eOrder

Online Laboratory Ordering

User Guide — How to order labtests online in Indici /

Patient Mismatch

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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.
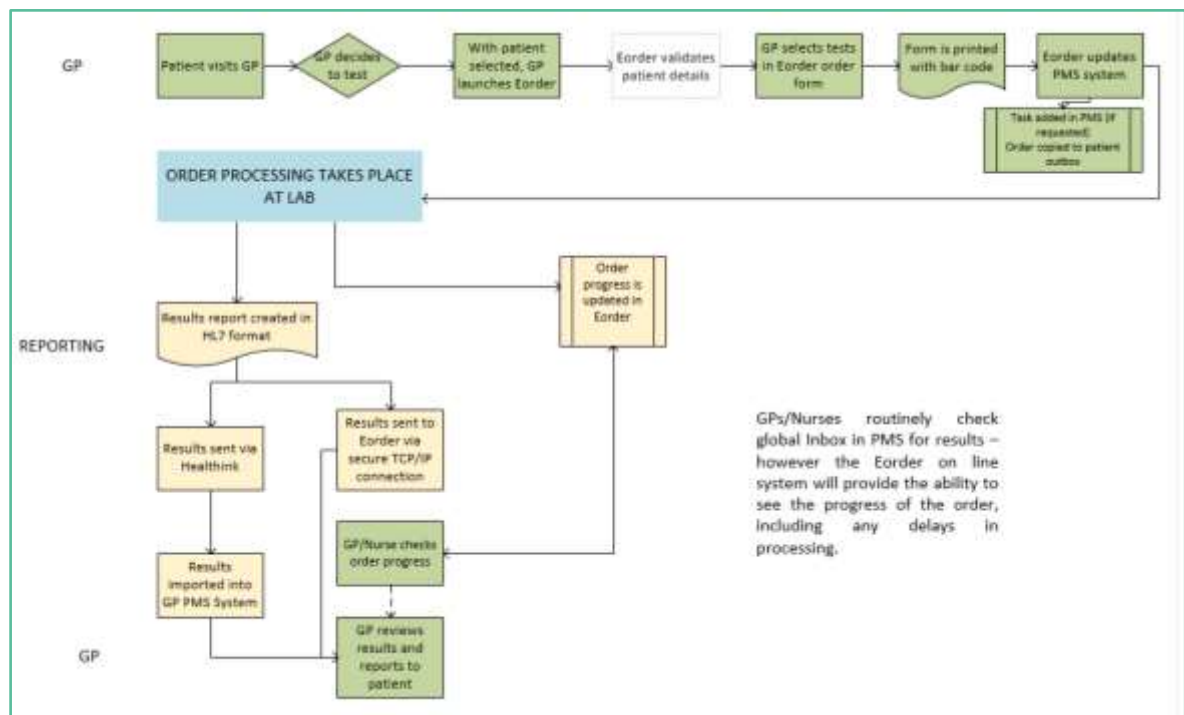
3   Pre-Requisites

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   Patient Mismatch.

4.1.1   Because the eOrder system is directly connected to the Laboratory system, when you start to place an order, it will check to see if a patient is already known to the laboratory system.

4.1.2   If it finds a similar patient with discrepancies, eOrder form will ask you to confirm the details.

4.1.3   In this example, the patient in Indici is being matched to a patient known to the eOrder system based on the NHI number.

4.1.4   To continue, you would confirm that the details in Indici are correct, then click on the "Use PMS details" button in the bottom right hand corner.

4.1.5   The details held in the eOrder system will be updated to match what is in Indici.

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