eOrder

Online Laboratory Ordering

My Practice User Guide – Setup and ordering

www.eorder.co.nz
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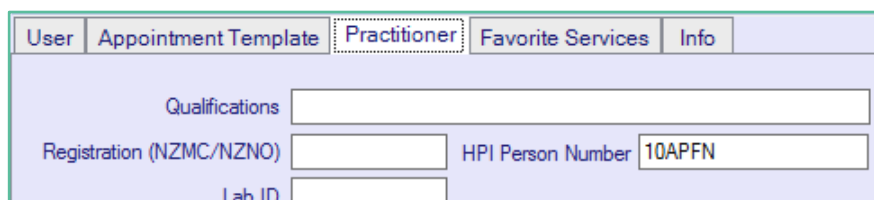
1   Introduction

This user guide explains how you can use the eOrder system to place laboratory requests on-line using a secure internet connection.

It is assumed that changes to your computer system have been made by your IT support team, and that you have been given access to the eOrder system by the eOrders Admin Team.

For details of those setups, please see www.eorder.co.nz – Get Started.

2   Staff Setups

1. Nurses and Health Care Assistants will need to have their HPI number inserted into   their staff setup.
2. The eOrders Admin team will supply HPI numbers for HCAs.
3. Go to Tools – Staff – Staff Details – click on the staff member.
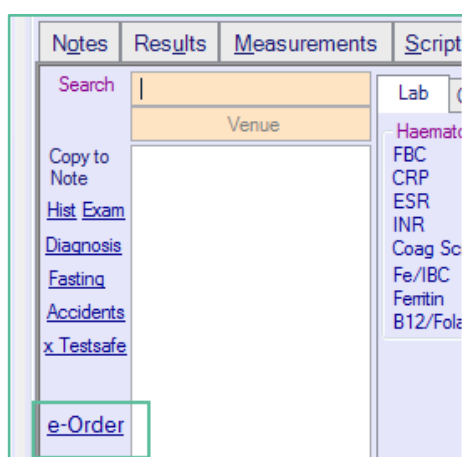4. Click on the Practitioner Tab.

5. Add the HPI number in the HPI Person Number field
6. Click on Finish.
7. The user may have to log out and back in for this setting to be recognised.

3   Accessing the eOrder form in My Practice

1. Locate and open your patient as usual.
2. Open your Consultation window.
3. Click on Lab.
4. Then click on e-Order in the left hand column.

5. You can also access this from the Forms – Web Forms screen

6. You MAY see a screen offering you the choice of Use PMS Details/Éclair Details in the bottom right hand corner.

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Use PMS Details	Use Eclair Details	Cancel

7. This is because when the eOrder system connects it checks to see if the patient is already known to the laboratory system and compares the information with that in your PMS.
8. For example the patient may have changed address, which has been updated in your system, but not in the laboratory system.
9. If it finds a difference it will display those differences on screen and ask you to check.
10. When you are satisfied that your data is correct.
11. Click on Use PMS details.
12. The eOrders screen will open.

4 The eOrder Web Form

1. The eOrder web form is divided into two main panels:

Order Details

2. The left panel (Order Details) contains information relating to the requestor and the order itself.
3. This screen may look slightly different from the screenshot, depending on your region.

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4. Much of the information is taken direct from My Practice.
5. The first field will auto-complete with the name of the health care professional placing the request. This will auto-complete based on the logged in user.

6. If you are a nurse or Health Care Assistant ordering on behalf of a doctor, click on the drop down arrow on the right to display the list of doctors.

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

8. The Copy To field enables you to request a copy of the results be sent to one or more other healthcare professionals.
9. Click on the Search icon to select Copy To recipients.

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10. 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 [ ] [Search] [Recent] [Clear]

11. Type the surname into the Name field and click on the Search button.
12. You can narrow the search by leaving a space after the surname and typing the initial or first part of the doctor's given name as well.
13. The form will display any clinicians matching your search criteria. However only Doctors who are registered in the eOrder system will be listed.

Eclair -- Webpage Dialog			

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

Code [ ] Name [Brown] [Search] [Recent] [Clear]

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

14. You can also search by institution – for example – Middlemore Hospital.
15. The Search window is not case sensitive. However, it cannot cope with spelling mistakes and typos.
16. You can enter up to five Copy To clinicians if required.
17. The Order Priority field defaults to Routine. Use the drop down to select Urgent instead.

	-- Choose one --
	URGENT
Order priority	Routine

18. The Clinical details field is free text and enables you to insert any information which the pathologist might need to be aware of.
19. These details are printed on the order form which is given to the patient.
20. You can copy and paste from My Practice notes into this screen.

Clinical details
Patient had a liver transplant 6 months ago.

21. 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.
Note: Some options explained below may not be available in your region.
22. The Eligible field reads the patient's eligibility for funded tests from the registration details, and can be checked in the Enrolment and Funding Tab in the patient record.
23. Eligibility status in My Practice is visible on the ribbon – if the patient has a 'N' code s/he is non-resident and therefore not eligible for publically funded services.
24. The pregnancy question will only be available if the patient is identified as female and within the age range. Otherwise it is greyed out.

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Is the patient pregnant? ○ Yes ◉ No

25. 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

26. The Results feedback fields enable you to provide contact details for urgent tests.
    Note: if you request results by fax this will be taken as the priority communication rather than phone.
27. It is NOT necessary to add phone or fax numbers as these are recorded in the laboratory system.

| Phone results please ☐ | Phone number |
| Fax results please ☐ | Fax number |

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

Preferred collection date? 21-Sep-2018 🗓

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

Repeat request? ☑   Repeat frequency 2 weekly till further notice ✕

30. For tests – such as INRs – where the frequency may vary according to the results, you can put in PRN or As Required.
31. To add a Task reminder for this order, tick the square checkbox.

Create a Task reminder for this order ☑

Task reminder default: ◉ Always create a Task
                        ○ Ask every time

Task reminder timeframe 7 day reminder ▼

32. Use the drop down to select the Task Reminder Time frame.
33. If you wish the system to remember your preferred timeframe, click the Always create a task option.
34. If you prefer to choose a timeframe, click the Ask every time option.
35. The **Specimen Collection Guide link** will open to the laboratory's system, providing you with the ability to search for specific tests.

vitamin D   ✕   🔍

Labtests Auckland Test Guide

36. This means that you can advise patients about the cost on non-funded tests, and also find information about collection requirements.

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Vitamin D (non-funded)

General Information
Name
Vitamin D (non-funded)
Price (GST incl.)
$53.50

5   The eOrder Web Form –Test Details

The right hand panel has tabs at the top, which collate tests into convenient groups.

Standard Lab Form

The Standard Lab form tab presents the most frequently ordered tests, representing >80% of all tests requested.

1. Select the required tests by clicking in the check boxes.
2. If a test requires further information, the system will automatically open a further page for you to complete.
3. Tick the appropriate item, then click on the Save and Close button.

Note: Information about helpful features built into the eOrder system is available in the Extras User Guide and also in the FAQs section on this website.

4. If you have finished selecting tests, click on the Next button in the bottom right hand corner.
5. The order will be displayed in Draft Format.

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```
Order No. EC02052338

[barcode]

20/04/20 10:19

Labtests

Where to find us:                                    Test results are available to health professionals involved in your care
See www.labtests.co.nz/index.php/collection-centres  via a secure online database known as TestSafe. You can choose to
for the location of your nearest collection room.     restrict sharing of your test results by calling 0508 227 326, however
                                                      this may result in some tests being retaken.

NHI      : ZZZ0032                     Address : C Street
Surname  : PATIENT                               Wellington
Given    : NEW
DOB      : 08/05/45  Sex: Female       Phone   : 0211111111(M) 0911111111(B)
Ethnicity : Chinese

Eligible for publicly funded services?: Yes        Patient opt off TestSafe?: No

Requester : DR DOOLITTLE Barnaby (96ZZZZ)
Address   : Your Medical Practice
            Wellington

Priority: Routine
Fasting: No
Pregnant: No

Patient Information:
Clinical details:

Testing requested:
Liver Function Tests                    Lipid Test
```

6. You can use the Change Order button in the bottom right hand corner if you need to correct anything.
7. Otherwise click on Place Order, this transmits the order automatically to the laboratory system.
8. It is then visible to staff in all Collection Centres.
9. A printer popup will display.
10. Click on Print or Cancel.
11. For orders where the patient will present at a Collection Centre, it is not necessary to print the order unless the patient specifically requests it.
12. For orders where the sample will be collected at the practice, print the order and place in the bio-hazard bag with the sample as usual. This is because practice staff are responsible for confirming the patient's identity.

Less Frequent Tab

1. For some tests additional information is required.
2. For example, if ordering therapeutic drug tests, the system will ask you to complete the dosing regime.

```
Item   Digoxin
Please complete dosing regime and timing of last dose.
Dosing regime  [                    ]
```

3. The blue fill indicates that this is a required field.

Cytology Tab

1. If you collect a Cytology specimen at the practice, complete the form as necessary, then click on Next and Place order as usual.
2. Print the order and place in the biohazard bag with the specimen.

Histology Tab

1. Click in the Histology Panel checkbox.

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| Standard Lab Form | Less Frequent Form | Cytology Form | Histology Form | Antenatal Form | Profile Tab | My Tab | Additiona |

☑ Histology Panel

Relevant drug history [   ]

[Add Specimen] [Remove Specimen]

Site 1 [left wrist   ] Clinical 1 [?bcd   ] ×

2. Complete the site and indicate what is being tested.
3. You can add up to 10 specimens on the order. Click Add Specimen again to add more.
4. When ready, click on Next and Place Order.
5. Print the order and place in the biohazard bag with the specimens.

Antenatal Tab

1. This contains the tests which are related to antenatal care.

Profile Tab

1. This includes test groups which are pre-defined by the laboratory as a convenient way for you to use a single tick to choose a group of tests.

My Tab

1. This tab provides the facility for you to set up your own frequently ordered test groups, which can then be selected using a single tick.
2. See the User Guide Extras or the FAQ entitled Configuring the My Tab for more detail.

Additional Tab

1. If a test is not available on the eOrder form or if it is normally not available for a patient because of gender or other factors, it is still possible to place the order using the Additional tab.
2. For example, we want to order a PSA test for a transgender patient.
3. On the Additional tab, in the search field, type a few letters of the test you require.
4. Then click on Search or press the enter key on your keyboard.

Orderable Item Search

Search for [PSA|] ×

Name	Code	Synonym
PSA	ORD-PSA	Total Prostatic Specific antigen

5. The eOrder form will show that the PSA test is available.
6. Click on the test name and then the Next button at the bottom right as to continue to the draft order screen.
7. If the test you require is not listed on the eOrder web form, it will state 'No Matches Found' when you click on search.

Orderable Item Search

Search for [leparin|] ×

No matches found.

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8. In the Search field, type misc. (for miscellaneous) and click on Search or press the Enter key.

Orderable Item Search		
Search for misc ✕		
Name	**Code**	**Synonym**
Miscellaneous Test	ORD-MISC	Unknown test

9. The eOrder form will respond with Miscellaneous Test.
10. Click on 'Miscellaneous Test', then on the Next button.
11. The eOrder form will open to a new page.
12. Type the name of the test you require into the Test Field.

Please review these order items

Item **Miscellaneous Test**

Only select this test if you can't locate the required test. Type test name below.

Test Leparin ✕

13. Click on Next and then Place Order as usual.

Further information can be found in the two companion My Practice user guides -

Results and Amendments

Extras

As well as the **FAQs** section on the eOrder website.