

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

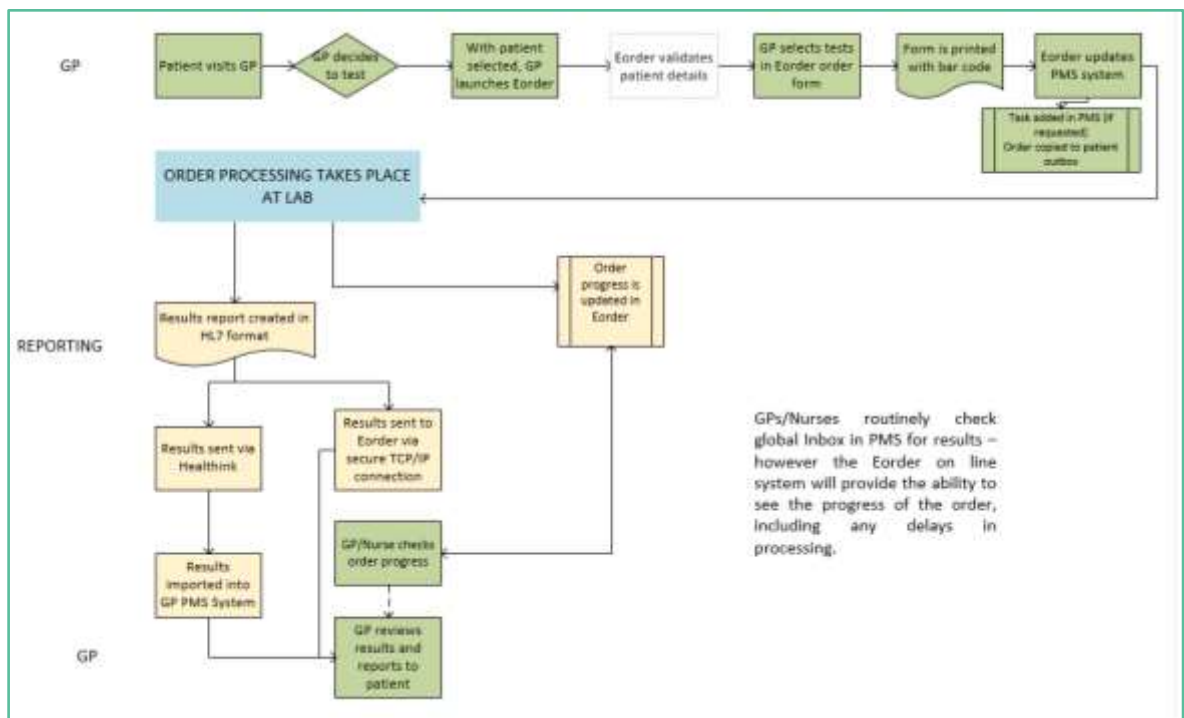
This information applies to any Healthcare Professionals who use the **Medtech32** Practice Management System.

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

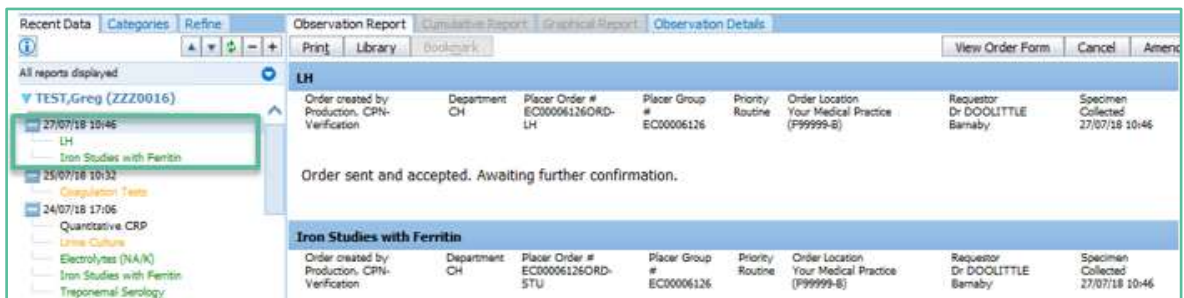
4.2.1 If the Test Type is displayed in Green in the left panel, it indicates that the laboratory has not yet received the samples, and you will be able to amend or Cancel the form yourself.

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.

A screenshot of a software interface for selecting a cancellation reason. At the top, there are radio buttons for "all items in this order" (selected) and "the items selected below", and checkboxes for "LH" and "Iron Studies with Ferritin". Below this is a text field labeled "Choose a cancellation reason" containing the text "Test previously ordered within the last 48 hours". To the right of the text field is a dropdown arrow icon, which is highlighted with a green box. Further right is an "Add" button.

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.

A screenshot of the "Edit the reason" screen. The "Choose a cancellation reason" dropdown menu is open, showing the selected option "Test previously ordered within the last 48 hours". Below the dropdown is a text area labeled "Edit the reason" containing the same text: "Test previously ordered within the last 48 hours".

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.

A screenshot of the "Edit the reason" screen. The "Choose a cancellation reason" dropdown menu is set to "-- Choose a reason --". The "Edit the reason" text area contains the text "Testing only".

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.

A screenshot of the eOrder system interface. On the left is a tree view of reports under "TEST, Greg (ZZZ0016)". Two items are highlighted with green boxes: "27/07/18 11:55 Iron Studies with Ferritin" and "27/07/18 10:46 Iron Studies with Ferritin". On the right, the main panel shows details for two cancelled orders. Each order entry is followed by a box containing "Order cancelled." and "Cancellation Reason testing only".

Order created by	Department	Placer Order #	Placer Group #	Priority Routine	Order Location	Requestor
Production, CPN-Verification	CH	EC00006127ORD-LH	EC00006127		Your Medical Practice (F99999-B)	Dr DOOLITTLE Barnaby
Order cancelled.						
Cancellation Reason testing only						
Production, CPN-Verification	CH	EC00006127ORD-STU	EC00006127		Your Medical Practice (F99999-B)	Dr DOOLITTLE Barnaby
Order cancelled.						
Cancellation Reason testing only						

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.

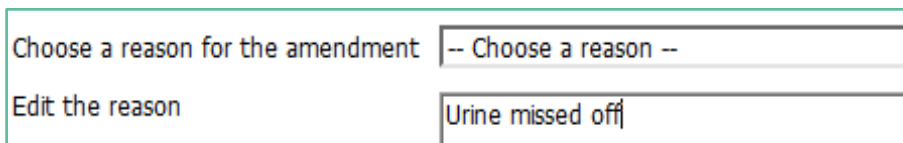
4.4.5 Click on the Amend tab.

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

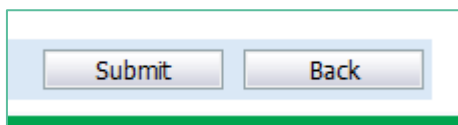
4.4.7 Either select from the drop down and click on the ADD button to the right.



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



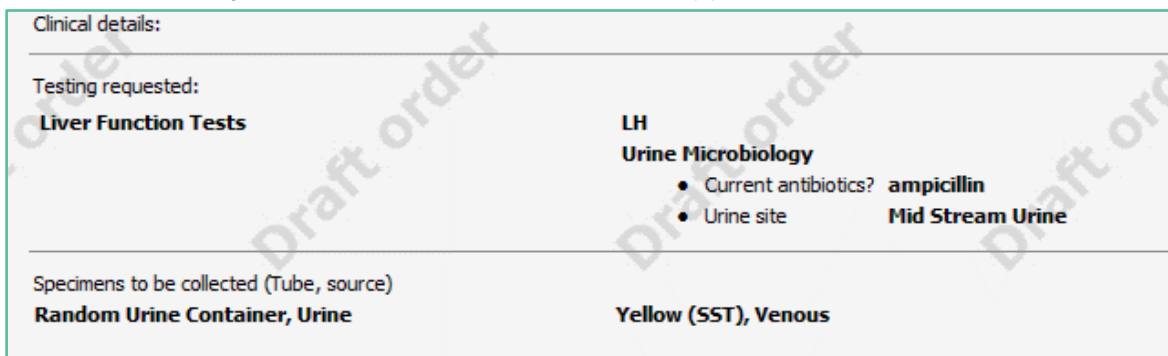
4.4.9 Then click on the Submit button in the bottom right hand corner.



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.

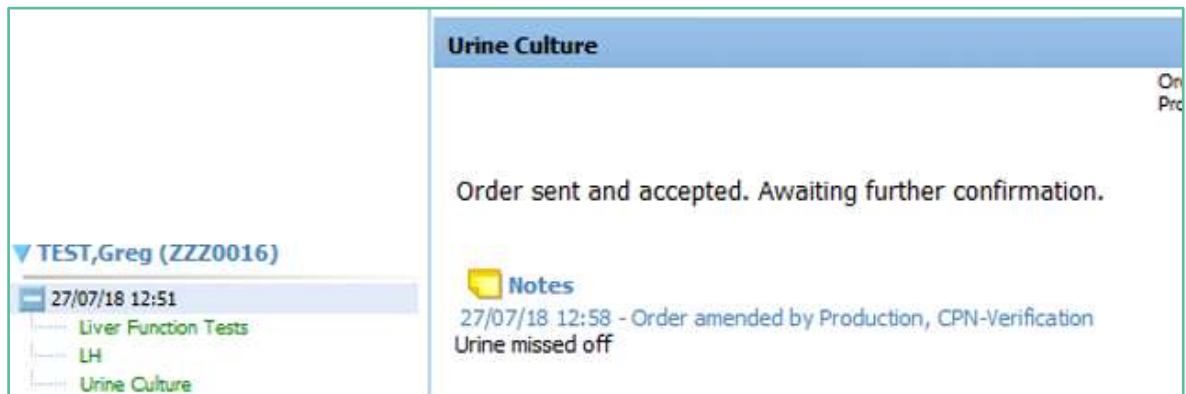


4.4.13 Click on the Place Order in the bottom right hand corner button as usual.

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.

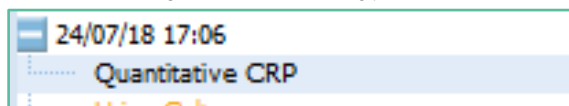
4.6 To Amend an Order after results are received

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.

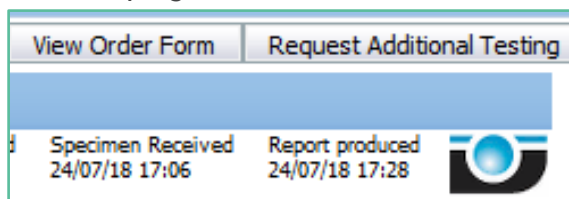
4.6.2 Click on the View Results tab in the bottom left hand corner.



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**.

The screenshot shows a web-based form for ordering laboratory tests. At the top, there are tabs for 'Standard Lab Form', 'Less Frequent Form', 'Histology Form', 'Cytology/Micro Form', 'Antenatal Form', and 'Additional'. The 'Additional' tab is selected. The form is divided into three main columns: 'Biochemistry', 'Haematology', and 'Microbiology'. Each column contains a list of tests with checkboxes. In the 'Biochemistry' column, 'Lipid Test', 'Liver Function Tests', 'Alkaline Phosphatase', 'GGT', 'ALT', 'TSH', 'Creatinine', 'Uric Acid', 'Calcium/phosphate', 'LH', 'FSH', 'Progesterone', and 'Oestradiol' are all selected with blue checkmarks. In the 'Haematology' column, 'Iron Studies with Ferritin' and 'Vit B12 And Folate' are selected. In the 'Microbiology' column, 'Urine Microbiology' is selected. There are also sections for 'Antenatal' and 'Immunology' tests, none of which are selected. A 'Diabetes' section is visible at the bottom left.

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.

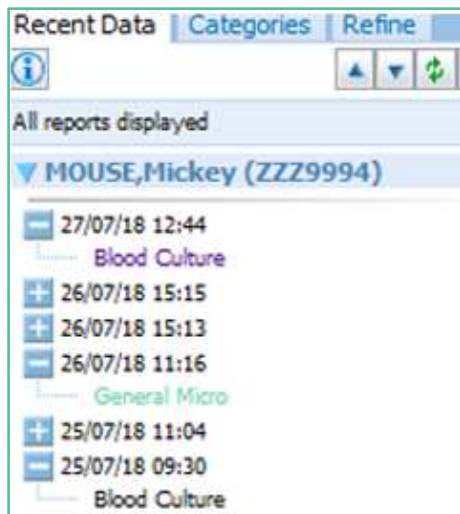
The screenshot shows a list of selected tests from the eOrder form. At the top left, there is a timestamp '24/07/18 17:06'. Below it, the following tests are listed: 'Quantitative CRP', 'Urine Culture', 'Electrolytes (NA/K)', and 'Iron Studies with Ferritin'. The 'Electrolytes (NA/K)' and 'Iron Studies with Ferritin' tests are highlighted with a green border.


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.



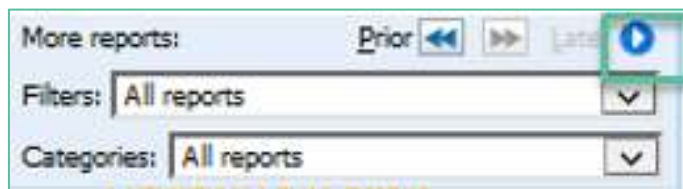
4.8.2 If a Result has the Cross sign next to it and is thus showing just the date, you can click on the cross  to expand to see the test name.

4.9 Filter Controls

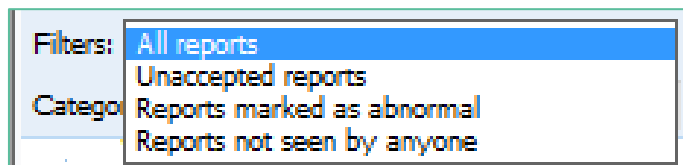
4.9.1 Results can be filtered into subsets.

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.

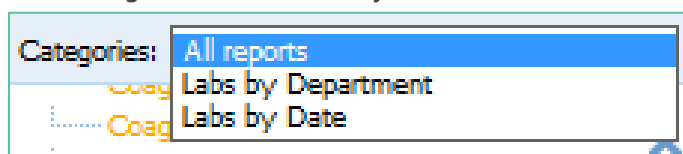


4.9.4 Click on the Filter drop down arrow.



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.

File's Order #	Placer Group #	Priority	Order Location	Requester	Specimen Collected	Specimen Received	Report produced
17-2100836-056-0	17-2100836	R	CAP	DICKSON MICHELLE	08/02/17 15:32	08/02/17 16:01	12/02/17 06:17

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

Order Details	Order Processing Details
Order facility: SCL	Facility: Wellington SCL
Observation code: D05	File's order number: 17-2100768-D05-0
Requester: DICKSON MICHELLE (D10MW)	Specimen received: 08/02/17 11:02
Service ID: HM	Report issue date: 08/02/17 11:19
Service description: HM	Report received date: 08/02/17 11:19
Priority: R	Additional info 1:
Ordered date: 08/02/17 00:00	Additional info 2:
Specimen collection date: 08/02/17 11:00	
Order ID: 17-2100768	
Placer order number:	
Encounter number:	
Report class: Q	
Order location: CAP	
Entering organization:	
Client:	
	Report Acceptance Details
	Report accepted: Y
	Report status: 1

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.

Coagulation				
Audit Information				
Date	Event	User Code	Additio	
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			

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	RefRange	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