

PATHOLOGY TEST REQUESTS SUNQUEST ICE & EMIS WEB USER GUIDE

1

Contents

1.	Initiating a pathology request from EMIS Web	3
2.	Identifying tests from the ICE Test Request screen	3
	Navigating around the Test Request screen	3
	Selecting Test(s)	5
3.	Completing a request on Request Details screen	5
	Printing a Request	6
4.	Re-Printing a request previously completed	8
5.	Viewing a Patient Report	9
Appe	ndices A: FAQ's	.11

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**.

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Summary Consul	tations Medication	Problems Investigation	a Care History Care Pla	inner Documents	Referrals	New Consultation	G	-18
Save Problem Sharing	entiality 🌌	09-Dec-2011 13:17 NURSE, Locum (Mra) GP Surgery KINGSWOOD SURGERY		eate Medication Regime Review	My Record	Reared Frint	Contigues Search	
Compultation		Data/Consultion/Place	Action	12	Shared Re	contril ethnole	SetUp Knowled.	
Test Requests - 2								8
😨 MBUSE, Micky (Mr)	Bin OleJan-19	160 (S1y) Gender Ma	e Ektellor 10960		US BLOP	BOWES, Robert	J (Dr) Active Patie	at 🤳
Consultation	L. <no problem=""></no>	0				Summary		
Broblem						Planner		ć
History						Overdue T	asks	-
Examination						Test Reque	st Awa 09-Dec-201	1
Eamly History						Clinical Ale	rts	
Social						Problems		8
Comment						Active Problem	ns	1
Medication						Impotence		-
Follow up						Vitamin B12	deficiency	
Procedure						Allergy, unsp	ecified	
Test Request							oplasm of bronchus or I.	16
Referral	Online Test Request					Ankle toint or	A STATE OF A	
Document	Offline Test Request					Medication		1
Corrigent +						Acute		
						Inactivated In	fluenza (Split Virion)	
							fluenza (Split Virion)	
09-Dec-2011	OD Surgery (V	INGSWOOD SURGERY)	MIRGE	Locum (Mrs)			fluenza (Split Virion)	
Test Request	21102-00-0012-002	Unknown specimen	Horse,	Locialit (mus)			fluenza (Split Virion)	8
Cost Neighbor		- Unknown specimen				Allergies		\$
07-Dec-2011	KINGSWOOD		PRUST.	Sue (Mrs)	-		ion to penicilins • Alleray to Nut	5
Document		00H report (07-Dec-201)				Carry and a second second	Aderov co nuc	
01-Dec-2011	Unknown			HAM, Shirley (*		Summary		
Additional	Tropical Disea	ses Outpatient Referral 👔				Resource		
Latest Contacts			S	mmary 💮 া	Detailed			

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

Online Providers X	
Whittington Health NHS Trust	
OK Cancel]

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



- 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 Panel Panel' will cause the Test Request screen to always open in your chosen view: Set as Panel Panel' will cause the Test Request screen to always open in your chosen view: Set as Panel Pan
- c. **Tabs** 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.

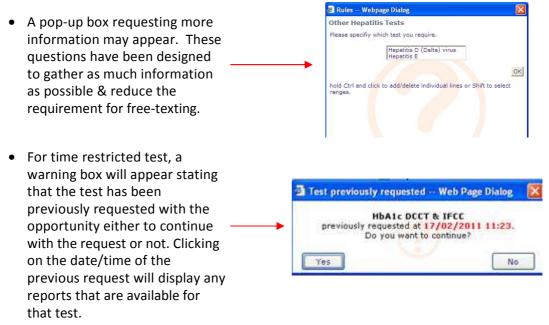
j. **Services** - Click here to display a dropdown menu. Options allow you to navigate to different screens/pages within ICE – i.e. from here you can choose to view the 'Patient Reports List' or 'Patient Requests list' for individual patients, as well as return to the 'Order Test' (Test Request) screen:

 Services 	
Order Test	
Patient Repo	't List
Patient Requ	est List 🛛 🛛

Selecting Test(s)

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

• Nothing – A tick appears beside the 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)

Online TestReq	uest							
Patient Name: Date of Birth:	Mr Eight Editer		Hospital Number	: ICE248789 999 999 9530				
Address:	5 Any Street, I	Dummyville,	EX2 1AA					
• Services								
Please comple more tests. Fi	ate the following elds with a shar	details reg ded backgro	arding your requ und are mandat	est. Once you have comple ory.				
General D	etails:							
User:		G8434885						
Bleep / Conta	act No:	123						
Requesting C	Consultant / GP:	MANTANN	Dr N 💌					
Location:		DUKE'S AVENUE PRACTICE						
acute kr	ical Details: nee							
Category:		NHS	•					

- 1. **User** is pre-populated with user logged on.
- 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.

Whittington Health Mittington Health

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

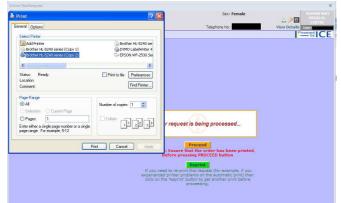
(see sample printed request on pg. 7)

- 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.

Sex: Male				-		1	
Telephone No:				7.000	_	P	RACITCI :684348
						anvie r	
d the details, click the 'Accept Reque	ast' buttor	n to c	ontinu	e or			
order Details:							
Serology In-house							
ests in this order: Syphilis Serology							
riority: Routine							
Sample collection options:							
O Immediate			_				
At a later Date by Calendar	<	N	ivem	her	201	20	>
			Wed				
	28	29	30	31	1	2	3
	4	5	6	<u>Z</u>	8	2	10
	11	12	13	14		16	17
	18 25	19	20	21 28		23 30	200
	2	3	4	5		<u>30</u> Z	1 8
		*	-	-	-	-	*
BH-Routine sets in this order: Full Blood Count, USE/Ore triority: Normal Sample collection options: ③ Immediate	nat, LFT, Lab	torator	r, inter	næ/ ua	e on!	y, CRI	, ESR
Immediate							

Printing a Request

When printing a request form, a Windows printer box will appear; select the A4 printer you 1. 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.

Bł		ne Wh	nittingt	on F	IOSPITA NHS Tru		Laboratory Number
PATIENT DET	AILS					me of requi	
					Patient Ca	ategory	For Laboratory use ONLY
Hospital No. Surname Forename(s)		onotuse			Report Co		Request ID
Date of Birth Sex: M	16/12/1 Ethnic C						5941185
Requester Name: Devereux Requester Contact 1309 Location: ST JOHNS WA Requesting Consu Dr V DEVEREU	Y MEDICA Iltant: IX	L CENTR	RE	(CHD (ESR) (FERI (FETI (G) G (HDL) (HIL) (LFT) (TSH)		L Choleste IBC esterol internal u	
Clinical History	th	e usual				BH-Rou	tine
Specimen Collected	l by:					Proposed	Collection Date:
Print:			Date:			23 Dec	2013
Sign:			Time :				
Specimen C For these investig 1 x GREY TOP 1 x GOLD TOP 1 x LAVENDED Note: The for number and	rm also a	require the feature oxalate oxalate um samp DTA tube	following sam sample le	bles :-	Spec mus colle	cimen Co t be use	equest form has a ollection details box which of at the time of sample of enable accurate ons.
					ť	he hospi cal	of choice for local people W

https://icedesktop.whittington.nhs.uk/icedesktop/dotnet/icedesktop/PrintManager/Prin... 27/11/2013

7

4. Re-Printing a request previously completed

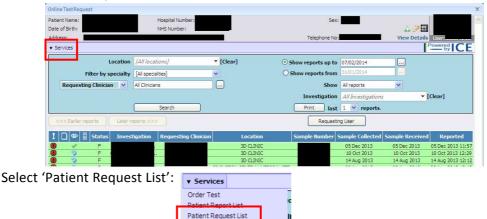
Should the printed Request Form be mislaid, a new copy can be printed:

- 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

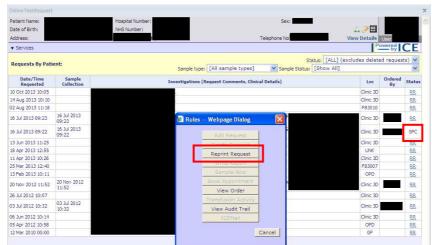
5.

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Summary	Consultations	Medication	Problems	Investigation	ns Care H	istory Care	Planner	Documents	Refer	rrals N	ew Con	sultation				9 🛛
Add	Trend	it Only 🧖	Descriptive T Collapse All	Values	View F Reports	ilters Search View	My Record	Shared Records	Print	Search	Pi Rep	atient ort List				
Add/Edit		1	View			Filter	Share	d Records	Print	Knowled	Test	Reques_				
Test Requests -	2															6
	2 c ky (Mr) Born: (1-Jan-1960) (51y)	Gender: Ma	le EMIS	No.: 10960	1		Usu	ial GP: B	OWES,	Robert	J (Dr)	Active	Patien	t 🤳
	/	1-Jan-1960) (51y)	Gender: Ma	le emis	No.: 10960 Value	1		200500	ial GP: 18 Indicator	OWES,	Robert	10000	Active: ailed View	Patien	t 🤳
象 MOUSE, Mi Date	cky (Mr) Born: (Term	1-Jan-1960 lesterol raise		Gender: Ma	le EMIS		18		200500		OWES,	^	Deta			16 - X
Date 31-Aug-2011	c <mark>ky (Mr)</mark> Born: (Term Serum chi		d	Gender: Ma	le EMIS				200500		OWES,	Seri Read	Deta um chole I Code	ailed View esterol ra 44P3	ised	16 - X
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MOUSE, Mi Date 31-Aug-2011 26-Aug-2011 26-Aug-2011	cky (Mr) Born: (Term Serum chi Best ever Peak exp.	lesterol raise seak flow rat flow rate: PE	d :e :FR/PFR	Gender: Ma		Value 500 L/m 420 L/m	in In		200500		OWES,	Seri Read SNO	Deta um chole I Code MED-CT	ailed View esterol ra 44P3 2592290	ised	16 - X
🎄 MOUSE, MI	cky (Mr) Born: (Term Serum chi Best ever Peak exp.	lesterol raise beak flow rat flow rate: PE beak expirato	d :e :FR/PFR			Value 500 L/m 420 L/m ard 586 L/m	in In	mal	200500		OWES	Seri Read SNOI	Deta um chole I Code MED-CT	ailed View esterol ra 44P3	ised	16 - X

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



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



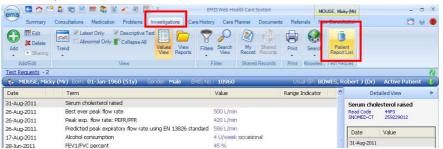
- 7. When printing a request form, a Windows printer box will appear; select the A4 printer you require from your list and click **Print**
- 8. **Once printing is completed**, click on a **Proceed** button to complete the transaction

Whittington Health

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



= viewed in ICE

= not viewed in ICE

= Not viewed in ICE since result updated

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

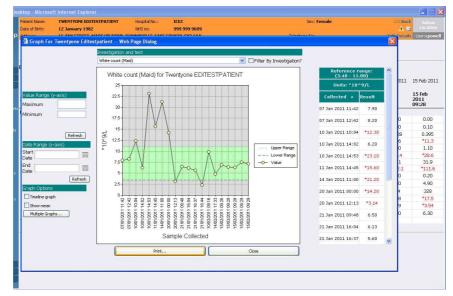
Date of Birth: 12 January 19	ITESTPATIENT	Hospital No.: NHS no:	ICE2 999 999 9689		Sex: Female	<< Back Adm A S Local
		N, DUMMYVILLE, FAKE			Telephone No:	Edit Details User:con
Cumulat	Ive Back	Print Audit Tr	al File 1	CEMal		
Reported Spe	cialty L	ocation Clinic	ian	Status		
🗵 15 Feb 2011 11:30 Gen	aral Pathology N	irtual GP Practice Dr Vir	tualone Virtualone (Ger	veral Practice) UN		
Sample H, 11.7000216.V (BLOO	0) Collected 15	5 Feb 2011 09:28 Rece	eived 15 Feb 2011 1	0:22		
FBC (Maidstone)						
Haemoglobin (Maids)		11.3	g/dL	11.5 - 16.5		
White count (Maid)		6.30	*10 ⁹ /L	3.40 - 11.00		
Platelet count		328	*10 ⁹ /L	140 - 450		
Haematocrit		0.395		0.350 - 0.470		
Red count (Maids)	*	3.54	*10 ¹² /L	3.90 - 5.60		
Mean Cell Vol (Maid)		111.6	A.	80.0 - 102.0		
		31.9	P9	26.0 - 32.0		
Mean Cell Hb (Maid)		28.6	g/dL	30.0 - 36.0		
Mean Cell Hb (Maid) MCHC (Maidstone)			36			
		17.5	20	11.0 - 16.0		
MCHC (Maidstone)	•	4.90	*10 ⁹ /L	11.0 - 16.0 1.70 - 8.00		
MCHC (Maidstone) RDW	*					
MCHC (Maidstone) RDW Neutrophils	•	4.90	*10 ⁹ /L	1.70 - 8.00		
MCHC (Maidstone) RDW Neutrophils Lymphocytes	•	4.90 1.10	*10 ⁹ /L *10 ⁹ /L	1.70 - 8.00 1.00 - 4.00		
MCHC (Maidstone) RDW Neutrophils Lymphocytes Monocytes	•	4.90 1.10 0.20	*10 ⁹ /L *10 ⁹ /L *10 ⁹ /L	1.70 - 8.00 1.00 - 4.00 0.20 - 1.50		

9

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:

Vatient Name: TWENTYONE EDI Date of Birth: 12 January 1983			9 9689		Se	x: Female		<< Bac 1	
		LE, FAKE COUNTY, EX Cumulative Back		ofile Tests Only View	Telephone N	0:		Edit Detai	User:cpowe
MPORTANT: This is a summary	and may not show com		original report(s) (Maid) for Twentyon	Reported	Vah Da 🕅	14 Feb 2011	15 Eeb 2011	15 Feb 2011	15 Feb 201
nvestigation/Test	w	hite count (Maid	- (across al investigatio	ns) [*10^9/L] 🔽		14 Feb 2011 17:33	15 Feb 2011 09:26	15 Feb 2011 09:28	15 Feb 2011 09:28
BC (Maidstone)	There are re	sults for this tes	t with other units of	measurement ava	ilable				
Basophils	Sample Collect		Sample ID	Value		0.00	0.00	0.00	0.00
Eosnophils				value		0.40	0.20	0.20	0.10
Haematocrit	07 Jan 2011 11:4		H,11.7000023.Z		7.90	0.368	*0.511	0.428	0.395
Haemoglobin (Maids)	07 Jan 2011 12:4 10 Jan 2011 10:0		H,11.7000024.Q H.11.7000025.H		8.20	11.5	16.0	12.6	*11.3
Lymphocytes	10 Jan 2011 10:0 10 Jan 2011 14:0		H,11.7000025.H H.11.7000028.C		6.20	*0.60	2.10	1.40	1.10
MCHC (Maidstone)	10 Jan 2011 14:5		H,11.7000032.C		*23.10	31.3	31.3	+29.4	*28.6
Mean Cell Hb (Maid)	11 Jan 2011 14:4	5:00	H,11.7000037.L		*15.60	28.2	30.7	30.1	31.9
Mean Cell Vol (Maid)	14 Jan 2011 11:0		H,11.7900001.E		*21.20	90.2	98.1	*102.1	*111.6
Monocytes	20 Jan 2011 00:0		H,11.4990100.A		*14.20	0.40	0.50	0.80	0.20
Neutrophils	20 Jan 2011 12:1 21 Jan 2011 09:4		H,11.7000078.N H,11.7000088.M		*3.14 6.50	3.50	4.10	4.00	4.90
Platelet count	21 Jan 2011 09:4		H,11.7000106.H		6.13	172	214	244	328
RDW	21 Jan 2011 16:3		H,11.7000112.A		5.60	15.0	14.4	14.8	*17.5
Red count (Maids)	21 Jan 2011 16:4	4:00	H,11.7000113.C		*2.30 💌	4.08	5.21	4.19	*3.54
White count (Maid)		Graph	Print	Close		4.80	6.90	6.40	6.30
SH (Roche E170)						4.00	0.90	0.40	0.30
	L.C.								

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: <u>ithelpdesk.whitthealth@nhs.net</u> / 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 <u>http://www.whittington.nhs.uk/default.asp?c=15137</u> and submitting it to <u>ithelpdesk.whitthealth@nhs.net</u>.

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 <u>http://www.whittington.nhs.uk/default.asp?c=15137</u> and send it to <u>ithelpdesk.whitthealth@nhs.net</u>.

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.