

# **PATHOLOGY TEST REQUESTS**

## **SUNQUEST ICE & EMIS WEB USER GUIDE**

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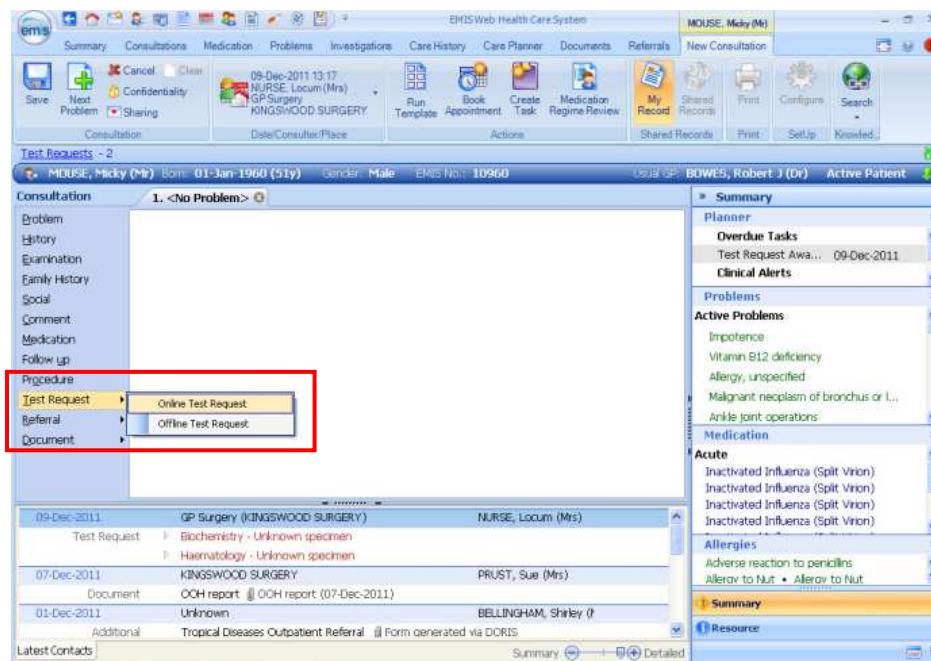
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The most recent version of this guide is held at:  
<http://www.whittington.nhs.uk/default.asp?c=15137>

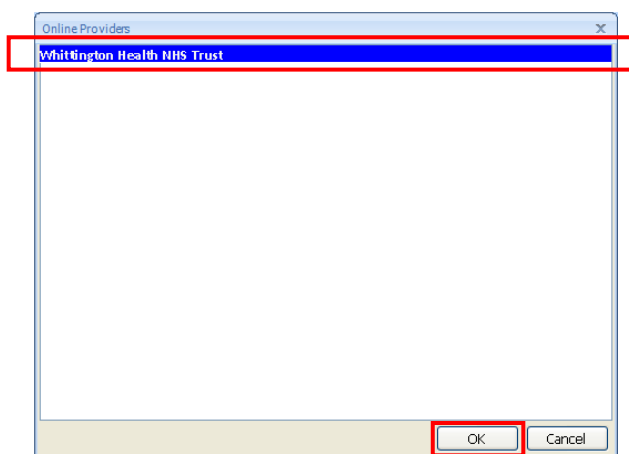
Date	Version	Status	Author	Summary of Changes
07/02/14	1.0	Final	N. Keemer	Signed off by CP and LE, with changes to Draft V0.5 incl. Reports, Reprinting and FAQ's.

# 1. Initiating a pathology request from EMIS Web

1. Find the Patient within EMIS Web.
2. Open a New Consultation.
3. Click on **Test Request**, followed by **Online Test Request**.



4. You may be presented with a list of online providers. If so, ensure the **Whittington Health NHS Trust** is highlighted and click the **OK** button.



5. You will now be transferred to the **ICE Test Request** screen.

## 2. Identifying tests from the ICE Test Request screen

### Navigating around the Test Request screen

The screenshot shows the 'Online Test Request' window for a patient named Mr. Eight Editestpatient. The patient's details (a, j) are at the top. Below this are tabs for 'HAEM / BIOCHEM' (b) and 'MICRO / IMMUNOLOGY' (b). A 'GP Panel' tab is also visible. On the left, there are 'GP Profiles' (c) and 'Common Request' (c) tabs, with a 'Set as Default Panel' button (d). The main area displays 'Test Collection Profiles' (d) with three columns: 'Haematology' (e), 'Microbiology' (e), and 'Biochemistry' (e). Each column contains a list of tests with checkboxes (f). At the bottom, there is a table of 'Most recent requests made for this patient' (g) with columns for Requested, Investigations, Priority, Loc, Ordered, and Status. Hyperlinks to view all requests (h) and records for this patient (h) are provided. A 'Continue with request...' button (i) is at the bottom left.

- a. **Patient Details** - These are pulled from EMIS.
  - b. **Panels** - Options of HAEM/BIOCHEM and MICRO/IMMUNOLOGY will filter requests by given discipline. Alternatively, selecting GP PANEL will display tests most commonly requested by GPs. Clicking 'Set as Default Panel' will cause the Test Request screen to always open in your chosen view:
 

Set as Default Panel
  - c. **Tags** - After selecting a panel, tests can be further filtered by selecting an appropriate tab. For example, the GP Panel offers GP Profiles, Common Requests, and Search tabs. The GP Profiles tab lists common Test Collections.
- Search Tab** - For use if you cannot find a particular pathology test. Type in the test name you wish to find (limit the number of characters to 3+ to take account of any spelling anomalies) and then click on the **Search** button (you may need to scroll down the page to find this button, depending on your screen resolution & then scroll back up to view the tests found). A list of tests will appear that you can then select in the usual manner. Tests are colour coded to distinguish similarly named investigations: haem = red; biochem = green; microbiology = blue. **NB:** Only select Pathology Tests.
- d. **Test Collection Profiles** - Click on the Profile name to open another screen with a list of individual test that make up the collection; confirm individual tests listed – i.e by ticking / unticking individual test boxes, or by clicking **Select All/Deselect All**; either click **OK** or **Cancel and Return**.
  - e. **Headers** - These are headers for a group of related tests.
  - f. **Individual Tests** - These are individual tests that can be selected by clicking either on the test name or in the tick box. Hovering over the test name will highlight any help text that has been associated with that test. This will be displayed in a green banner. Tests already selected as part of a profile will automatically be ticked on Individual Test screen, and vice versa.
  - g. **Most Recent Requests** - Details requests made for this patient on ICE. Note, status definitions: **SPC** – Request Made (i.e. for GP requests, not necessarily specimen collected yet); **REC** – Request Received in Lab; **RR** – Report Received.
  - h. **Click here** – Click blue hyperlinks to view either 'all requests made for this patient' or 'records of the tests on this panel only made for this patient'. Status definitions are as per bullet G (above).

i. **Continue with request button** - Click on this to move to next screen.

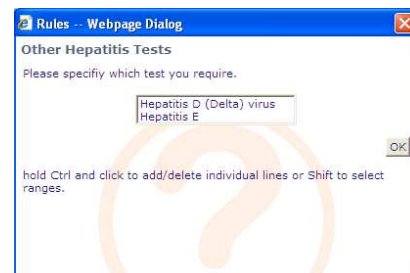
j. **Services** - Click here to display a dropdown menu. Options allow you to navigate to different screens/pages within ICE – i.e. from here you can choose to view the 'Patient Reports List' or 'Patient Requests list' for individual patients, as well as return to the 'Order Test' (Test Request) screen:



## Selecting Test(s)

1. Once you have clicked to select a test, the following may occur:

- Nothing – A tick appears beside the test.
- A pop-up box requesting more information may appear. These questions have been designed to gather as much information as possible & reduce the requirement for free-texting.



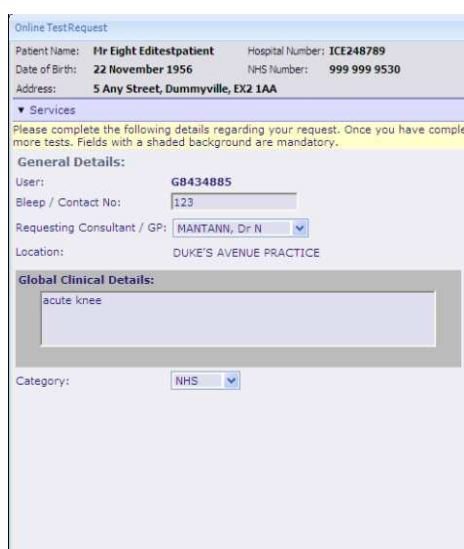
- For time restricted test, a warning box will appear stating that the test has been previously requested with the opportunity either to continue with the request or not. Clicking on the date/time of the previous request will display any reports that are available for that test.



2. After selecting all tests you require for the patient, click the green **Continue with Request** button.
3. You will then be presented with the **Request Details** screen.

## 3. Completing a request on Request Details screen

### Completing General Details (left side of screen)



1. **User** is pre-populated with user logged on.
2. **Bleep / Contact No** is populated with the unique 4-digit reference number (Lab Code) given to individual GPs by the pathology department at the Whittington, used to confirm ID for telephone queries etc.
3. **Requesting Consultant/GP** is auto populated if logged on user is ordering in their own right. If ordering on behalf of another user, select them from the dropdown list.
4. **Global Clinical Details** is mandatory, to type appropriate clinical information.
5. Select **Category** - **NHS** (default) or **Private**.

## Completing Order Details (right side of screen)

Here you will find the specific order details for each of the laboratory disciplines being requested:

1. For each discipline, there is a choice of 2 sample collection options available:

- **Immediate** – ‘Proposed Collection Date’ on printed request form defaults to today’s date.
- **At a later Date by Calendar** – to select a different ‘Proposed Collection Date’, to be printed on request form.

**Note:** Either way, fields specifying actual date/time are included for manual completion on the printed request form at the time of collection

(see sample printed request on pg. 7)

2. There are then 3 further options:

- **More Tests**
- **Review** the requested tests on a summary screen - more can then be added if required.
- **Accept Request** to complete the request and proceed to printing screen. – only click once you are happy all required tests have been selected, as no more can be added after this step.

## Printing a Request

1. When printing a request form, a Windows printer box will appear; select the A4 printer you require from your list and click **Print**:

2. **Once printing is completed**, click on the **Proceed** button to complete the transaction.

**NB:** Each Pathology discipline is set up as a different provider. If you have made a request for 2 disciplines, as per the requests for Serology and Biochemistry/Haem (above), a second print dialogue box will appear - you need to click **Print** followed by **Proceed** a second time to produce a request printout for the second discipline.

3. Click **OK** when the **Data Filed with EMIS – Click OK to Close and Return** box appears.

 <b>The Whittington Hospital</b>  NHS Trust		Laboratory Number	
<b>PATIENT DETAILS</b>  Hospital No. <b>ICE401736</b> Surname Forename(s) <b>Ebs-Donotuse</b> Date of Birth <b>16/12/1965</b> Sex: <b>M</b> Ethnic Origin:		Date & Time of request <b>27/11/2013 15:35</b> Patient Category <b>NHS</b> Report Copy to: Location Copy to:	
		For Laboratory use ONLY <b>Request ID</b>  5941185	
<b>REQUESTER DETAILS</b> Requester Name: <b>Devereux</b> Requester Contact/Bleep: <b>1309</b> Location: <b>ST JOHNS WAY MEDICAL CENTRE</b> Requesting Consultant: <b>Dr V DEVEREUX</b>		Tests Requested :- (CBC) Full Blood Count (CHDL) Total/HDL Cholesterol (ESR) ESR (FERR) Ferritin (FETI) Iron and TIBC (G) Glucose (HDL) HDL-Cholesterol (HIL) Laboratory, internal use only (LFT) LFT (TSH) TSH (UECR) U&E/Creat	
<b>CLINICAL DETAILS</b> Clinical History <b>the usual</b> <b>BH-Routine</b> Specimen Collected by: Print: Date: Sign: Time : Proposed Collection Date: <b>23 Dec 2013</b>			

**Specimen Collection Instructions**

For these investigations your require the following samples :-  
 1 x GREY TOP / Fluoride oxalate sample  
 1 x GOLD TOP / Gel Serum sample  
 1 x LAVENDER TOP / EDTA tube

**Note: The form also advises the number and type of bottles**

**Note: The Request form has a Specimen Collection details box which must be used at the time of sample collection to enable accurate interpretations.**

...the hospital of choice for local people 



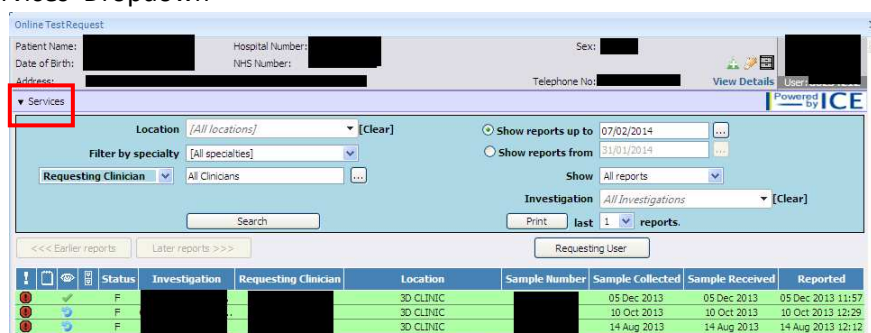
## 4. Re-Printing a request previously completed

Should the printed Request Form be mislaid, a new copy can be printed:

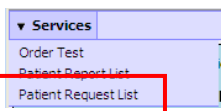
1. Find patient in EMIS Web and enter the Consultation screen
2. Select the **Investigations** tab at the top of the screen
3. Select **Patient Report List**



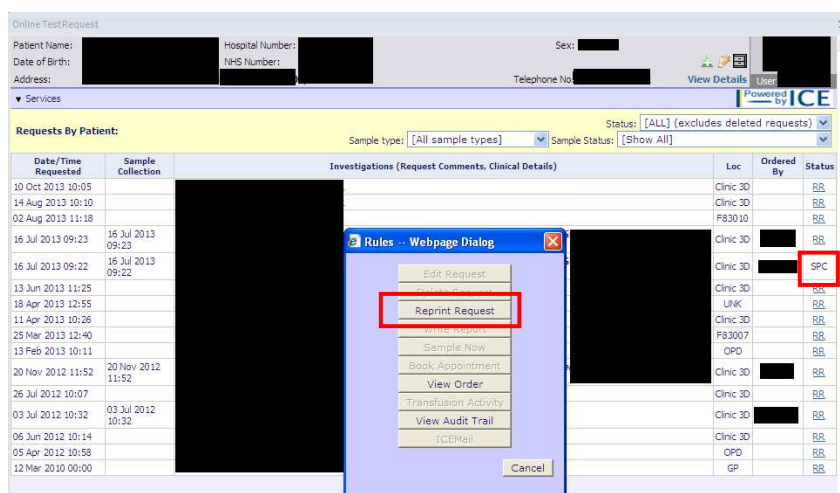
4. The **Patient Report List** appears showing all the reports available for the selected patient; click on the 'Services' Dropdown



5. Select 'Patient Request List':



6. Click on **SPC** for the required Request; then select **Reprint Request** from the dialogue box that appears:



7. When printing a request form, a Windows printer box will appear; select the A4 printer you require from your list and click **Print**
8. Once printing is completed, click on a **Proceed** button to complete the transaction



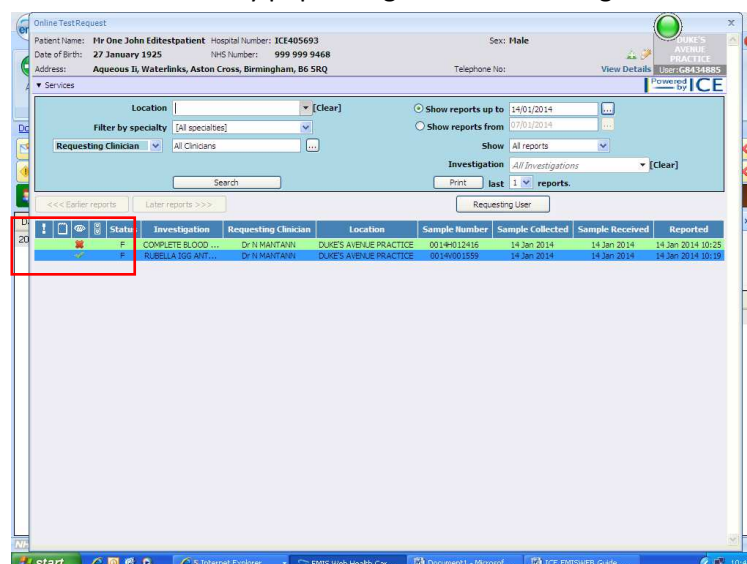
## 5. Viewing a Patient Report

Reports may be viewed in EMIS in the normal manner, sent via GP links. However, ICE will also display reports generated for Requests made in Secondary Care:

1. Find patient in EMIS Web and enter the Consultation screen
2. Select the **Investigations** tab at the top of the screen
3. Select **Patient Report List**

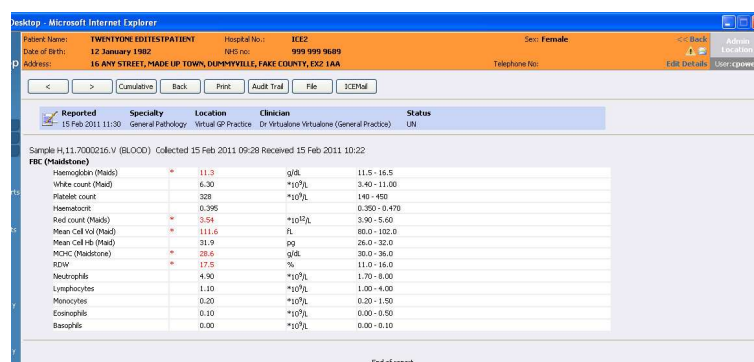


4. The **Patient Report List** appears showing all the reports available for the selected patient; If Necessary reports can be filtered by populating fields and clicking **Search**

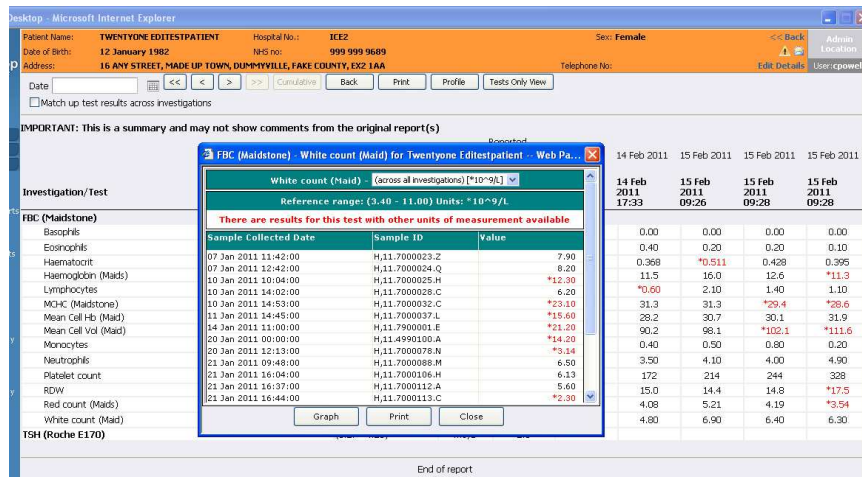


- = Abnormal Result
- = viewed in ICE
- = not viewed in ICE
- = Not viewed in ICE since result updated

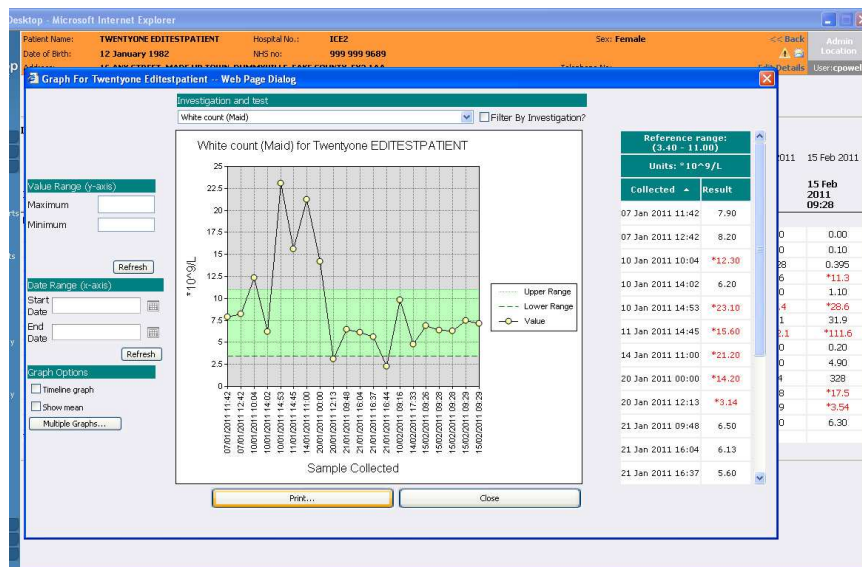
5. Double click on the line of a report to view detail:



The **Cumulative** button displays cumulative results for the selected patient. This displays the results in chronological order. The < and > buttons then allow you to scroll left/right across the page to view more sample dates. Double clicking a selected test in the left column displays a summary window of the results for that test:



Clicking on the **Graph** button in the summary window will display a graph of the results for that test. **NB** The first graph will take a long time to download:



## Appendices A: FAQ's

### 1. What if there is an issue with the Sunquest ICE system?

In the event of a technical problem impacting the availability of the Sunquest ICE system, please revert to the pre-ICE system used by the practice.

**Technical issues with Sunquest ICE alone** should be logged in the first instance with the IT Helpdesk at Whittington Health ICO: [ithelpdesk.whitthealth@nhs.net](mailto:ithelpdesk.whitthealth@nhs.net) / 020 7288 5351.

**NOTE:** All other/wider technical issues should be escalated with your CCG IT support team.

### 2. How do practices set up new users?

Practice Managers can request new users by completing the ICE User Request Form held at <http://www.whittington.nhs.uk/default.asp?c=15137> and submitting it to [ithelpdesk.whitthealth@nhs.net](mailto:ithelpdesk.whitthealth@nhs.net).

### 3. Who do practices inform when users leave?

Practice Managers should inform the Whittington when users leave. Please complete the ICE User Cancellation Form held at <http://www.whittington.nhs.uk/default.asp?c=15137> and send it to [ithelpdesk.whitthealth@nhs.net](mailto:ithelpdesk.whitthealth@nhs.net).

### 4. How are patients synchronised?

The patient is selected from EMIS system and matches through to Sunquest ICE using NHS number, Patient Name, DOB and Address.