eOrder

Online Laboratory Ordering

User Guide — How to order labtests online in Medtech32 /

Amending or Cancelling Orders

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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 **Medtech32** Practice Management System.

1.3   Definitions

PMS	Practice Management System (Medtech32)
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 **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.
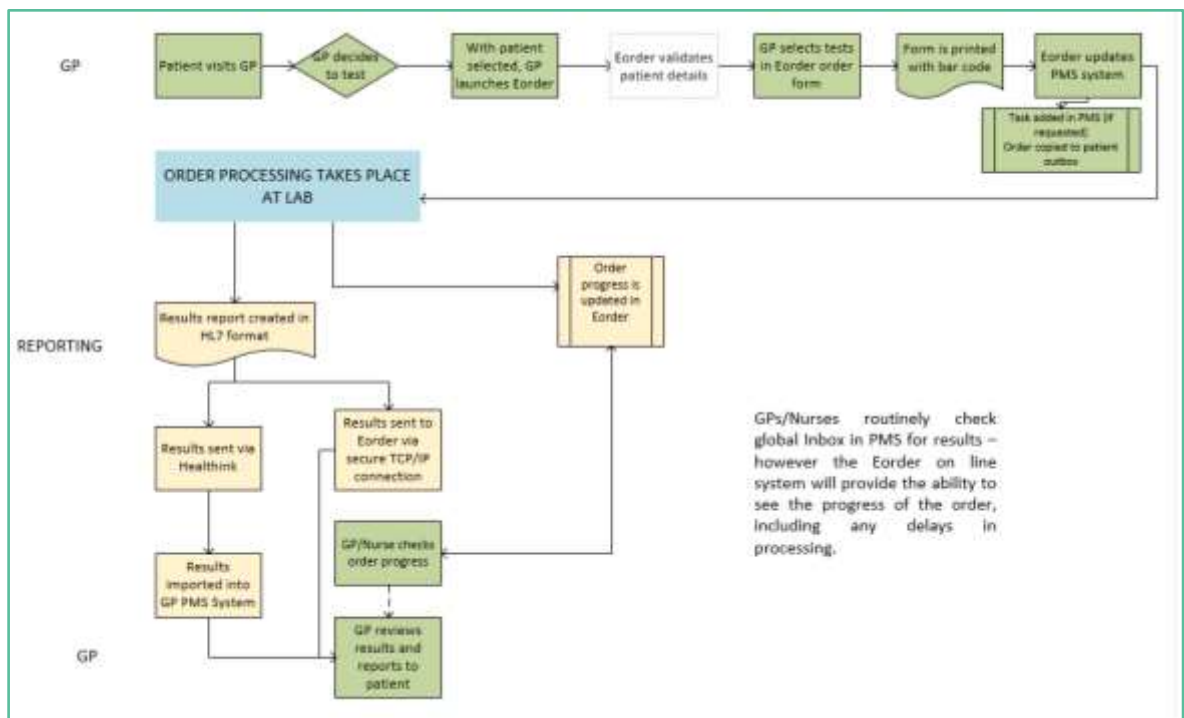
3 Pre-Requisites

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   Amending or Cancelling Orders

4.1.1   The eOrder web form enables you to amend or cancel orders and request additional tests after the sample has been processed.

## 4.2   Making Changes before Sample Processing

4.2.1   If the Test Type is displayed in Green in the left panel, it indicates that the laboratory has not yet received the samples, and you will be able to amend or Cancel the form yourself.

4.2.2   If the Test Type is displayed in a colour other than green, it means that the laboratory has received samples and begun processing them.

4.2.3   You cannot then amend or cancel an order from within the eOrder system. You will need to contact the laboratory directly with your request.

4.3   To Cancel an Order

4.3.1   Check that the Test Type you wish to cancel is showing in green.
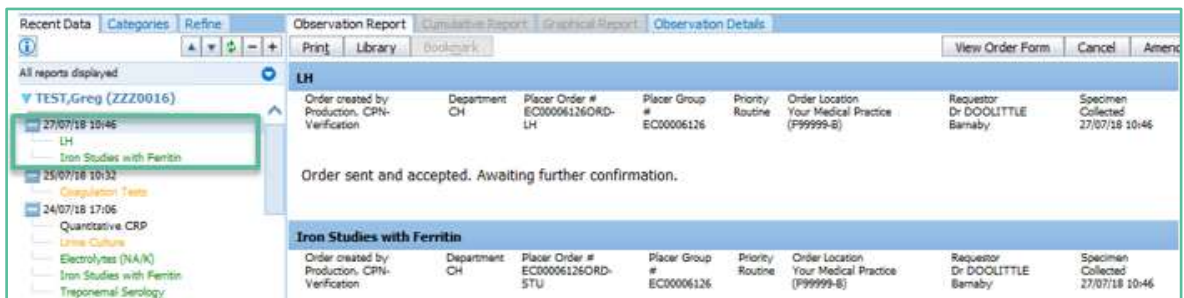
4.3.2   Click on the Order.

4.3.3   The Order details screen will open with three new tabs in the top right hand corner.

4.3.4   Click on the Cancel Tab.

4.3.5   In the Cancellation screen, eOrder shows the option to cancel all items or individual items.

4.3.6   At the present, this function is **not working**. You can ONLY cancel the entire order.

4.3.7   If you need to cancel individual items, you will need to **cancel the entire order and create a new order**.

4.3.8   You will need to enter a reason for the cancellation.

4.3.9 You can choose a reason using the drop down.

4.3.10 Click on your choice, then click the Add button on the right.

4.3.11 The reason will be displayed in the Edit screen.

4.3.12 If your reason is not available in the drop down list, leave the Choose field blank, and type the reason into the Edit field.

4.3.13 To continue, click on the Yes button in the bottom right hand corner.

4.3.14 The eOrder system will update in the left panel to show the test with a line through it, showing that it is cancelled, and the reason for cancellation will be displayed in the right hand panel.

4.4 To Add an Item to an Order

4.4.1 Put the patient on the palette as usual, and click on the eOrder icon.

4.4.2 Click on the View Results tab in the bottom left corner.

4.4.3   With the Results pane open, click on the order you wish to amend.

4.4.4   The form will open the Order details page with three tabs visible in the top right hand corner.
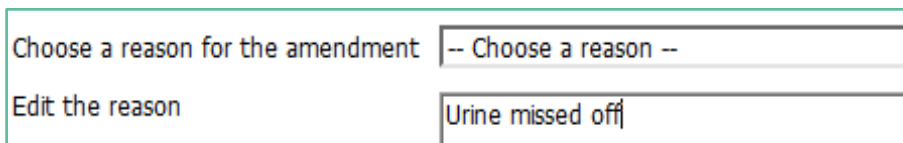
4.4.5   Click on the Amend tab.

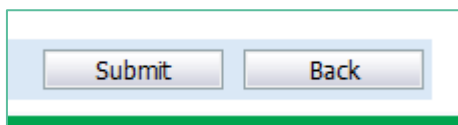4.4.6   You will need to insert a reason for the change.

4.4.7   Either select from the drop down and click on the ADD button to the right.

4.4.8   Or you can free text type into the Edit the Reason field.
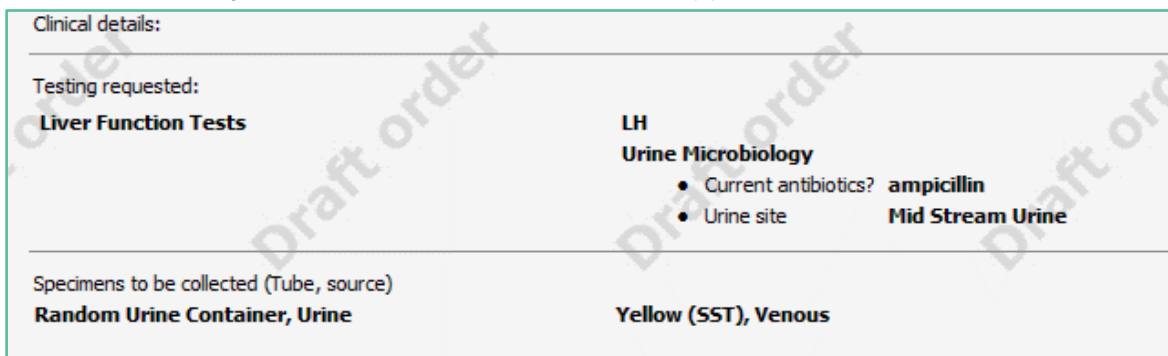

4.4.9   Then click on the Submit button in the bottom right hand corner.

4.4.10 eOrder will open the Tests Selection screen.

4.4.11 Tick the tests as usual, and then click on the next button.

4.4.12 eOrder will display the draft order with the extra test(s) added.
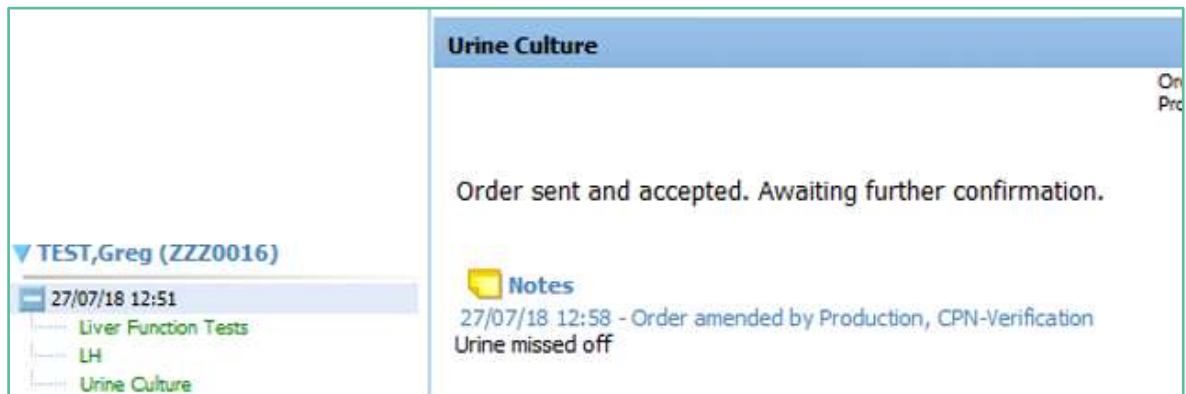

4.4.13 Click on the Place Order in the bottom right hand corner button as usual.

4.4.14 The order will be updated in the laboratory system.

4.4.15 To check this, click on the Results Tab.

4.4.16 The order will now show all tests in the left panel, and a note explaining the amendment is shown in the order detail panel.

4.5 To Remove an Item from an Order

4.5.1 Currently there is no way to remove a single item from an eOrder.

4.5.2 You would need to cancel the entire eOrder, and create a new one.

4.5.3 This has been acknowledged as a problem and is being worked on.

4.6 To Amend an Order after results are received

4.6.1 If you need to request a further test or tests on a sample which has already been processed by the laboratory, start by opening the eOrder web form with the patient on the palette as usual.
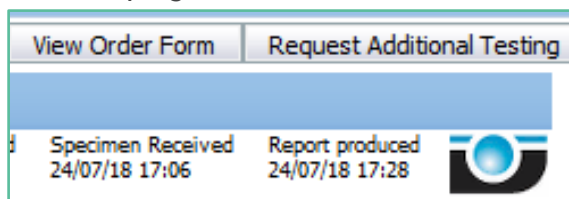
4.6.2 Click on the View Results tab in the bottom left hand corner.

4.6.3 In the Results list, check that the order is in black, red or orange (showing that it has been processed by the laboratory), then click on it.
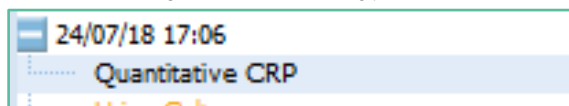
4.6.4 On the top right, the eOrder form will then display the Request Additional Testing Tab.

4.6.5 Click on the tab to open the order screen.

4.6.6 Points to note:

> The eOrder form will ONLY permit you to select tests for which the existing sample is valid.

> If the sample type is not suitable or is out of date, the test will be greyed out and you will not be able to select it.

> If a test is required **urgently**, you should **phone the request through to the laboratory.**

4.6.7 Tick the Additional Tests you require, then click on Next as usual.

4.6.8 The Draft Order will be displayed as usual for you to check.

4.6.9 Click on Place Order to finish.

4.6.10 The Additional Test request is emailed automatically to the laboratory.

4.6.11 The Additional Tests will show in the eOrder form as usual, and will be listed with the original order.

4.7 Results Pane controls (this may need to go with the results info)

4.7.1 The Results Pane can display the list of Results in a number of ways and groups to facilitate interpretation.

4.8   Show/hide Test names

4.8.1   In the example below, some results are displayed expanded to show the test name.
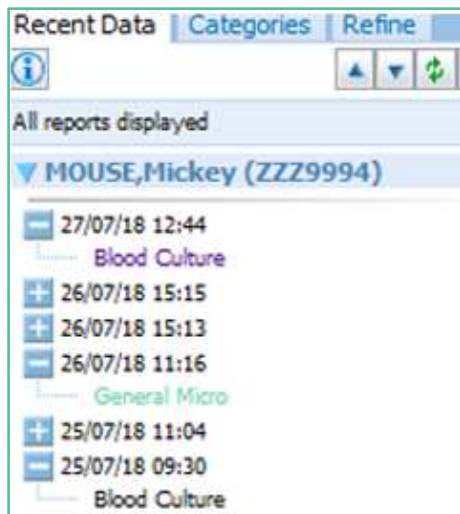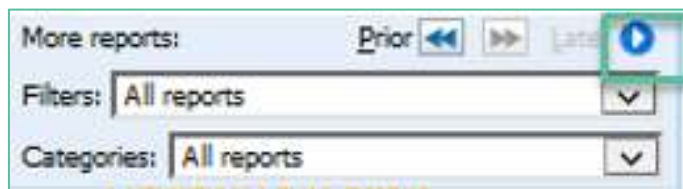

4.8.2   If a Result has the Cross sign next to it and is thus showing just the date, you can click on the cross to expand to see the test name.
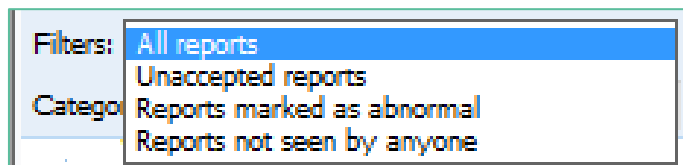
4.9   Filter Controls

4.9.1   Results can be filtered into subsets.

4.9.2   To open the Filter field, click on the blue arrow icon in the left pane.

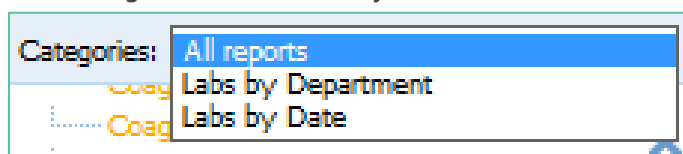4.9.3   The Filter controls will be displayed.

4.9.4   Click on the Filter drop down arrow.

4.9.5   This filter is particularly useful as it allows you to view just the abnormal results, but it can also help you to ensure that results have been viewed.

4.9.6   The Categories filter allows you to filter based on Department or Date.

4.10 Result Details

4.10.1 To view the detail of any order, click on it in the left panel.

4.10.2 The detail will then be displayed in the right hand panel.

4.10.3 The first tab is the Observation Report.

4.10.4 More Detail about the test can be viewed on the Observation Details Tab.

4.10.5 The eOrder system provides an Audit log so that you can see who has viewed the result. Click on the Audit tab.

4.10.6 The History tab collates the latest report data and the Audit log.

Patient Details	Patient Encounters	Report Details	Audit	History

Coagulation

Report Audit Information

Date	Event	User Code	Additional Information
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
21/02/17 11:44	Viewed by Production, CPN-Verification	96ZZZZ	
20/02/17 11:52	Viewed by Production, CPN-Verification	96ZZZZ	
08/02/17 11:19	Report received by Eclair		

Latest report received 08/02/17 11:19

Orderable Item	Value	Units H/L	Ref Range	Perf. Lab
Prothrombin Time	11.2			
INR	2.3			
INR Dose (mg)	pending			
Next Test	pending			
INROnline - Lab to dose	Result To Follow			

INROnline - Lab to dose
  Dosed by Lab.

  The normal reference range applies to non-anticoagulated patients.

Coagulation

Order Audit Information

Date	Event	User Code	Additional Information

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