eOrder

Online Laboratory Ordering

User Guide — How to order labtests online in MyPractice /

Patient Mismatch

TABLE OF CONTENTS

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.
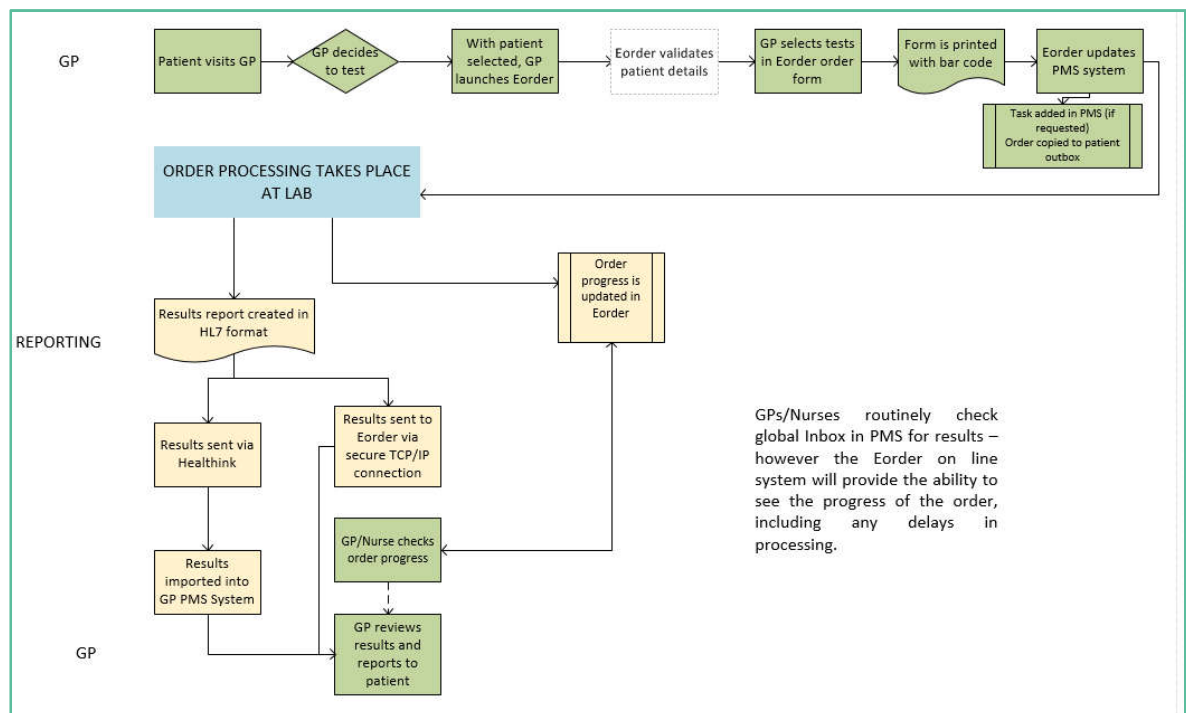
3   **Pre-Requisites**

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   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 that patient is already known to the laboratory system.

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

4.1.3   In this example, the PMS patient is being matched to a patient known to the eOrder system but because your patient has no NHI, you are being asked to confirm the patient details.

4.1.4   So you would EITHER

4.1.5   confirm that the details in MyPractice are correct, then click on the "Continue creating the PMS patient" OR

4.1.6   Choose one of the entries in the list in the lower panel and click on that patient.

4.1.7   The details held in the eOrder system will be updated to match what is in MyPractice.

4.1.8   In the following example, the eOrder form has found a patient whose name and NHI match what is in MyPractice, but whose Date of Birth is different.

4.1.9   Once again, the eOrder form asks you to check and confirm which is correct, and advises that if you choose the PMS details, these will overwrite those already held in the eOrder system.

Create Order

⚠ The patient information in your PMS conflicts with the information in Eclair for this NHI.

Information from your PMS:

	NHI	First name	Last name	Date of birth	Sex	Age	Address
👤	ZZZ0016	Greg	Test	20 Dec 2015	M	2y 4m	15 Main St, St Albans, Auckland

Information from Eclair:

	NHI	First name	Last name	Date of birth	Sex	Age	Address
👤	ZZZ0016	Greg	Test	20 Nov 1961	M	56y	15 Main St, St Albans, Auckland

There is a difference in the patient's date of birth.

Value from your PMS: **20/12/15**
Value already in Eclair: **20/11/61**

Use the buttons below to decide which information to use on this order. Note: using the information from your PMS will update the records in Eclair.

[Use PMS Details]   [Use Eclair Details]   [Cancel]

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.