



## Online Laboratory Ordering

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

### **Patient Mismatch**

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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

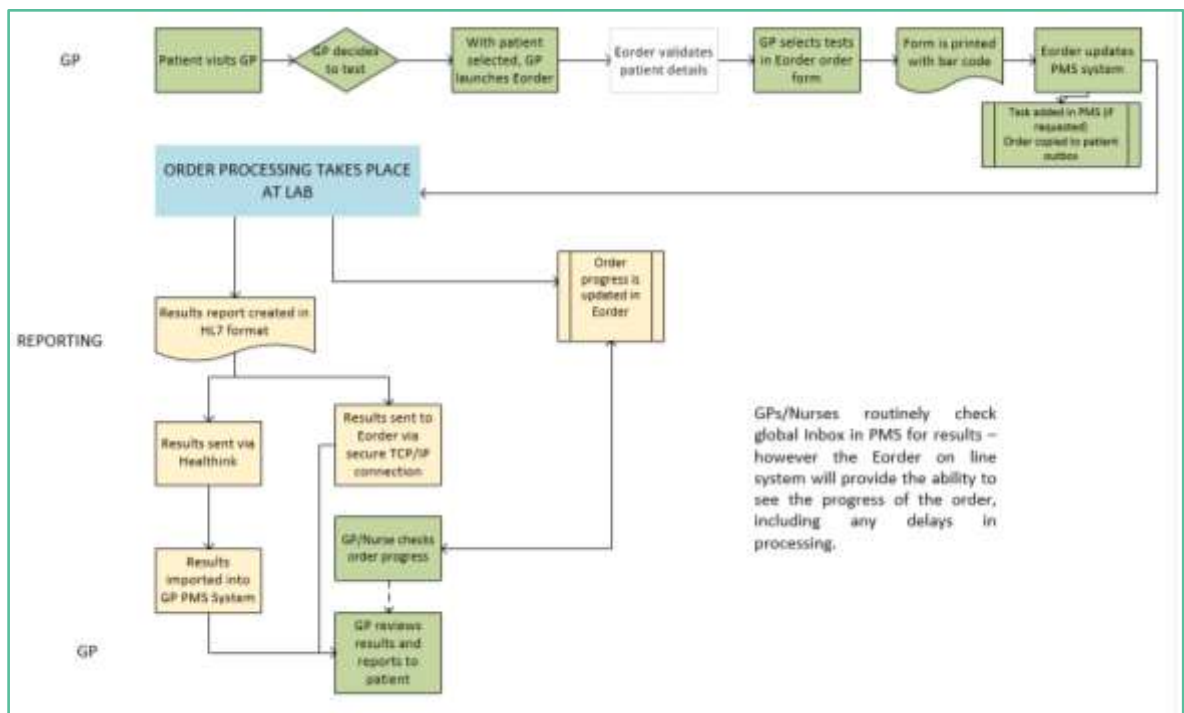
This information applies to any Healthcare Professionals who use the **Medtech Evolution** Practice Management System.

## 1.3 Definitions

<b>PMS</b>	Practice Management System (Medtech Evolution).
<b>eOrder</b>	Web ordering form.
<b>Icon</b>	A picture on screen which launches a task.
<b>HPI</b>	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 Patient Mismatch

- 4.1.1 Because the eOrder system is directly connected to the Laboratory system, when you start to place an order, it will check to see if a patient is already known to the laboratory system.
- 4.1.2 If it finds a similar patient with discrepancies, the eOrder form will ask you to confirm the details.
- 4.1.3 In this example, the patient in Medtech Evolution is being matched to a patient known to the eOrder system based on the NHI number.

**Create Order**

**⚠** The patient information in your PMS conflicts with the information in Eclair for this NHI.

Information from your PMS:

NHI	First name	Last name	Date of birth	Sex	Age	Address
ZZZ9994	MICKEY	MOUSE	26 Jul 1980	M	38y	24 Justin Place, TE ATATU PENINSULA, AUCKLAND, 0610

Information from Eclair:

NHI	First name	Last name	Date of birth	Sex	Age	Address
ZZZ9994	JOHN	LABTEST	16 Aug 1960	M	57y	TEST PATIENT FOR AUCKLAND DHB, TE ATATU PENINSULA, AUCKLAND, 0610

There is a difference in the patient's date of birth.

Value from your PMS: **26/07/80**  
Value already in Eclair: **16/08/60**

< [Progress Bar] >

- 4.1.4 To continue, you would confirm that the details in Medtech Evolution are correct, then click on the “Use PMS details” button in the bottom right hand corner.
- 4.1.5 The details held in the eOrder system will be updated to match what is in Medtech Evolution.

## 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**