



Online Laboratory Ordering

User Guide — How to order labtests online in MyPractice /

Amending or Cancelling Orders

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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

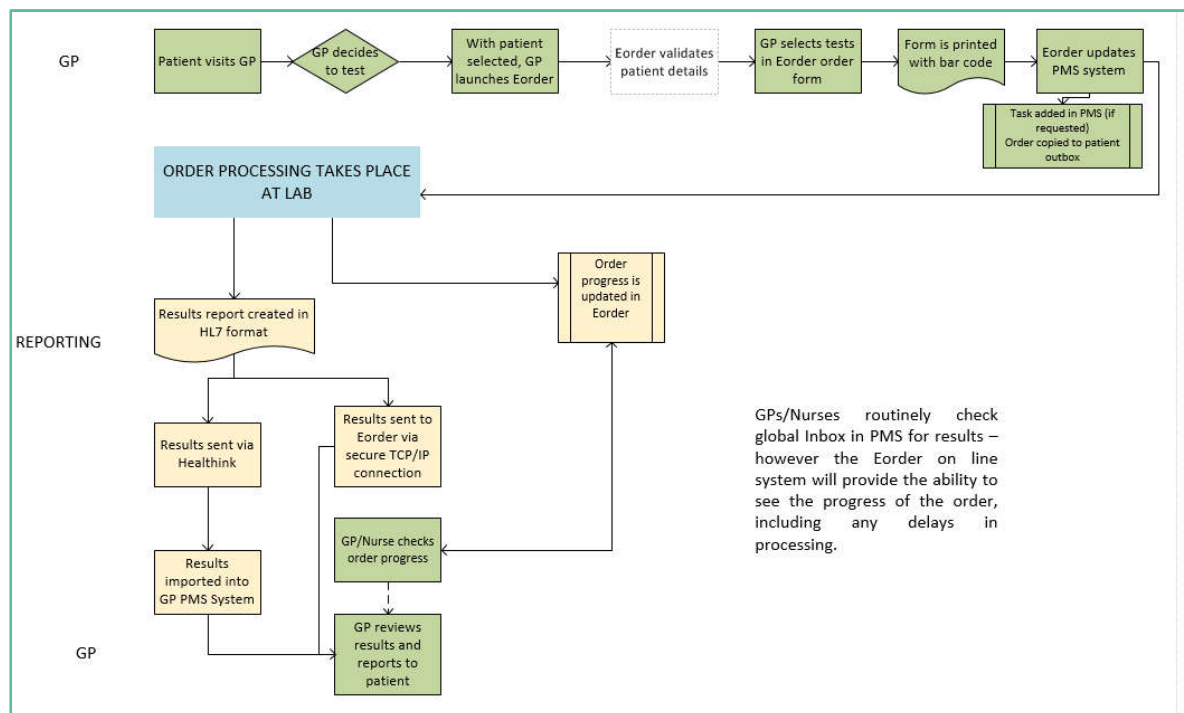
- 1.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

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 Amending or Cancelling Orders

- 4.1.1 The eOrder web form enables you to amend or cancel orders and request additional tests after the sample has been processed.

4.2 Making Changes Before Sample Processing

- 4.2.1 If the Test Type displays in Green in the left panel, it indicates that the laboratory has not yet received the samples, and you will be able to amend or Cancel the form yourself.
- 4.2.2 If the Test Type displays in a colour other than green, it means that the laboratory has received samples and begun processing them.
- 4.2.3 You cannot then amend or cancel an order from within the eOrder system. You will need to contact the laboratory directly with your request.

4.3 To Cancel an Order

- 4.3.1 Check that the Test Type you wish to cancel is showing in green.

Order created by	Department	Placer Order #	Placer Group #	Priority	Order Location	Requestor	Specimen Collected
Production, CPN-Verification	CH	EC00006126ORD-STU	EC00006126	Routine	Your Medical Practice (F99999-8)	Dr DOOLITTLE Barnaby	27/07/18 10:46

- 4.3.2 Click on the Order.

- 4.3.3 The Order details screen will open with three new tabs in the top right hand corner.

Order created by	Department	Placer Order #	Placer Group #	Priority	Order Location	Requestor	Specimen Collected
Production, CPN-Verification	CH	EC00006126ORD-STU	EC00006126	Routine	Your Medical Practice (F99999-8)	Dr DOOLITTLE Barnaby	27/07/18 10:46

- 4.3.4 Click on the Cancel Tab.

- 4.3.5 In the Cancellation screen, eOrder shows the option to cancel all items or individual items.

- 4.3.6 At the present time, this function is **not working**. You can **ONLY cancel the entire order**.

- 4.3.7 If you need to cancel individual items, you will need to **cancel the entire order and create a new order**.

4.3.8 You will need to enter a reason for the cancellation.

4.3.9 You can choose a reason using the drop down.

A screenshot of a web form for cancelling an order. At the top, there are radio buttons for 'all items in this order' (selected) and 'the items selected below'. Below these are checkboxes for 'LH' and 'Iron Studies with Ferritin'. A label 'Choose a cancellation reason' is followed by a dropdown menu showing 'Test previously ordered within the last 48 hours'. A green box highlights the dropdown arrow. To the right is an 'Add' button.

4.3.10 Click on your choice, then click the Add button on the right.

4.3.11 The reason will be displayed in the Edit screen.

A screenshot of the 'Edit the reason' screen. It shows the same dropdown menu with 'Test previously ordered within the last 48 hours' selected. Below the dropdown, the same text is displayed in a larger text area. An 'Add' button is to the right of the dropdown.

4.3.12 If your reason is not available in the drop down list, leave the Choose field blank, and type the reason into the Edit field.

A screenshot of the cancellation reason selection interface. The dropdown menu shows '-- Choose a reason --'. Below it, the text 'Testing only' is entered into the 'Edit the reason' field.

4.3.13 To continue, click on the Yes button in the bottom right hand corner.

4.3.14 The eOrder system will update in the left panel to show the test with a line through it, showing that it is cancelled, and the reason for cancellation will be displayed in the right hand panel.

A screenshot of the eOrder system interface. On the left, a list of reports is shown, with 'TEST, Greg (ZZZ0016)' selected. The main panel shows two order entries. The first entry, 'LH', is marked as 'Order cancelled.' with a 'Cancellation Reason: testing only'. The second entry, 'Iron Studies with Ferritin', is also marked as 'Order cancelled.' with a 'Cancellation Reason: testing only'. Both entries show details like 'Order created by', 'Department', 'Placer Order #', 'Placer Group #', 'Priority', 'Order Location', and 'Requestor'.

4.4 To Add an Item to an Order

4.4.1 Put the patient on the palette as usual, and click on the eOrder icon.

4.4.2 Click on the View Results tab in the bottom left corner.

4.4.3 With the Results pane open, click on the order you wish to amend.

The screenshot shows the 'Observation Details' tab in the eOrder system. The 'LH' order is selected, and the 'Amend' button is highlighted in the top right corner. The order details include: Order created by: Production, CPH-Verification; Department: CH; Placer Order #: EC00006126ORD-LH; Placer Group #: EC00006126; Priority: Routine; Order Location: Your Medical Practice (F99999-8); Requestor: Dr DOOLITTLE Barnaby; Specimen Collected: 27/07/18 10:46. The order status is 'Order sent and accepted. Awaiting further confirmation.'

4.4.4 The form will open the Order details page with three tabs visible in the top right hand corner.

4.4.5 Click on the Amend tab.

4.4.6 You will need to insert a reason for the change.

4.4.7 Either select from the drop down and click on the ADD button to the right.

The screenshot shows the 'Choose a reason for the amendment' form. The 'Add missing test' option is selected in the dropdown menu, and the 'Add' button is visible. The 'Edit the reason' field is also present.

4.4.8 Or you can free text type into the Edit the Reason field.

The screenshot shows the 'Choose a reason for the amendment' form. The 'Edit the reason' field is populated with the text 'Urine missed off'.

4.4.9 Then click on the Submit button in the bottom right hand corner.

The screenshot shows the 'Submit' and 'Back' buttons.

4.4.10 eOrder will open the Tests Selection screen.

4.4.11 Tick the tests as usual, then click on the next button.

4.4.12 eOrder will display the draft order with the extra test(s) added.

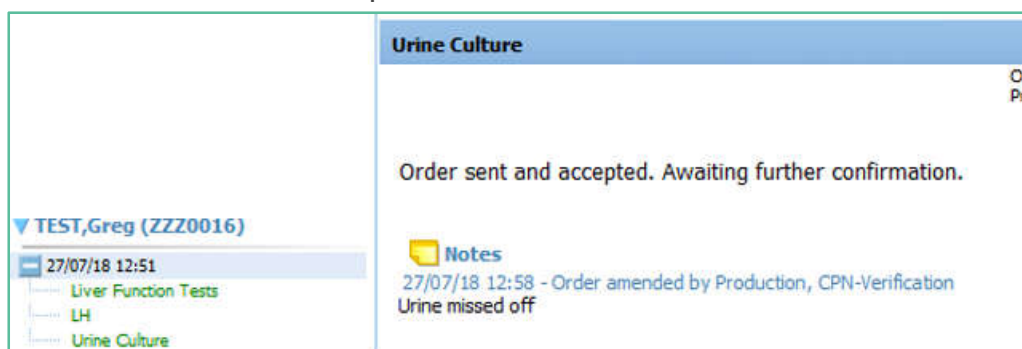
The screenshot shows the 'Draft order' screen. The 'Testing requested' section includes 'Liver Function Tests' and 'Urine Microbiology'. The 'Urine Microbiology' section is expanded, showing 'Current antibiotics?' with 'ampicillin' selected and 'Urine site' with 'Mid Stream Urine' selected. The 'Specimens to be collected (Tube, source)' section includes 'Random Urine Container, Urine' and 'Yellow (SST), Venous'.

4.4.13 Click on the Place Order in the bottom right corner button as usual.

4.4.14 The order will be updated in the laboratory system.

4.4.15 To check this, click on the Results Tab.

- 4.4.16 The order will now show all tests in the left panel, and a note explaining the amendment is shown in the order detail panel.

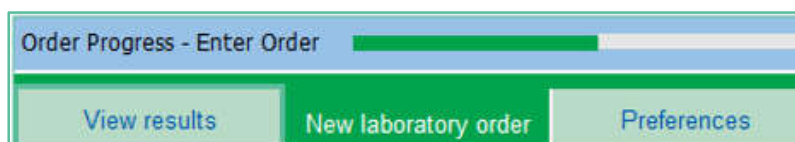


4.5 To Remove an Item from an Order

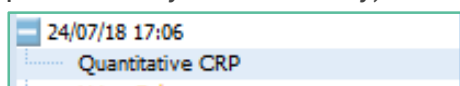
- 4.5.1 Currently there is no way to remove a single item from an eOrder.
- 4.5.2 You would need to cancel the entire eOrder, and create a new one.
- 4.5.3 This has been acknowledged as a problem and is being worked on.

4.6 To Amend an Order after results are received

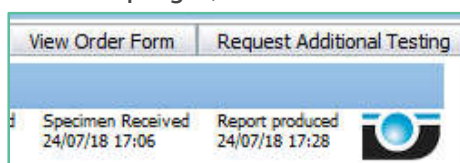
- 4.6.1 If you need to request a further test or tests on a sample which has already been processed by the laboratory, start by opening the eOrder web form with the patient on the palette as usual.
- 4.6.2 Click on the View Results tab in the bottom left hand corner.



- 4.6.3 In the Results list, check that the order is in black, red or orange (showing that it has been processed by the laboratory), then click on it.



- 4.6.4 On the top right, the eOrder form will then display the Request Additional Testing Tab.



- 4.6.5 Click on the tab to open the order screen.
- 4.6.6 Points to note:
- 4.6.7 The eOrder form will ONLY permit you to select tests for which the existing sample is valid.
- 4.6.8 If the sample type is not suitable or is out of date, the test will be greyed out and you will not be able to select it.

4.6.9 If a test is required **urgently**, you should **phone the request through to the laboratory**.

The screenshot shows the 'Additional' tab selected in the 'Standard Lab Form'. The form is divided into three main columns: Biochemistry, Haematology, and Microbiology. Each column has a list of tests with checkboxes and radio buttons. The 'Biochemistry' column includes tests like Lipid Test, Liver Function Tests, Alkaline Phosphatase, GGT, ALT, TSH, Electrolytes (NA/K), Creatinine, Uric Acid, Calcium/phosphate, PSA, LH, FSH, Progesterone, Oestradiol, and CVRA profile. The 'Haematology' column includes Complete Blood Count, Iron Studies with Ferritin, Ferritin, Vit B12 And Folate, INR Prothrombin Ratio, INR - Dosed via INR Online, and a sub-section for Antenatal tests (1st Antenatal screen & HIV, 1st Antenatal screen no HIV, Subsequent Antenatal, Glucose Challenge 50g, HCG Pregnancy). The 'Immunology' column includes CRP, Rheumatoid Factor, Coeliac Screen, and EBV. The 'Microbiology' column includes 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, and Sputum Bacterial Culture. The 'Diabetes' section is highlighted at the bottom.

4.6.10 Tick the Additional Tests you require, then click on Next as usual.

4.6.11 The Draft Order will be displayed as usual for you to check.

4.6.12 Click on Place Order to finish.

4.6.13 The Additional Test request is emailed automatically to the laboratory.

4.6.14 The Additional Tests will show in the eOrder form as usual, and will be listed with the original order.

The screenshot shows the 'Additional Tests' section in the eOrder form. It displays a list of tests with their status: Quantitative CRP (checked), Urine Culture (checked), Electrolytes (NA/K) (checked), and Iron Studies with Ferritin (checked). The tests are listed with their respective dates and times.


4.7 Results Pane controls (this may need to go with the results info)

4.7.1 The Results Pane can display the list of Results in a number of ways and groups to facilitate interpretation.

4.8 Show/hide Test names

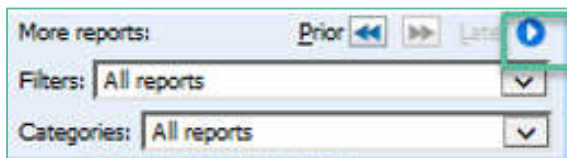
4.8.1 In the example below, some results are displayed expanded to show the test name.

The screenshot shows the 'Recent Data' pane in the eOrder form. It displays a list of results with their status: Blood Culture (checked), General Micro (checked), and Blood Culture (checked). The results are listed with their respective dates and times.

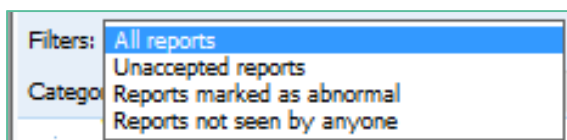
- 4.8.2 If a Result has the Cross-sign next to it and is thus showing just the date, you can click on the cross  to expand to see the test name.

4.9 Filter Controls

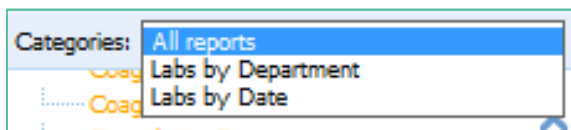
- 4.9.1 Results can be filtered into subsets.
- 4.9.2 To open the Filter field, click on the blue arrow icon in the left pane.
- 4.9.3 The Filter controls will be displayed.



- 4.9.4 Click on the Filter drop down arrow.

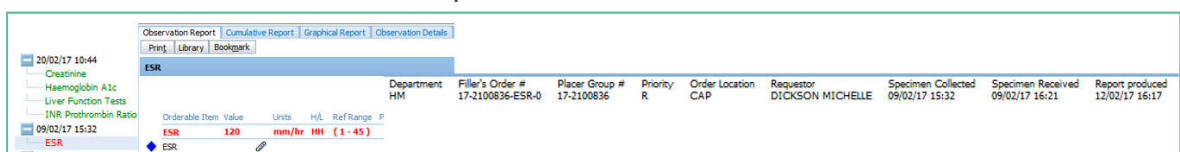


- 4.9.5 This filter is particularly useful as it allows you to view just the abnormal results, but it can also help you to ensure that results have been viewed.
- 4.9.6 The Categories filter allows you to filter based on Department or Date.



4.10 Result Details

- 4.10.1 To view the detail of any order, click on it in the left panel.
- 4.10.2 The detail will then be displayed in the right hand panel.
- 4.10.3 The first tab is the Observation Report.



4.10.4 More Detail about the test can be viewed on the Observation Details Tab.

Patient Details		Patient Encounters		Report Details		Audit		History	
Coagulation									
Order Details					Order Processing Details				
Order facility	SCL	Facility	Wellington SCL						
Observation code	DOS	Filler's order number	17-2100768-DOS-0						
Requestor	DICKSON MICHELLE (DICMW)	Specimen received	08/02/17 11:02						
Service ID	HM	Report issue date	08/02/17 11:19						
Service description	HM	Report received date	08/02/17 11:19						
Priority	R	Additional info 1							
Ordered date	08/02/17 00:00	Additional info 2							
Specimen collection date	08/02/17 11:00								
Order ID	17-2100768								
Placer order number									
Encounter number									
Report class	O								
Order location	CAP								
Entering organisation									
Client									
Report Access					Report Acceptance Details				
Copies sent to					Report accepted Y				
Clinical information					Report status I				
Notes									

4.10.5 The eOrder system provides an Audit log so that you can see who has viewed the result. Click on the Audit tab.

Patient Details Patient Encounters Report Details Audit History				
Coagulation				
Audit Information				
Date	Event	User Code	Additional Information	
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ		
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ		
20/02/17 11:52	Viewed by Production, CPN-Verification	96ZZZZ		
08/02/17 11:19	Report received by Eclair			

4.10.6 The History tab collates the latest report data and the Audit log.

Patient Details

Patient Encounters

Report Details

Audit

History

Coagulation

Report Audit Information

Date	Event	User Code	Additional Information
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
20/02/17 11:52	Viewed by Production, CPN-Verification	96ZZZZ	
08/02/17 11:19	Report received by Eclair		

Latest report received 08/02/17 11:19

Orderable Item	Value	Units	H/L	Ref Range	Perf. Lab
◇ Prothrombin Time	11.2				
◇ INR	2.3				
◇ INR Dose (mg)	pending				
◇ Next Test	pending				
◇ INROnline - Lab to dose	Result To Follow				

INROnline - Lab to dose

Dosed by Lab.

The normal reference range applies to non-anticoagulated patients.

Coagulation

Order Audit Information

Date	Event	User Code	Additional Information
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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

Refer to User Guide Appendix A for additional information.