

# eOrder

## Online Laboratory Ordering

---

User Guide – How to order labtests online in Medtech32 /

### **Getting Started**

# TABLE OF CONTENTS

---

<b>1</b>	<b>DOCUMENT PROPERTIES</b> .....	<b>2</b>
1.1	PURPOSE .....	2
1.2	SCOPE .....	2
1.3	DEFINITIONS.....	2
<b>2</b>	<b>EORDER OVERVIEW</b> .....	<b>3</b>
<b>3</b>	<b>PRE-REQUISITES</b> .....	<b>4</b>
3.1	ACCESS FOR USERS.....	4
3.2	COMPUTER SETUPS.....	4
<b>4</b>	<b>GETTING STARTED</b> .....	<b>5</b>
4.2	ACCESSING THE EORDER FORM IN MEDTECH32 .....	5
4.3	MISSING OR INCORRECT HPI .....	6
4.4	REQUESTOR NOT REGISTERED IN THE EORDER SYSTEM .....	6
4.5	INCORRECT NHI MESSAGE .....	7
<b>5</b>	<b>SUPPORT</b> .....	<b>8</b>
5.1	SUPPORT CONTACT DETAILS .....	8
5.2	EORDERS HELPDESK HOURS .....	8
	<b>REFER TO USER GUIDE APPENDIX A FOR ADDITIONAL INFORMATION</b> .....	<b>8</b>

# 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

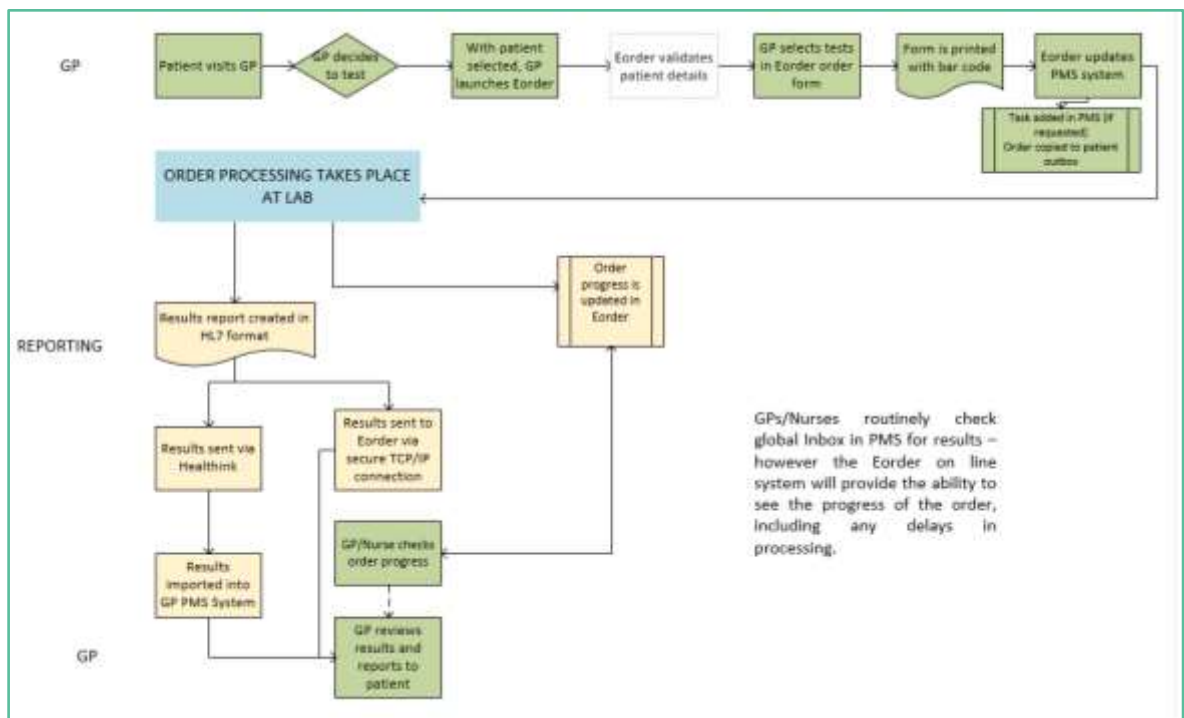
This information applies to any Healthcare Professionals who use the **Medtech32** Practice Management System.

## 1.3 Definitions

<b>PMS</b>	Practice Management System (Medtech32)
<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 **Medtech32** 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 Medtech32 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:
- 3.1.3 The practice name and HPI (Organisation) number
- 3.1.4 The names and HPI/CPN numbers of all healthcare professionals requiring access.
- 3.1.5 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.

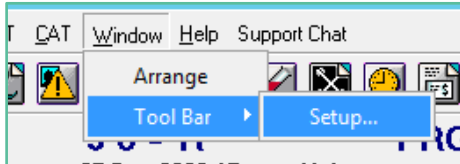
### 3.2 Computer Setups

- 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.

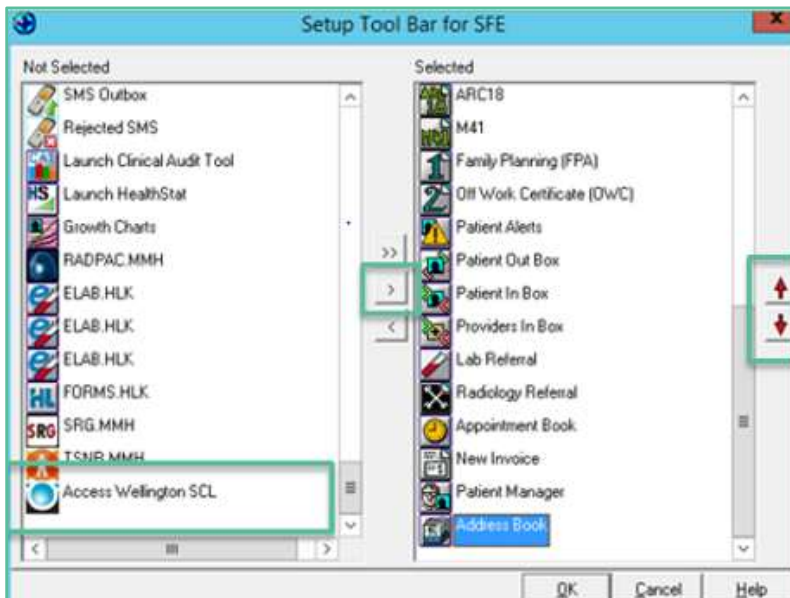
## 4 Getting Started

4.1.1 Screenshots in this section reproduced from Medtech32 with permission from Medtech Global Ltd. Your eOrder icon may look different depending on whereabouts in the country your practice is located.

4.1.2 To add the eOrder icon to your toolbar, click on Window – Toolbar – Setup.



4.1.3 Scroll down to find the Access Wellington SCL Icon in the left hand panel.



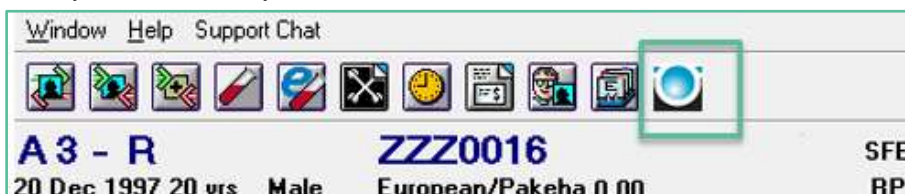
4.1.4 Then click on the right arrow to move the Icon into the right hand panel.

4.1.5 You can use the up/down arrows on the right hand side to move the icon to the left or right on your toolbar, so that it is optimum position for you.

4.1.6 Click on OK to finish.

## 4.2 Accessing the eOrder form in Medtech32

4.2.1 With patient on the palette, click on the eOrder icon on the toolbar.



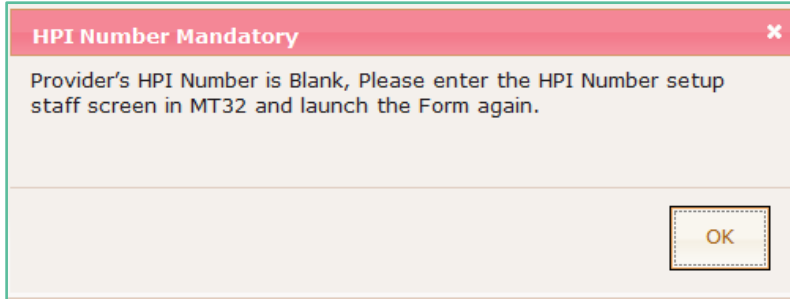
4.2.2 It is not necessary to have patient's medical notes open or a current encounter.

4.2.3 Alternatively, you can open the form from the Connected Care menu.

### 4.3 Missing or Incorrect HPI

4.3.1 Note: The logged in user must have a valid HPI entered in their PMS in order to access eOrder, and the HPI must also be recorded by Healthscope.

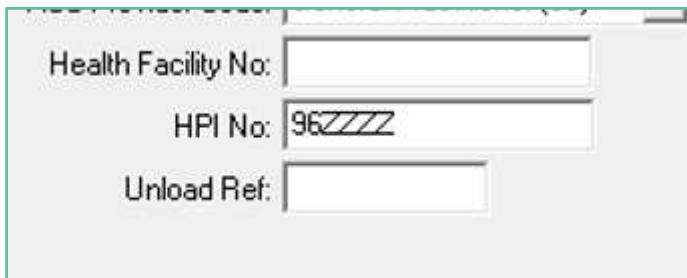
4.3.2 If the HPI is missing, the following message will display.



4.3.3 To check the HPI number in Medtech32, go to Setup – Staff – Members.

4.3.4 Double click on the staff member, then on the Provider tab.

4.3.5 The HPI number field is in the right hand column towards the bottom.

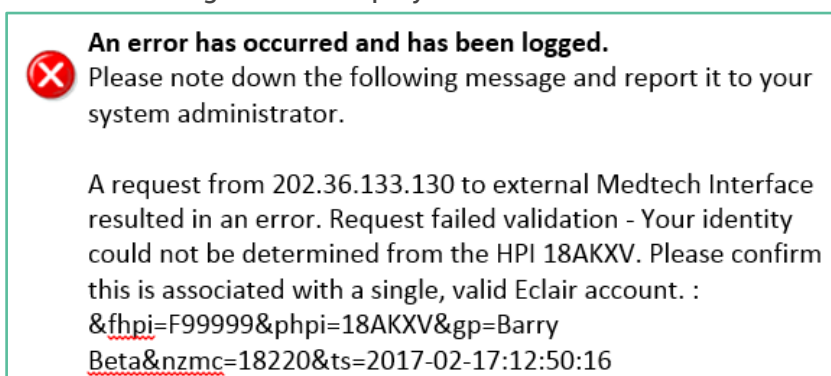


4.3.6 After adding or updating the number, click on OK.

4.3.7 Then restart the eOrder form.

### 4.4 Requestor not registered in the eOrder system

4.4.1 If the **requestor** or HPI entered in Medtech32 has not been set up in the eOrder system, an error message will be displayed as shown below:

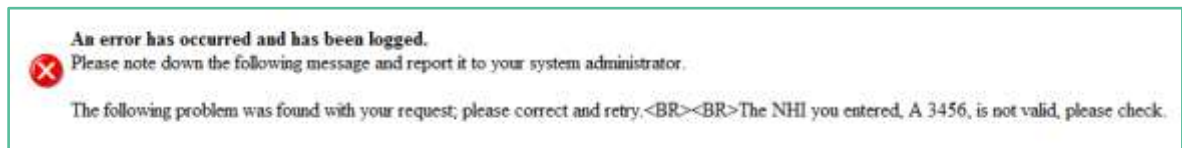


4.4.2 The login for the eOrder webpage is integrated so that it is not necessary for you to enter a separate username and password to access it.

4.4.3 Providing Medtech32 contains the required information, once you click on the eOrder icon, the eOrder form will open.

## 4.5 Incorrect NHI message

- 4.5.1 If the NHI entered in the **patient** record in Medtech32 fails validation, the eOrder form will display an error message.



- 4.5.2 If you make any correction, close and re-launch the eOrder web form before continuing.



## 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

**Refer to User Guide Appendix A for additional information**