

eOrder

Online Laboratory Ordering

User Guide – How to order labtests online in Medtech Evolution /

The eOrder Web Form – Order Details

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1 Document Properties

1.1 Purpose

This document explains how to order laboratory tests on line using the eOrder web form.

1.2 Scope

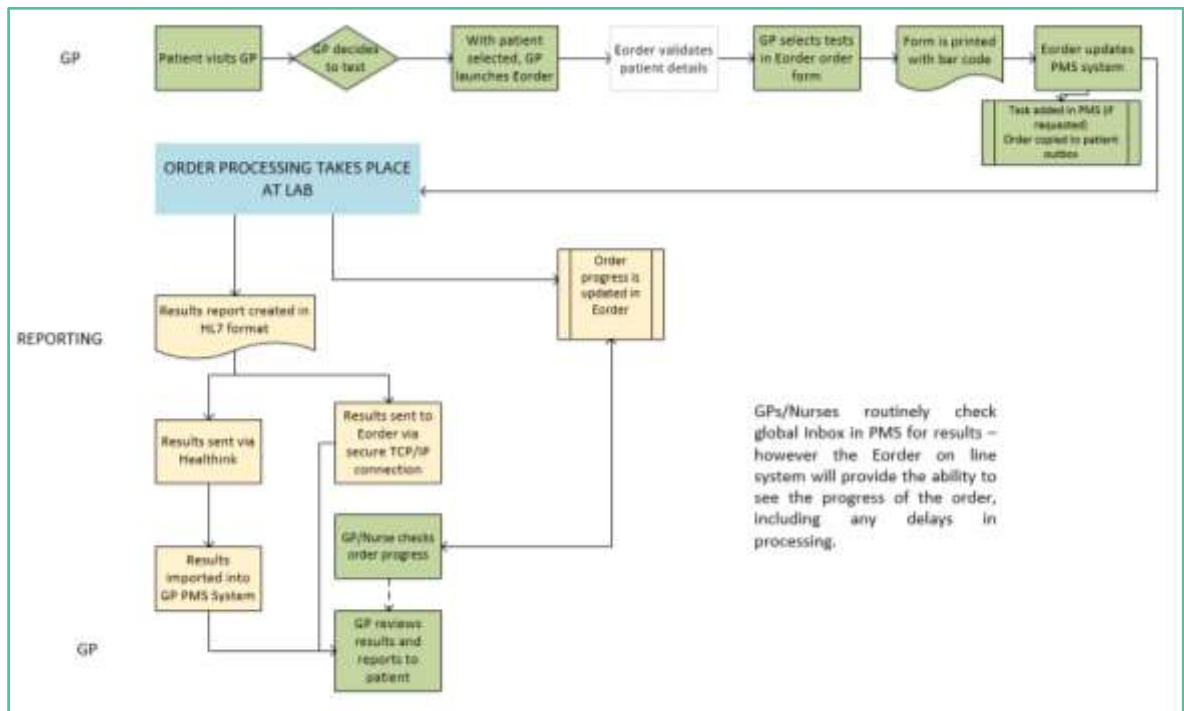
This information applies to any Healthcare Professionals who use the **Medtech Evolution** Practice Management System.

1.3 Definitions

PMS	Practice Management System (Medtech Evolution).
eOrder	Web ordering form.
Icon	A picture on screen which launches a task.
HPI	Health Practitioner Index

2 eOrder Overview

- 2.1.1 Ordering laboratory tests online using the eOrder web form in Medtech Evolution 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 (standard Lab Form), so as to facilitate the requestor's workflows.
- 2.1.3 Results are delivered back to the Medtech Evolution inbox via Healthlink just as they are now. But 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 at the end of this document.

4 The eOrder Web Form – Order Details

4.1 Order Details

4.1.1 The eOrder web form is divided into two panels.

4.1.2 The left panel (Order Details) contains information relating to the requestor and the order itself.

The screenshot shows the 'Access Wellington SCL (ManageMyHealth)' web application. The left panel, titled 'Order Details', contains the following information:

- Ordering clinician: DR DOOLITTLE Bernady (962222)
- Order location: Your Medical Practice (999999-8)
- Order priority: Routine
- Clinical details: A large empty text area.
- Eligible for Publicly funded services? Yes No
- Patient Opt off Laboratory Record? Yes No
- Send copy of results to patient? Yes No
- Is the patient pregnant? Yes No
- Is the patient fasting? Yes No
- Phone results please: Fax number: _____
- Fax results please: Fax number: _____
- Preferred collection date: [dd/mm/yyyy]
- Home visit request: Home visit reason/details: _____
- Repeat request?: Repeat frequency: _____
- Create a Task reminder for this order:
- Pathology Test Guide

The right panel contains three tabs: 'Biochemistry', 'Haematology', and 'Microbiology'. Each tab has a list of tests with checkboxes. The 'Biochemistry' tab is currently selected, showing tests like Lipid Test, Liver Function Tests, Alkaline Phosphatase, GGT, ALT, TSH, Electrolytes (Na/K), Creatinine, Uric Acid, Calcium/Phosphate, PSA, UH, FSH, Progesterone, Oestradiol, and CYP19 Profile. The 'Haematology' tab shows Complete Blood Count, Iron Studies with Ferritin, Ferritin, Vit B12 And Folate, and B12 Prothrombin Ratio. The 'Microbiology' tab shows Urine Microbiology, Vaginal Swab, Urethral Swab, Genital (external) Culture, Chlamydia/gonorrhoea PCR - Vaginal, Chlamydia/gonorrhoea PCR - Urethral, Trichomonas PCR - Vaginal, Trichomonas PCR - Other, Herpes simplex PCR, Throat Culture, Ear Culture, Eye Culture, Nasal Culture, Mouth Culture, Wound Culture, Skin Culture, Sputum Bacterial Culture, and Microbiology. There is also a 'Faecal PCR information' section with a 'Faeces - Rotavirus' test.

4.1.3 The right panel enables you to select the tests required, via a set of tabs which group the tests based on frequency of use or relevance.

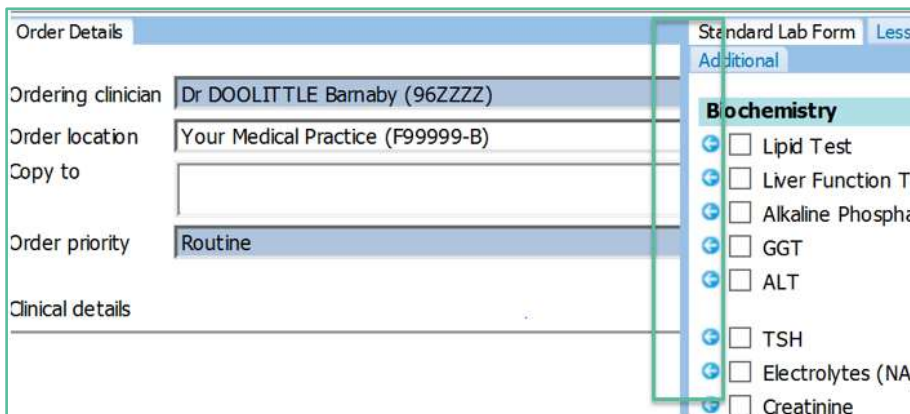
This screenshot is identical to the one above, showing the 'Order Details' panel on the left and the 'Biochemistry', 'Haematology', and 'Microbiology' test selection panels on the right. The 'Biochemistry' tab is selected, and the 'Microbiology' tab is also visible, showing a list of tests with checkboxes.

4.2 Order Details Panel

- 4.2.1 No patient demographic information is shown in this order form.
- 4.2.2 eOrder automatically collates the information when the order is finalised and will display the patient information in the draft document for review, before the order is actually placed in the laboratory system.

4.3 Small Monitors

- 4.3.1 If you are working on a small monitor screen, (15"-17") the eOrder form will be resized to fit, but it is highly likely that the search icons will be invisible.



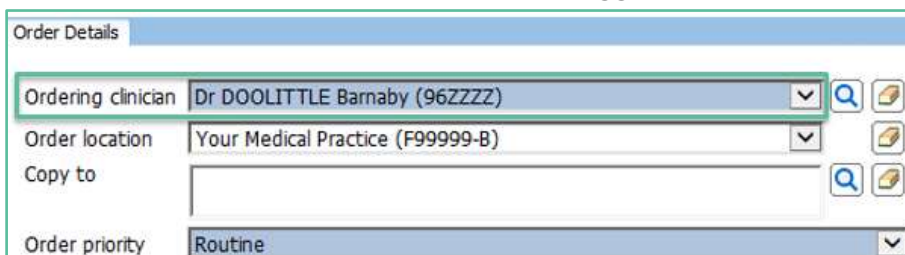
The screenshot shows the 'Order Details' panel on a small monitor. The form is compact, and the search icons are hidden. A dropdown menu for 'Additional' tests is open, showing a list of biochemistry tests with checkboxes:

- Lipid Test
- Liver Function Test
- Alkaline Phosphatase
- GGT
- ALT
- TSH
- Electrolytes (Na, K, Ca, Mg)
- Creatinine

- 4.3.2 To make the search icons visible, hold down the Ctrl key on your keyboard, and scroll down your mouse wheel.

4.4 Requestor Auto-completion

- 4.4.1 The first field will auto-complete with the name of the health care professional placing the request. It will auto-complete based on the logged in user.



The screenshot shows the 'Order Details' panel. The 'Ordering clinician' field is auto-completed with 'Dr DOOLITTLE Barnaby (96ZZZZ)'. Search and edit icons are visible next to the field.

- 4.4.2 If you are ordering on behalf of a doctor, use the Search icon on the right to search for and choose the doctor.



The screenshot shows the 'Order Details' panel. The 'Ordering clinician' field is auto-completed with 'Dr DOOLITTLE Barnaby (96ZZZZ)'. A search icon is highlighted by a red box.

- 4.4.3 Type all or part of the Requestor's surname, followed by a space and the initial or first few characters of the given name.

4.4.4 The eOrder web form will display a list of Healthcare Professionals matching your criteria.

Clinician Search
To search this dictionary, enter any known details in the fields below.

Code Name

Name	Code	Facility	Address	External ID
BROWN Pamela	12EAJY	HPI Facility	NC143814	
BROWN Pania	28CFMZ	HPI Facility	NC191785	

4.4.5 Select your requestor.

Order Details

Ordering clinician

Order location

Copy to

4.4.6 You will only need to do this once for each requestor in your practice.

4.4.7 The eOrder web form will remember these and you will be able to select using the drop down arrow in future.

Order Details

Ordering clinician

Order location

Copy to

4.5 Practice Name Autocomplete

4.5.1 The second field will autocomplete with the practice name (order location)

Ordering clinician

Order location

4.6 Copy To Other Providers

4.6.1 The Copy To field enables you to request that a copy of the results be sent to one or more other healthcare professionals.

4.6.2 Click on the Search icon to select Copy To recipients.

Order location

Copy to

4.6.3 When you click on the Search icon the Clinician Search page is displayed.

Clinician Search
To search this dictionary, enter any known details in the fields below.

Code Name

4.6.4 Type the surname into the Name field and click on the Search button.

4.6.5 The form will display any clinicians matching your search criteria. However only Doctors who are registered in the eOrder system will be listed.

The screenshot shows a web browser window titled "Eclair -- Webpage Dialog" with a "Clinician Search" form. The form includes a search instruction, input fields for "Code" and "Name" (containing "Brown"), and buttons for "Search", "Recent", and "Clear". Below the form is a table of search results.

Name	Code	Location	Code
BROWN Emily	29AYEE	White Cross Accident & Medical Clinic Gl...	F2C068
BROWN India	20BSKY	Botany Downs Hospital	F03053
BROWN India	20BSKY	Papakura Obstetric Hospital	F03037
BROWN Janene	16ANHP	Oxford Day Clinic	F0D009
BROWN Janene	16ANHP	The Oxford Clinic Womens Health	F2K086
BROWN Pauline	10FXWS	Whangarei Hospital	F04053
BROWN Pauline	18DCRU	Family Planning Lower Hutt	F0U053
BROWN Pauline	18DCRU	Family Planning Margaret Sparrow	F0U057
BROWN Pauline	18DCRU	Family Planning Porirua	F2P009
BROWN Russell	10AFUD	Wellington Accident & Urgent Medical Cen...	F00086
BROWN Ruth	13AEXE	Raumati Road Surgery	F1W051
BROWN Shennan	16DJSA	Aotea College Clinic	F2P027

4.6.6 The search also looks at the practice details. So for example if you are looking for a particular physician with "green" in the name. The search field will list all healthcare

4.6.7 professionals known to be at practices, including those practices with 'green" in their practice name.

The screenshot shows the "Clinician Search" form with "Name" set to "green". The search results table lists several doctors and their associated practices.

Name	Code	Location	Code
DR AHMAD Nadeem	13HCAY	Greenlane Clinical Centre	F03026
DR AHMED Naveed	14ATFH	Greenlane Clinical Centre	F03026
DR AINLEY Nicholas	16AMYK	Greenwood Medical Centre	F39027
DR AKROYD Timothy	13AEKY	Greenwood Medical Centre	F39027
DR ANDERSON Glenn	16AJCQ	Greenwood Health	F2E007
DR ANDERSON William	10JDRJ	Greenlane Clinical Centre	F03026
DR ARMSTRONG Caleb	18ATEB	Greenlane Clinical Centre	F03026

4.6.8 The Search window is not case sensitive. However, it cannot cope with spelling mistakes and typos.

4.6.9 It is not necessary to type the full name of the practice you are looking for. In this example searching on 'alb' produced the following list.

The screenshot shows the "Clinician Search" form with "Name" set to "alb". The search results table lists doctors and practices starting with 'alb'.

Name	Code	Location	Code
CAMPBELL Sarah	19JRSS	Albany Family Medical Centre	F0J056
DR ALBERT Benjamin	11AUXL	Auckland City Hospital	F03067
DR ALBERTELLA Louise	12BPQM	Middlemore Hospital	F03029
DR ALBERTS Marilize	11AYBX	Victoria Clinic	F2N012
DR ALBERTS Marilize	11AYBX	Victoria North Clinic	F2E052
DR ALBERTS Ruth	17AHDR	Coastcare Accident and Medical Centre -	F0Z066

4.6.10 However, including more detail in the search will result in fewer providers to have to scroll through.

Clinician Search
To search this dictionary, enter any known details in the fields below.

Code Name

Name	Code	Location	Code
CAMPBELL Sarah	19JRSS	Albany Family Medical Centre	F0J056
DR BESHARA Grace Naamat	14BSWT	Albany Family Medical Centre	F0J056
DR BROWN Janice	18AGVG	Albany Family Medical Centre	F0J056
DR GLUCKMAN Philip	10AETZ	Albany Family Medical Centre	F0J056
DR KYLE John	19AERL	Albany Family Medical Centre	F0J056
DR MARTIN Harriet	13AKEQ	Albany Family Medical Centre	F0J056
DR MILTON Roland	19ADVT	Albany Family Medical Centre	F0J056
DR RICHARDS Geoffrey	23ACRD	Albany Family Medical Centre	F0J056
DR STEEN Laura	17JADG	Albany Family Medical Centre	F0J056
DR STEINEMANN Nelly	14ACNX	Albany Family Medical Centre	F0J056
DR TAM Jacqueline	18AKWE	Albany Family Medical Centre	F0J056
MISS DAVIES Karen	13ESGK	Albany Family Medical Centre	F0J056
MISS HEALING Frances	10SKVN	Albany Family Medical Centre	F0J056

4.6.11 You can enter up to five 'Copy To' clinicians if required.

Copy to

4.7 Order Priority

4.7.1 The Order Priority field enables you to indicate when the order is urgent. Click on the drop down arrow.

Order priority

4.8 Clinical Details

4.8.1 The Clinical details field is free text and enables you to insert any information which the phlebotomist or laboratory might need to be aware of.

4.8.2 These details **are printed on the order form which is given to the patient.**

4.8.3 You can copy and paste from Medtech notes into this screen.

Clinical details

4.9 Order Details

4.9.1 The next group of questions will auto-fill to the most common (default) setting but you can click in the alternate radio button as required.

4.9.2 Note: Some options explained below may not be available in your region.

Eligible for publicly funded services? Yes No
Patient opt off laboratory record? Yes No
Send copy of results to patient? Yes No

4.9.3 The Eligible field currently always defaults to Yes and you will need to check the patient's eligibility in Medtech Evolution and make the correction manually if required.

4.9.4 Eligibility status in Medtech Evolution is visible on the Palette – if the patient has a 'N' code as shown below s/he is non-resident and therefore not eligible for publically funded services.



4.9.5 The pregnancy question will only be available if the patient is identified as female. Otherwise it is greyed out.

Is the patient pregnant? Yes No

4.9.6 The fasting question will also default to No – click the radio button to indicate if the patient is fasting.

Is the patient Fasting? Yes No

4.9.7 The Results feedback fields enable you to provide contact details for urgent tests.

4.9.8 Note: if you request result by fax this will be taken as the priority communication rather than phone. In either case, add the phone or fax number in the field provided.

4.9.9 Please note: **This phone number will be printed on the order form and thus be made available to the patient. Ensure the ordering provider is aware of this.**

Phone results please Phone number
Fax results please Fax number

4.9.10 If you want the testing to be carried out after some time has elapsed, you can specify a preferred collection date.

Preferred collection date? 21-Sep-2018

4.9.11 If this is a Home Visit Request, tick the Home Visit checkbox and enter the reason on the right.

Home visit request Home visit reason/details Bedridden

4.9.12 If this is repeating request (standing order),tick the checkbox and type the frequency into the Repeat frequency field.

Repeat request? <input checked="" type="checkbox"/>	Repeat frequency 2 weekly till further notice <input type="text"/>
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4.9.13 If you tick the 'Create a Task Reminder for this order' checkbox, the eOrder web form will create a task in the patient/provider task list for 7 days' time.

Create a Task reminder for this order <input checked="" type="checkbox"/>

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