

ORDER COMMS QUICKSHEET

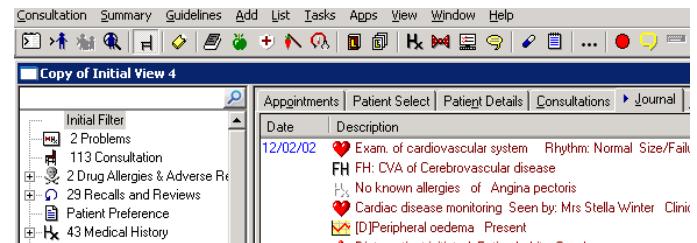
Order Comms is the name given to the online ordering of test requests, using a program called Sunquest ICE. It is integrated with Vision, and will allow you to request tests, print labels and forms, and track the order through the labs system.

You can access Order Comms when you have a patient's consultation open in **Consultation Manager**. This will allow you to record that a sample has been taken, or postpone a request for another user to complete at a later date. This document will cover all these options.

Starting A Test

1. Open **Consultation Manager** and ensure that a consultation is started for the patient.

Click on this icon to launch the order comms screens

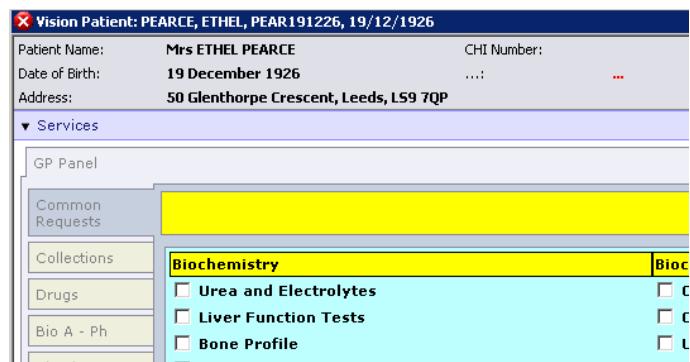



2. The first time you login, you will then be presented with the following screen. Enter your username in the **User Name**, **Password** and **Reenter Password** fields. Select **Save these details for my own personal use** to ensure that in future your details will be populated and you only have to click on **OK**.

Note, the Select Service box should be set to **Order Test. Click OK.**



3. You will then be presented with the **Vision ONLINE TEST REQUEST** screen.
4. 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.
5. The **Collections** option will allow you to select collections of tests for specific disciplines, eg Diabetes Annual Review, Tired all the Time.
6. 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"

7. If the patient has had certain tests taken within the last week or the result reported (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.

8. 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).

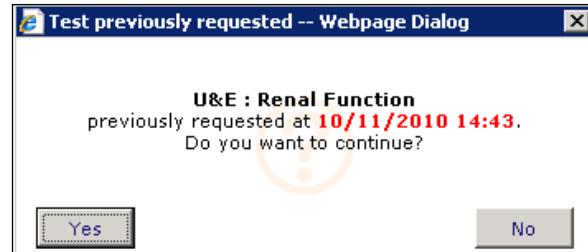
9. Complete the details in this screen as appropriate. If you require to change the **Requesting Consultant/GP** you can do so by clicking on the name in the drop down list

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

11. You will 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.

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

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.



Continue
with
request...

Vision Patient: SMITH, BEN, SMITH, 04/12/1950

Patient Name:	Mr BEN SMITH	CHI Number:
Date of Birth:	04 December 1950	...:
Address:	Gascoigne Farm Cottages, 16 Main Street, Barwick In Elmet, Leeds,...	
Services		
Please complete the following details regarding your request. Once you have completed the details mandatory.		
General Details:		
User:	12345nnurse	
Bleep / Contact No:	0141 232 2169	
Requesting Consultant / GP:	Burton, Dr David	
Location:	INPS Health Centre	
Global Clinical Details:		
Category: NHS		

Order Details:

↑ Microbiology

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

Collect Later

Priority: Routine

Sample collection options:

Collect Now

12. Collect Later – If you have chosen to **Collect Later**, you will have the option to **Print a postponed request summary**.

13. 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.

14. 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 selected test.

15. Once printed, click the **Yes-Printed** button to file the data in the Vision Journal (the text will show in Green as it is in the current 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 until all are printed for each of the disciplines. Please wait until the current label has printed before proceeding to your next. After the last label has printed, click the **Yes Printed** button to file the data in Vision and return to the consultation. Click OK.*

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**. If you have made an error in the request, destroy the labels then **Right Click** and choose **Delete** to remove it from the Journal. You may now create a new request.

16. Complete and save your consultation as normal.

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

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.

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

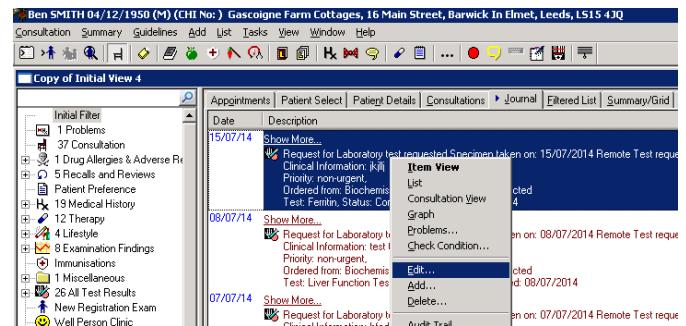
These samples are all incorrectly labelled, as the laboratory staff would struggle to get the scanners to read the barcode.



Retrieving a Request

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.

1. Open the patients record in Consultation Manager and start a new consultation.
2. From the Journal, right click on the initial test request entry and select **Edit**.



3. Click the **Order** button to take you into the existing test request(s)



4. In the next window ensure the **Select Service** is set to **Update Test** and click **Ok**.

If you have never logged on to the system before you should enter your user name and password (username again). If you have previously logged in the system will have remembered you.



5. The initial request will display. If necessary you may amend the request at this stage (see the previous section).
6. Click the **Continue with Request** option in the bottom-left hand corner of the screen.

Continue
with
request...

7. Un-tick the **Collect Later** box, and select **Collect Now**.
8. Select **Accept Request** along the bottom of the screen to process the request.

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

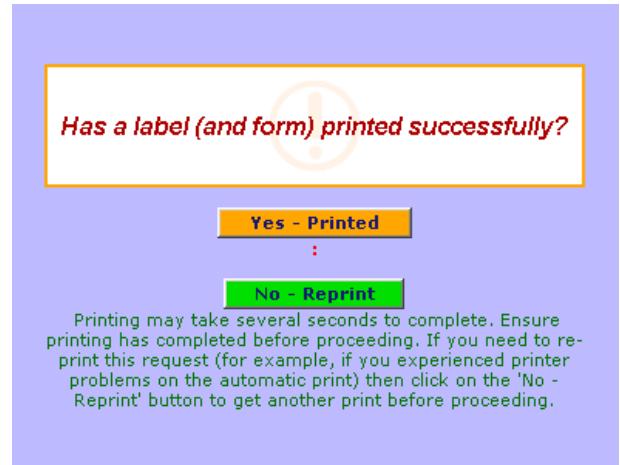
Order details:
Biochemistry - Yellow
Tests in this order: LFT
 Collect Later
Priority: **Routine**
Sample collection options:
 Collect Now

Haematology - Purple 4ml
Tests in this order: ESR
 Collect Later
Priority: **Routine**
Sample collection options:
 Collect Now

9. You will then 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 Vision and return to **Journal**. 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 the journal and return to the consultation.

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



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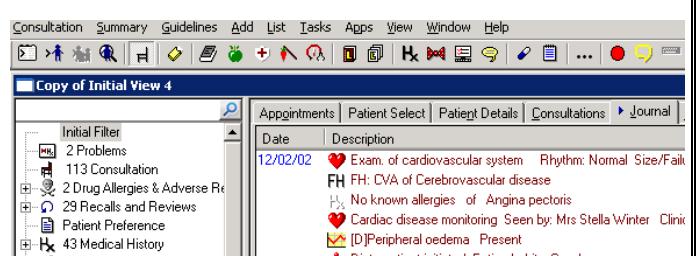
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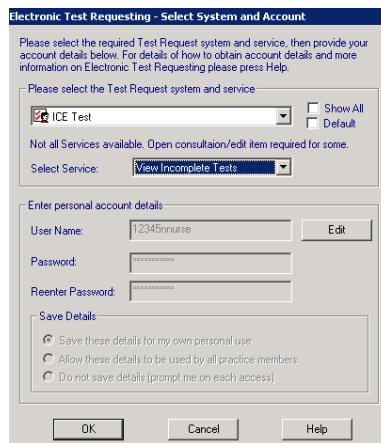
How to Reprint a Label

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.

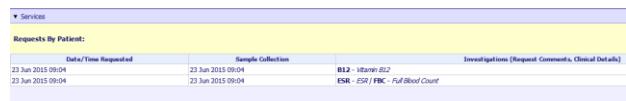
1. If ICE has closed and the data has been updated in Vision, if you need to reprint a label/form open the patient in **Consultation Manager** and access **Order Comms** using the icon on the toolbar.



2. Choose View Incomplete Tests from Select Service drop down. Click OK



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



4. Click **Reprint Request**. Labels will then be reprinted.



Further information

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

GP Order Comms - Further Information