

eclinic smsc

eRequests

Installation & User Guide

01.08.08



Gribbles
PATHOLOGY



eclinic

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Chapter 1 Overview

eClinic SMSC Overview

eClinic is a secure messaging network which inter-connects many thousands of Healthcare Practitioners in Australia and New Zealand across various transactions, such as pathology test requests and results, summary files, images and script requests.

Results, Reports & Summaries (eResults)

eClinic SMSC fully automates the transfer of pathology result files (HL7/PIT) and reports and summaries (in any file format) from Diagnostic Laboratories, securely and directly to the clinic management software (CMS) of Medical Practitioners. eClinic SMSC may also operate independently of CMS via a built-in viewer or via the web with results viewed securely online at the eClinic website. Reports and summaries are presently viewed via the built-in viewer or the eClinic website.

eClinic SMSC is compatible with all known CMS operating in Australia. Its easy-to-use interface allows operators to simply set the retrieval schedule for automatic download of results, reports and summaries or for manual download at any time.

Pathology Requests (eRequests)

Pathology requests may also be sent via eClinic SMSC. eRequest is an automated facility within eClinic SMSC which enables Medical Practitioners to create and lodge electronic pathology test requests with Gribbles Pathology. The customised requests interface is seamlessly presented to the referring Medical Practitioners when they select Gribbles Pathology on their CMS.

Output includes both printed test request forms with bar codes and electronic HL7 pathology test requests.

Gribbles Pathology eRequest form now enables the ability to audit and track pathology tests for the patient open within CMS.

Where there has been an eRequest for an ordered pathology test, the eRequest auditing and tracking functionality will:

- Provide an up-to-date status of each eRequest episode and it's individual ordered tests
- Provide an audit trail of the original eRequest episode and it's individual ordered tests
- Include in the audit trail of each eRequest episode, any additions or deletions of ordered tests, as reported by the Laboratory.

Security

- eClinic SMSC utilises PKI x.509 v3 digital certificates with the 128 SSL data transfer, providing highly secure communication, authentication and data integrity for all parties. It is fully supported by an integrated data management system involving professionally maintained servers, extensive back-end audit and account administration systems.
- The eClinic SMSC built-in files viewer may be password protected to allow authorised users only to access pathology result files.
- Viewing files via the eClinic website is password protected.

Installation & Support

eClinic SMSC is simple to install and is fully supported by qualified and dedicated staff who are involved with all aspects of software development, maintenance and customer support.

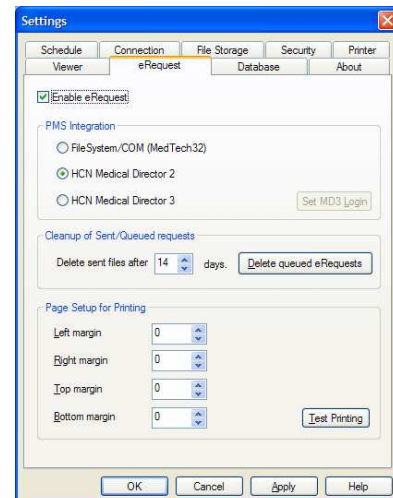
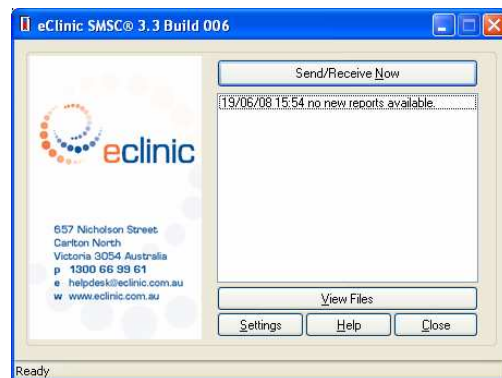
Chapter 2 Setup

eRequest Functionality

eRequest functionality requires eClinic SMSC to be installed. For information regarding the installation and use of eClinic SMSC see the eClinic SMSC Installation & User Guide available from eClinic – eclinic.com.au.

Functionality

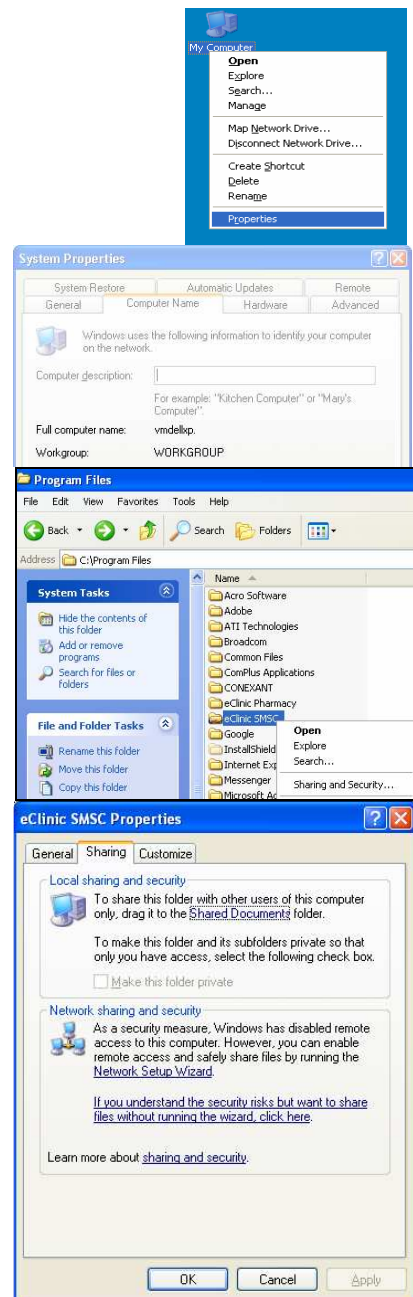
- Click '**Settings**' at the eClinic SMSC interface. Then click '**eRequest**' to view options.
- Select the CMS with which integration is required. Then click '**Apply**' for eRequest functionality.
- For single PC eRequest implementations please proceed to Chapter 3 '**Operation**'.
- For networked installations continue with Chapter 2 '**Setup**'.



Network Functionality

To set up eRequest over a network, a network share needs to be established on the eClinic SMSC computer so that networked machines can browse to the eClinic SMSC database.

- Establish eClinic SMSC computer name and work group for latter reference by right clicking **'My Computer'** on your desktop. Then click **'Properties'** and the **'Computer Name'** tab. Make note of this information and click **'OK'**.
- Then share the eClinic SMSC program directory with the network. Open **'My Computer'**, navigate to the **'C:'** drive, and then to the **'Program Files'** folder.
- Right-click **'eClinic SMSC'** and from the menu select **'Sharing and Security'**
- From the **'Sharing'** tab tick the **'Share this folder on the network'** box.
- Change the **'Share Name'** to **'eClinicS'**.
- Tick the **'Allow Network users to change my files'** box.
- Click **'Apply'**.
- The **'eClinic SMSC'** folder should appear with a hand underneath to indicate the folder has been successfully shared.



eClinic SMSC Installation

eClinic SMSC needs to be installed on each additional computer where eRequest functionality is required.

eRequest works by connecting to the primary eClinic SMSC database that should be shared on the network, as previously advised.

To install eClinic SMSC double click on the 'Setup.exe' file on the CD supplied or if you have downloaded the installation file, run the 'SMSC.[Version].exe' file from your download directory. This will start the InstallShield Wizard, which breaks down the installation to a series of interactive steps.

Welcome

You should see the 'InstallShield Wizard - Welcome....' screen.

Click '**Next**' to continue.



Customer Information

Select the installation type. Note that hospital installations display the UR No. in the '**Files Viewer**'.

Click '**Next**' to continue.



Destination Folder

The '**Destination Folder**' default path is C:\Program Files\eClinic SMSC\.

If you wish to change this click '**Change**' and browse to your selected path.

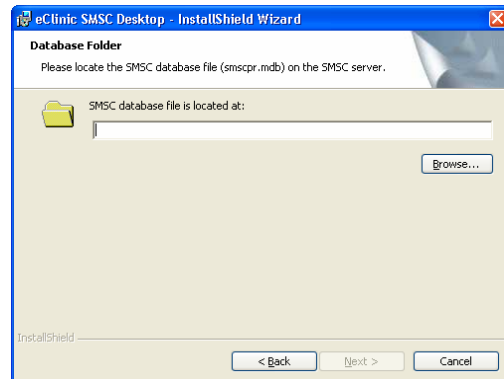
Click '**Next**' to continue.



Database Location

The next step is to supply the location of the primary database file (smscpr.mdb).

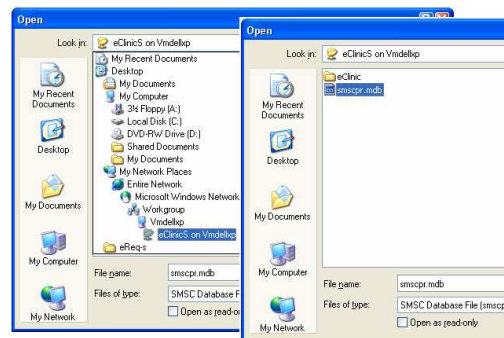
If you know the exact UNC, enter it here. Otherwise click **'Browse'**.



Database File

Navigate through the network and locate the shared computer and **'eClinicS'** folder that was created in the **'Preparing the primary client'** step on page 5.

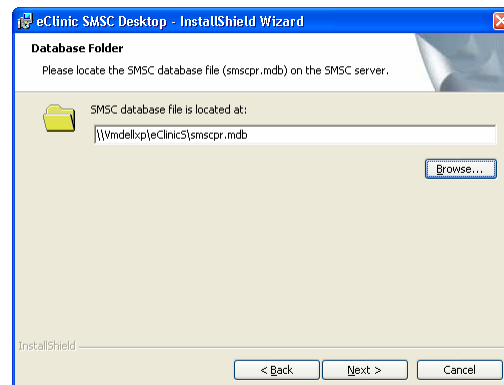
Wither double-click the smscpr.mdb file or select the file and click "open".



Database Folder

You should now see the full network path to the **'smscpr.mdb'** file in the location field.

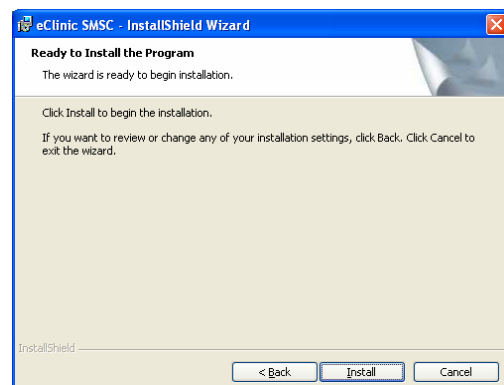
Click **'Next'** to continue.



Ready To Install The Program

If the setup has been successful you will see the **'Ready To Install The Program'** screen.

Click **'Install'** to continue.



InstallShield Wizard Completed

Once the installation is completed you will see the **'InstallShield Wizard Completed'** screen.

Click **'Finish'** to finalise the installation and launch eClinic SMSC software.



Desktop & Tray Icons

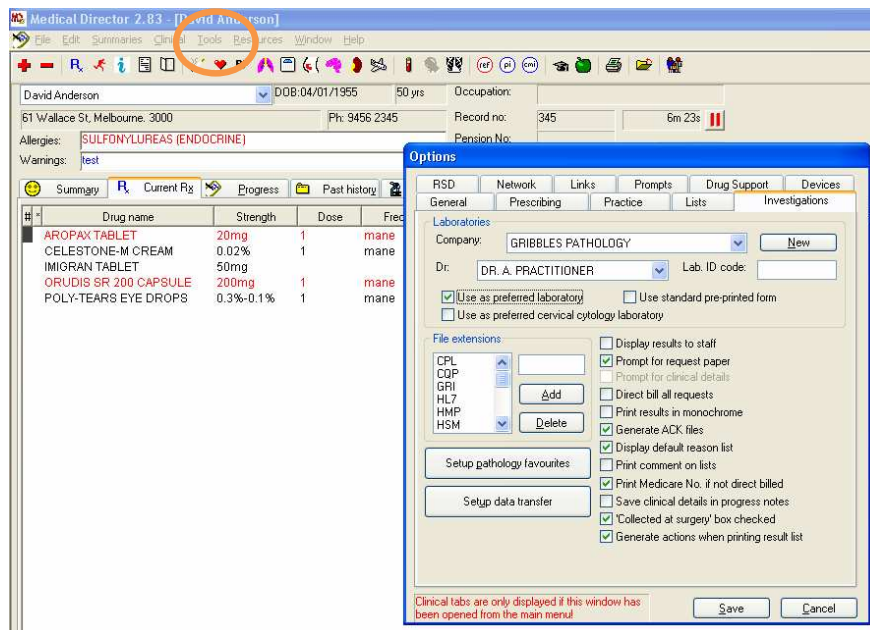
After finishing the installation, the eClinic desktop icon will be placed on your systems tray at the bottom right hand side of the screen.



Setting Gribbles As Provider

For Gribbles Pathology to be the primary pathology provider, set Medical Director to select Gribbles pathology as the default pathology form to be presented.

- From inside Medical Director along the menu bar at the top of the screen, select **'Tools'** and then **'Options'**. Then select the **'Investigations'** tab.
- In the **'Company'** drop down field, select **'GRIBBLES PATHOLOGY'**.
- Tick **'Use as preferred laboratory'**.



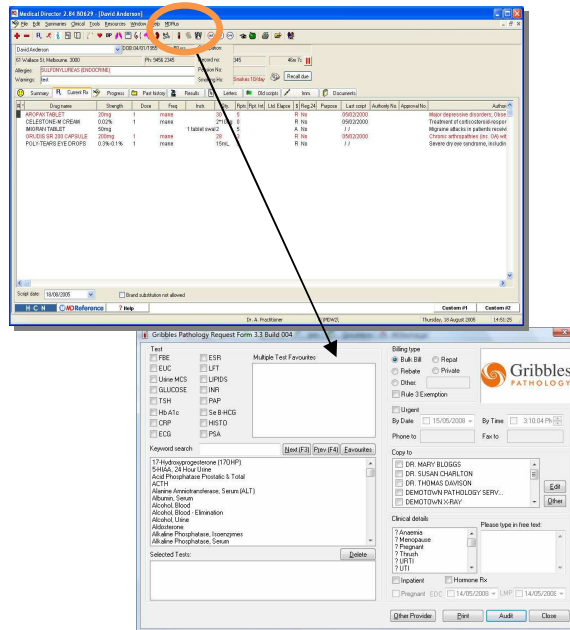
Chapter 3 Operation

Interface

eClinic SMSC eRequests runs along side Medical Director and is activated when Gribbles Pathology is selected from the Medical Director pathology request portal provider list (either selected manually or when set as default provider).

eRequest Interface

- To open the Gribbles Pathology eRequest interface, select Gribbles Pathology from the provider list in the Medical Director pathology request portal.
- Alternatively by setting Gribbles Pathology as the default provider in Medical Director will allow the eRequest interface to open automatically.



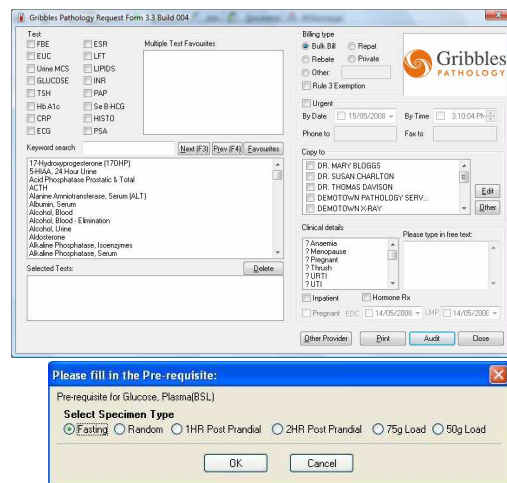
eRequests Process

Selecting Tests

- After activating the Gribbles Pathology eRequest interface select tests by clicking on 'Multiple Test Favourites' or by using the 'Keyword Search' option to find a match from the complete test list.

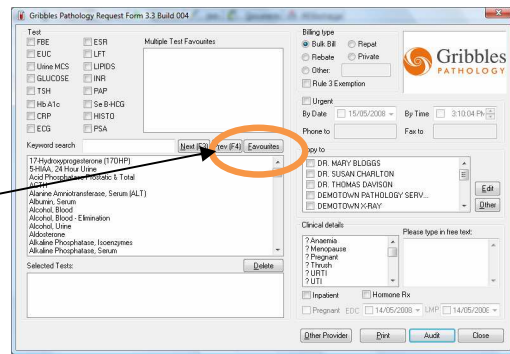
Note: You can use an asterisk followed by a text string as an alternative to entering the first few letters of the test.

- Certain tests have additional information requirements. When these tests are selected you will be prompted to complete this 'Pre-requisite' information before continuing.



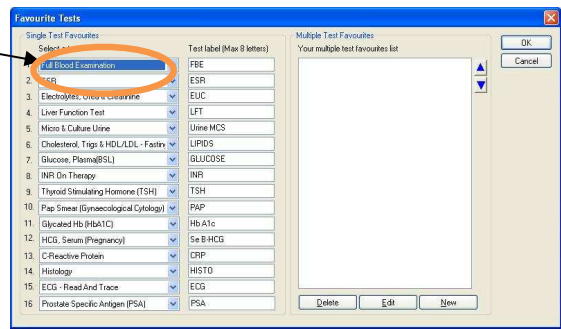
Frequently Selected Tests

- Single tests and test groups which are used frequently can be set as favourites for quick selection.
- To set up favourite tests select 'Favourites' from the eRequest interface.



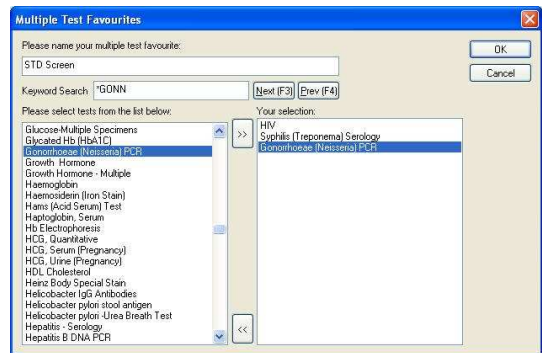
Individual Test Favourites

- To set up individual test favourites, select a test from the drop down box (left hand column) and name this test by entering an abbreviation in the free text field directly beside.
- The abbreviations will then appear against each check box on the eRequest interface.



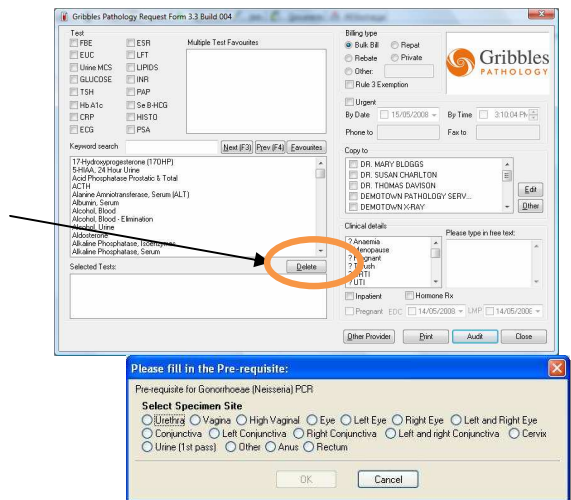
Multiple Test Favourites

- To set up multiple test favourites select 'New' from the 'Favourite Tests' screen to open the 'Multiple Test Favourites' set up window.
- To add test groups, enter the name of your test group and select the tests which you require as part of this group.
- You can use an asterisk [*] followed by part of the test name for a more thorough search.



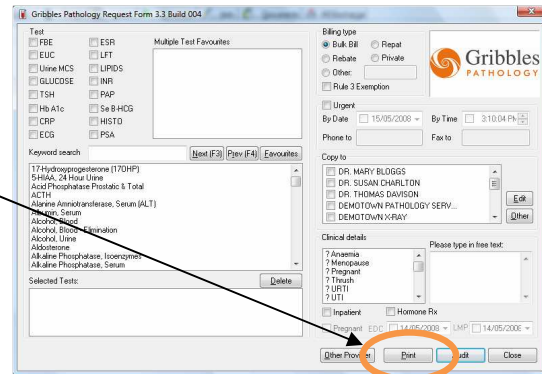
Amending Requests

- Tick the check boxes to select individual 'Tests' or select from the list of 'Multiple Test Favourites' to populate the 'Selected Tests' field with the tests which form this group. A 'Pre-requisite' pop-up box will appear if any of the tests require additional information.
- Tests can be removed from the 'Selected Tests' area by clicking on 'Delete'.
- Information for each test can be viewed and edited by right double clicking on the test in the 'Selected Tests' field.



Print Request

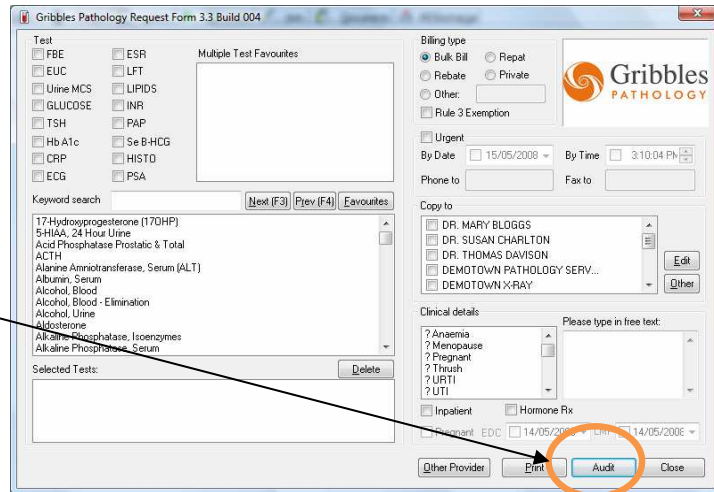
- After selecting the desired tests the request can be printed by clicking on **'Print'**.
- When the request is printed it will update Medical Directors progress with the tests selected and any clinical notes created as well as generating an electronic copy of the request.



Chapter 4 Auditing & Tracking eRequests

Access

To access the test request and results status for the open patient, click the 'Audit' button within eRequest interface.



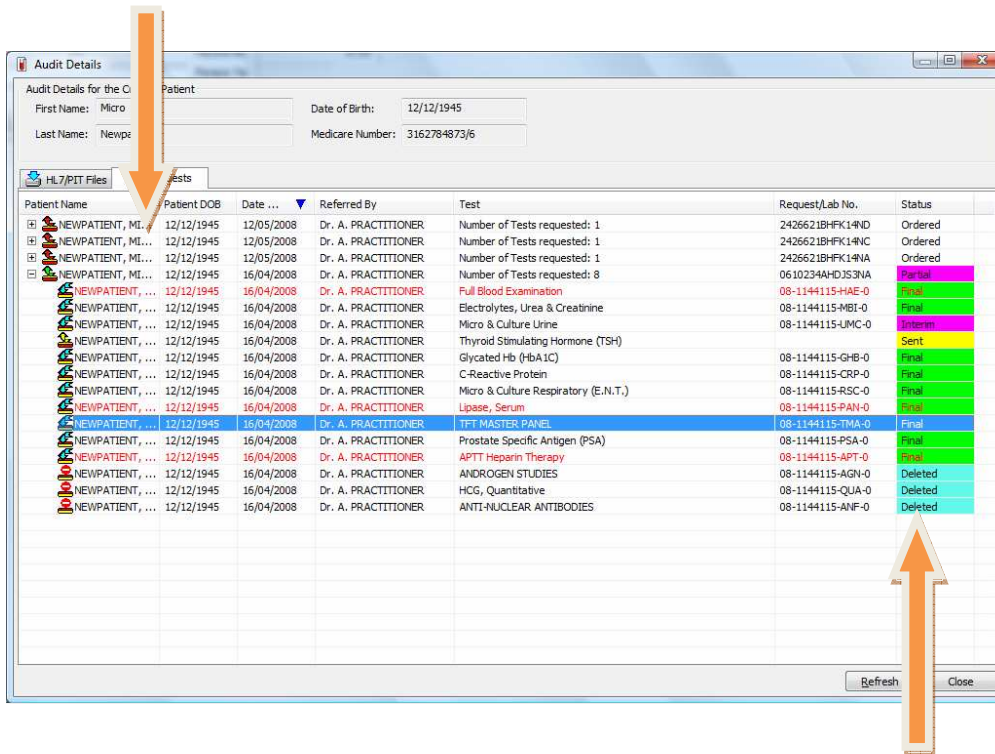
Audit

The eRequest Audit details Screen provides a list of eRequests and associated eResults for the open patient.

Individual eResults for an eRequest episode can be viewed by clicking the '+' box next to an eRequest episode or by clicking the 'HL7/PIT Files' tab.

eRequest - Episode Status

Episode Status	Colour	Description
Ordered	Black	The eRequest has been generated - 'Ordered' - but not sent.
Sent	Yellow	The SMSC has transmitted - 'Sent' - the eRequest episode to the Laboratory.
Received	Blue	The specimen(s) has/have been - 'Received' - at the Laboratory.
Partial	Magenta	At least one test of the set that has been ordered (or added) has an eResult - a status of 'Partial'.
Complete	Green	All relevant eRequests (not those deleted) have an eResult - a status of 'Final'.



eRequest - Individual eResult Status

Individual eResult Status	Colour	Description
Ordered	Black	The test within an eRequest episode has been 'Ordered'.
Sent	Yellow	The SMSC has transmitted - 'Sent' - the eRequest to the Laboratory.
Received	Blue	The specimen(s) has/have been 'Received' at the Laboratory.
Added	Blue	This test has been 'Added' to the corresponding eRequest episode.
Deleted	Cyan	This test has been 'Deleted' from the corresponding eRequest episode.
Interim	Magenta	An 'Interim' eResult has been received.
Final	Green	A 'Final' eResult has been received.