



Online Laboratory Ordering

User Guide Appendix A— How to order labtests online in MyPractice.

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Document Properties

2.1 Purpose

- 2.1.1 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.
- 2.1.2 This includes:
- 2.1.3 The ordering process
- 2.1.4 The order life-cycle
- 2.1.5 Results

2.2 Scope

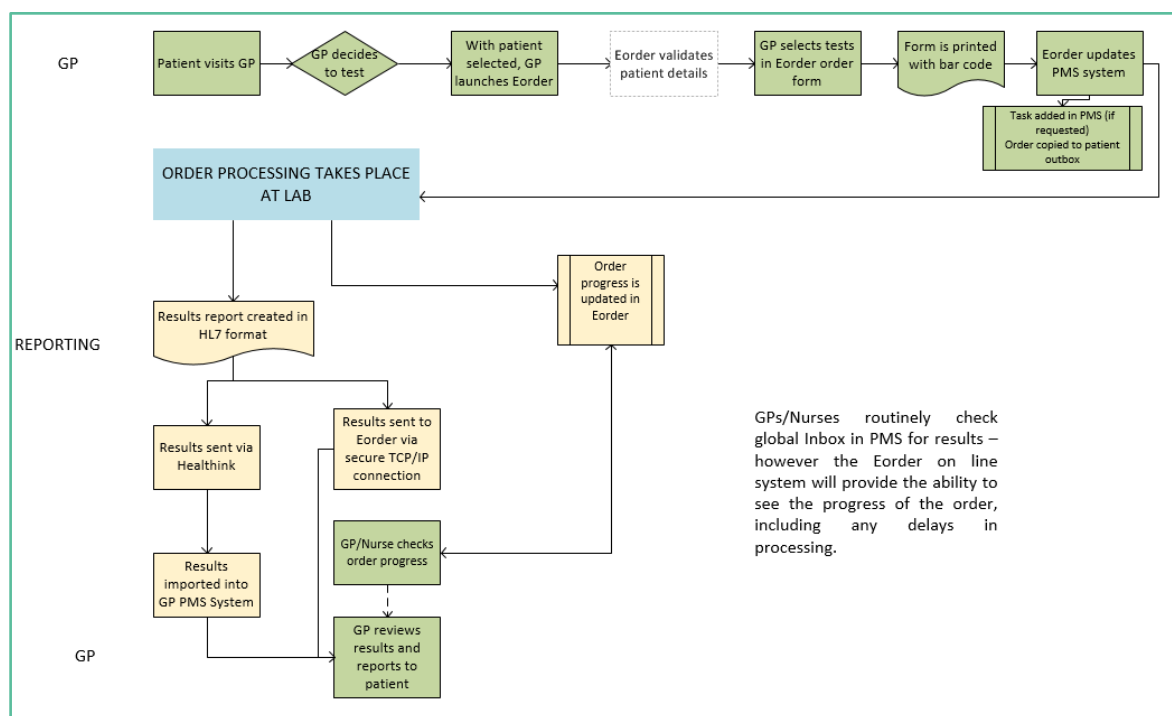
- 2.2.1 This document applies to any practice where the eOrder system is available and the practice is using MyPractice as its Patient Management System.

2.3 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

eOrder Overview

- 3.1.1 Ordering laboratory tests online using the eOrder web form in MyPractice is very similar to the current process.
- 3.1.2 The eOrder web form presents the most commonly requested tests in the standard tests screen, to facilitate the requestor's workflows.
- 3.1.3 Results are delivered back to the MyPractice inbox via Healthlink just as they are now.
- 3.1.4 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.
- 3.1.5 Frequently ordered groups of tests can be organised into a one-click screen, called the My Tab.
- 3.1.6 The flowchart shows how the eOrder progresses from GP to laboratory and how results return to the GP.



Pre-Requisites

4.1 Access for Users

- 4.1.1 The eOrder system is a secure system. Access is strictly controlled and limited to Healthcare Professionals.
- 4.1.2 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.
- 4.1.3 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.

4.2 Computer Setups

- 4.2.1 The eOrder system needs to be set-up, configured and tested at the practice.
- 4.2.2 Some changes to a user's computer settings may be required.
- 4.2.3 All setup instructions and requirements are explained in Appendix A at the end of this document.

Appendix A

5.1.1 This section contains information relating to setting up your computer and/or network printing settings.

5.1.2 Several of these settings require administrator access rights and it may therefore be necessary for these adjustments and setups to be done by your IT team.

5.2 Internet Settings

5.2.1 A fast Internet connection is desirable because the eOrder form is accessed via the web.

5.2.2 Internet Explorer Version 9 or higher is required.

5.2.3 If not properly configured, these settings will prevent the eOrder form from working or displaying correctly.

5.2.4 Windows Security updates or updates to Internet Explorer also may affect settings in Internet Explorer and cause problems on a system, which was previously working perfectly.

5.3 Trusted Site

5.3.1 If downloading the print control software, you will need to check or enable the following settings.

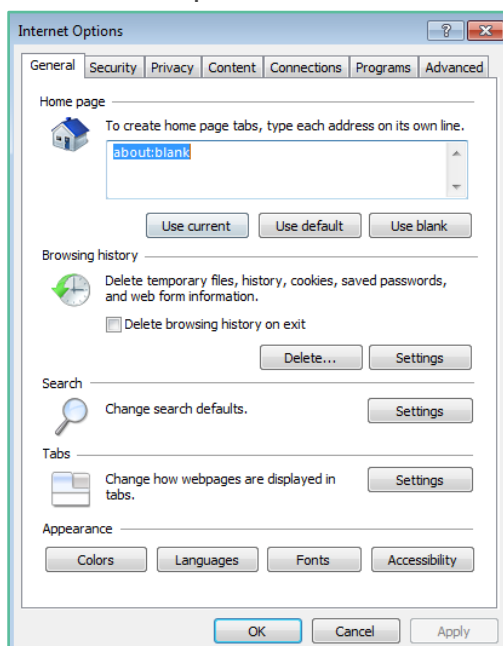
5.3.2 This should not be necessary if you are installing the print control software from a USB or network source.

5.3.3 To connect to the eOrder (Sysmex) website the eOrder website must be a trusted site.

5.3.4 To add the eOrder website to trusted sites, open Internet Explorer.

5.3.5 Click on the Tools Menu, and then click on Internet Options.

5.3.6 The Internet Options control screen will open.

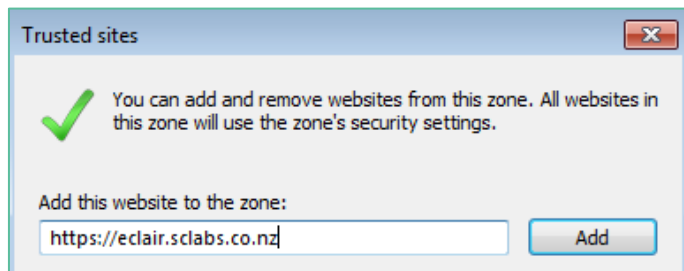


5.3.7 Click on the Security Tab.



5.3.8 Check that 'Trusted Sites' is highlighted, and then click on the Sites button.

5.3.9 Type the URL into the 'Add this Website' to the zone field.



5.3.10 Click on the Add button.

5.3.11 Click on Close.

5.3.12 In the Internet Options screen, click on OK.

5.3.13 Note: this setting is user specific.

5.3.14 Use Group Policy to add this website to the Trusted Sites list for all users.

5.4 Active X

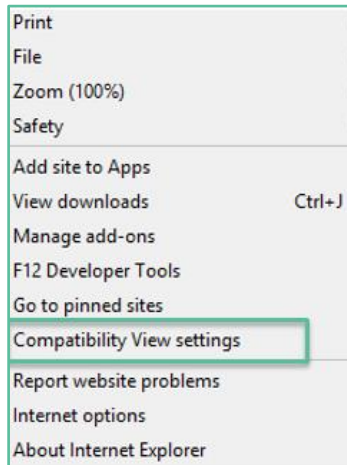
5.4.1 ActiveX settings should be the default settings for a trusted site.

5.5 Compatibility Mode

5.5.1 Ensure that compatibility mode is enabled.

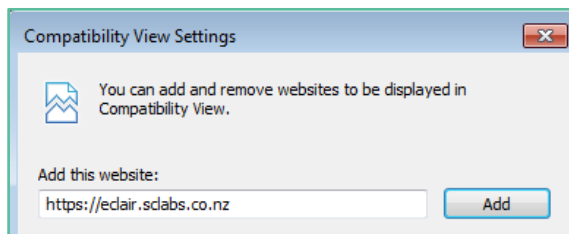
5.5.2 To set compatibility view, open Internet Explorer.

5.5.3 Click on the Tools Menu on the tool bar.

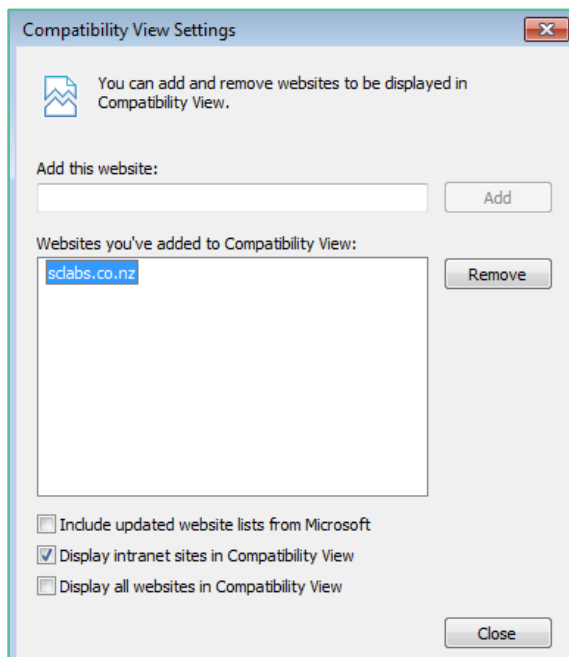


5.5.4 Click on Compatibility View Settings.

5.5.5 Type the URL into the 'Add this website' field.



5.5.6 Click on the ADD button.



5.5.7 Click on Close to finish.

5.5.8 Note: Internet explorer settings are user specific.

5.5.9 Use Group Policy to turn on Compatibility View or Enterprise Mode for this website for all users.

Support

6.1 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

6.2 eOrders helpdesk hours

Monday to Friday

7am – 6pm

Refer to User Guide for additional information.