

eOrder

Online Laboratory Ordering

User Guide – How to order labtests online in MyPractice /

The eOrder Web Form -Test 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

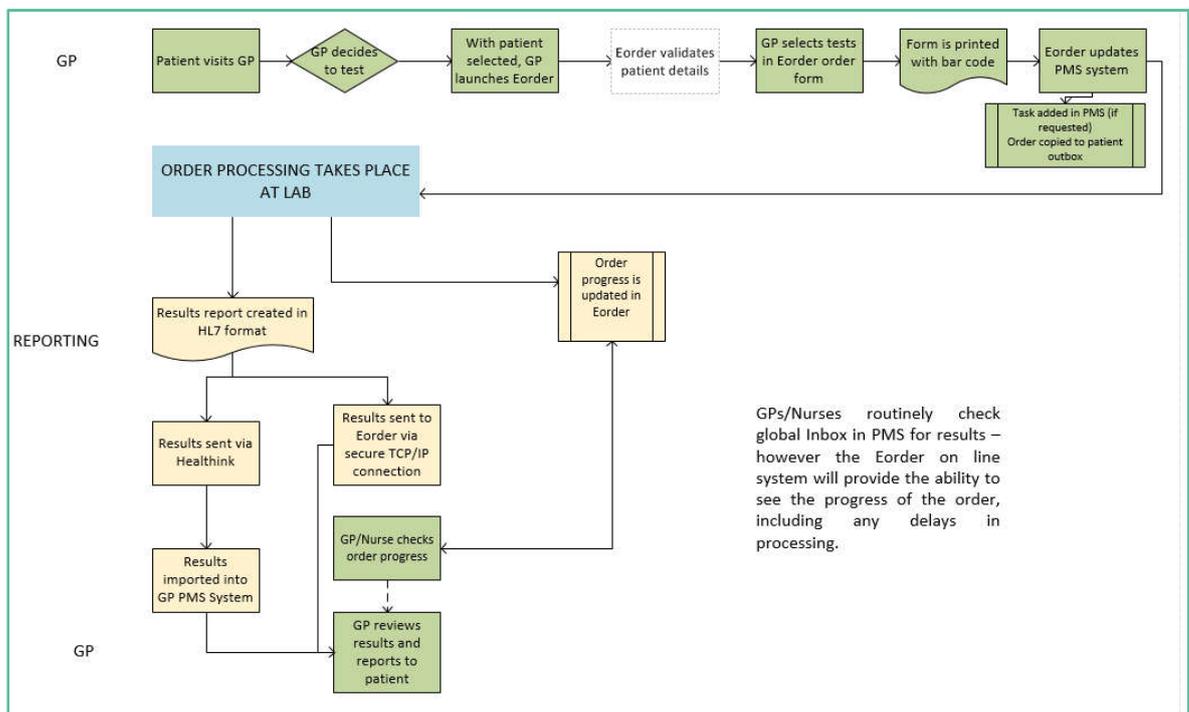
- 1.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

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 – Test Details

4.1.1 The right hand panel has tabs at the top, which collate tests into convenient groups.

4.2 Standard Lab Form

4.2.1 The Standard Lab form tab presents the most frequently ordered tests, representing >80% of all tests requested.

The screenshot shows the 'Standard Lab Form' tab selected in a navigation bar. The main content area is divided into three columns of test categories, each with a list of tests and checkboxes:

- Biochemistry:** Lipid Test, Liver Function Tests, Alkaline Phosphatase, GGT, ALT, TSH, Electrolytes (NA/K), Creatinine, Uric Acid, Calcium/phosphate (with PSA sub-option), LH, FSH, Progesterone, Oestradiol, CVRA profile.
- Diabetes:** Diabetes Review Profile, Haemoglobin A1c, Urine Albumin/Creatinine, Glucose, Glucose Tolerance**.
- Critical Tests:** Hs Troponin T, D-Dimer.
- Haematology:** Complete Blood Count, Iron Studies with Ferritin, Ferritin, Vit B12 And Folate, INR Prothrombin Ratio.
- 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, Syphilis Serology.
- Microbiology:** Urine Microbiology, Vaginal Swab, Urethral Culture, Genital (external) Culture, Chlamydia/gono PCR - Vaginal, Chlamydia/gono PCR - Urine, Trichomonas PCR - Vaginal, Trichomonas PCR - Other, Herpes simplex PCR, Throat Culture, Ear Culture, Eye Culture, Nasal Culture, Mouth Culture, Wound Culture, Skin Culture, Sputum Bacterial Culture, Mycology, Faecal PCR information (with Faeces - Rotavirus sub-option).

4.2.2 Select the tests required by clicking in the check boxes.

4.2.3 If a test requires further information, the eOrder form will automatically open a further page for you to complete.

The screenshot shows a dialog box titled 'Order Item Properties -- Webpage Dialog'. The main area contains a prompt: 'Please provide some additional information for this item.' Below this, the item is identified as 'INR Prothrombin Ratio'. A question is asked: 'On anticoagulant?' with radio button options: None, Warfarin (selected), Heparin, Dabigatran, Clexane, Warfarin and Clexane, and Other (Please specify in clinical details). On the right side of the dialog, there is a list of test categories and their checkboxes, including Ferritin, Vit B12 And Folate, INR Prothrombin Ratio (checked), INR - Lab to Dose, INR - Doctor to dose, and sections for Antenatal and Immunology tests.

4.2.4 Tick the appropriate item, then click on the Save and Close button.

4.3 On Screen Prompts

4.3.1 The Test details screen provides a number of on-screen reminders or prompts.

4.4 Inappropriate Tests

4.4.1 For example, this patient is Female and therefore the PSA test is greyed out.

Ms Jane TEST
Ethnicity Not Stated 20/07/1990
A4 Regular ZZ20075 28y 11days
No Address

Notes Results Measurements Scripts Lab Radiol Cardiol Endo Audio Letters Font

Address about:blank

Order Details

Ordering clinician Dr O'KEEFE Beverley (16ACAS)
Order location Your Medical Practice (F99999-B)
Copy to
Order priority Routine

Clinical details

Eligible for publicly funded services? Yes Patient Residency St
Patient opt off laboratory record? Yes No
Send copy of results to patient? Yes No
Is the patient pregnant? Yes No

Order Progress - Enter Order

Standard Lab Form Less Frequent Form

Additional

Biochemistry

Lipid Test
 Liver Function Tests
 Alkaline Phosphatase
 GGT
 ALT
 TSH
 Electrolytes (NA/K)
 Creatinine
 Uric Acid
 Calcium/phosphate
 PSA
 LH

4.4.2 In the case of a transgender patient, or any other reason where a test would not normally be appropriate but you feel that it is necessary, you can place the order using the Additional Tab.

4.4.3 In this example, HbA1C is greyed out, but the checkbox is still available.

Diabetes

Diabetes Review Profile
 Haemoglobin A1c
 Urine Albumin/Creatinine
 Glucose
 Glucose Tolerance**

4.4.4 This is to advise that the patient has had this test within the recommended frequency – in this case within the last 90 days.

4.4.5 Hovering the mouse over the test will provide information about the test itself and the reasons why it is showing in the way that it does.

Diabetes (Pho)

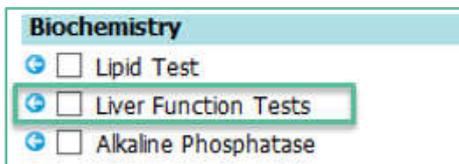
Haemoglobin A1c
 Urine Albumin/Creatinine

This item is within its minimum reorder interval. Days till it is scheduled to be collected : 90
Please record if patient has a known Crit Haemoglobinopathy and what type. If patient had a blood transfusion or vensection(s) in the last 3 months a fasting glucose is more appropriate

4.4.6 However, you can still order this test if clinically indicated.

4.5 Previous results available Indicator

4.5.1 Where a test is shown with a blue arrow next to it, there are previous results for this test.

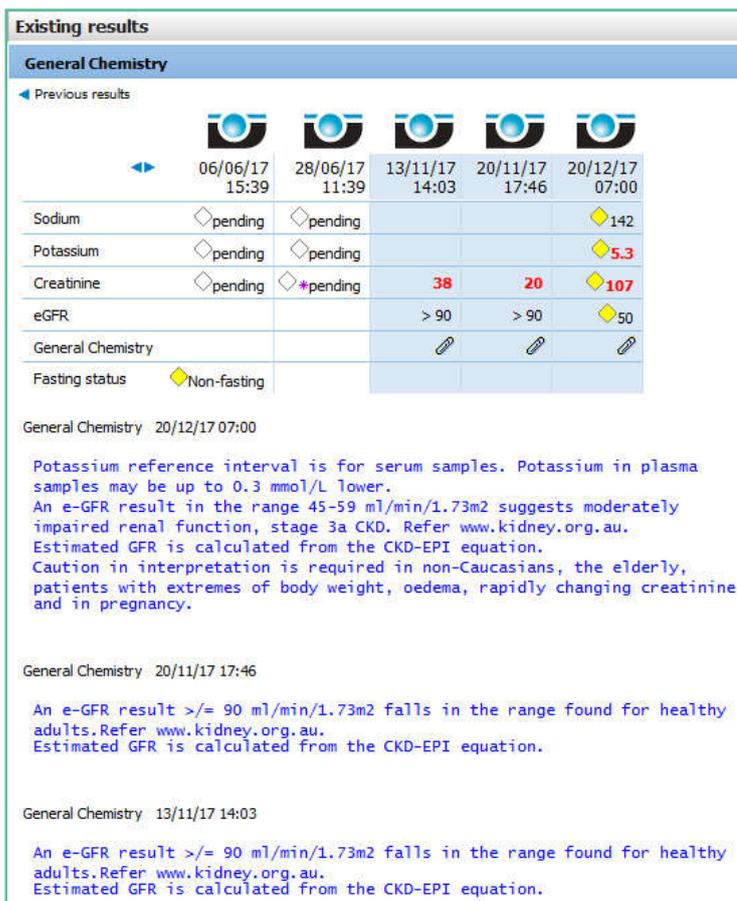


Biochemistry

- Lipid Test
- Liver Function Tests
- Alkaline Phosphatase

4.5.2 Click on the blue arrow

4.5.3 The previous tests screen will open and show the status, together with clinical information.



	06/06/17 15:39	28/06/17 11:39	13/11/17 14:03	20/11/17 17:46	20/12/17 07:00
Sodium	◇ pending	◇ pending			◇ 142
Potassium	◇ pending	◇ pending			◇ 5.3
Creatinine	◇ pending	◇ *pending	38	20	◇ 107
eGFR			> 90	> 90	◇ 50
General Chemistry			📎	📎	📎
Fasting status	◇ Non-fasting				

General Chemistry 20/12/17 07:00

Potassium reference interval is for serum samples. Potassium in plasma samples may be up to 0.3 mmol/L lower.
An e-GFR result in the range 45-59 ml/min/1.73m2 suggests moderately impaired renal function, stage 3a CKD. Refer www.kidney.org.au.
Estimated GFR is calculated from the CKD-EPI equation.
Caution in interpretation is required in non-Caucasians, the elderly, patients with extremes of body weight, oedema, rapidly changing creatinine and in pregnancy.

General Chemistry 20/11/17 17:46

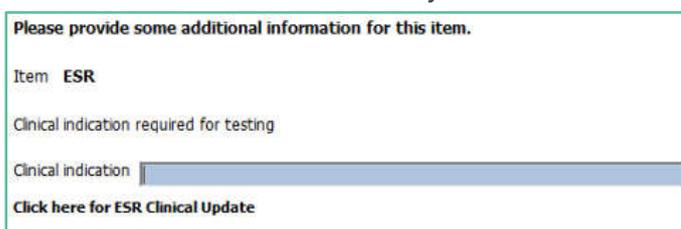
An e-GFR result ≥ 90 ml/min/1.73m2 falls in the range found for healthy adults. Refer www.kidney.org.au.
Estimated GFR is calculated from the CKD-EPI equation.

General Chemistry 13/11/17 14:03

An e-GFR result ≥ 90 ml/min/1.73m2 falls in the range found for healthy adults. Refer www.kidney.org.au.
Estimated GFR is calculated from the CKD-EPI equation.

4.6 Clinical Details required

4.6.1 If a test requires specific clinical indicators to be included, the eOrder form will prompt. In this example, the ESR test been selected and the requestor must include the clinical indicator to inform the laboratory of the reason for the test request.



Please provide some additional information for this item.

Item **ESR**

Clinical indication required for testing

Clinical indication

[Click here for ESR Clinical Update](#)

4.7 Instructions for Patients

- 4.7.1 Samples such as urine are often collected by patients at home. The instructions for how to collect the sample are printed on the order form, as shown.

Order No. EC00006117	
	
26/07/18 15:34	
Collection rooms at: www.wellingtonscl.co.nz or phone 04 381 5900 for opening hours information. Note: The last 10 minutes of every day is reserved for drop off and urgent samples only.	Test results are available to health professionals involved in your care via a secure online database known as Eclair. You can choose to restrict sharing of your test results by calling 04 5868 571, however this may result in some tests being retaken.
NHI : ZZZ9994 Surname : LABTEST Given : JOHN DOB : 16/08/60 Sex: Male Ethnicity : Asian not further defined	Address : TEST PATIENT FOR AUCKLAND DHB TE ATATU PENINSULA AUCKLAND 0610 Phone : 0275551234(M) 1234555(H) 5551234(B)
Eligible for publicly funded services?: Yes	Patient opt off laboratory record?: No
Requester : Dr DOOLITTLE Barnaby (96ZZZZ) Address : Your Medical Practice	
Priority: Routine Fasting: No	
Patient Information : Patient instructions for collection of MID-STREAM URINE (MSU) MALE (1) Clean around the urinary opening and genital area with a piece of toilet paper moistened with water. (2) Draw back the foreskin. Dry the area. (3) Pass a little urine into the toilet, then without stopping collect some urine 'mid stream' into the plastic collection punnet. (4) Finish passing urine into the toilet. Do not collect the last stream. (5) Pour the urine from the collection punnet into the specimen container and screw the lid on firmly. (6) Discard the collection punnet. (7) Write your full name, date of birth, and date and time of collection on the container label and place container in the delivery bag with the request form in the front pocket. (8) Store the sample in fridge if possible. Otherwise keep it in a cool place. Deliver to the laboratory as soon as possible.	
Clinical details:	
Testing requested: Urine Microbiology • Urine site: Mid Stream Urine	
Specimens to be collected (Tube, source) Random Urine Container, Urine	
IMPORTANT INFORMATION FOR PATIENTS PLEASE READ: Your medical centre will always contact you if there are significant results that require follow-up. If you feel you are not getting better or your health is deteriorating please contact your medical practice.	

4.8 Less Frequent Orders Tabs

- 4.8.1 Each of the other tabs in the right hand panel presents a collection of less frequently ordered tests.

4.9 Histology Form

- 4.9.1 On the Histology Form, start by clicking in the Histology Panel checkbox.
- 4.9.2 The Drug History field is free text and is not mandatory.

4.9.3 Click on Add Specimen.

The screenshot shows the 'Histology Form' tab selected. At the top, there are tabs for 'Standard Lab Form', 'Less Frequent Form', 'Cytology Form', 'Histology Form', 'Antenatal Form', 'My Tab', and 'Additional'. Below the tabs, there is a checked checkbox for 'Histology Panel' and a text input field for 'Relevant drug history'. Two buttons, 'Add Specimen' and 'Remove Specimen', are visible. At the bottom, there are two text input fields labeled 'Site 1' and 'Clinical 1', both of which are currently empty.

4.9.4 Blue fields are mandatory: **both** must be completed.

4.9.5 You can add up to 10 specimens in this screen.

This screenshot is identical to the previous one, but the 'Site 1' field is now filled with the text 'Left elbow' and the 'Clinical 1' field is filled with 'suppurating lesion not responding to antibiotic'.

4.9.6 Then click on Next to continue.

4.10 Antenatal Form

4.10.1 The Antenatal Form presents all antenatal tests on one tab for convenience.

The screenshot shows the 'Antenatal Form' tab selected. The interface is divided into four columns of tests, each with a blue header and a list of items with checkboxes and expand/collapse icons.

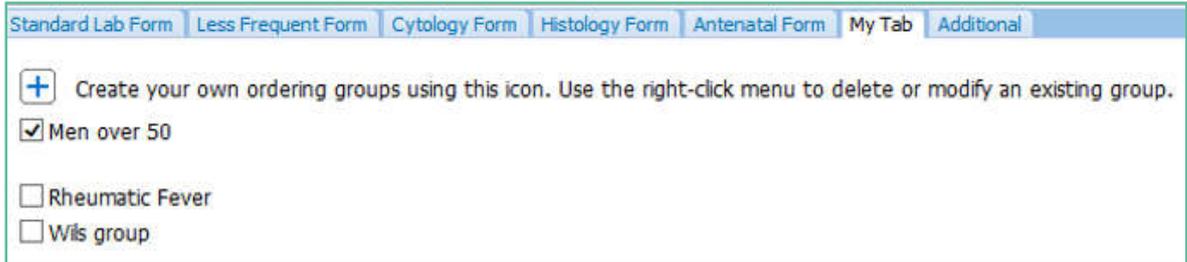
- Biochemistry:** HCG Pregnancy, Electrolytes (NA/K), Creatinine, Uric Acid, Liver Function Tests, Total Bilirubin, CRP, TSH, Ferritin, Vit B12 And Folate, Haemoglobin A1c, Glucose, Gestational Glucose Tolerance**. A note states '**Appointment required'. Below this is a section 'Click for Glucose Tolerance Info' with a checkbox for 'Urine Protein/Creatinine'.
- Haematology:** Complete Blood Count, Coagulation Screen, Kleihauer Test, Blood Group & Antibodies, Rhesus Antibody Screen. A section 'Natal Screening tests' includes '1st Antenatal screen & HIV' (with sub-items: -CBC, Bld Grp, Red Cell abs, HbA1c, -Syphilis, HepB Ag, Rubella, HIV), '1st Antenatal screen no HIV', 'Subsequent Antenatal' (with sub-item: - CBC, Red Cell abs), and 'Glucose Challenge 50g'. A section 'Click for Glucose Challenge Info' includes a checkbox for 'Neonatal Screen (Cord)' (with sub-item: - Blood grp, Coombs/DAT, Hb, Bili).
- Microbiology:** Urine Microbiology, Cervical Culture, Vaginal Culture, Antenatal Grp B Strep Screen (Vaginal Rectal swab at 35-37 weeks), Chlamydia/N. gono - Vaginal, Herpes simplex PCR, Blood culture.
- Immunology:** Hep B Antigen (Diagnosis), Hep B Antibody (Immunity), Hepatitis C Serology, HIV Screen, Rubella Immune Status, Syphilis Serology.

4.11 The My Tab

4.11.1 The My Tab provides you with the facility to create frequently used test groups

4.11.2 Please see section 12 of this guide for instructions on how to set up the My Tab.

4.11.3 To use the My Tab, tick in the checkbox next to the group name.



Standard Lab Form | Less Frequent Form | Cytology Form | Histology Form | Antenatal Form | My Tab | Additional

Create your own ordering groups using this icon. Use the right-click menu to delete or modify an existing group.

Men over 50

Rheumatic Fever

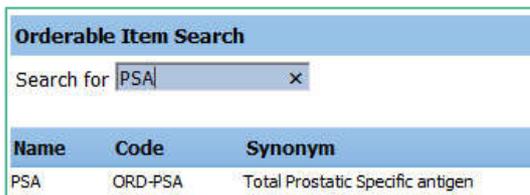
Wils group

4.11.4 Each of the tests in the selected group will be ticked in their respective screens and added to the order form.

4.12 Additional Tab

4.12.1 If a test is not available on the eOrder form, or if it is normally not available for a patient because of gender or other factors, it is still possible to place the order, using the Additional tab.

4.12.2 If you know the test is available but cannot be selected on the Standard tab because of gender or other factors, simply type the name of the test, then click on Search.



Orderable Item Search

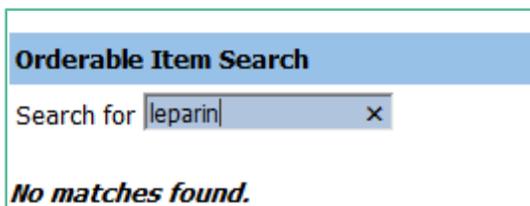
Search for

Name	Code	Synonym
PSA	ORD-PSA	Total Prostatic Specific antigen

4.12.3 The eOrder form will show that the PSA test is available.

4.12.4 Click on the test name and then the Next button at the bottom right as to continue to the draft order screen.

4.12.5 If the test you require is not listed on the eOrder web form, it will state 'No Matches Found' when you click on search.

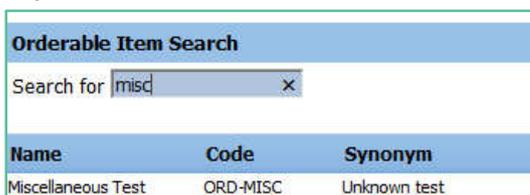


Orderable Item Search

Search for

No matches found.

4.12.6 In the Search field, type misc (for miscellaneous) and click on Search or press the Enter key.



Orderable Item Search

Search for

Name	Code	Synonym
Miscellaneous Test	ORD-MISC	Unknown test

4.12.7 The eOrder form will respond with Miscellaneous Test.

4.12.8 Click on 'Miscellaneous Test', then on the Next button.

4.12.9 The eOrder form will open to a new page.

4.12.10 Type the name of the test you require into the Test Field.

Please review these order items

Item	Miscellaneous Test
------	---------------------------

Only select this test if you can't locate the required test. Type test name below.

Test ×

4.12.11 Click on Next and then Place Order as usual.

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.