eOrder

Online Laboratory Ordering

User Guide — How to order labtests online in Indici /

Using Help

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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.
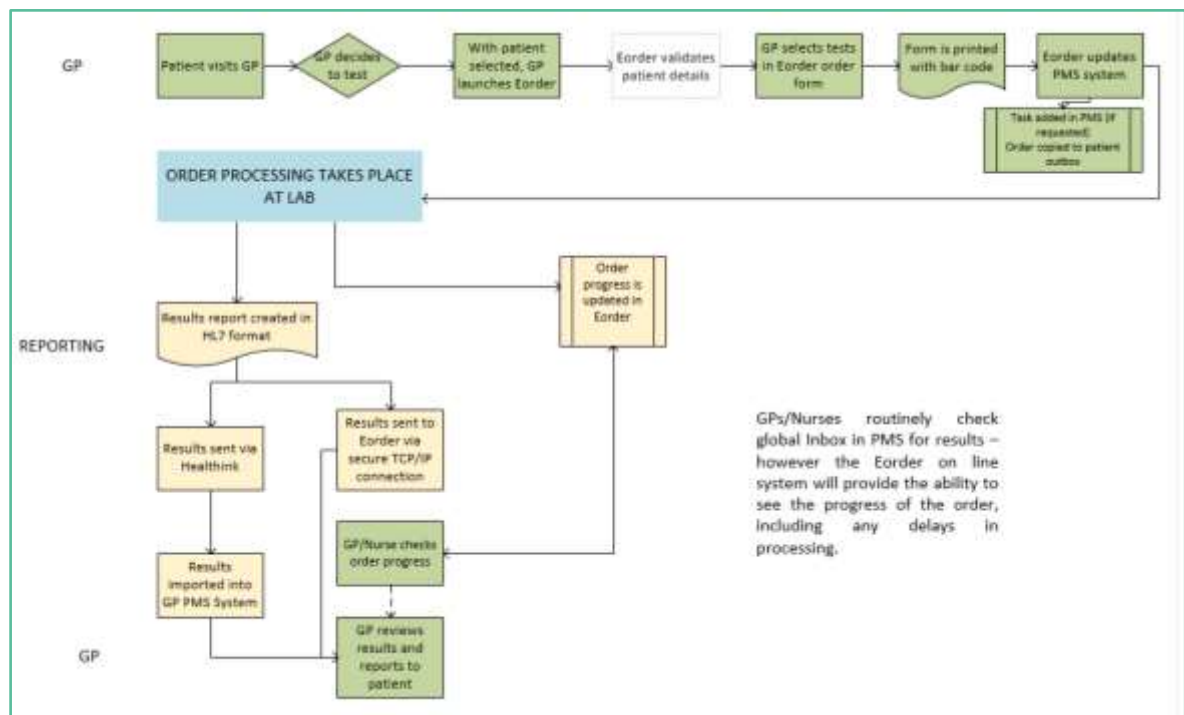
3   Pre-Requisites

3.1   Access for Users
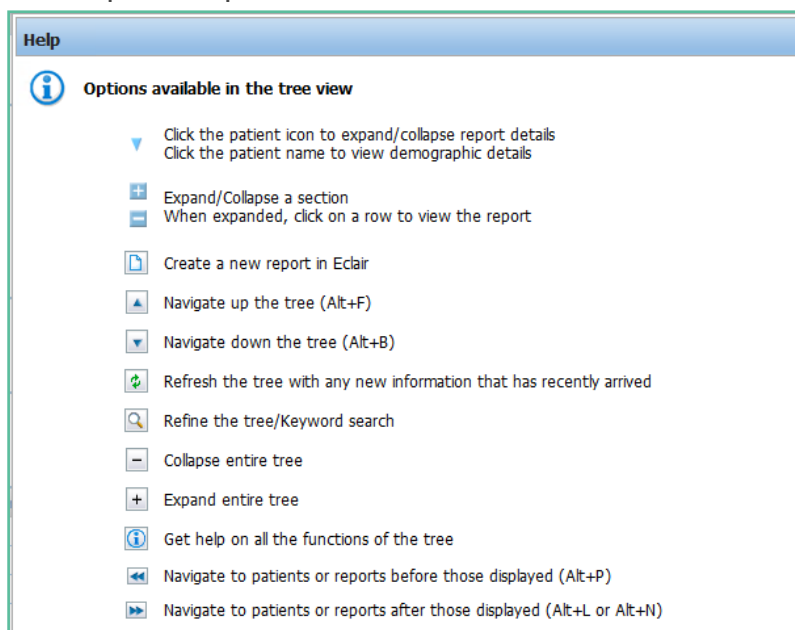
3.1.1   The eOrder system is a secure system. Access is strictly controlled and limited to Healthcare Professionals.

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.
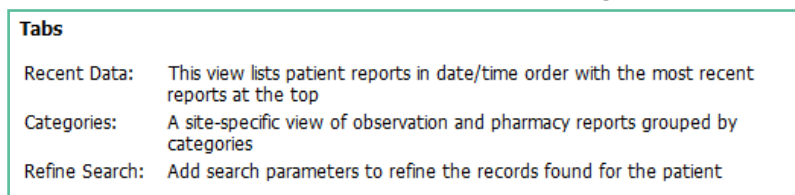
3.2   Computer Setups

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   Using Help

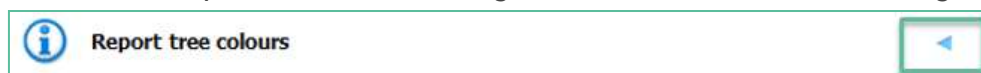4.1.1   The Help icon expands to show what each of the controls does.

4.1.2   The Tabs in the left pane provide the following options:

Tabs

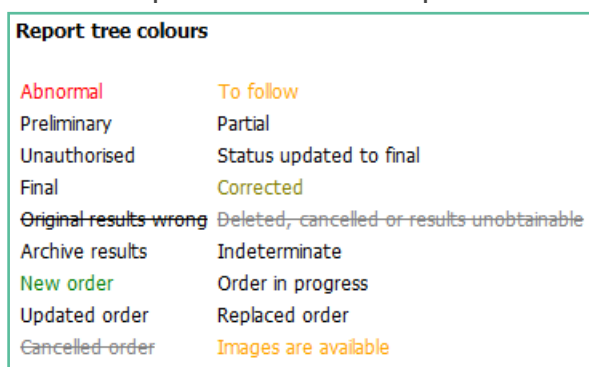|	
Recent Data:	This view lists patient reports in date/time order with the most recent reports at the top
Categories:	A site-specific view of observation and pharmacy reports grouped by categories
Refine Search:	Add search parameters to refine the records found for the patient

4.2   Order Status Colours

4.2.1   To View the Report Tree colour coding, click on the blue arrow on the right hand side.

4.2.2   This will expand to show the Report Status colours.

Report tree colours

Abnormal	To follow
Preliminary	Partial
Unauthorised	Status updated to final
Final	Corrected
Original results wrong	Deleted, cancelled or results unobtainable
Archive results	Indeterminate
New order	Order in progress
Updated order	Replaced order
Cancelled order	Images are available

4.2.3　If you prefer to use shortcut keys rather than the mouse, a number of shortcut keys have been configured. To view the list of shortcut keys, click on the blue arrow to the right of the Access Keys heading which will expand the list.

ⓘ Access Keys ▼

You can access certain functions on the results display pages via the keyboard as well as the mouse.

The available hotkeys have been configured as shown in the table below. You can press Alt and the underlined character at the same time to choose the function required.

For example, press Alt+c to add a comment to the report being viewed.

Function	Accelerator
Forward	F
Backward	B
Previous/Prior	P
Later/Next	L/N
Print	T
Accept	A
Unaccept	U
Refer	E
Comment	C
Bookmark	M
Reassign	R
Phone	H

If you have access to the IE menu bar, you can access these items by pressing the Alt key first to display the underlined characters, then press the character required separately.

For example, press Alt then f to access the IE File menu.

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