details' panel after a requestor has been selected. The 'Ordering clinician' field now displays 'DR BROWN Philip (11AEZC)' in blue text, indicating it is the selected option. The 'Order location' and 'Copy to' fields remain the same as in the previous screenshots.

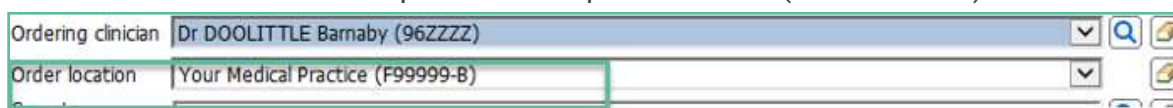
4.2.7 You will only need to do this once for each requestor in your practice.

4.2.8 The eOrder webform will remember these and you will be able to select using the drop down arrow in future.



4.3 Practice Name Autocomplete.

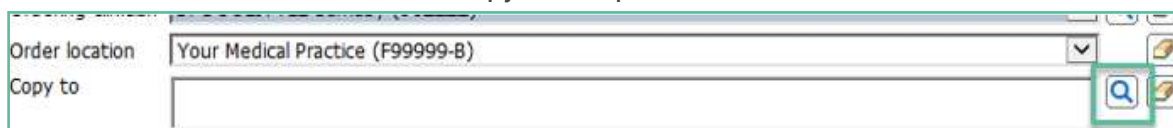
4.3.1 The second field will autocomplete with the practice name (order location)



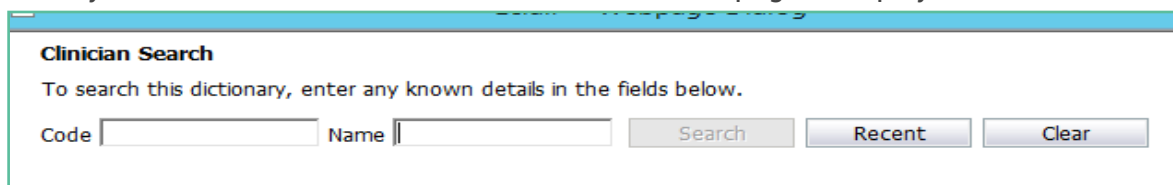
4.4 Copy To Other Providers.

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

4.4.2 Click on the Search icon to select Copy To recipients.



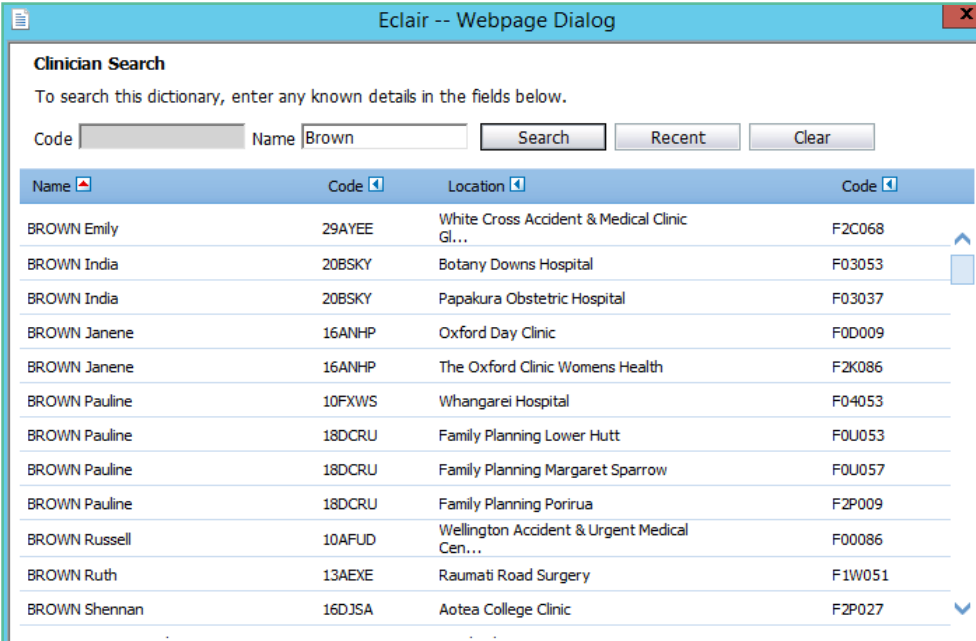
4.4.3 When you click on the Search icon the Clinician Search page is displayed.



4.4.4 Type the surname into the Name field and click on the Search button.

4.4.5 You can narrow the search by leaving a space after the surname and typing the initial or first part of the doctor's given name as well.

- 4.4.6 The form will display any clinicians matching your search criteria. However only Doctors who are registered in the eOrder system will be listed.



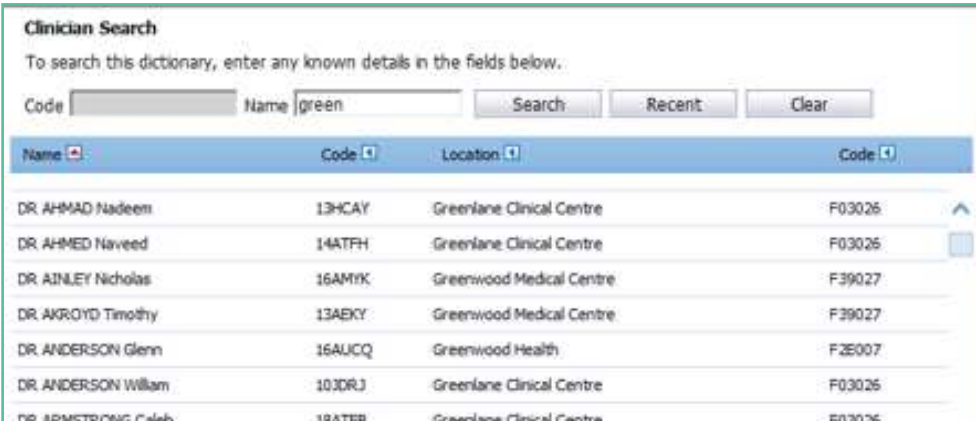
Clinician Search

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

- 4.4.7 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.



Clinician 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	13ABKY	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

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

4.4.9 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 Marilize	11AYBX	Victoria Clinic	F2N012
DR ALBERTS Marilize	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

4.4.10 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	10EVRN	Albany Family Medical Centre	F0J056

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

Copy to

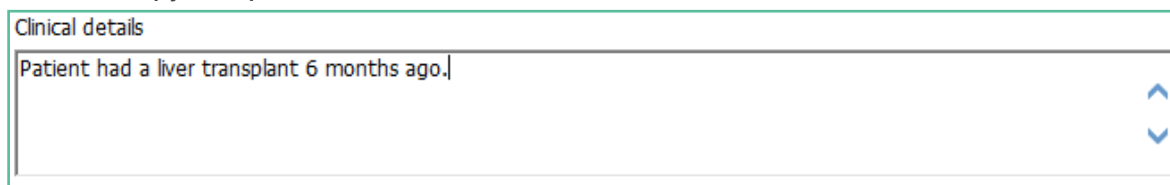
4.5 Order Priority.

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

Order priority

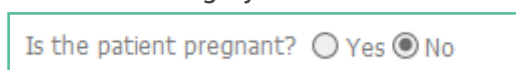
4.6 Clinical Details.

- 4.6.1 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.
- 4.6.2 These details are printed on the order form which is given to the patient.
- 4.6.3 You can copy and paste from Indici notes into this screen.

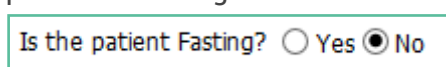
A screenshot of a text input field titled "Clinical details". The field contains the text "Patient had a liver transplant 6 months ago." and has a vertical scrollbar on the right side with up and down arrow buttons.

4.7 Order Details.

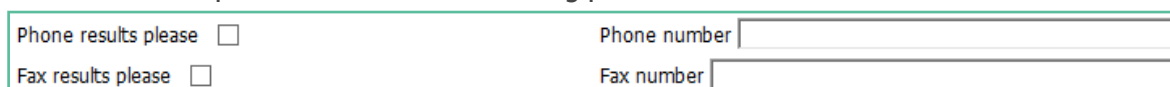
- 4.7.1 The next group of questions will auto-fill to the most common (default) setting but you can click in the alternate radio button as required.
- 4.7.2 Note: Some options explained below may not be available in your region.
- 4.7.3 The Eligible field reads the patient's eligibility for funded tests from the registration details, and can be checked in the Enrolment and Funding Tab in the patient record.
- 4.7.4 Eligibility status in Indici is visible on the ribbon – if the patient has a 'N' code s/he is non-resident and therefore not eligible for publically funded services.
- 4.7.5 The pregnancy question will only be available if the patient is identified as female. Otherwise it is greyed out.

A screenshot of a question "Is the patient pregnant?" with two radio buttons. The "Yes" button is disabled (greyed out) and the "No" button is selected (filled with a black dot).

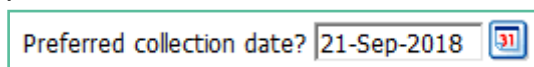
- 4.7.6 The fasting question will also default to No – click the radio button to indicate if the patient is fasting.

A screenshot of a question "Is the patient Fasting?" with two radio buttons. The "Yes" button is disabled (greyed out) and the "No" button is selected (filled with a black dot).

- 4.7.7 The Results feedback fields enable you to provide contact details for urgent tests.
- 4.7.8 Note: if you request results 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.
- 4.7.9 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.

A screenshot showing two rows of input fields. The first row has a checkbox labeled "Phone results please" and a text field labeled "Phone number". The second row has a checkbox labeled "Fax results please" and a text field labeled "Fax number".

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

A screenshot of a date selection field labeled "Preferred collection date?". The date "21-Sep-2018" is selected and displayed, with a calendar icon to its right.

4.7.11 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"/>
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4.7.12 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"/>
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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