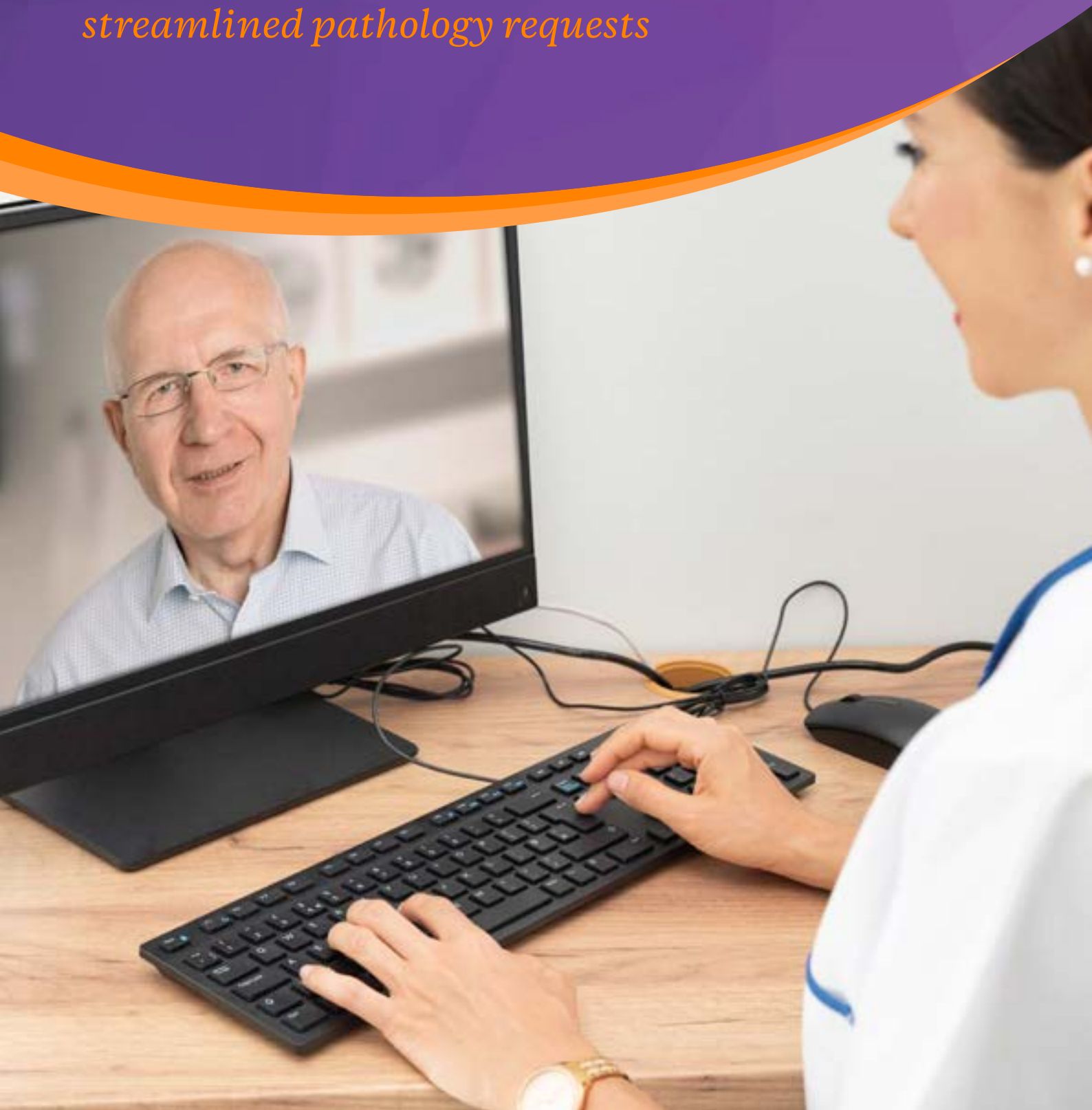


# Telehealth

*Supporting telehealth consultations with  
streamlined pathology requests*



## Supporting you with telehealth pathology referrals

With the increase in telehealth consultations, Clinical Labs continues to partner with you to ensure your patients can access pathology services to complement your care.

### Got MedicalDirector Clinical 3.18 or above?

Use our eOrders platform – now with additional Telehealth Support!



If your practice is using MedicalDirector Clinical version 3.18 or later, Clinical Labs eOrders now features an add-on that supports your telehealth consultation service.

Simply tick the 'Telehealth Consultation' checkbox before you request your pathology test.

So now, when you order pathology, eOrders can automatically deliver the electronic pathology request directly to your remote patient, without you having to follow up on the notification. Your patient will receive everything they need to complete their test.

A screenshot of a software interface for submitting a pathology request. It features a dark grey background with several elements: an orange 'Submit request' button on the left; three unchecked checkboxes labeled 'Notify other Doctors', 'Do not send to My Health Record', and 'Print telehealth referral form'; one checked checkbox labeled 'Telehealth consultation'; and a text input field containing the email address 'telehealth.vic@clinicallabs.com.au'. Below the checkboxes, a small line of text reads: 'By selecting Telehealth the patient consents to having the request form emailed to the address provided.'

## Using *Best Practice* patient management software

Please note: To enable this feature, your clinic must be set up with Clinical Labs eOrders. Please call us on 1300 669 961 and a member of our eHealth support team will assist you.

Step 1

Fill out your pathology referral as per normal using *Best Practice*



Step 2

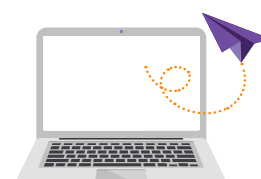
Enable *Best Practice* Telehealth feature

Type 'Telehealth' in the Clinical Notes section, and ensure your patients' email address is recorded in the correct field within the patient file.

Step 3

Send request form

Send your request form as per usual, and your patient will automatically get emailed a copy to print.



Step 4

Complete pathology test

The patient can take their printed form to their local Clinical Labs collection centre. If your patient does not have a printer, our collector can transcribe the emailed version onto a new form.

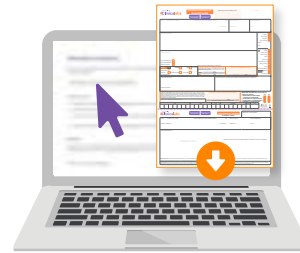
## Option 2: Electronic referral forms

If you wish to use our electronic referral form for general pathology, here's how to do it:

**Step 1**

**Download our electronic referral form from our website**

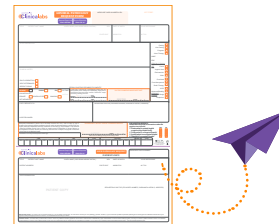
Visit: [clinicallabs.com.au/telehealth](https://www.clinicallabs.com.au/telehealth)



**Step 2**

**Save the form and email it to your patient to print out**

Once you have completed your form, save it and email it directly to your patient to print.



**Step 3**

**Complete pathology test**

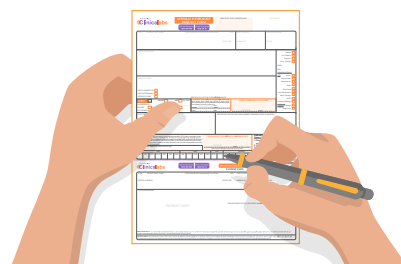
The patient can take their printed form to their local Clinical Labs collection centre. If your patient does not have a printer, our collector can transcribe the emailed version onto a new form.

## Option 3: Physical referral forms

If your practice is using the physical Clinical Labs pathology referral forms, this is how it works:

**Step 1**

**Complete your patient's pathology request on a physical Clinical Labs referral form**



**Step 2**

**Fax the form to Clinical Labs**

Fax the form to the Clinical Labs collection centre your patient will visit. Fax numbers are available at [clinicallabs.com.au/location](https://www.clinicallabs.com.au/location)



Alternatively, arrange your patient to pick up the completed form from your practice.

**Step 3**

**Complete pathology test**

Once our collection centre has received the faxed request form, the patient can present to the collection centre as per usual.

**1300 134 111** VIC NSW SA NT ACT QLD  
**1300 367 674** Western Australia  
[clinicallabs.com.au](http://clinicallabs.com.au)

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