Handbook
Pathology Troubleshooting

Version 2.0

Pathology Handbook

Contents

ieMR Handbook

Pathology Handbook

Townsville
Hospital
and Health
Service

Specimen Ordering

Do I place my orders individually or all at once?

- Placing all of the required orders in a **single ordering instance** allows the system to calculate the appropriate number of tubes/containers required.

- If placing orders individually, the system will calculate the tubes required for the single orders, resulting in a larger number than is required.

I can't find the test I need

- Try searching using the AUSLAB mnemonic e.g. FBC, INR, CRP, etc…

- If unable to locate name or test:
  - Consider reviewing the Pathology Queensland Test List
    http://hsqapps.hsq.health.qld.gov.au/testlistPQ/default.aspx
  - Contact the TUH Laboratory or ieMR Digital Services before using PMISC.

- If multiple orders are required using PMISC, enter them all in the single orderable free-text field, separated by a comma.

- It is a **requirement** to enter **Clinical Information** into the **Reason for order/details** field or if further detail is required add this information to the **Order Comments** tab.

  Note – CHEM20 cannot be ordered at TUH and is hidden from our catalogue. Replacement for this order is a UEG, CMP and LFT (excludes LDH and Urate).

How do I communicate to the laboratory that these results are urgent and I require a phone-call for results?

- Select the collection priority of 'Urgent' and include in the **Reason for order/details** field *'Please call with results'* and ensure an extension number is added to the **Requestor contact phone/pager** field before completing the order.

- Laboratory staff will continue to call with critical results and will call with results regardless of criticality if these steps are followed.

I used to be able to just write my test on the request and the lab knew what I meant

- This responsibility has now transferred to the ordering clinician.

- The Laboratory will be able to provide more guidance on screening AUSLAB codes for routine orders vs confirmatory tests.

- Ordering guides are attached to this FAQ for Microbiology, Serology, Molecular Biology, Human Genetics, and Tissue Typing.

ieMR Handbook

Pathology Handbook

Townsville
Hospital
and Health
Service

Are any orders remaining on Paper?

- Yes. Orders that go to the transfusion department (**Crossmatch & Blood Products**) are remaining on paper. This is due to the more stringent requirements of the transfusion department.

Note - Group & Hold Orders can still be place electronically provided the sample and the order meet current requirements:

- three points of ID – Name, DOB, UR

- Electronic signature of MO or delegate

- two points of ID on specimen (full name is mandatory as first point of ID)

- Sign, date and time on specimen label by collector **at the time of collection**

- Marked as Collected and Signed in ieMR

- Group and Hold Add Ons can also be done on samples stored <72 hours by:
  - Confirming with the Transfusion team that an Add On is possible
  - Maintaining Pathology requirements as outlined above

- **MET calls and ED Resuscitation** will remain on paper until the ordering processes are bedded in with the ordering Clinicians.

- **Deceased Pathology Orders and Clinical Trials** will also remain on paper, business as usual.

How do to order an Add On Pathology test in ieMR?

- Confirm with the Laboratory (phone call) that the specimen is viable.

- Search for and select Pathology order.

- Change the 'Collection priority' field to **'Add On'** and the **'Collected'** checkbox to **'Yes'**.

- Once signed, this will send the order to the lab.

Note - There is no need to print a label or follow a collection process.

My patient has been discharged; how do I cancel the orders?

- Find the orders by opening the orders tab (they will be the orders with the status of Ordered (Dispatched)

- Select all orders by clicking (left mouse button) and dragging down (Or clicking on the first order, holding 'SHIFT' and selecting the last order).

- Right click and select **'Cancel/Discontinue'**. Enter a discontinuation reason, and sign. This has now cancelled these orders.

- If the requested collection date/time is set to exceed the likely gap between ordering and review appointment, collection tasks will remain active.

ieMR Handbook
Pathology Handbook

Townsville
Hospital
and Health
Service

I have ordered incorrectly, how do I fix it?

This depends on the circumstances.

Status 'Ordered'

- Select the relevant orders, right-click, and select 'Cancel/Reorder'. Select a relevant cancellation reason and update the new orders fields as required.

Status 'Collected'

- Cerner functionality prevents cancellation of these orders in PowerChart—this is the equivalent of the request and sample already being received in the Laboratory.

- Please ring the Townsville Laboratory on ext. #32400 and they will rectify.

When do I need to print a Requisition form?

Requisition forms will need to be printed under the following scenarios:

- Inpatient Discharge Pathology orders.
- Outpatient Clinics.
- Orders to be collected by external providers.

Do I need to physically sign the requisition form?

- If the requisition is being completed within a system that is integrated with ieMR (Pathology Queensland), there is no legislative requirement for the Doctor to physically sign the requisition.

- If the requisition will be given to an external provider (S&N, QML etc), the ordering clinician is **not** required to sign the form however to ensure that the orders will be completed by the external provider, the Ordering Physician's **provider number is required**. This will ensure that any Medicare billable items are billed appropriately, rather than to THHS.

How do I print a requisition?

- Find the order/s for printing though the Order Page → Select order/s (can multi-select if necessary) → Right click → Print → Reprint Requisition.

- The last printer used will be selected. If another printer is required, search for asset located on printer.

There are some orders that require a Consultant signature, how is this now managed?

When placing an order that requires consultant approval:

- Right click on the order in the Orders for Signature window and select **Ordering Physician…**

- Change the Ordering Physician to the Consultant in the **Physician name** section

- Select **Co-sign Required** in the Communication type section.

- In the **Order Comments** tab, 'This has been discussed with Consultant – Dr XXX'

- **Note** - If an order is not within a Clinician's scope of practice, it will require a co-sign. A co-sign will send a message to the Consultants Message Centre plus a co-sign icon will be visible on the Order Summary Page until co-sign has been achieved.

It is current practice to collect a number of different types of tubes, but only order a basic suite of tests. Based on the results of the first tests, the Lab may be contacted later to add on further tests. How is this managed in ieMR?

- This workflow allows for more rapid diagnosis and treatment of the patient—Continue to do this.

- Spare Tubes will still require an order to be placed under PMISC.

- Select Clinician Collect 'Yes'

- Collected 'No' to allow labels to be printed

- In Order Comments enter *'Spare Tube/s'*

- Print label/s through Specimen Collection for all ordered tests + PMISC order. Multiple labels can be printed for the PMISC by selecting only the PMISC order and click Print. Continue to click print until enough labels are generated for the spare tubes.

- Collect all orders either by scanning the barcode or manually and sign.

I order the same specimens set of tests for the majority of my patients

- This can be managed by configuring a '**Personal Plan'** for these orders. Click '+ADD' order, select the yellow star, and click 'Personal Plans'. Right click and choose 'Create Plan'.

- Description: Enter a descriptive name for the Personal Plan.

- Type: Select 'Medical' & Check the 'Initiate on Sign' box. Click 'Next'.

- Click the Clipboard icon to add orders. Search the orders catalogue as standard procedure. Select the order/s required. Click done when all required orders are selected.

- Double click on the first order to modify OEFs.

ieMR Handbook
Pathology Handbook

Townsville
Hospital
and Health
Service

Note - if multiple of the same orderable are required, select the 'Offset Details' tab and add 1 min to each subsequent orderable. This will allow the orders to be placed with no duplicate checking limitations. Click 'Save'.

- Search for this description when adding orders. All specimens will have the appropriate labels with specific details on each label.

- Clinical details/Clinician Collect etc… are required to be set individually (free text fields can be cut/copied). This is only required to be completed once.

- All details on all orders within the Personal Plan need to be the same, otherwise the orders will print on multiple pages.

Specimen Collection

I need to reprint a specimen container label

- Reprinting labels from the Specimen Collection window can be done until the collection is marked as collected and signed.

- If the collection has been signed off, the accession number of the order is required to reprint labels. If the requisition form has been printed, it is in the top left of the form and can be scanned.

- If no requisition form is available, right click on the order via the Orders page, select Order Information by clinking the blue hyperlink on the name of the test and select the 'Additional Information' tab.

  Note - The accession number can't cut and paste so will need to be written down.

- Select 'Label Reprint' from the banner bar of ieMR and enter this number.

- Labels will print to the designated printer. Once the collection is completed, sign, date and time each label and attach to the appropriate container.

I collect specimens before creating the order. How will this work with ieMR?

- Place the order and immediately follow the specimen collection workflow in order to print labels and 'Collect' the specimens in the ieMR.

  Note - Due to this workflow, the process of 'Signing' the collection may be missed. The laboratory will hold the specimen until this is completed and will ring to remind the treating clinicians. This process will also miss the benefit of electronic PPID.

I need to collect MORE tubes than ieMR is suggesting

- If the system is making a suggestion which is different to your current practice you can reprint labels. In order to do this, simply reprint another label. If the collection instance is <u>not</u> signed yet, just print another. Please mark on the label that this is a reprinted label, so the Laboratory knows that this is a spare tube.

- If the collection instance <u>has</u> been signed, click the 'Label Reprint' button on the banner bar of the patient's chart. The accession number of the order is required to reprint the label. This can be found by right clicking on the required order in the Order section via the blue hyperlink in the 'Additional Details' tab. The accession number cannot be cut and paste so will need to be written down.

I need to collect FEWER tubes than ieMR is suggesting

- Because ieMR specimen management is designed to add the Pathology Orders to a container, simply NOT collecting a container will cause the Pathology Orders to remain uncollected and therefore incomplete within the Laboratory.
    - Collect the required tubes and print the labels for all of the orders that are to be collected.
    - Attach labels to all collected container and mark all as collected (including the unattached label).
    - Ensure that all labels have date and time written on each label along with a signature.
    - Place the spare label in the Ziploc bag with the specimens. This will indicate to the laboratory that orders have been incorporated into the containers collected. Lab staff will be able to move the orders on the uncollected specimen/s to other tubes and allow the complete digital journey of the order (results and messaging).

There is an identical order for the previous day. Can I cancel this duplicate order?

- Ordering clinicians may place an order erroneously. This may result in the generation of a duplicate collection task, and potentially lead to a duplicate collection.
- **Phlebotomists** are authorised to cancel these duplicate orders
    - If an identical order exists for the previous day (e.g. FBC for collection today and FBC remains for collection from yesterday.
- Before cancelling, check with a member of the Treating Team if appropriate to cancel.
- To cancel: - Select the 'Did Not Collect' icon → Select the Order for cancellation → Select either 'Duplicate order – cancelled by collector' or 'Not required – discussed with clinician'.
- Collect the rest of the orders as usual.

Specimen Collection – Phlebotomists

Why can't I see any collections for a patient?

- The filters may be incorrect. Select 'Both' for lab collect/nurse collect. Select 'Blood' for specimen type.

- The orders may have been placed under a different encounter, search using the FIN on the requisition form.

The patient has a request form, but no orders are available for collection

Check the request form. There are several reasons why this may occur.

- The wrong encounter may have been selected to where the orders were placed under. Search for the patient by scanning the FIN barcode into the search window.

- The requisition may have been printed multiple times with one already being used for collection. Check the Order Summary Page to ensure collection has not already occurred.

I have filtered for 'Both' (Lab/Nurse collect) and checked 'Show Nurse Collect Indicator'. Can I just collect everything?

- Probably, however the Doctor may have a plan for the Nurse Collect orders, e.g. Timed studies/collection a certain period after meals/medications.

- It is best to query with the clinical staff regarding these orders.

How do I determine if my patients are required to be fasting?

- This can be seen by accessing the patient's collections (after the positive Patient ID screen) and hovering the mouse pointer over the order name.

- Check with the patient, and if the patient is fasting, please place a 'fasting' sticker on the tube. This will allow the Laboratory staff to update this field in AUSLAB at the point of registration.

The Doctor has requested fasting bloods, but the patient has not fasted, how is this now communicated to the lab?

- With no longer being able to write on the request form, the absence of the 'Fasting' sticker, the Laboratory staff do not add any detail related to fasting status to the test.

ieMR Handbook

Pathology Handbook

Townsville
Hospital
and Health
Service

I marked a specimen as 'Collected' when I didn't collect it, what do I do?

- If the collection instance hasn't been signed, right click on the container (or left click on the three lines) and select 'Reset'.

- If the collection has been signed, ring the Lab to let them know, as well as the ordering Doctor/Nurse so they can re-order the test.

- If the order needs to be placed again with different parameters, you will need to find the order/s in the order details screen in the patient chart → right-click on the order/s → select 'Copy Order' → Sign. The Lab needs to be contacted to cancel the original order as this cannot be done in ieMR.

The patient was a difficult bleed, and I did not collect all of the required containers. How is this done?

- Simply don't mark that particular container as 'Collected'. This collection will remain for the next collection round.

- **DO NOT** click 'Not Collected' – This will permanently discontinue the order.

- **Do NOT** click re-schedule. This will make the order unavailable until the next collection round.

Specimen Collection – Outpatient Clinics

Do I need to send the ieMR requisition form to the Lab when collected in Outpatient Clinics?

Yes, if a requisition was printed.

- For orders that have been completed in ieMR, nothing is required to be written on the requisition. Please just place the form in the specimen bag and send with the samples.

- For orders that haven't been completed in ieMR, please complete the requisition form with the information that is ordinarily included (Collector's Name, Date & Time).

- Please also write 'No Collection Task' on the requisition form to alert the Laboratory that no task was able to be found.

Specimen Management – Perioperative

I need to place a histopathology order during surgery

- During surgery, orders will be completed as per current process. i.e. BAU patient labels placed on specimen container/s during the procedure and numbered accordingly e.g. #1/4, #2/4, etc.

- Post-surgery, the Surgeon will place the HISTO order electronically and enter all relevant details into the 'Order Comments' tab in one consecutive line DO NOT hit enter.

- Complete all relevant OEFs → Sign.

  Note - Details entered into the 'Order comments' tab will not print on the requisition if printed. They are sent to AUSLAB for Laboratory staff and Histopathologist's information.

- One label will print due to the auto printing set within the OT setting. Place this label on the first specimen container and document all required information (specimen 1 of X, collection date/time and sign) This allows tracking of the specimen/s from surgery to the Laboratory.

I need to add M/C/S orders on the same HISTO specimens

- If microbiology is required on any/all of the specimens, select Tissue M/C/S when ordering the HISTO, noting that separate orders are required for each site that microbiology is to be performed on.

- Enter all relevant details into the OEFs. If multiple tests are being order on the same sample type, enter the collection site for each order into the Reason for order/details field then sign

  Note - To avoid a duplicate order error, each order for the same test must be given a different collection time (e.g. Sample 1: 1500, Sample 2: 1505).

- Labels will print for each M/C/S Order and attach to relevant pot requiring M/C/S.