



## Online Laboratory Ordering

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User Guide – How to order labtests online in Indici /

Amending or Cancelling Orders

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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

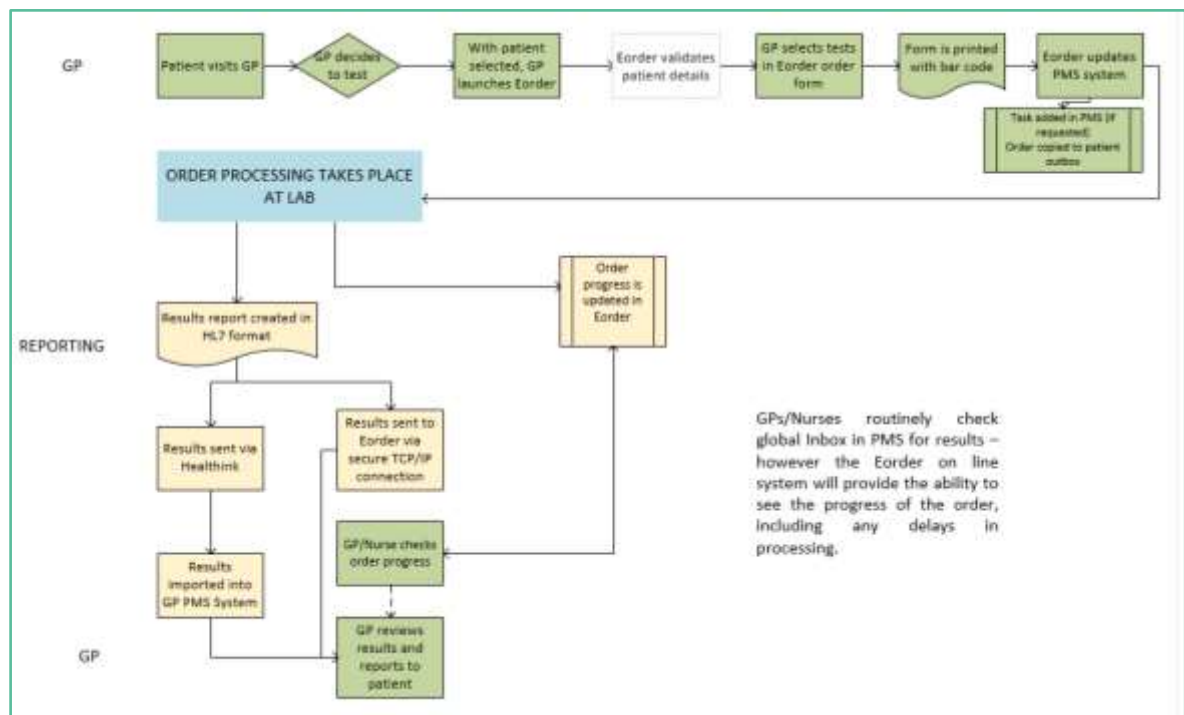
This information applies to any Healthcare Professionals who use the **Indici** Practice Management System.

## 1.3 Definitions

<b>PMS</b>	Practice Management System (Indici)
<b>eOrder</b>	Web ordering form
<b>Icon</b>	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 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 is displayed 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 is displayed in a colour **other than** green, it means that the laboratory has received samples and begun processing them.

4.2.3 You cannot then Cancel an order yourself and would need to call the laboratory.

### 4.3 To Cancel an Order

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

Recent Data Categories Refine Observation Report Cumulative Report Graphical Report Observation Details

All reports displayed

TEST, Greg (ZZZ0016)

- 27/07/18 10:46 LH
- 25/07/18 10:32 Iron Studies with Ferritin
- 24/07/18 17:06 Quantitative CRP
- 24/07/18 17:06 Urine Culture
- 24/07/18 17:06 Electrolytes (NA/K)
- 24/07/18 17:06 Iron Studies with Ferritin
- 24/07/18 17:06 Treponemal Serology

Order created by: Production, CPN-Verification Department: CH Placer Order #: EC00006126ORD-LH Placer Group #: EC00006126 Priority: Routine Order Location: Your Medical Practice (P99999-B) Requestor: Dr DOOLITTLE Barnaby Specimen Collected: 27/07/18 10:46

Order sent and accepted. Awaiting further confirmation.

Iron Studies with Ferritin

Order created by: Production, CPN-Verification Department: CH Placer Order #: EC00006126ORD-STU Placer Group #: EC00006126 Priority: Routine Order Location: Your Medical Practice (P99999-B) Requestor: Dr DOOLITTLE Barnaby Specimen Collected: 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.

Recent Data Categories Refine Observation Report Cumulative Report Graphical Report Observation Details

All reports displayed

TEST, Greg (ZZZ0016)

- 27/07/18 10:46 LH
- 25/07/18 10:32 Iron Studies with Ferritin
- 24/07/18 17:06 Quantitative CRP
- 24/07/18 17:06 Urine Culture
- 24/07/18 17:06 Electrolytes (NA/K)
- 24/07/18 17:06 Iron Studies with Ferritin
- 24/07/18 17:06 Treponemal Serology

Order created by: Production, CPN-Verification Department: CH Placer Order #: EC00006126ORD-LH Placer Group #: EC00006126 Priority: Routine Order Location: Your Medical Practice (P99999-B) Requestor: Dr DOOLITTLE Barnaby Specimen Collected: 27/07/18 10:46

Order sent and accepted. Awaiting further confirmation.

Iron Studies with Ferritin

Order created by: Production, CPN-Verification Department: CH Placer Order #: EC00006126ORD-STU Placer Group #: EC00006126 Priority: Routine Order Location: Your Medical Practice (P99999-B) Requestor: Dr DOOLITTLE Barnaby Specimen Collected: 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 selecting a cancellation reason. At the top, there are three radio buttons: "all items in this order" (selected), "the items selected below", and "LH Iron Studies with Ferritin". Below these is a text input field labeled "Choose a cancellation reason" containing the text "Test previously ordered within the last 48 hours". To the right of this field is a dropdown arrow, which is highlighted with a green box. Further 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 a text input field labeled "Choose a cancellation reason" with the same text "Test previously ordered within the last 48 hours". Below this is a larger text area labeled "Edit the reason" which also contains the same text. An "Add" button is visible on the right.

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 "Edit the reason" screen. The "Choose a cancellation reason" field shows "-- Choose a reason --". The "Edit the reason" text area contains the text "Testing only".

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 main interface. On the left, a list of reports is shown under the heading "All reports displayed". The report "TEST, Greg (ZZZ0016)" is expanded, showing a list of tests. The test "Iron Studies with Ferritin" is highlighted with a green box and has a line through it, indicating it is cancelled. On the right, a table displays order details for "LH" and "Iron Studies with Ferritin". The table has columns for "Order created by", "Department", "Placer Order #", "Placer Group #", "Priority", "Order Location", and "Requestor". The "Order cancelled." status is highlighted with a green box, and the "Cancellation Reason" is "testing only".

## 4.4 To Add an Item to an Order before Samples are Collected.

4.4.1 Select the patient as usual, and open the eOrder web form.

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

4.4.3 The order itself will be shown in green on the left.

4.4.4 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-E); Requestor: Dr DOOLITTLE Barnaby; Specimen Collected: 27/07/18 10:46. The order status is 'Order sent and accepted. Awaiting further confirmation.'

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

4.4.6 Click on the Amend tab.

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

4.4.8 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.

4.4.9 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'.

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

The screenshot shows the bottom right corner of the form, with the 'Submit' and 'Back' buttons visible.

4.4.11 eOrder will open the Tests Selection screen.

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

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

The screenshot shows the 'Draft order' screen. The 'Liver Function Tests' and 'Urine Microbiology' tests are listed. The 'Urine Microbiology' test is selected, and the 'Mid Stream Urine' specimen is specified. The 'Specimens to be collected (Tube, source)' field shows 'Random Urine Container, Urine' and 'Yellow (SST), Venous'.

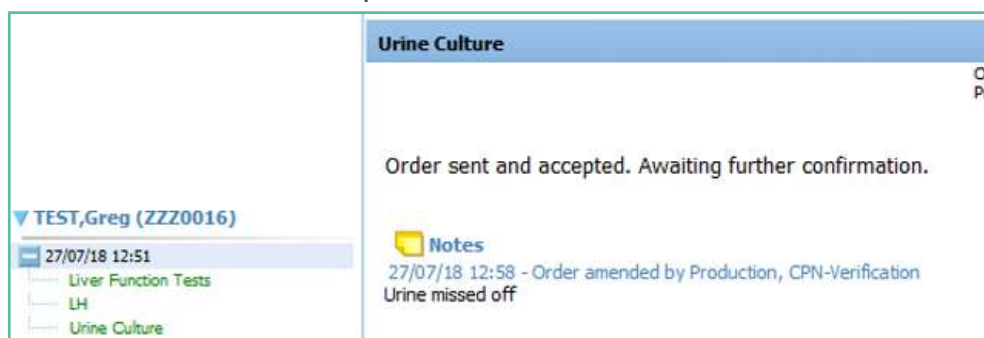
4.4.14 Click on the Place Order in the bottom right corner button as usual.

4.4.15 The order will be updated in the laboratory system.

4.4.16 To check this, click on the Results Tab.



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

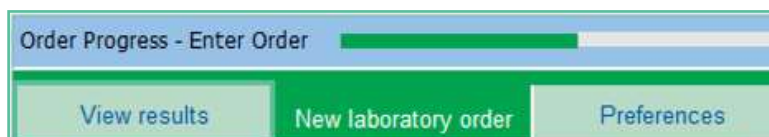


## 4.5 To Remove an Item from an Order.

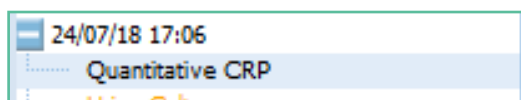
- 4.5.1 Currently there is **no** way to remove a single item from an eOrder.
- 4.5.2 You would need to cancel the entire eOrder, and create a new one.
- 4.5.3 This has been acknowledged as a problem and is being worked on.

## 4.6 To Amend an Order after results are received.

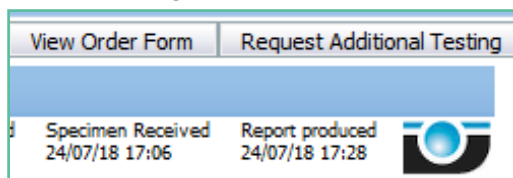
- 4.6.1 If you need to request a further test or tests on a sample which has already been processed by the laboratory, start by opening the eOrder web form from the Consultation screen as usual.
- 4.6.2 Click on the View Results tab in the bottom left hand corner.



- 4.6.3 In the Results list, check that the order is in black, red or orange (showing that the samples have been received by the laboratory and processing has started), 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:

- The eOrder form will ONLY permit you to select tests for which the existing sample is valid.
- 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.
- If a test is required **urgently**, you should **phone the request through to the laboratory**.

The screenshot shows the eOrder form with several tabs at the top: Standard Lab Form, Less Frequent Form, Histology Form, Cytology/Micro Form, Antenatal Form, and Additional. The 'Additional' tab is selected, displaying three columns of tests: Biochemistry, Haematology, and Microbiology. Each column has a list of tests with checkboxes. Some tests are highlighted in blue, indicating they are selected. 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 CytA profile. The Haematology column includes Complete Blood Count, Iron Studies with Ferritin, Ferritin, Vt B12 And Folate, INR Prothrombin Ratio, INR - Dosed via INR Online, Antenatal (1st and 2nd), and Immunology (CRP, Rheumatoid Factor, Coeliac Screen, 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.

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

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

4.6.9 Click on Place Order to finish.

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

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

The screenshot shows the Draft Order form with a list of tests. The tests are: Quantitative CRP, Urine Culture, Electrolytes (NA/K), and Iron Studies with Ferritin. The 'Electrolytes (NA/K)' and 'Iron Studies with Ferritin' tests are highlighted in green, indicating they are selected.


#### 4.7 Results Pane controls

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

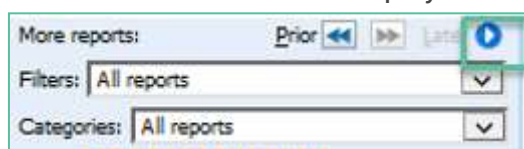
4.8.1 In the example below, some results are displayed expanded to show the test name.

The screenshot shows the Results Pane with a list of reports. The reports are: 27/07/18 12:44 Blood Culture, 26/07/18 15:15 Blood Culture, 26/07/18 15:13 Blood Culture, 26/07/18 11:16 General Micro, 25/07/18 11:04 Blood Culture, and 25/07/18 09:30 Blood Culture. The '26/07/18 15:13 Blood Culture' report is expanded to show the test name 'Blood Culture'.

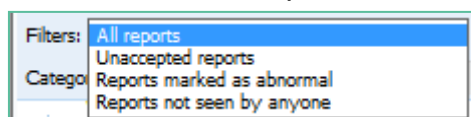
- 4.8.2 If a Result has the Cross sign next to it and is thus showing just the date, you can click on the cross  to expand to see the test name.

## 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.

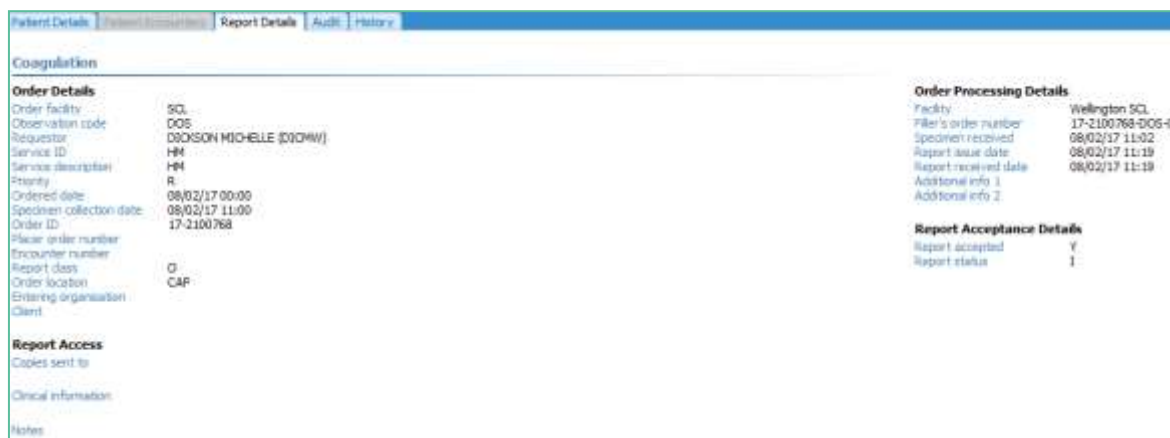


## 4.10 Result Details

- 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.



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 <b>Audit</b> History			
<b>Coagulation</b>			
Audit Information		User Code	Additional Information
Date	Event		
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 <b>Audit</b> History			
<b>Coagulation</b>			
Report Audit Information		User Code	Additional Information
Date	Event		
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	Ref Range Post Lab
Prothrombin Time	11.2		
<b>INR</b>	<b>2.3</b>		
DNR Dose (mg)	pending		
Next Test	pending		
DNR Online - Lab to dose	Result To Follow		
DNR Online - Lab to dose			
Dosed by Lab.			
The normal reference range applies to non-anticoagulated patients.			
<b>Coagulation</b>			
Order Audit Information		User Code	Additional Information
Date	Event		

## 5 Support

### 5.1 Support Contact Details

For support and assistance please contact our eOrder team

Website: [www.eorder.co.nz](http://www.eorder.co.nz)

Phone: 0508 37 37 83

Email: [helpdesk@eorder.co.nz](mailto:helpdesk@eorder.co.nz)  
[enquires@eorder.co.nz](mailto:enquires@eorder.co.nz)

### 5.2 eOrders helpdesk hours

Monday to Friday

7am – 6pm