

# eOrder

## Online Laboratory Ordering

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User Guide Appendix A – How to order labtests online in Medtech32.

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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

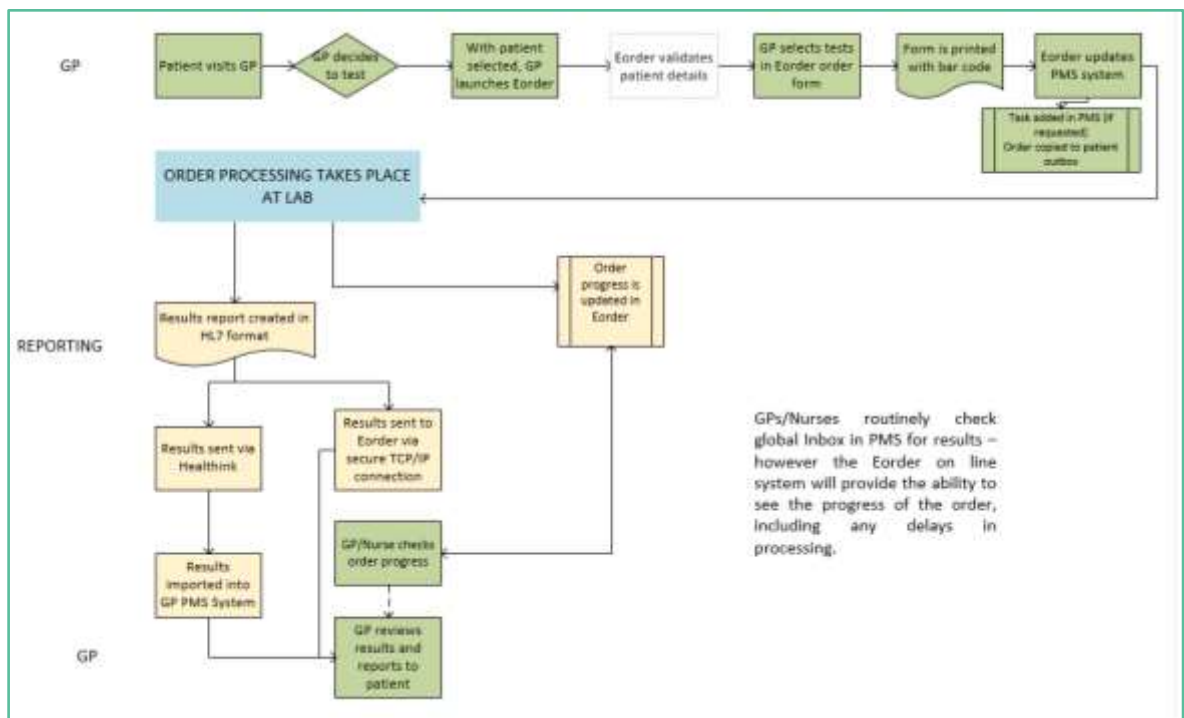
This information applies to any Healthcare Professionals who use the **Medtech32** Practice Management System.

## 1.3 Definitions

<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 of this document.

## 4 Appendix A

- 4.1.1 This section contains information relating to setting up your computer and/or network printing settings.
- 4.1.2 Several of these settings require administrator access rights and it may therefore be necessary for these adjustments and setups to be done by your IT team.

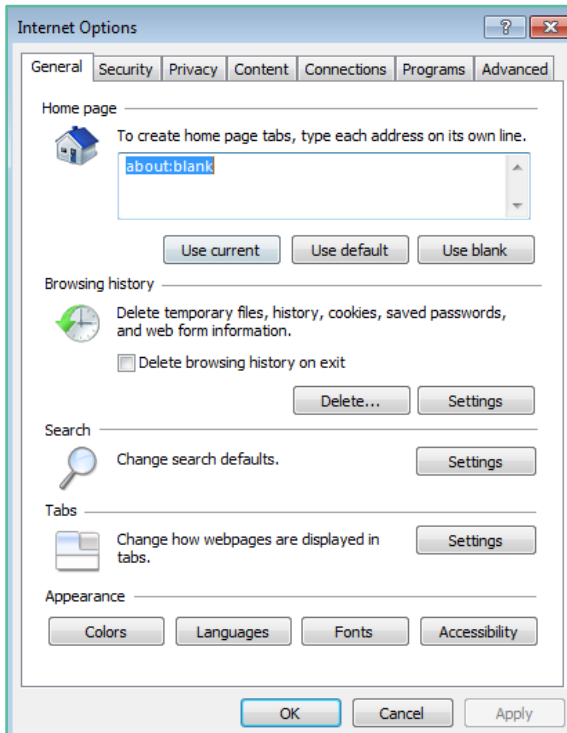
### 4.2 Internet Settings

- 4.2.1 A fast Internet connection is desirable because the eOrder form is accessed via the web.
- 4.2.2 Internet Explorer Version 9 or higher is required.
- 4.2.3 If not properly configured, these settings will prevent the eOrder form from working or displaying correctly.
- 4.2.4 Windows Security updates or updates to Internet Explorer also may affect settings in Internet Explorer and cause problems on a system, which was previously working perfectly.

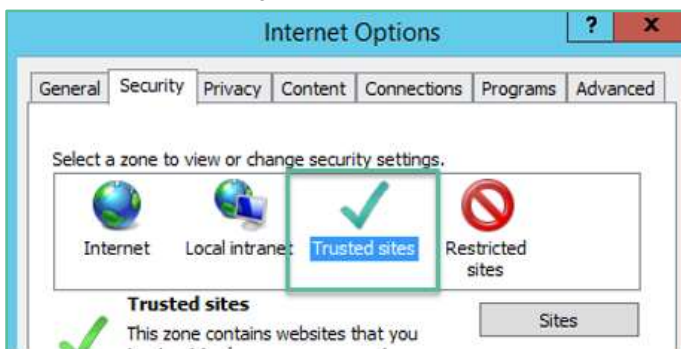
### 4.3 Trusted Site

- 4.3.1 If **downloading** the print control software, you will need to check or enable the following settings.
- 4.3.2 This should not be necessary if you are installing the print control software from a USB or network source.
- 4.3.3 To connect to the eOrder (Sysmex) website the eOrder website must be a trusted site.
- 4.3.4 To add the eOrder website to trusted sites, open Internet Explorer.
- 4.3.5 Click on the Tools Menu, and then click on Internet Options.

4.3.6 The Internet Options control screen will open.

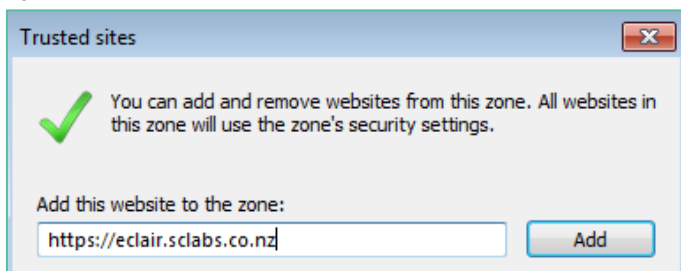


4.3.7 Click on the Security Tab.



4.3.8 Check that 'Trusted Sites' is highlighted, and then click on the Sites button.

4.3.9 Type the URL into the 'Add this Website' to the zone field.



4.3.10 Click on the Add button.

4.3.11 Click on Close.

4.3.12 In the Internet Options screen, click on OK.

4.3.13 Note: this setting is user specific.

4.3.14 Use Group Policy to add this website to the Trusted Sites list for all users.

## 4.4 Active X

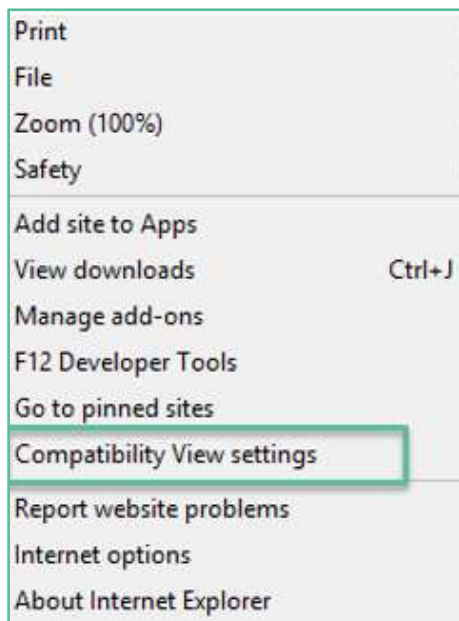
4.4.1 ActiveX settings should be the default settings for a trusted site.

## 4.5 Compatibility Mode

4.5.1 Ensure that compatibility mode is enabled.

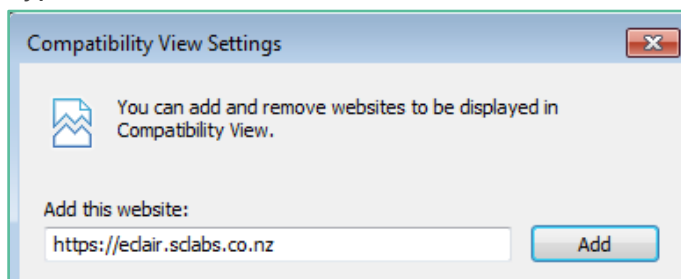
4.5.2 To set compatibility view, open Internet Explorer.

4.5.3 Click on the Tools Menu on the tool bar.



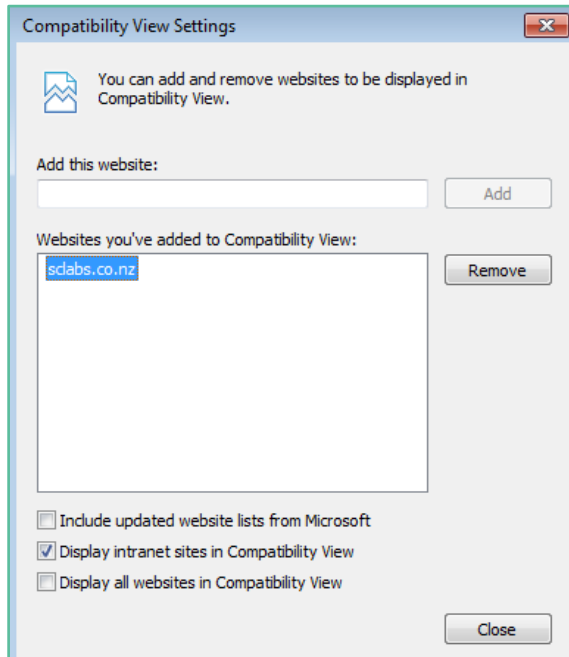
4.5.4 Click on Compatibility View Settings.

4.5.5 Type the URL into the 'Add this website' field.





#### 4.5.6 Click on the ADD button.



#### 4.5.7 Click on Close to finish.

#### 4.5.8 Note: Internet explorer settings are user specific.

#### 4.5.9 Use Group Policy to turn on Compatibility View or Enterprise Mode for this website for all users.

### 4.6 Printer Setup

#### 4.6.1 The Sysmex Print control software needs to be available to every user.

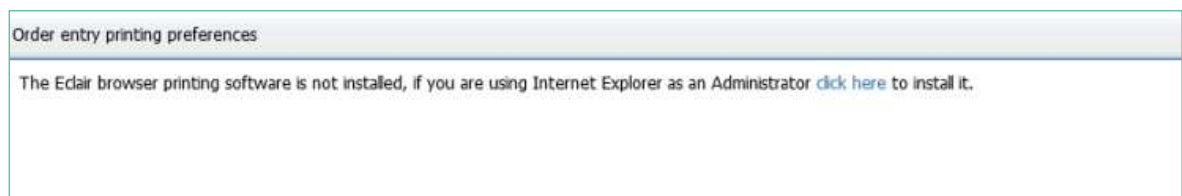
#### 4.6.2 To install the print control software from the eOrder (Sysmex) website, log into Medtech32.

#### 4.6.3 Put a dummy patient on the palette.

#### 4.6.4 Open the eOrder form.

#### 4.6.5 Click on the Preferences tab in the bottom left corner.

#### 4.6.6 If no print control has been installed, the lower panel will display an advisory message as shown.

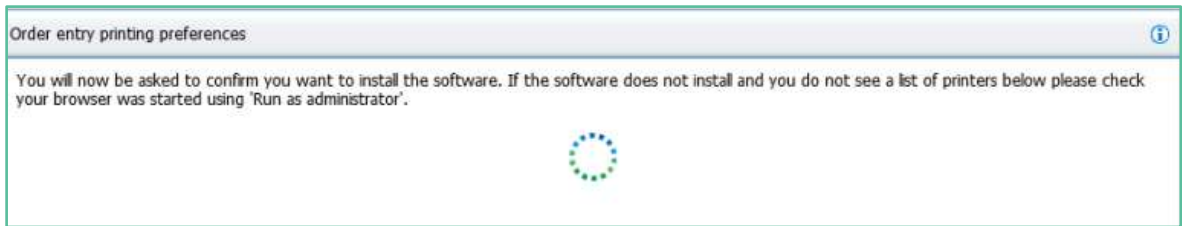


#### 4.6.7 Check that you are running Internet Explorer as an Administrator. If you have started the process as a standard user, right click the Internet Explorer icon in the task bar, before you begin the installation process.

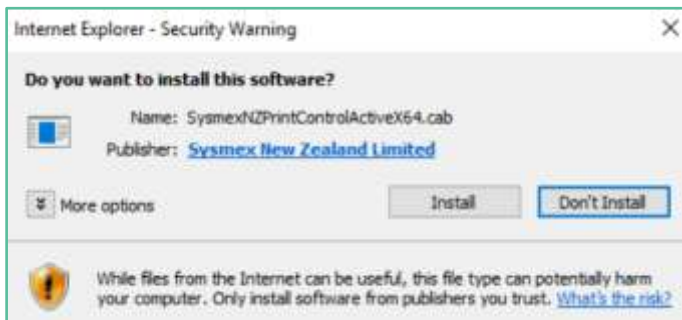
#### 4.6.8 You will need an administrator password.

4.6.9 Click the blue 'click here' hyperlink to start the installation.

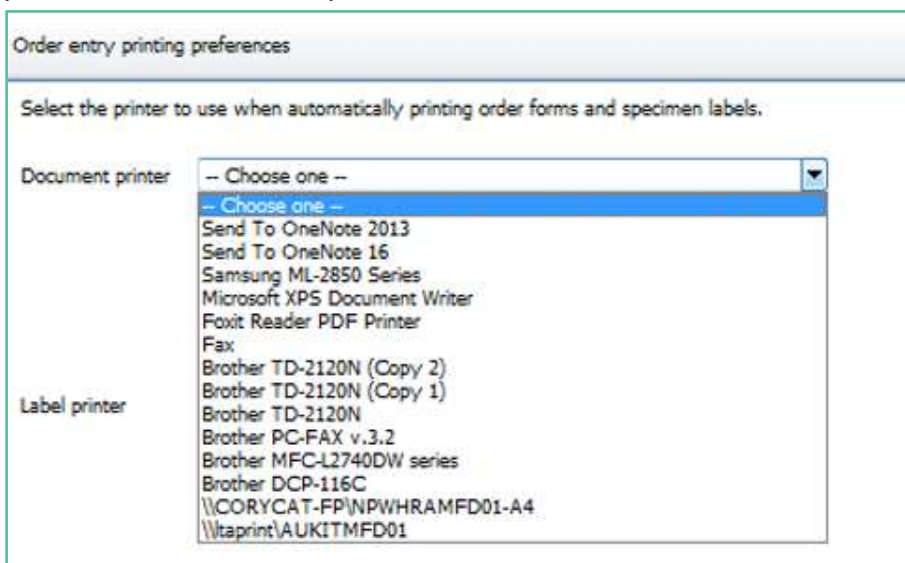
4.6.10 The eOrder web form will display a confirmation message.



4.6.11 Click Install to confirm.



4.6.12 When the installation has completed, the eOrder web form will display a list of printing preferences in the lower panel.



4.6.13 Click on the drop-down in the document printer field to select your printer.

4.6.14 Click on the Save button on the bottom right to save your printer settings.

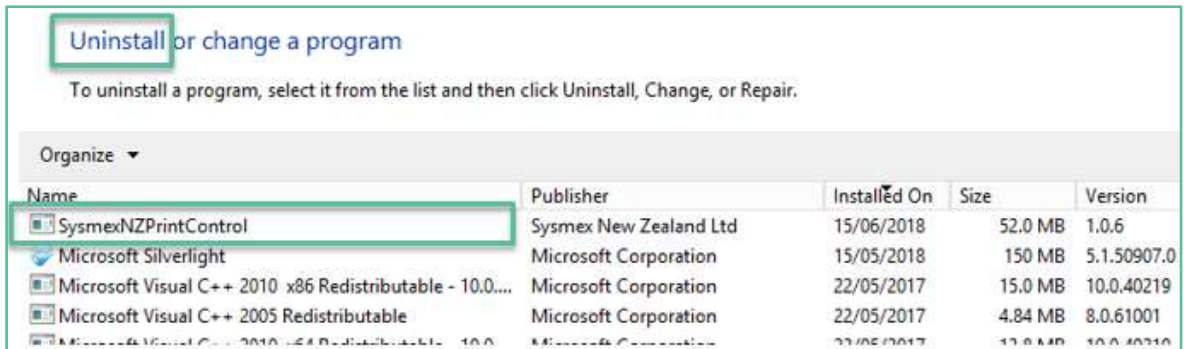
4.6.15 Click on the Print Test Document button on the bottom right.

4.6.16 A test document should be printed out. (Éclair is the proprietary name of the web form)



4.6.17 If for any reason, it is necessary to uninstall the Sysmex print control, open Control Panel, Programs and Feature.

4.6.18 Select SysmexPrintControl.



4.6.19 Click on the Uninstall button.

## 4.7 Troubleshooting Print Control Installation issues

4.7.1 The following is reproduced from Éclair Release notes V 7.1.4.

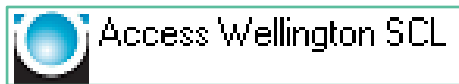
Cause	Solution
User does not have permission to create folders under C:\Program Files	Run IE as administrator
Cab files can't be installed from current location	You can only install cab files from two places: local intranet, or trusted sites. Local intranet: Under IE   Internet Options   Security   Local Intranet   Sites. Ensure Automatically detect intranet network is enabled Trusted Sites: Add host site of cab file to Trusted Sites
Cab files installation is prevented by IE security settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Download signed ActiveX controls. Ensure this setting is not disabled.

**Can't Create Activex Control**  
Symptom: Receive error message "ActiveX component can't create object" in javascript console.

Cause	Solution
Not installed	Refer to The control failed to install above
ActiveX is not enabled by IE Security Settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Initialize and script ActiveX controls not marked as safe for scripting. Ensure this setting is not disabled.
EPM mode is not enabled for 64 version if it is 64 bit	Under IE   Internet Options   Advanced   Security. Ensure Enable Enhanced Protected Mode is enabled. Under IE   Internet Options   Security   Local Intranet or Trusted sites   Security level of this zone   Enable Protected Mode. Ensure this setting is enabled. Restart IE
<b>Warning Prompt</b>	
Symptom: Receive message "An Active X control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?" every time the page is run.	
Cause	Solution
ActiveX is set to prompt by IE Security Settings	Under IE   Internet Options   Security   Local Intranet or Trusted sites   Custom level   ActiveX controls and Plugins   Initialize and script ActiveX controls not marked as safe for scripting. Ensure this setting is enabled and not set to prompt.

## 4.8 Add eOrder Icon to user's Toolbar

- 4.8.1 To add the eOrder icon to a user tool bar, log into Medtech32.
- 4.8.2 Click on Window, then Toolbar, Setup.
- 4.8.3 In the Toolbar window look for the eOrder Icon in the left panel.



- 4.8.4 Click on the > arrow to move the icon into the right hand panel.
- 4.8.5 Click on OK to finish.

## 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 for additional information**