

## ORDER COMMS QUICKGUIDE

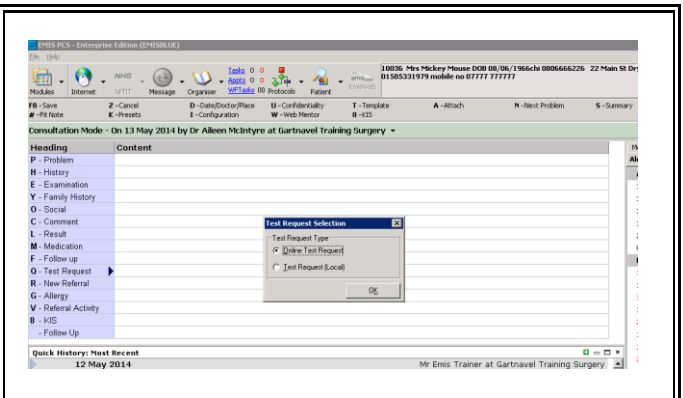
Order Comms is the commonly used name for the online ordering of test requests, using a program called Sunquest ICE. It is integrated into EMIS, and will allow you to request tests, print labels and forms, and track the order through the labs system.

You can access Order Comms either through **Medical Record** or **Consultation Mode** in EMIS. Clinicians will usually access through their existing open consultation. Likewise you can also record that a sample has been taken at the time of the consultation, or postpone the test to allow sampling later. This document will cover all these options.

### Starting a test through Consultation Mode

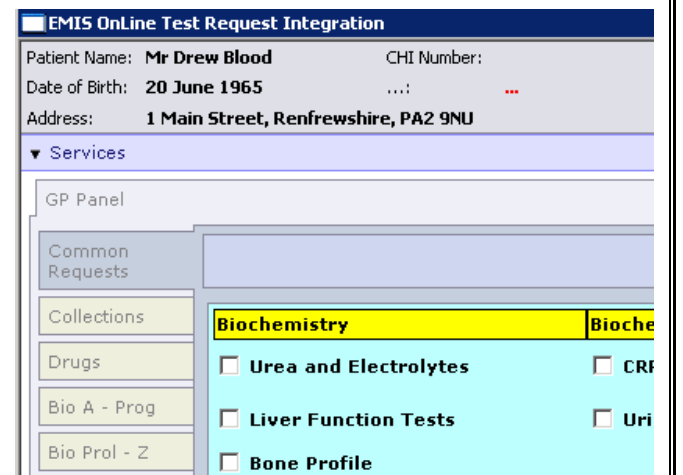
1. To start a test in **Consultation Mode**, Select '**Q**' – **Test Request** and from the pop-up box check '**Online Test Request**'

**NOTE:** The first time you access this screen it will ask you for your password. Your practice manager should be able to give you this information. Otherwise, you go straight in.



2. You will then be presented with the **EMIS ONLINE TEST REQUEST** screen.
3. This screen has been configured to have the most common tests available for selection through the **Common Requests** option, with further categories down the left hand side. You can also see recent tests for the patient across the bottom of the screen.
4. The **Collections** option will allow you to select collections of tests for specific disciplines, eg Diabetes Annual Review.
5. Tick the options for the test(s) which you require. You may also be asked for additional information, eg 'Is the patient fasting?'. Answer appropriately.

If you can't find a test click the Search option and use the first letter and choose "From the start of the name"

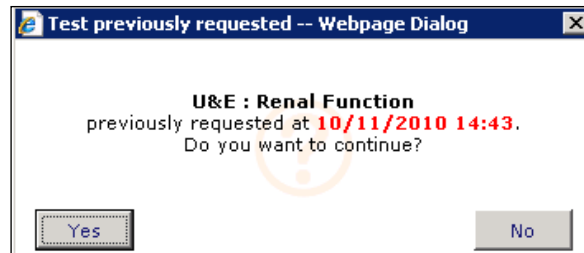


6. If the patient has had certain tests taken in the last week, or resulted recently (timescales vary across tests), either in practice or in secondary care, the system will prompt you.

**Yes** will return you to the request screen with the test **ticked**

**No** returns you to the request screen with that test **unticked**.

*Note that the bottom of the screen will also show the most recent test requests for a patient.*



7. Once the test(s) have been selected click **Continue with Request...** button in the bottom left-hand corner. (You may have to maximize the screen to view this).

Continue  
with  
request...

8. Complete the details in this screen as appropriate. If you need to change the **Requesting Consultant/GP** you can do so by clicking on the name in the drop down list

9. **Global Clinical Details** allows you to record further clinical details about the request, and will be passed to the lab. This field is mandatory.

10. You now have the option to say whether you want to **Collect Now** or **Collect Later**. Your answer to this question will determine whether labels print now, or will print at a later date when a Nurse/HCA/Treatment Room Nurse retrieves the request and collects the samples.

Do not mix **Collect Now** and **Collect Later** on the same set of requests. If necessary create one set of requests for **Collect Now** and print the labels, then launch a separate Order Comms session to create your **Collect Later** requests (see the 'Editing Requests in Consultation Mode' section later).

It is important not print labels in advance of sample collection. For example, if you are giving a patient a bottle for a urine sample do not print the order comms labels at this stage, instead use the **Collect Later** option (see below). However, you should print a standard Labeltrace label to place on the sample bottle to identify the patient when the sample is handed in. The order comms label may then be carefully placed over the Labeltrace label.

11. **Collect Later** – If you have chosen to **Collect Later**, you will have the option to **Print a postponed request summary**.
12. Click on **Accept Request** to save the request and be re-directed back to the consultation. The requests will show in the **Test Request** field within the consultation

*Note: If you wish to add other tests into the request, you can use the **More Tests** option along the bottom of the screen. To remove a test, click **More Tests** and remove the tick from the test and click **Continue with Request**.*

*The **Review** button allows you to view the answers to any relevant questions, and to **Replay the Rules** to edit these if required.*

#### Order Details:

↑ **Microbiology**

Tests in this order: Midstream Urine (C&S)

☒ **Collect Later**

☐ **Print a postponed request summary for this order**

More Tests

Accept Request

Review

13. **Collect Now** – You should use this option if you have collected the sample at the time, and want to print labels. Once you click **Accept Request** you will be presented by the processing window, and the label will print for the first selected test.
14. If you have requested more than one type of test you will have to click Yes - Printed to get the next label and continue until all are printed for each of the disciplines. After the last label has printed, click the Yes - Printed button to file the data in EMIS and return to the consultation. Click OK. If the label does not print click No - Reprint

*Note: Certain tests will also prompt you to print an order form. The Print dialogue box will appear if this is the case.*

Once a label has been printed, **do not edit a request**. See the section below titled 'Editing Requests in Consultation Mode' for further advice.

*Note: the label contains detailed information about the test, including a description of the tests taken from that sample, bottle description, and count of the samples if more than 1 is required per test. Please ensure you stick the correct label on the correct sample.*

#### Order Details:

↑ **Haematology - Purple 4ml**

Tests in this order: ESR, Full Blood Count

☐ **Collect Later**

Priority: **Routine** ▼

Sample collection options:

☒ **Collect Now**

**Has a label (and form) printed successfully?**

**Yes - Printed**

**No - Reprint**

Printing may take several seconds to complete. Ensure printing has completed before proceeding. If you need to re-print this request (for example, if you experienced printer problems on the automatic print) then click on the 'No - Reprint' button to get another print before proceeding.

15. Complete the consultation as normal and save at the end.

## How to Label Samples

### Correct Format

Please note that it is vital that the labels are attached to samples in a way that will allow laboratory staff to scan them properly. A label should always be placed at the top of the sample, as illustrated here, to allow the scanners to pick up the relevant information. This is an example of a correctly applied label.



### Incorrect Format

These samples are all incorrectly labelled, as the laboratory staff would struggle to get the scanners to read the barcode.



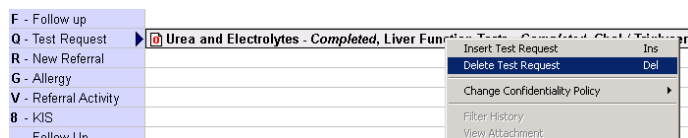
## Editing Requests in Consultation Mode

Once labels have been printed the request is displayed in the EMIS consultation as **Completed**. The request **must not be edited**. **Do not double click a completed request** as this begins the editing process.

If you have made an error or have further requests to place then follow the steps below as appropriate.

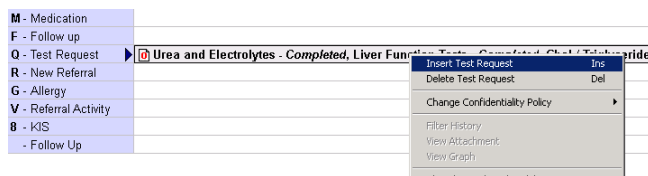
If you have printed the order comms labels and realised there is a mistake in the order then:

1. Destroy the printed labels.
2. **Single Click** on the order in consultation mode then **Right Click** and choose the option **Delete Test Request**.
3. You may now create a new Test Request.




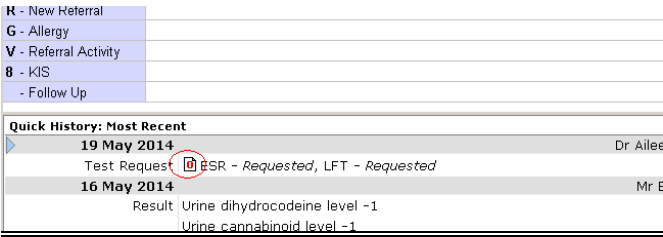
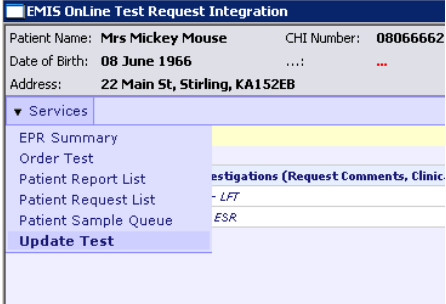

If you have created a request and need to open a new Order Comms session to create a separate request (for example your first request may be a set of bloods you have collected now and you wish to add a request for a urine test to collect later), then:

1. **Single Click** on the completed order in consultation mode then **Right Click** and choose the option **Insert Test Request**. This will launch a new, separate Order Comms session.



## Retrieving a Request through Consultation Mode

This is the option that a Nurse/HCA/Other health care provider would use to change the status of a request if it had been marked as **Collect Later** when the initial request was added.

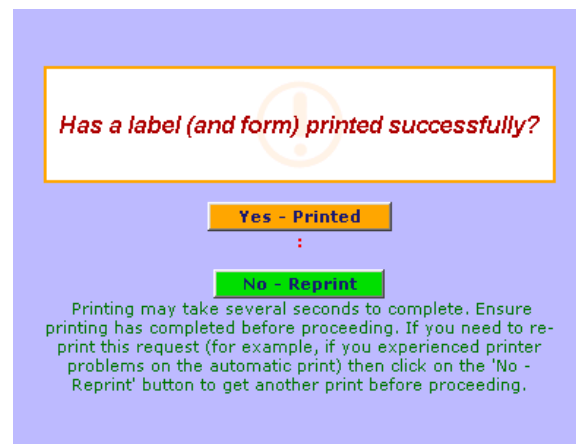
<ol style="list-style-type: none"> <li>1. Open the patient record through Consultation Mode in EMIS.</li> <li>2. From here, look for the previous consultation in the <b>Quick History</b> field (the tests should have <b>Requested</b> next to them) and double click the  icon to access the <b>EMIS Online Test Request Integration</b> screen.</li> </ol>	
<ol style="list-style-type: none"> <li>3. You should now click on the <b>Services</b> menu, and chose <b>Update Test</b>. This will take you into the request window. If necessary you may amend the order as required. Click the <b>Continue with request</b> button.</li> </ol>	
<ol style="list-style-type: none"> <li>4. Un-tick the <b>Collect Later</b> box, and select <b>Collect Now</b>.</li> <li>5. Select <b>Accept Request</b> along the bottom of the screen to process the request.</li> </ol> <p><i>Note: The <b>Review</b> button allows you to view the answers to any relevant questions, and to <b>Replay the Rules</b> to edit these if required.</i></p>	

6. Once you click **Accept Request** you will be presented by the processing window, and the label will print for the selected test. Once printed, click the **Yes-Printed** button to file the data in EMIS and return to the **Consultation**. Add any additional information and save the consultation.

Note: If you have requested more than one type of test you will have to click **Yes-Printed** to get the next label and continue till all are printed for each of the disciplines. After the last label has printed, click the **Yes-Printed** button to file the data in EMIS and return to the consultation. Click OK. If the label does not print click **No-Reprint**

Note: Certain tests will also prompt you to print an order form. The Print dialogue box will appear if this is the case.

Note: the label contains detailed information about the test, including a description of the tests taken from that sample, bottle description, and count of bottles. Please ensure you stick the correct label on the correct sample.



## How to Label Samples

### Correct Format

Please note that it is vital that the labels are attached to samples in a way that will allow laboratory staff to scan them properly. A label should always be placed at the top of the sample, as illustrated here, to allow the scanners to pick up the relevant information. This is an example of a correctly applied label.



### Incorrect Format

These samples are all incorrectly labelled, as the laboratory staff would struggle to get the scanners to read the barcode.





This is the option which would be used if you do not want to create a consultation when you retrieve a postponed request. For example this may be the way that the admin staff would process urine samples that have been handed into the practice by the patient.

- EHR PCS - Enterprise Edition (PHINILIA)**
- File Help
- Modules Internet N/HIS Message Organizer Tasks Alerts Workflow Protocols Patient Empowerment
- 10038 New Pharmacy Module DIB 06/06/1986.ch 0806666:  
R1505329795 mobile no 97711 777771
- Medical Records**
- |                      |                      |                    |
|----------------------|----------------------|--------------------|
| MR Medical Record    | CM Consultation Mode | PR Prescribing     |
| DS Dispensing        | UD Unmatched Drugs   | CC Code Conversion |
| PD Patient Documents | SG SGI Gateway       | IL Import Lab Test |
- Administration and Documents**

- [illegible]

- Address:** **The Old Forge, 78 Main Street, LS14 3BU**

▼ **Services**

**Pending Requests:**

Date/Time Requested	Investigations (Request Comments, Clinical Details)	IBIS No.
24 Jun 2015 10:02	ESR - ESR / FBC - Full Blood Count	761 362 9159
24 Jun 2015 10:02	ELU - Urea and Electrolytes / LFTS - Liver Function Tests	761 362 9159
24 Jun 2015 10:02	UC - Midstream Urine (C/S)(Antibiotics)=Test, Pregnant=No	761 362 9159

↑

Microbiology

Tests in this order: Midstream Urine (C&S)

Sample collection options:

☒ Collect Now

Accept Request

- Has a label (and form) printed successfully?*
- Yes - Printed**
- :
- No - Reprint**
- Printing may take several seconds to complete. Ensure printing has completed before proceeding. If you need to reprint this request (for example, if you experienced printer problems on the automatic print) then click on the 'No - Reprint' button to get another print before proceeding.

Note: Certain tests will also prompt you to print an order form. The Print dialogue box will appear if this is the case.

## How to Reprint a Label

When printing labels during the ordering process a confirmation screen is displayed to confirm that the label and form (if required) are printed successfully. Users should only click Yes-Printed after printing has completed for each sample. Should there be any printing problems the facility to **Reprint** is available. If the Order Comms session has closed you may still reprint a label via the EMIS **Medical Record**.

Open the patient in EMIS and select **Medical Record** then option **L - Online Test Requests**.

Highlight the request you require and **Right Click** and choose **Patient Requests**.

	W - Problems	U - Update Order	F - Full Sample Queue	R - Patient Requests	Z - Configuration	
Report list						
Date	Code Description	Requester	Last User	Priority	Batch Stat	Na
	Add New Test Request					
08/2014	Update Order	Mr Hugh O'Pray	Mr Hugh O'Pray	Normal	Fully Complete	1
08/2014	Patient Report Sample Now	Mr Hugh O'Pray	Mr Hugh O'Pray	Normal	Fully Complete	1
08/2014	Patient Sample Queue	Mr Hugh O'Pray	Mr Hugh O'Pray	Normal	Fully Complete	1
	Patient Report List					
	View Batch Info					
	Patient Requests					
	Location Report List					
	Test Details					
	Move Order					
	View/Change Confidentiality Policy					

A list of patient requests is displayed. **Single Click** on the request you need to reprint.

▼ Services			
Requests By Patient:			
Date/Time Requested	Sample Collection		Investigations / Request Comments / Clinical Data
23 Jun 2015 09:04	23 Jun 2015 09:04	B12 - Vitamin B12	
23 Jun 2015 09:04	23 Jun 2015 09:04	ESR - ESR / FBC - Full Blood Count	

In the dialogue box click **Reprint Request**.

Rules -- Webpage Dialog

Edit Request

Delete Request

Reprint Request

Write Report

Sample Now

Book Appointment

View Order

Transfusion Activity

View Audit Trail

ICEMail

Cancel

### **Further information**

Further guidance and information about particular tests is available by clicking CTRL + click on the link below:

## GP Order Comms - Further Information