Pathology Department

Sunquest ICE GP Order Communications User Guides

GP PRACTICE

USER GUIDE

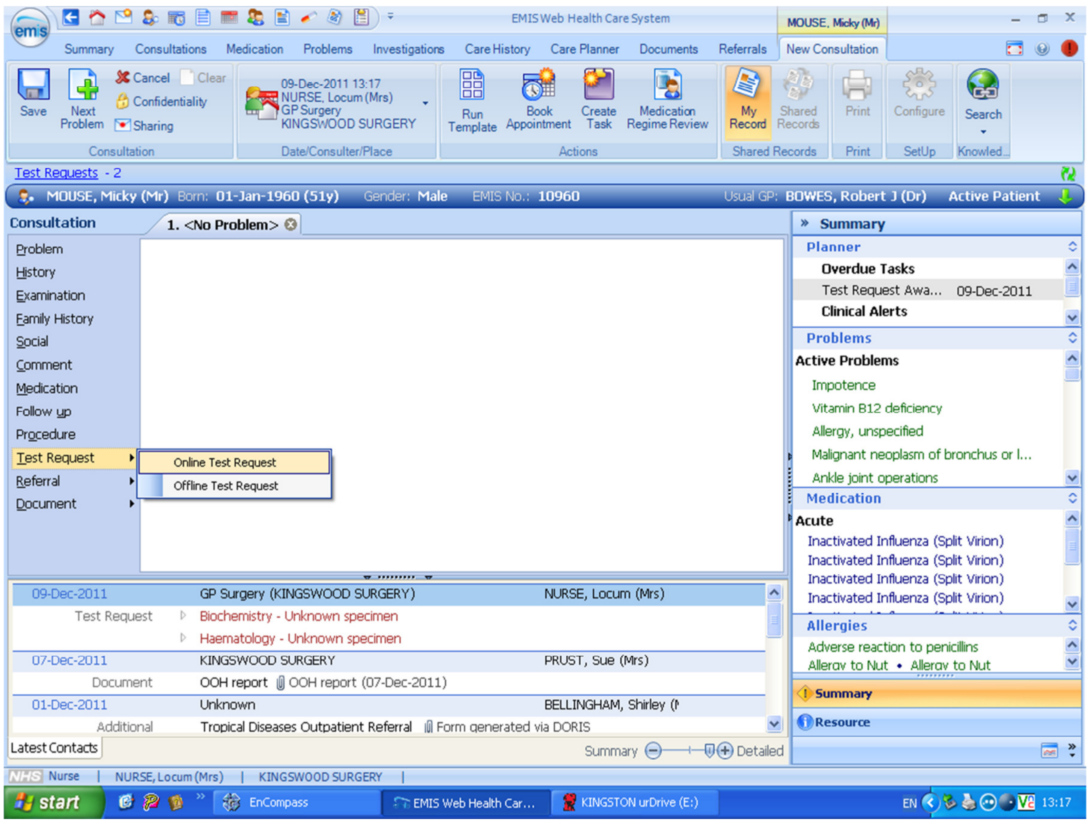
FOR

EMIS Web
&
Sunquest ICE

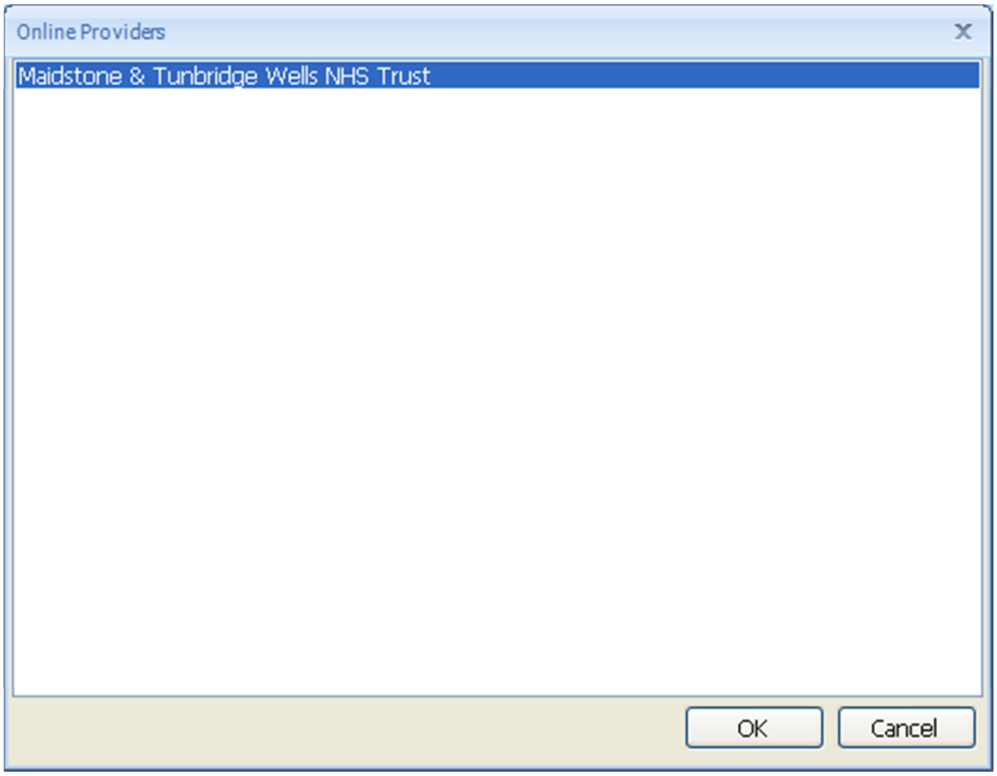
CONTENTS

1. Making a Pathology Request from EMIS Web

1. Find the patient within EMIS Web in the usual manner
2. Open a new consultation
3. Select **Test request**

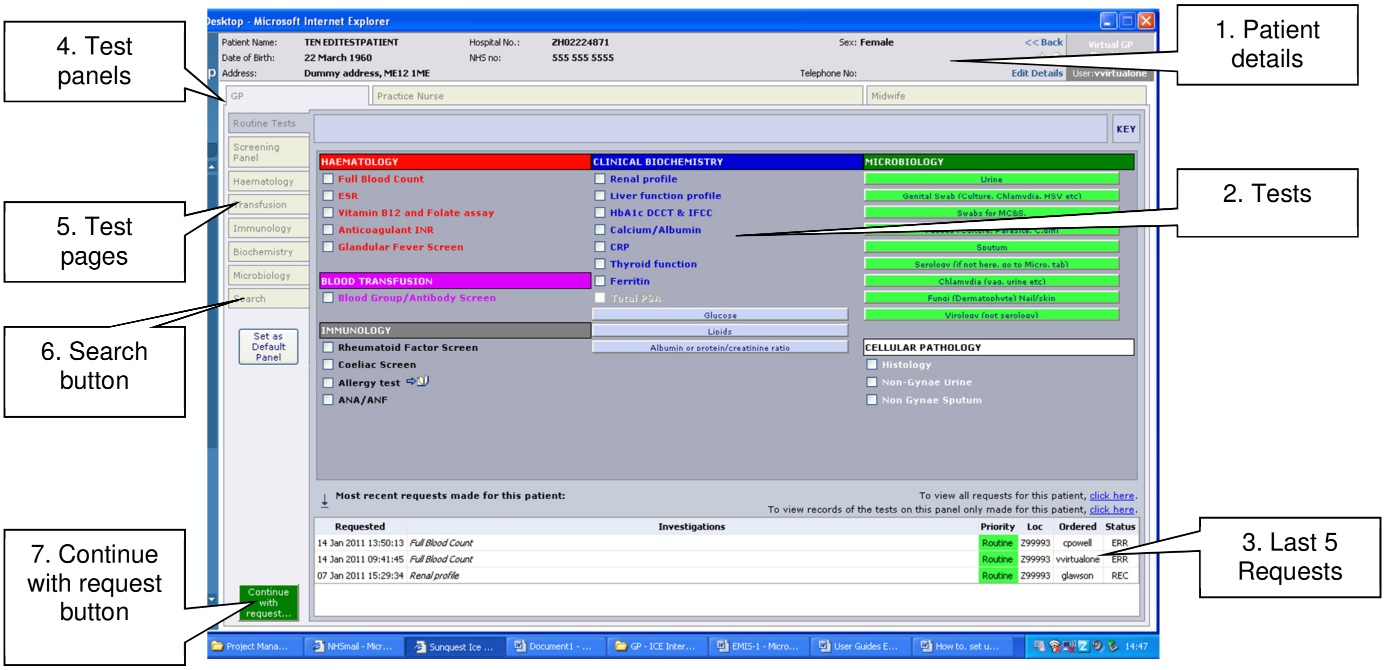


4. Select **Online Test Request** & the following screen appears confirming the test provider as Maidstone & Tunbridge Wells NHS Trust



5. Click the **OK** button – you will now be transferred to the ICE requests page

2. Placing a Request in ICE



Navigating Around the Test Request Screen

1. **Patient Details** -these are pulled from EMIS
2. **Tests** – click on the test name or tick box to select a test
3. **Last 5 requests** – details of the last 5 requests made for this patient on ICE.
4. **Test panels** – designed for GP, Practice Nurse & Midwife. These display the commonly requested tests from Primary Care
5. **Test Pages** – designed to display additional tests that can be requested for each pathology discipline
6. **Search button** – for use if you cannot find a particular test
7. **Continue with request button** – click on this to move to next screen

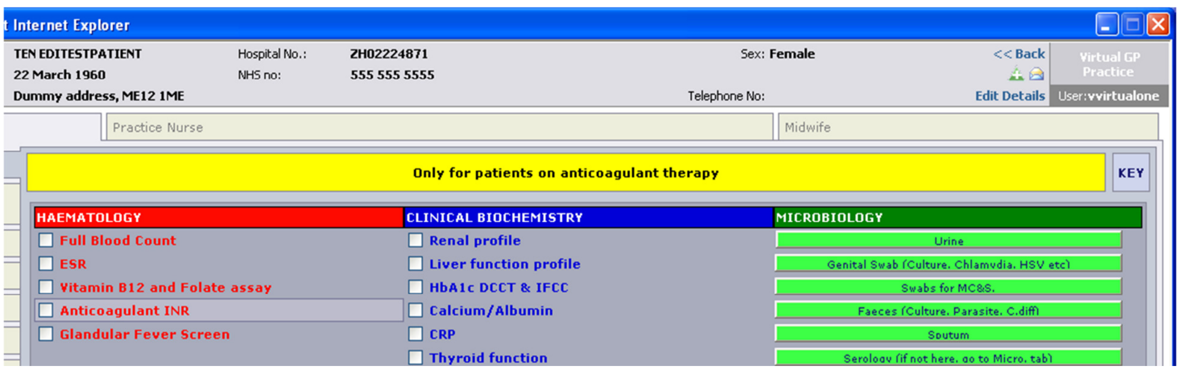
There is also a Services menu bar which will allow you to navigate around the ICE environment. This will allow you to view reports & previous requests for individual patients & for the practice, depending on your permissions level.

ICE Test Request Screen

The ICE test request screen is composed of 3 different areas

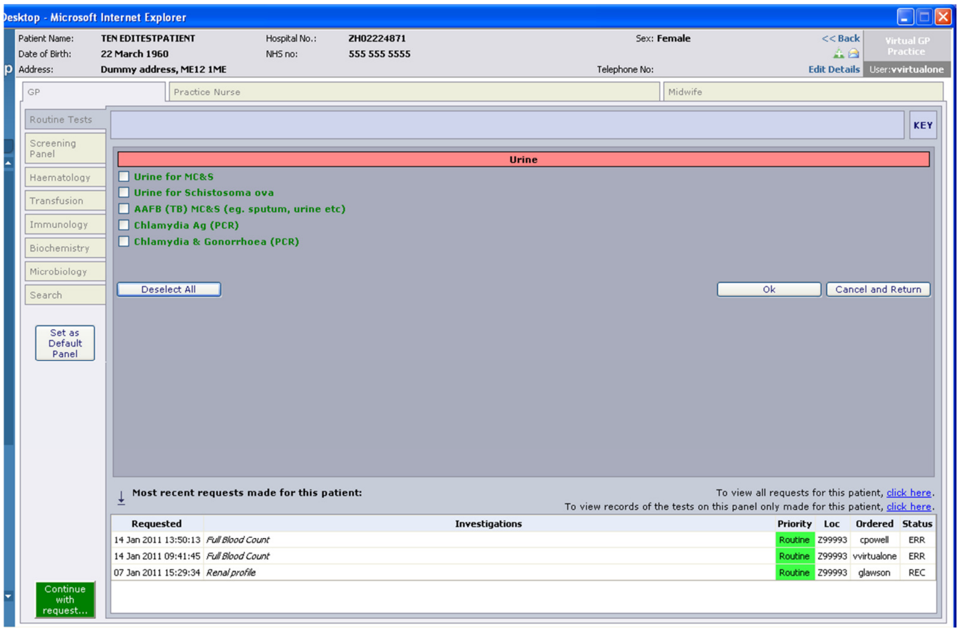
1. Headers
These are headers for a group of related tests

2. 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 yellow banner.



3. Test Collections
These are collections of related tests. Selecting a test collection will take you to another screen with a list of the individual tests from which you can make your selection

For example – Selecting a Urine test collection under the Microbiology header will present you with the following screen



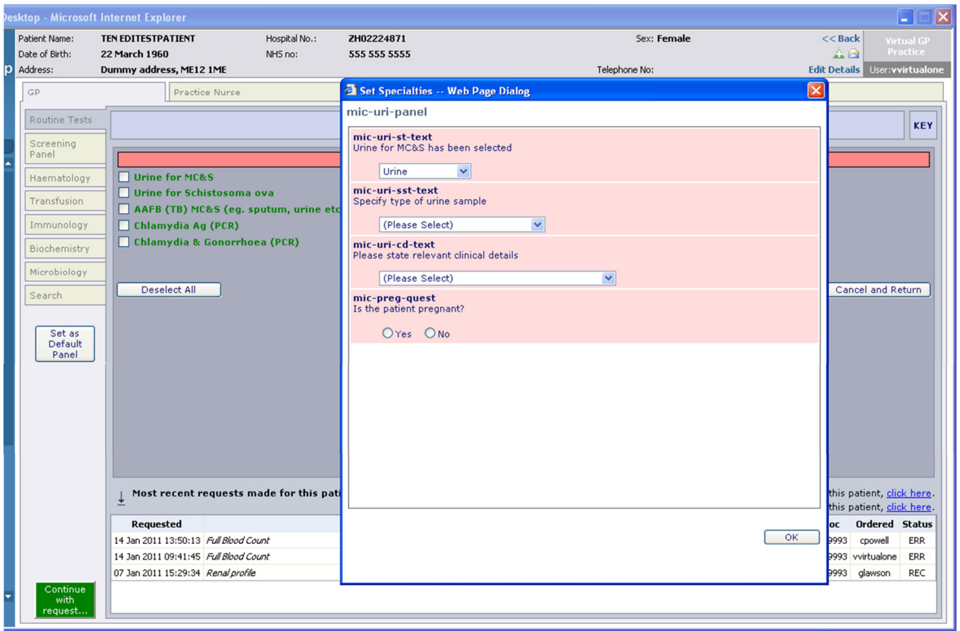
You may then select the individual test required from this screen.

Selecting a Test

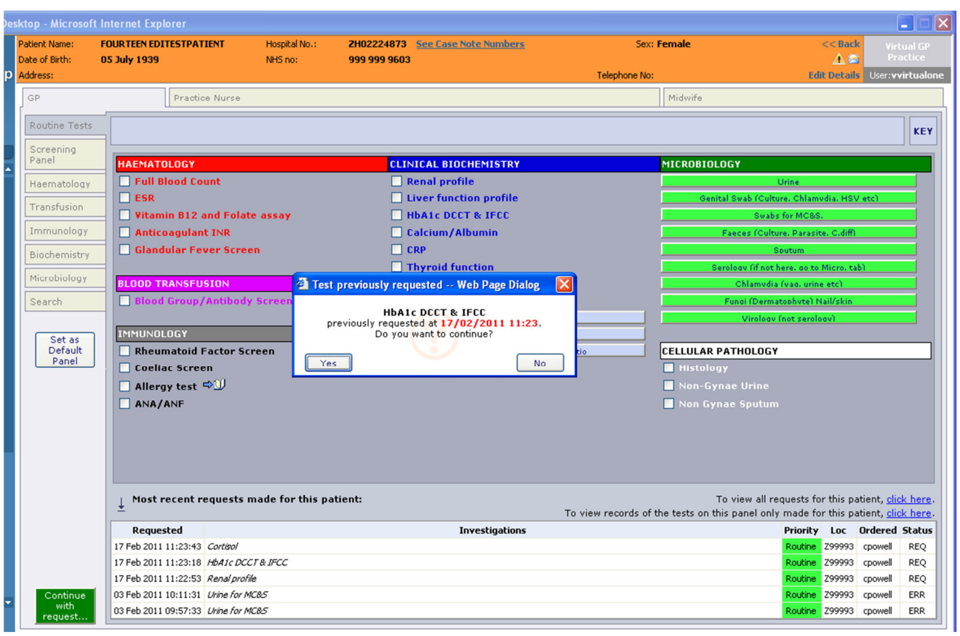
Once you have selected a test the following may occur:

1. Nothing – A tick appears beside the test. You must then click on the Green 'Continue with request' button at the bottom left-hand corner of the screen

2. A pop-up box requesting more information will appear. This is particularly for Microbiology requests. These questions have been designed to gather as much information as possible & reduce the requirement for free-texting.



3. 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, as appropriate



Clicking on the date/time of the previous request will display any reports that are available for that test.

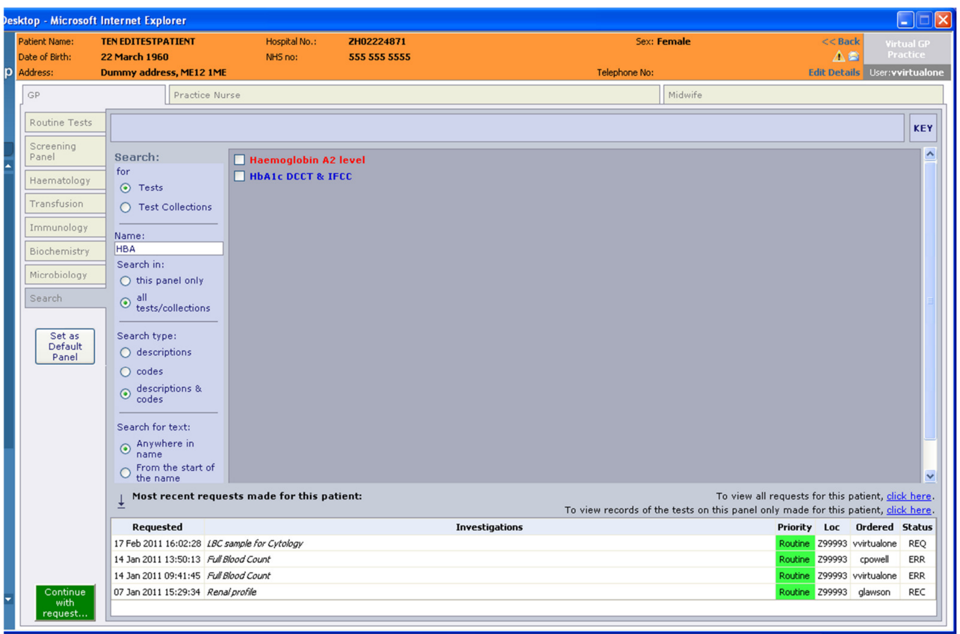
Searching for a Test

The majority of tests requested in General Practice can be found either on the user panels (arranged horizontally across the top of the request) or on the discipline specific pages (arranged vertically down the left-hand side of the request)

If you cannot find a particular test on any of the test pages you can use the search facility.

The Search button is found at the bottom of the horizontal tabs. Clicking on this brings up the search function. Type in the test 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, 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.



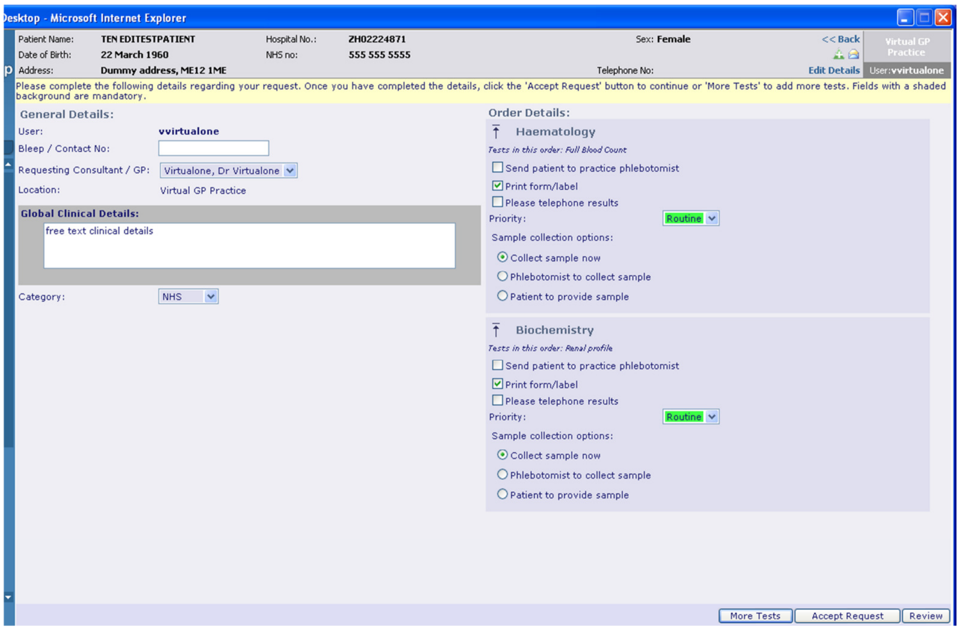
If you cannot find the appropriate test please telephone the laboratory –

Clinical Biochemist: 01892 35913

Blood Science Lab: 01622 24460 & ask to speak to a senior scientist

3. Completing a Request

1. Select all the tests you require for the patient
2. Click on the Green ***Continue with Request*** button
3. You are now presented with the Request Details Screen



Left-hand Side of the Screen

Here you find the requestor details

- **User** – this will be pre-populated with the user making the request
- **Bleep/Contact No** – This can be entered if required. However it will be ***mandatory*** if the 'Please Telephone Results' box is ticked or the priority is ***Urgent***
- **Requesting Consultant/GP** – This will be automatically completed if you are ordering in your own right. If you are placing an order on behalf of another user you will need to select that user from the drop-down list
- **Location** – This will be automatically completed with the Practice name.
- **Global Clinical Details** – This is an area where you may type in any further information that has not been previously captured. This is a non-mandatory field and will take up to 1000 characters. However, please be aware that the Laboratory system can only accept the first 35 characters!
- **Category** – Please select either NHS or Private (default is NHS)

Right-hand Side of the Screen
Here you will find the specific order details for each of the laboratory disciplines

There is a choice of 3 collection options available at this stage of the requesting process.

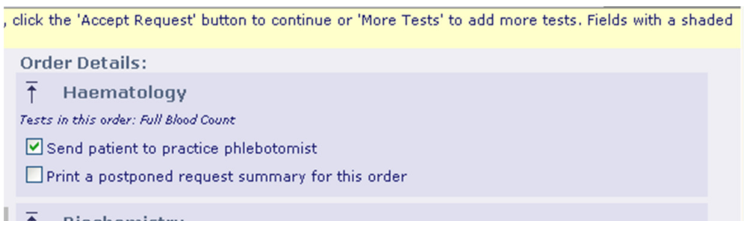
1. **Send Patient to Practice Phlebotomist**
   Selecting this option will postpone the completion of the request until the phlebotomist has collected the sample. Selecting this option overrides any defaults

2. **Collect Sample Now**
   This is the default option for specimen collection at the time of consultation.

   This will print a form and a label for Microbiology, Cellular Pathology, Cytology & Blood Transfusion requests
   This will print only a label for Haematology, Biochemistry & Immunology requests
   The date/time collected will be printed on the label

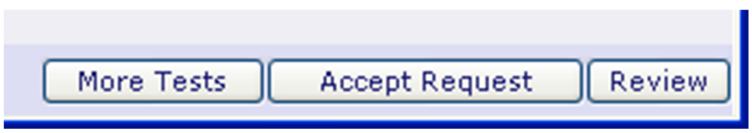
3. **Patient to Collect Sample**
   To be used when the patient will collect their own sample (eg urine, stool)
   This will print a form and label
   The date/time collected will not be printed on the label & will need to be added by the patient once the specimen has been taken.

NOTE: Pathology at MTW NHS Trust has taken the decision not to have paper request forms for Haematology, Biochemistry & Immunology samples. If your patients wish to have a form to take with them to phlebotomy you may select the 'Print a postponed request summary for this order' option



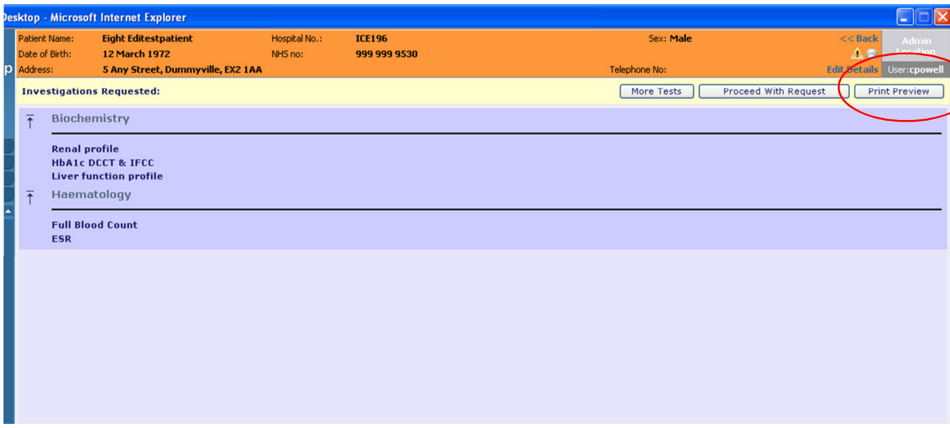
A sheet of A4 will print with the patient details and tests requested with a large box for additional, hand-written, information.

Accepting the Request
Once the order details have been completed for each discipline there are 3 further options:

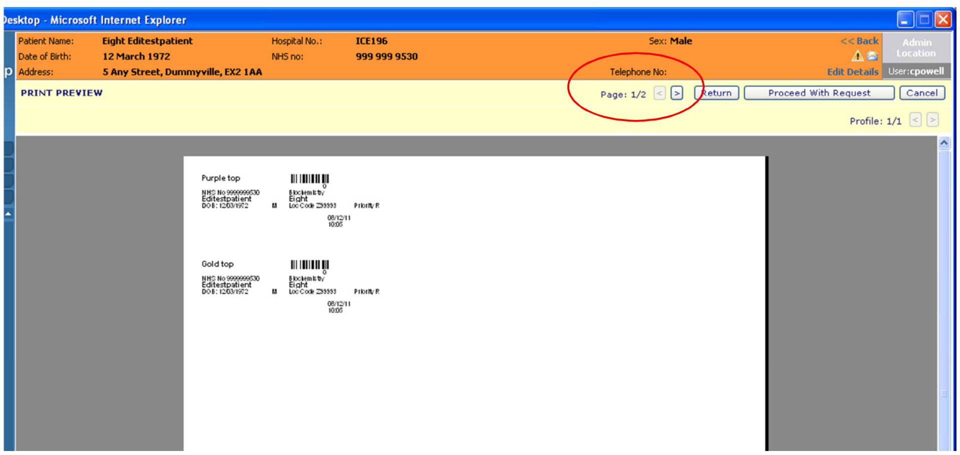


1. **More Tests** Click on this to select more tests
2. **Accept Request** – This completes the request & takes you to the printing screen
3. **Review** – Allows you to review the tests requested on a summary screen. This will also allow you to view the specimen containers required for the tests by showing a print preview of the label as follows:

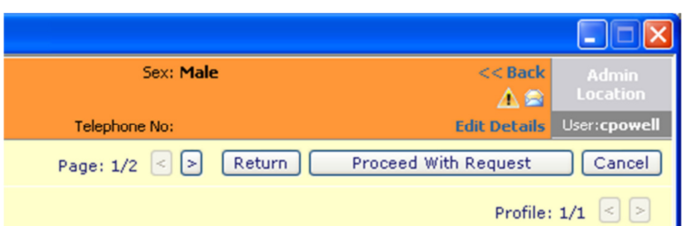
   - Select **Review**
     The review screen appears



- Select **Print Preview**
  A print preview of the specimen label appears with details of the sample container at the top left hand corner of the label. Note that there may be a number of preview screens on different pages as shown below:



- Once the container types have been noted you may return to the request by selecting the **Proceed with Request** button



4.Printing a Request

Printing is dependent upon the specimen collection option that has been selected.

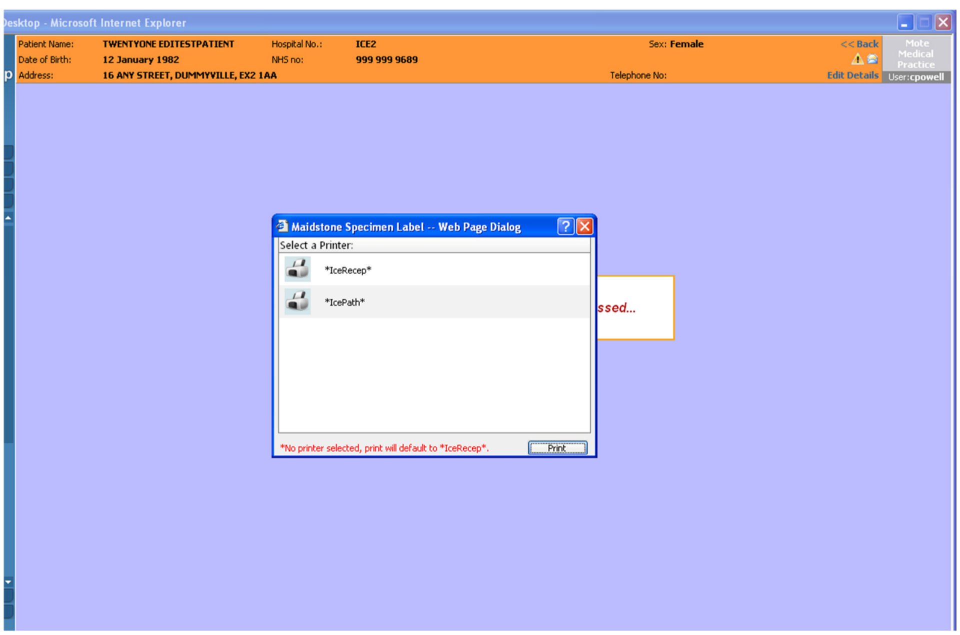
1. **Send Patient to Practice Phlebotomist**
   No print

2. **Collect Sample Now**
   Label only prints for Haematology, Biochemistry & Immunology requests
   Label and form print for Microbiology, Blood Transfusion, Cellular Pathology and Cytology
   Date & time of collection prints on the label & form

3. **Patient to collect sample**
   Label & form will print.
   The date & time of collection will need to be written on the label & the form by the patient.

Printing a Label

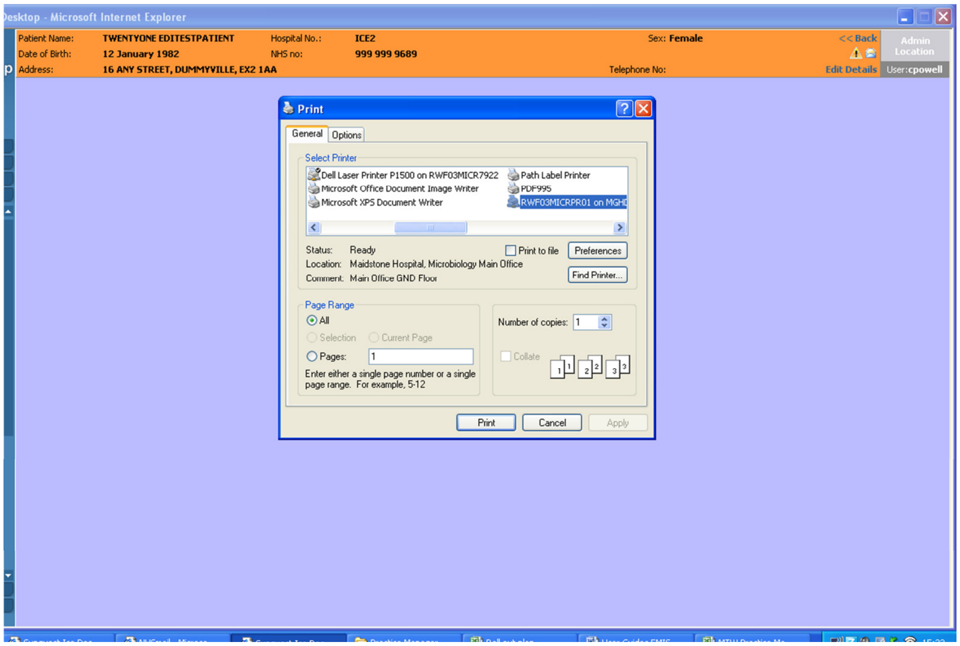
The following screen will appear



- Select the printer named ***IcePath*** to print locally
- Select the printer named ***IceRecep*** to print to a shared printer (often located at reception)
- Click on **Print**. Labels will print from the label printer selected

Printing a Form

When printing a form a Windows printer box will appear.
Select the A4 printer you require from your Practice list



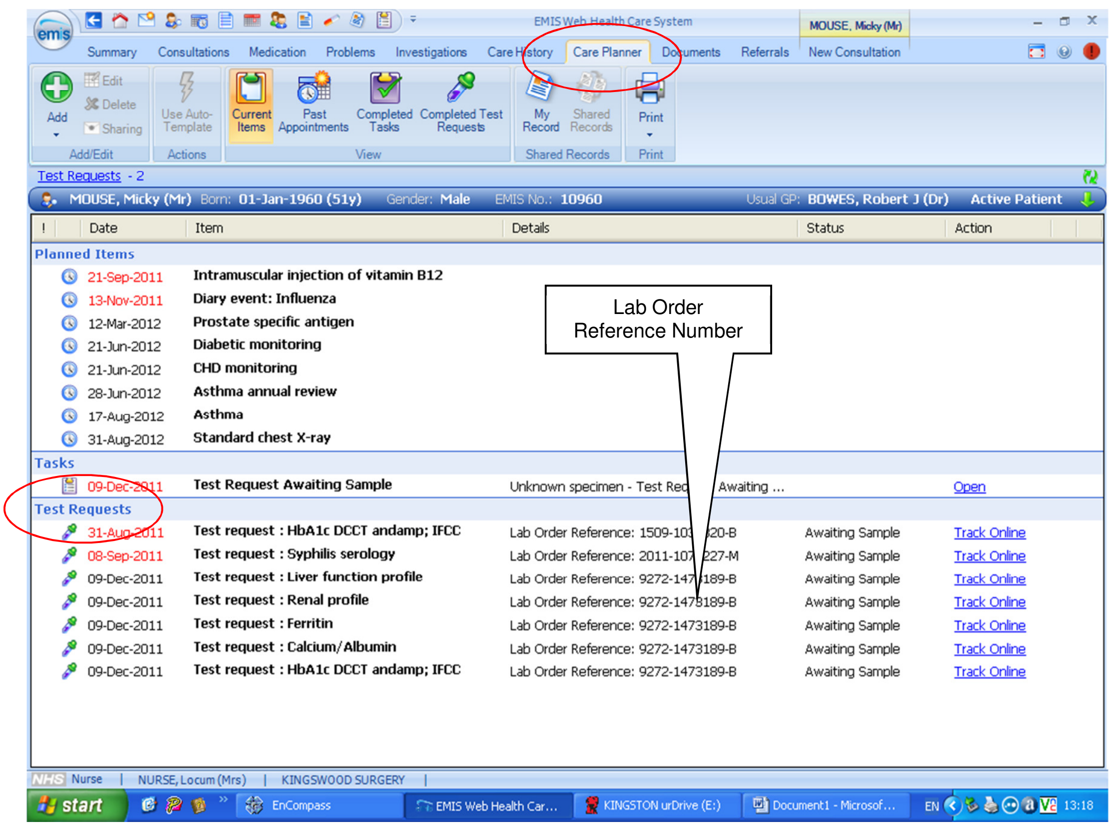
Once printing is complete you may be asked to click on a ‘Proceed’ button to complete the transaction

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

5. Collecting a Specimen at Phlebotomy

The method of collection differs depending on the number of

1. Select patient from Appointments List
2. Type in **M** using the keyboard
3. Select **Care Planner** at top of screen

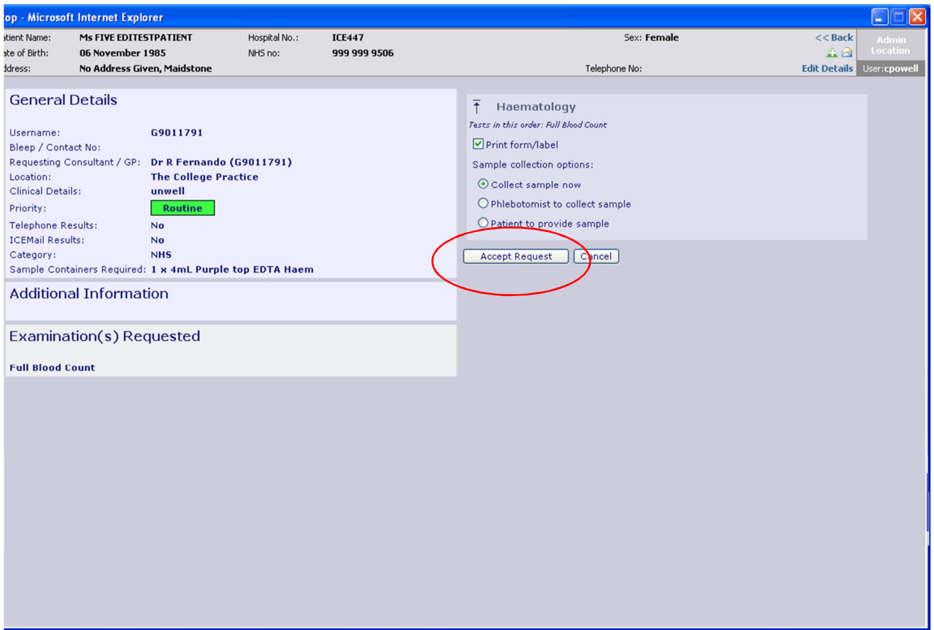


4. Use scroll bar to get to bottom of page & search for **'Test Requests'**
5. Select test request – this will have **awaiting sample** in right hand column
6. Click on **'Track On-Line'**. You will now enter ICE

Depending on the number of requests that share the same Lab Order Reference Number you will enter the following screens in ICE:

Single Discipline Requests (Unique Lab Order Reference Number) – Single Order in ICE

You will now enter the ICE General Details Screen



7. Check tests requested & prepare bottles required

8. Confirm patient's full name and date of birth and collect blood

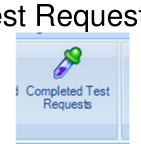
9. Click on **Accept Request**

10. Label print box appears – Select **IcePath** (if not already defaulted – shown by being highlighted with a dark grey bar) – click on **Print**

11. Correct number of labels print for the tests collected

12. Once all labels and forms (if required for Microbiology) have printed click on the '**Proceed**' button. A dialogue box will appear signalling that the data will be filed back into EMIS

13. Click **OK** – You will now be returned to the EMIS Web Care Planner and the tests will have been removed from the Test request List & will appear in the Completed test Requests List under the appropriate icon

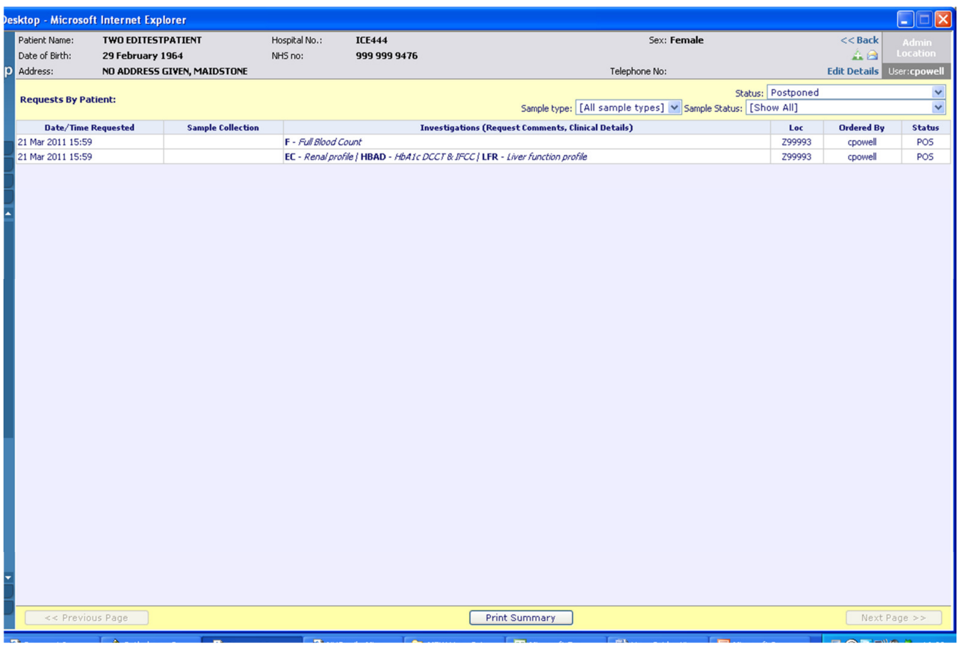


14. Return to appointments list

Multiple Discipline Requests (Different Lab Order Reference Numbers)

Each pathology discipline (Haematology, Biochemistry, Microbiology etc) is set up in ICE as an individual Provider. This will mean that requests for blood tests, for example, for Haematology and Biochemistry are treated by ICE as separate requests on one order.

1. Perform steps 1 – 6 above
2. A list of samples to be taken appears



3. Note the tests requested and prepare the correct bottles
4. Select the first test
5. Check patient details with patient
6. Collect blood in all bottles
7. Click on **Accept Request** to print labels for first test
8. Once this label has printed, click on the **Services** menu
9. Select **Patient Sample Queue** from the drop down list

10. Repeat as required for the number of requests placed

11. Once all labels have printed Click on ***Proceed*** to return to EMIS as above

6. To Add or Delete Tests

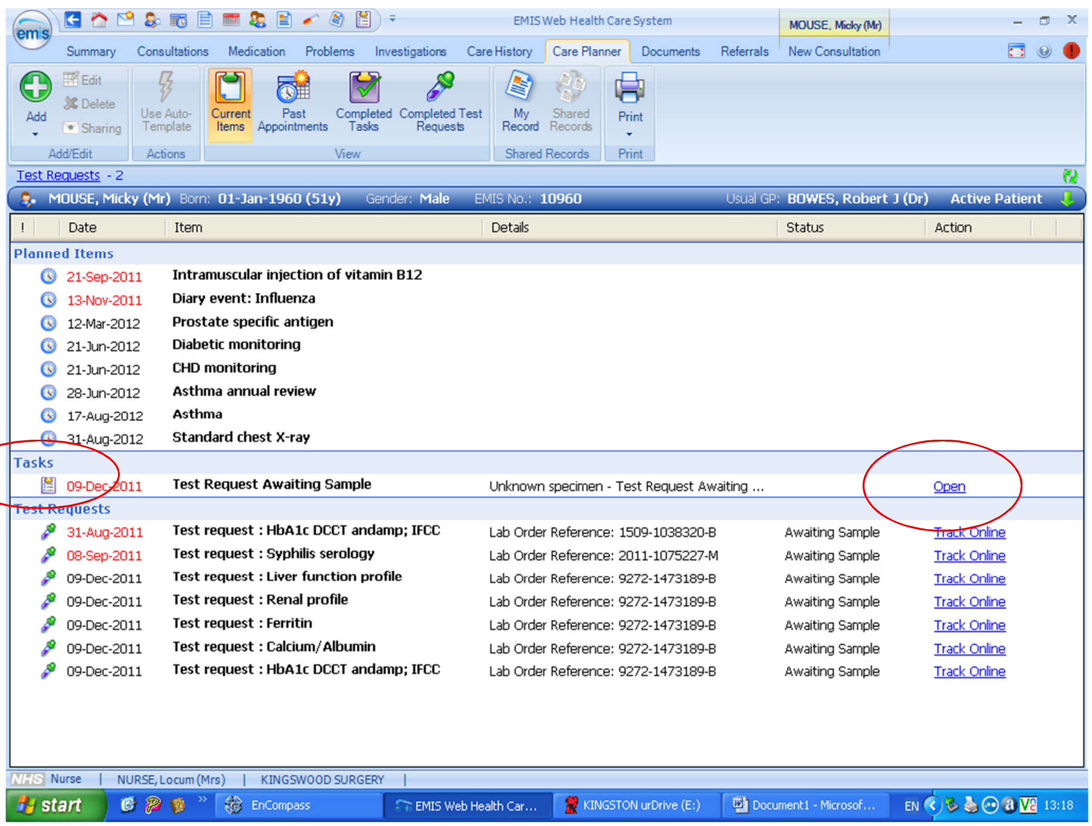
Tests can be added to, or deleted from, an electronic request up to the point of specimen collection.

To Edit a Test in ICE

1. Find the patient in EMIS web

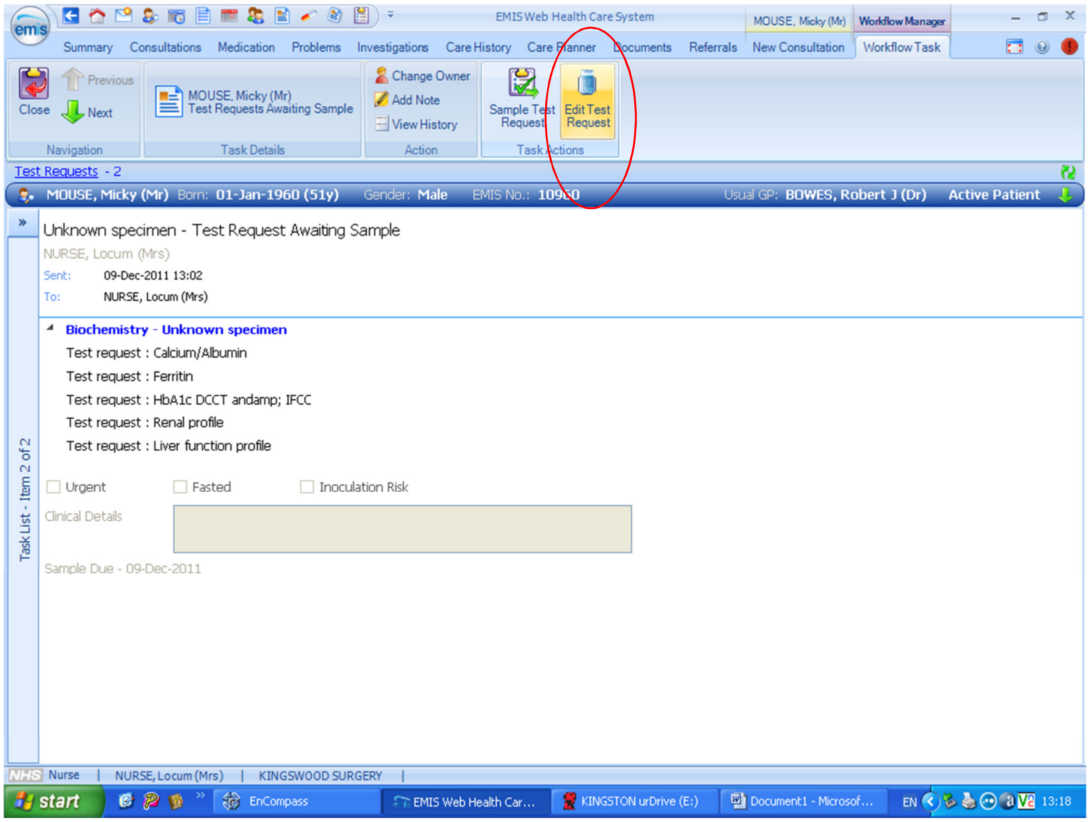
2. Click on the **Care Planner** tab at the top of the screen

3. Scroll down to the **Tasks** section of the planner



4. Select test and click on **Open** – This takes you to the workflow task in workflow manager

5. Click on the **Edit Test Request** icon. You will now enter ICE on the request to be updated



6. Once in ICE:

   I. Edit the test as required – **select additional tests or de-select as necessary**

   II. Click on green 'Continue with request…' button

   III. Accept the request. – this will write the amended test back into EMIS Web

To Delete an Entire Request in ICE

7. Follow steps 1 – 5 above

8. Select the **Services** menu

9. Select **Patient Request List** from drop-down menu

10. Select the request for deletion

11. Click on this request & select **Delete Request** from list

12. Enter reason for deletion

13. Close ICE using the Red Cross at the top right hand corner of the screen – This will not delete the request in EMIS Web – please see next section to delete from the patient record at the surgery

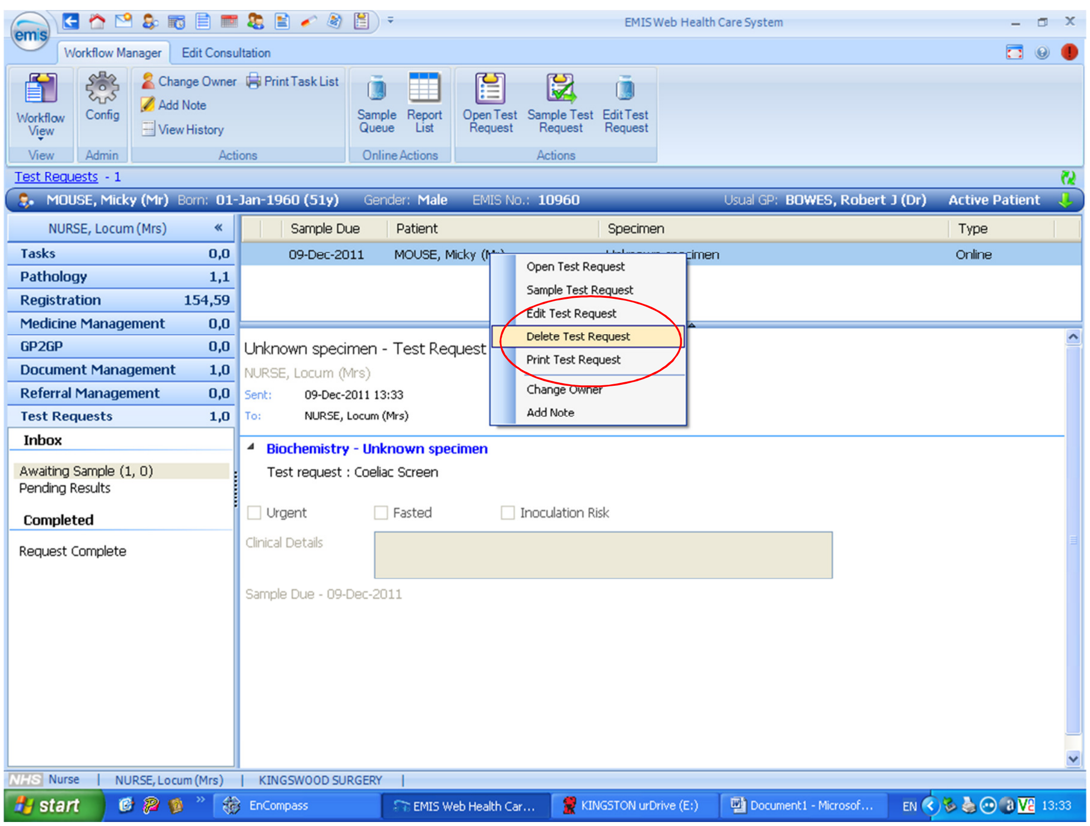
Deleting a Request in EMIS Web

1. Select **Workflow Manager**

2. Click on **Awaiting Sample**

3. Right click on patient name

4. Select **Delete test request** from drop down list



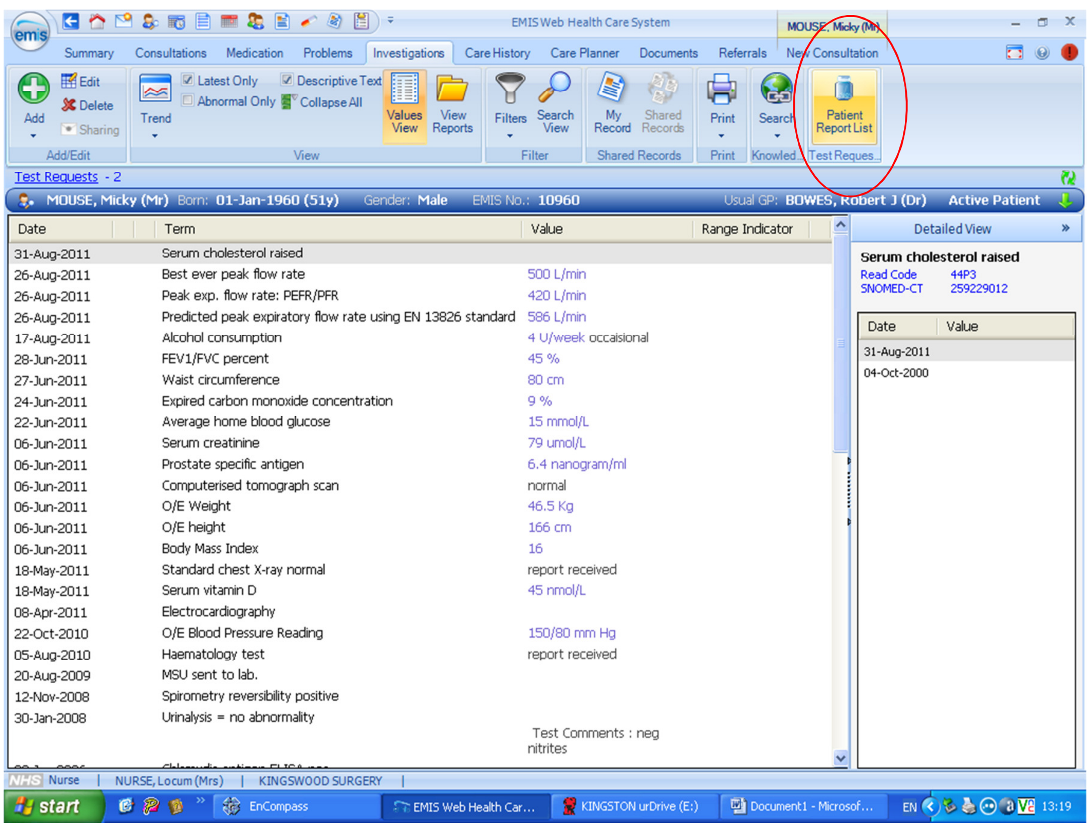
5. Type in reason for deletion if asked – this will remove the test request from the workflow manager & the care planner BUT will not remove it from ICE

NB Once the specimen has been collected it is advised that you contact the laboratory to discuss the addition of any other tests to the request.

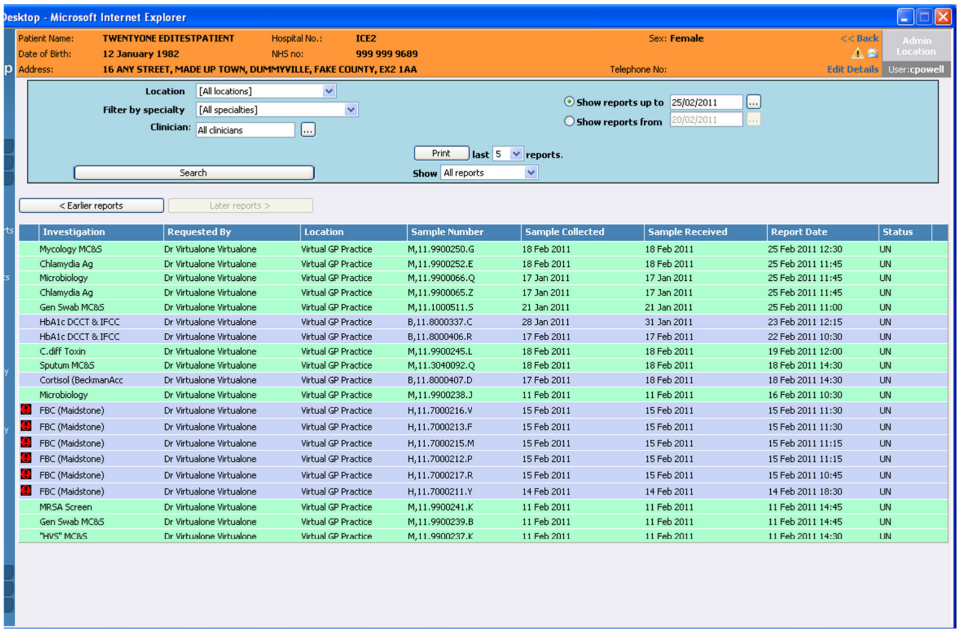
7. Viewing a Patient Report

Reports may be viewed in EMIS in the normal manner. However, ICE will also display reports generated in Secondary Care. These can then be downloaded, at the GPs discretion, into the GP electronic patient record to provide a complete pathology record.

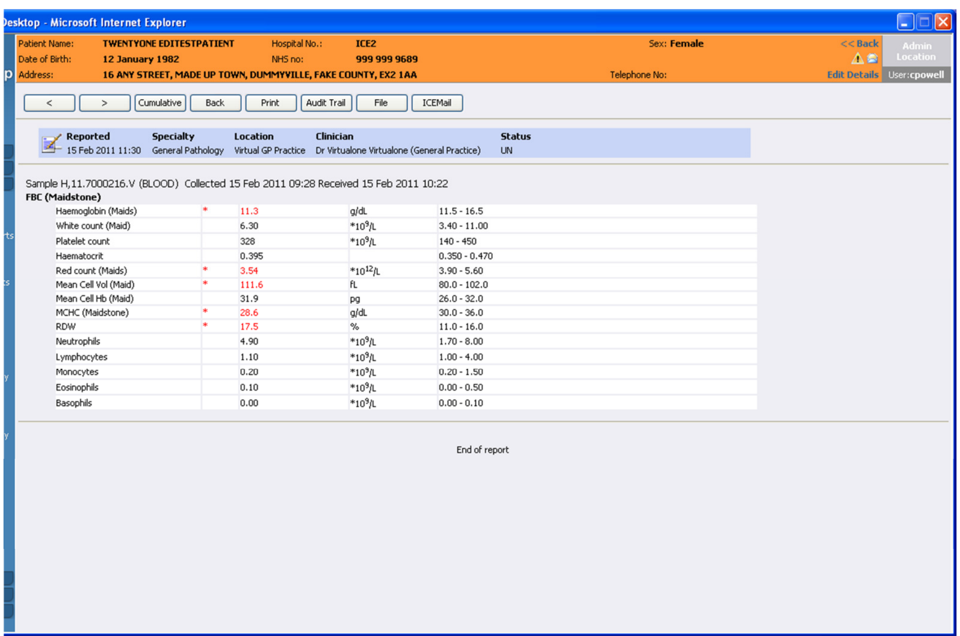
1. Find patient in EMIS Web in the normal manner
2. Enter the consultation screen
3. Select the **Investigations** tab at the top of the screen
4. Select **Patient Report List**



5. The Patient Report list appears showing all the reports available for the selected patient



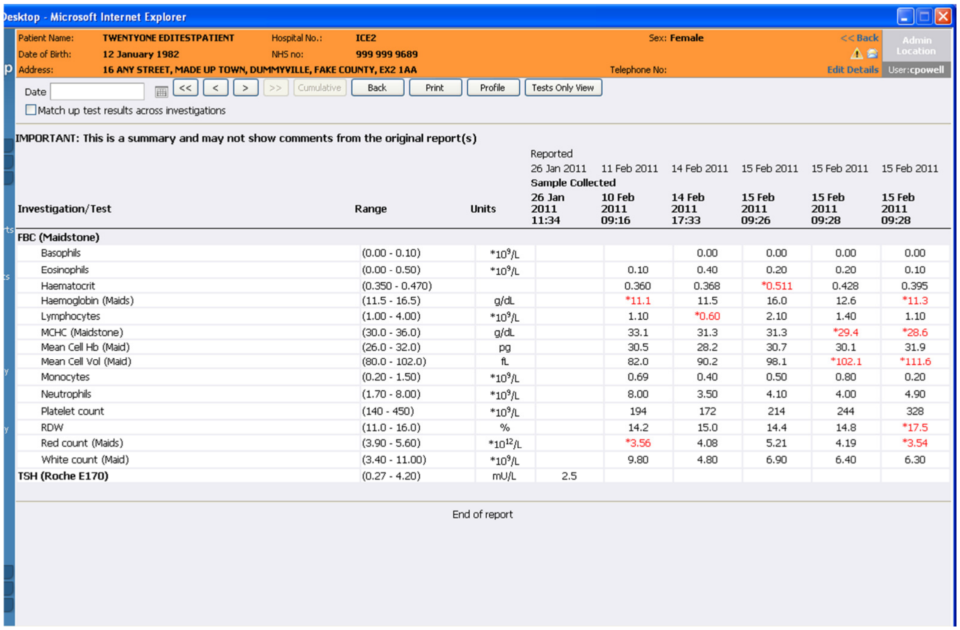
6. Select report to view by clicking on the line of the report



The reports can be filtered using the search fields at the top of the screen.

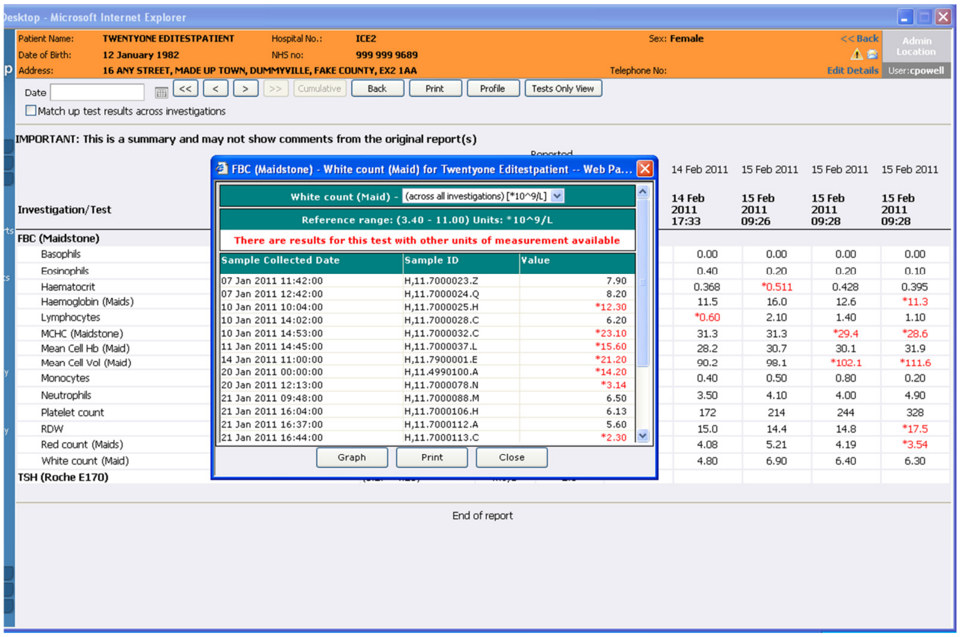
The following options are now available:

- The **<** and **>** buttons allow you to move to earlier or later reports for the same test
- The **cumulative** button allows you to view the cumulative results for the selected patient



This screen displays the patient's results in chronological order. Using the **<** and **>** buttons allows you to scroll from left to right across the page to view more sample dates.

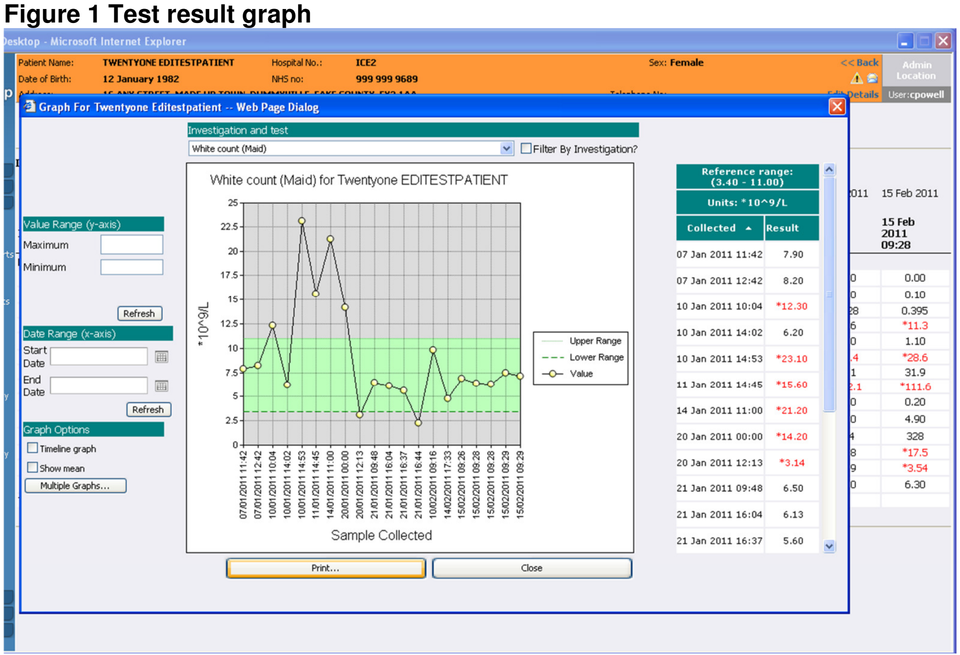
- Clicking on a selected test in the left-hand column will display a summary window of the results for that test



- Clicking on the **graph** box in the summary window will display a graph of the results for that test. The reference ranges are shaded green

NB: The first graph will take a long time to download. After this, they should load more rapidly.

Figure 1 Test result graph



Downloading Hospital Reports

As stated previously, Hospital generated pathology reports can be downloaded from ICE into the GP system. The patient report screen will display a **Download** button on the right-hand side of each report. Clicking on this will mark the report for download and it will be queued for the next scheduled PMIP run.

Appendix A – Setting Up Passwords

The ICE password is set using the EMAS Manager. This is only available to an Administrator.

1. Click on the EMIS ball at the top left hand corner of the screen
2. Select **System Tools**
3. Select **EMAS Manager**
4. Select **Test Requests** (bottom left)
5. Tick and highlight the Provider Trust
6. Select **Test Requests** (button bar)
7. Select **Users**
8. Click on the user name
9. Type in the password as required (Password will be provided by the Trust)
10. Click **OK**
11. Save settings

Appendix B – Setting Up Label Printers (Brother QL Series)

The printer set up must be performed for each PC that will be used for ICE, and the ActiveX component must be installed.

Two printer names will be used

- **IcePath1** for local printing where the label printer is attached to the PC
- **IceRecep1** for use as a shared printer. This will be located at the surgery reception desk

Driver Download

Download the latest label printer driver either

- From the Brother website or
- From the GP practice server or
- From the CD in the printer box – this should be the last option as it may not be the latest version

After downloading the drive, install by either

- Double clicking on the exe file or
- Using the .MSI Microsoft Install file

Local Printer – You will now be instructed to plug in and switch on the local printer

Shared Printer – Go to **Start – Settings – Printers & Faxes**
In Printers & Faxes:

1. Add printer
2. Select **Network printer/attached to other computer**
3. Click on **Next**
4. Find printer using directory
5. Select printer & click on **OK** & complete the wizard

Amending the Printer Settings

This must be performed on each computer with a printer attached.

1. Find the printer in Printers & Faxes
2. Select the printer

3. Click on **Properties**

4. On the **General** tab change the name of the printer
   - IcePath1 for local printer
   - IceRecep1 for shared printer

5. Select **Printing Preferences** button

6. Change paper size to **50mm wide, 33mm long, 3 mm feed & portrait orientation**

7. Click on **OK**

8. Select **Advanced**

9. Click on **Printing defaults**

10. Make same changes as 6 above

11. Click on **OK**

12. Click on **OK**

Shared Printer

1. Select the correct printer

2. In **Properties**

3. Click on **Sharing** tab

4. Select **Share this printer**

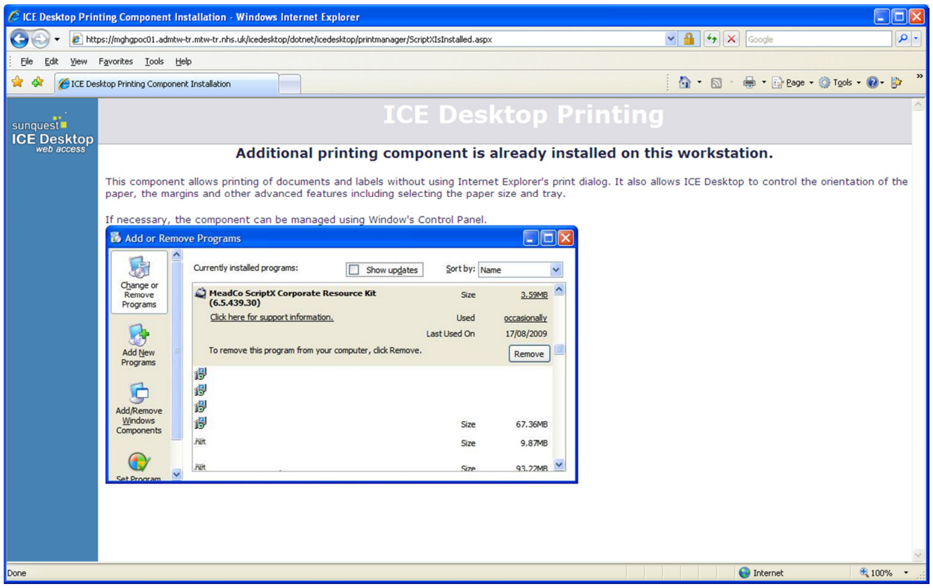
5. Type in share name (IceRecep1)

6. Select **List in directory**

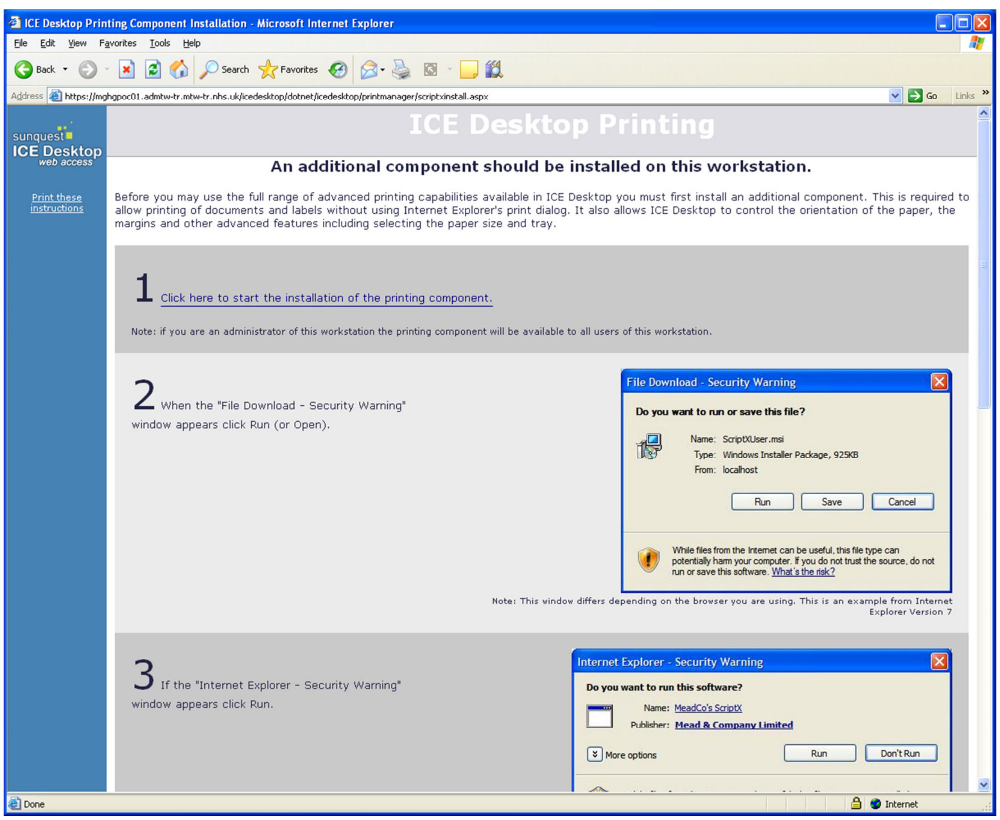
Install the ActiveX Component

In the address bar of Internet Explorer type **https://mghgpoc01.admtw-tr.mtw-tr.nhs.uk/icedesktop/dotnet/icedesktop/printmanager/scriptxinstall.aspx**

If the component has already been installed then you will be presented with this screen and you need go no further:



If it has not yet been installed, then follow the instructions from this screen and accept the default at all the prompts:



Appendix C – FAQs

1. ***What about the District Nurses?***

   The District Nurses are to continue using the pre-ICE system until such time as either they, or the practice, feel that the ICE requesting system is preferable.

2. ***What if I can't collect the sample at phlebotomy?***

   It is suggested that the samples are collected before labels are printed. If the sample cannot be collected and the patient must return for phlebotomy the sample is not updated at this point and will remain at the POS (postponed) stage until successful collection.
   If the labels already been printed and collection is unsuccessful please stick the label onto a sheet of paper and put this in the red specimen box. This will be picked up by the labs and dealt with accordingly.

3. ***What about patients that must be sent to the hospital for phlebotomy?***

   Print a 'Postponed Summary Request Sheet' for the order and give this to the patient to take to the hospital phlebotomy clinic. This will provide the hospital phlebotomist with all the information they require

4. ***What about patients that arrive for phlebotomy with a hospital request form?***

   Collect the sample but do not add the request to the GP system. Put the sample and the form in the red sample collection box and send to the lab.
   You will need to hand-write the patient details on the specimen container

5. ***What happens when the computers go down?***

   If the ICE system goes down you will need to revert back to ordering and collecting the tests using the pre-ICE system.
   If the GP system goes down and you cannot access the patient record, please use the manual Kent Pathology Network request forms.

   Computer failure may cause a major problem for phlebotomy clinics and these may need to be postponed.

In the case if ICE failure contact the Pathology lab at Maidstone Hospital

6. ***Where can I get replacement labels for the label printers?***

   The replacement Brother QL printer labels can be found on Amazon
   Brother DK-22223 - Thermal paper - Roll (50mm x 30.5 m)
   Or from wherever you can get the best price.

7. ***Do I have to take responsibility for the results of a hospital request that I have downloaded into my GP system from ICE if I have not made the request?***

   ICE offers the benefit of allowing GPs to download hospital pathology reports into the GP system to maintain a complete pathology record for the patient. It is the opinion of the Pathology department at MTW NHS Trust that responsibility for dealing with pathology reports lies with the original requestor, or a designated colleague. The ability to download these reports is for information only.