

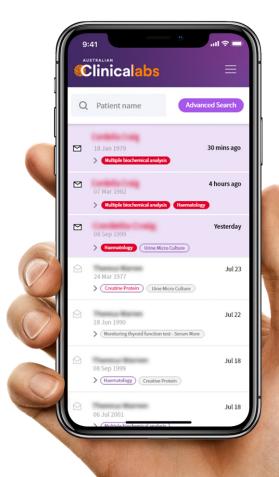
Results User Guide

Latest improvements to Clinical Labs' eResults

- 1 New CPD Portal: the new online portal for Clinical Labs CPD Program participants is now housed within eResults. See pages 13 17 for a guide for CPD users.
- 2 Account Menu update: change in structure of Account Menu

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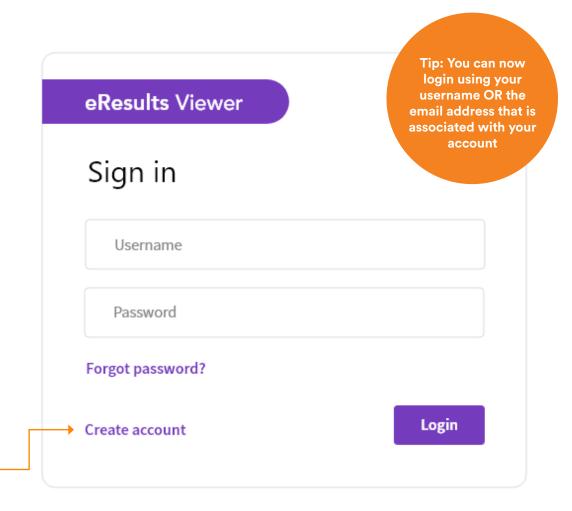
Search for 'eResults'

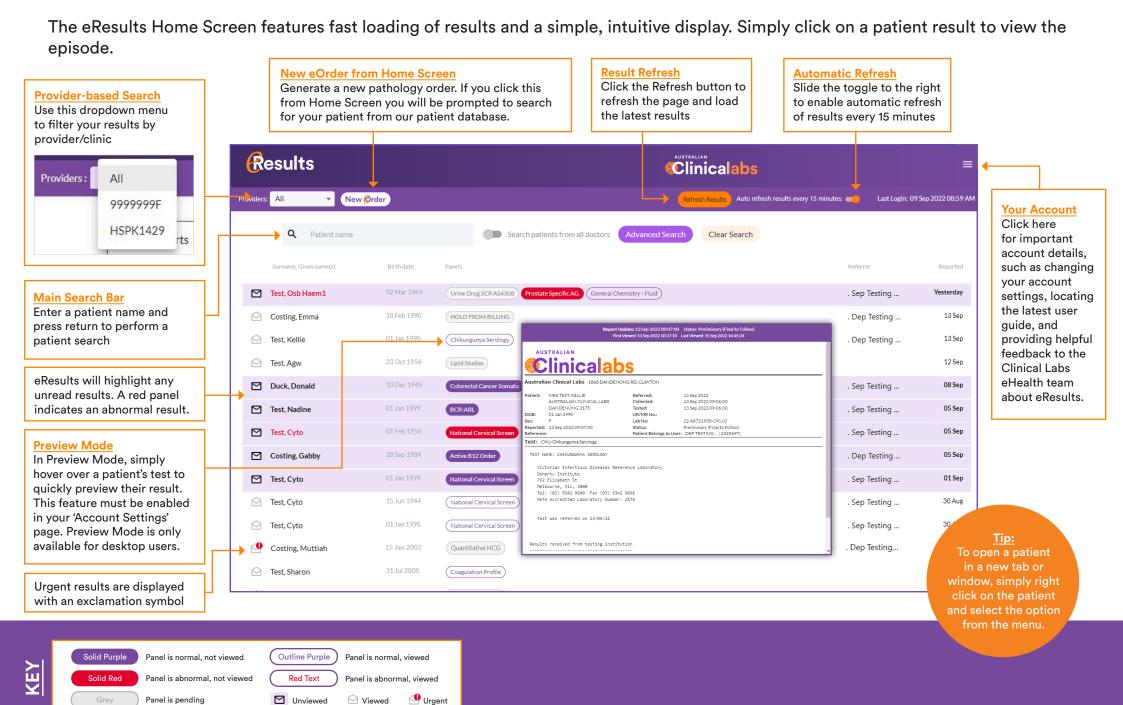
Getting started with eResults is easy.

Simply visit <u>results.clinicallabs.com.au</u> and if you are already set up with our previous eViewer, you can use your existing username and password.

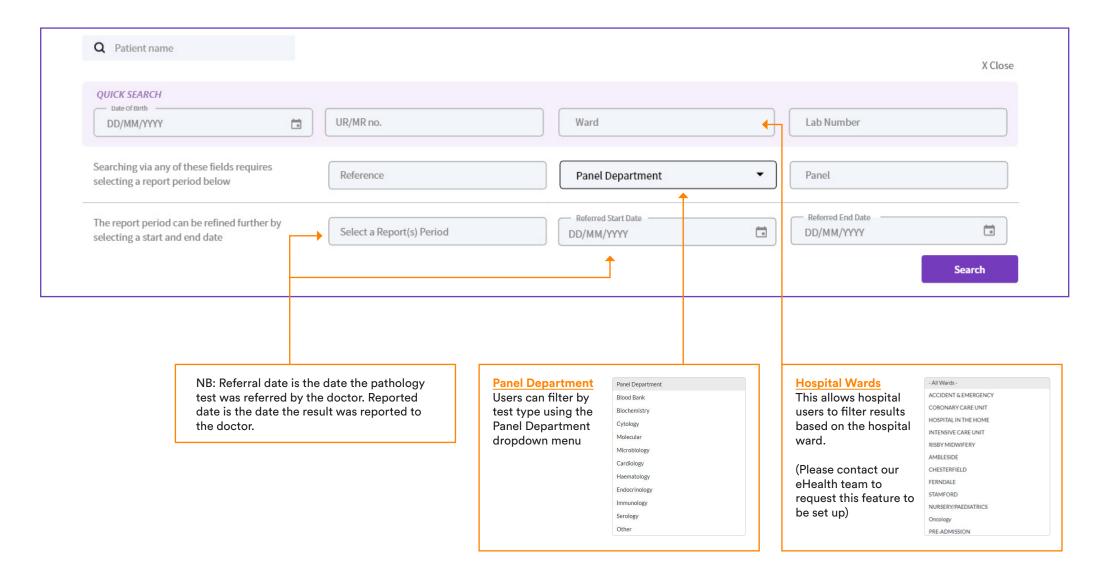
The platform is located entirely online in a secure environment, so remember to bookmark the page so you can return to it easily. For mobile users, you can select the 'Add to Home Screen' option from your browser to create a shortcut on your device, or alternatively, download the app on Google Play or App Store by searching "eresults".

If you are not yet set up with eResults you can register online here: clinicallabs.com.au/register/eHealth/

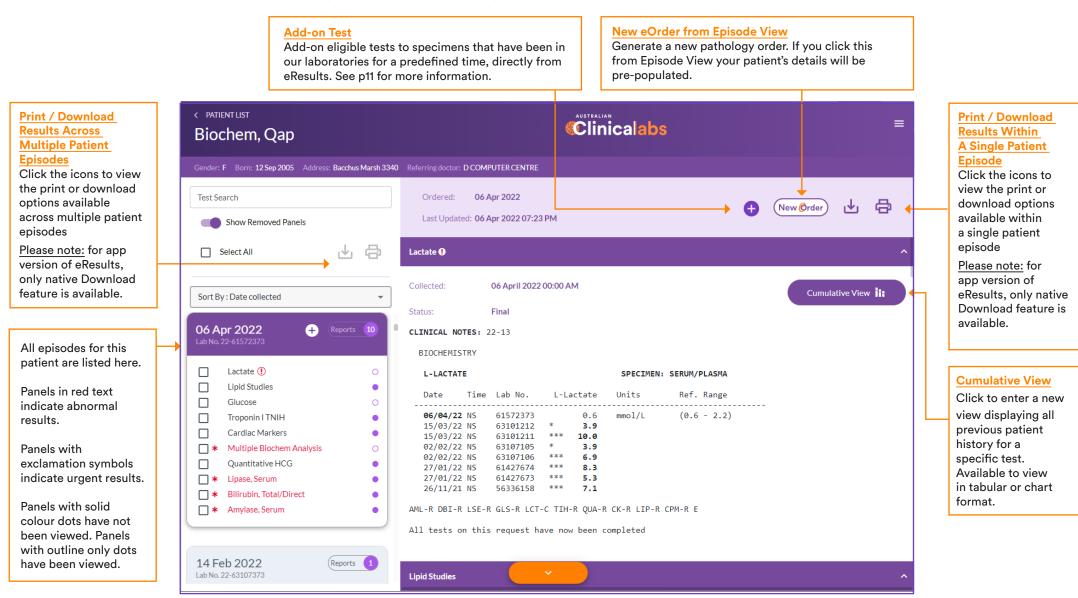




To further refine your search results the 'Advanced Search' button can be selected, displaying more search filter options.

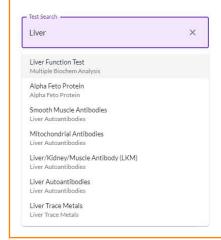


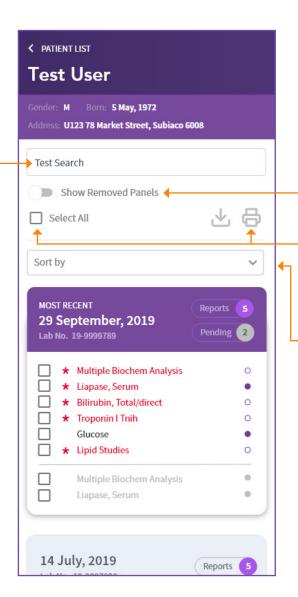
Select a patient from your home screen and you will enter Episode view, giving you the ability to display all results for a patient episode with a single mouse click or finger tap.





Search for a specific test for a patient by full or partial panel name, or one of its commonly used full or partial synonyms or acronyms e.g. LFT, liver or Multiple Biochem Analysis.





Removed Panels

Use this toggle to either show or hide Removed Panels. Removed panels signify tests that have been carried out as a necessary step in obtaining a valid patient result, but were not necessarily ordered by the clinician.

Print Panels Across Episodes

To print specific panels across patient episodes, select the specific panels you wish to print, or Select All, and the 'Print Selected' button will be enabled.

Sort Results

Sort By : Date collected

Date ordered

Date updated

UR No.

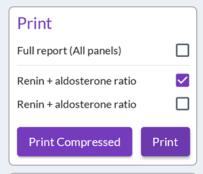
You can choose to order your results by the date of collection (*Date collected*), the date the test was ordered (*Date ordered*), by the most recent report (*Date updated*) or by *UR number*. The default option is Date Collected and your sort preferences will be saved next time you use eResults.

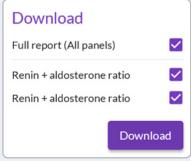
Printing and Downloading Results

Panels can be printed/downloaded within a single episode by using the icons at the top right of the report, or across multiple episodes by using the icons under the Test Search Bar.

Click the icon to select which panels you would like to print/download.







Print Combined

Select this option for a print-optimised, snapshot report of atomics within a panel.

<u>Please note:</u> for app version of eResults, only native Download feature is available.

Table View

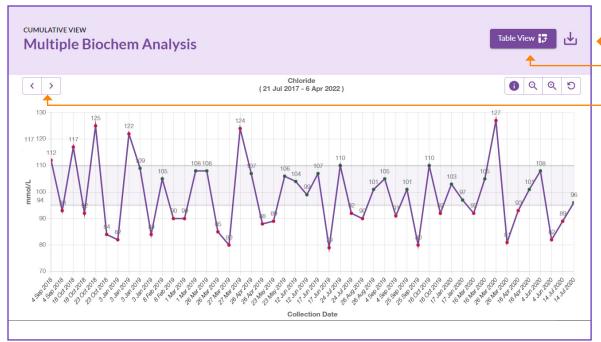


Chart View



Useful Tip:

The shaded area of the graph is the reference range for the instrument.



Download

Download cumulative chart as a .pdf file

Switch to Table View

Toggle to view cumulative data in table format

View Next Test

Cycle through the individual tests of a panel by using the arrow keys



Zoom Controls

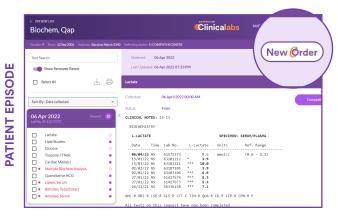
Use the magnifying glass symbols to zoom in or out. Alternatively, click on the chart and use your mouse wheel to zoom in or out. To move sideways, move the mouse left or right while holding down the mouse button.

Order pathology directly from eResults using our powerful eOrders engine – creating an impressive all-in-one digital platform for viewing results **and** ordering pathology tests. Take advantage of our full suite of eOrders features, which are now accessible via eResults, including: intelligent test search, clinical recommendations, test favourites, telehealth functionality, MyHealthRecord integration and much more.

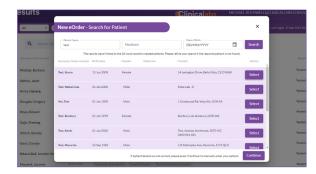
CLICK 'NEW eORDER'



Access eOrders from the Home Screen (above), or directly from a patient episode (below).



2 CONFIRM PATIENT DETAILS



From the Home Screen, you will be prompted to search for a patient. Select your patient and confirm details are correct. If the patient is not in our database, you can manually enter their details.

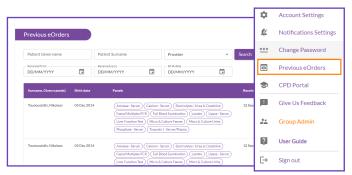


From a patient episode, your patient's details will be pre-populated. Confirm patient details are correct, and click 'Continue' to proceed to eOrders.

ORDER YOUR TESTS



Order your tests via eOrders and take advantage of all the built-in features, such as telehealth support, clinical recommendations and much more.

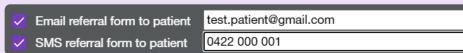


View your previous eOrder history in eResults by selecting 'Previous eOrders' in your account menu



FROM

Send pathology requests directly to your patient via SMS!

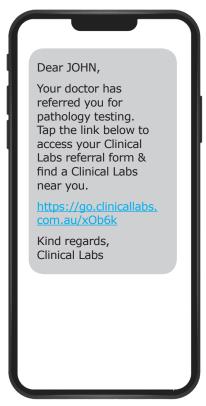




In eOrders, tick the 'SMS referral form to patient' box, ensure the mobile number is correct, and your patient will receive a SMS with a link to their digital referral. See next page for more information.

How it works for your patient

If you check the box entitled 'SMS referral form to patient', your patient will shortly receive an SMS with a link to their personalised pathology referral portal as outlined below:



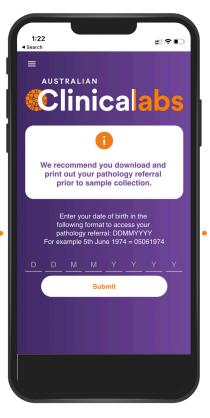
Receive SMS

Tap the link to proceed to the eRequest Home Screen.



Enter Home Screen

View nearest Collection Centre based on current location. Tap 'Access your Pathology Referral' to view eRequest. Note SMS opt-out link at bottom of screen.



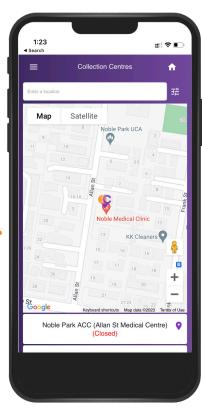
Enter Password

Enter your Date of Birth in 'DDMMYYYY' format to access your referral.



Print/Download Referral

Download pathology referral for printing prior to collection centre visit.

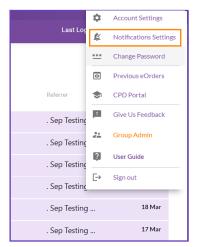


Find a Collection Centre

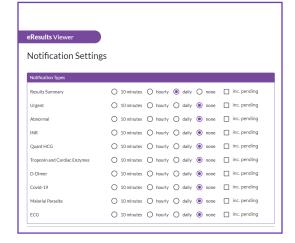
Enter a location and choose from the options available. Tap to display opening hours and other information.

Customise Your Notifications

The doctor notifications console allows users to have more flexibility about which results they receive notifications for, and how often. Result categories include Urgent, Abnormal, D-Dimer, COVID-19 and more.



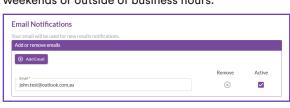
From the Home Screen, choose 'Notification Settings' from the account menu

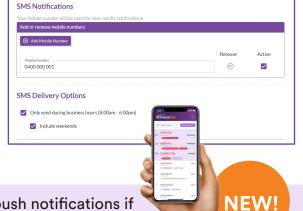


Choose Notification Type

Select which category of results you would like to be notified about. and how often. If you select 'Results Summary', all result categories will be included. You can also choose to include pending results.

Choose Notification Delivery Method You can choose to be notified via email and/or SMS to your mobile. Simply add any email addresses or mobile numbers you wish to send notifications to. SMS notifications can be turned off during weekends or outside of business hours.



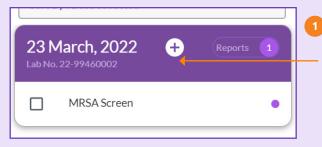


You can now use In-app push notifications if you are using the eResults Mobile App!

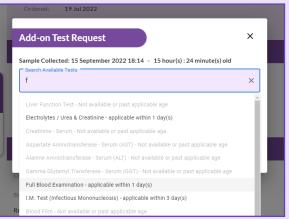
Request an Add-on Test



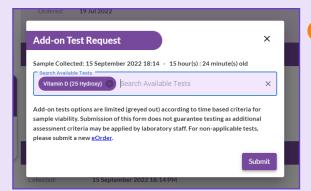
You can Add-on eligible tests to specimens that have been in our laboratories for a predefined time, directly from eResults. Here's how it works:



Episodes that are eligible for Add-on Tests will display this 'addon' icon. Simply click the icon to order your add-on test.

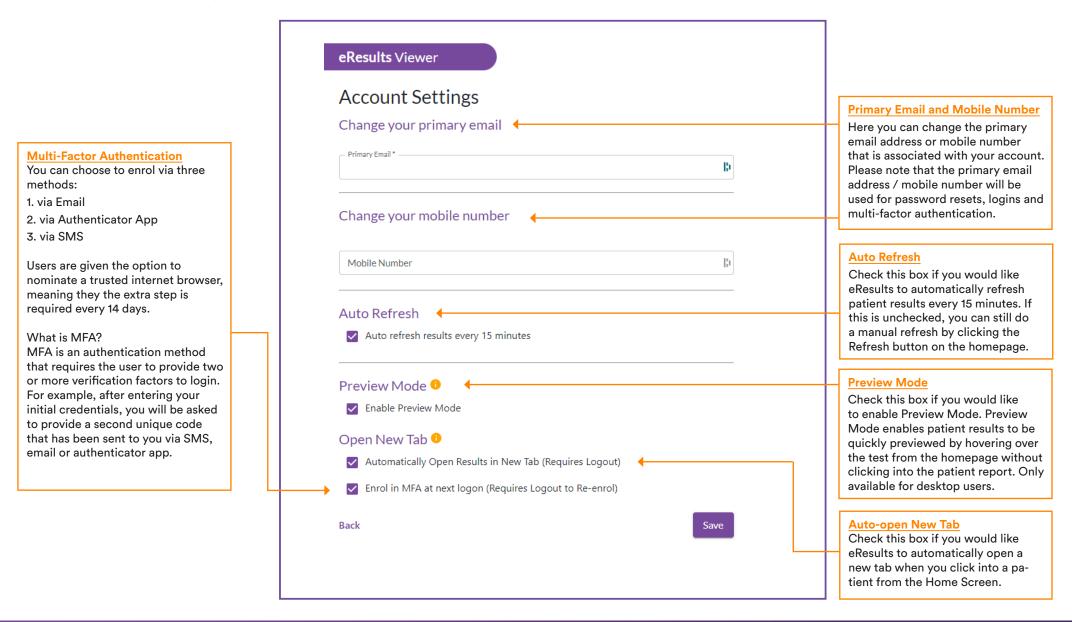


Start typing your test to bring up available tests to be added. Tests not available to be added due to the age of the specimen will be greyed out.



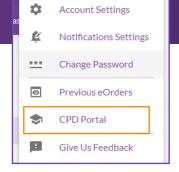
Once you have selected your add-on test(s) simply click 'Submit' and vour request will be sent to our laboratory.

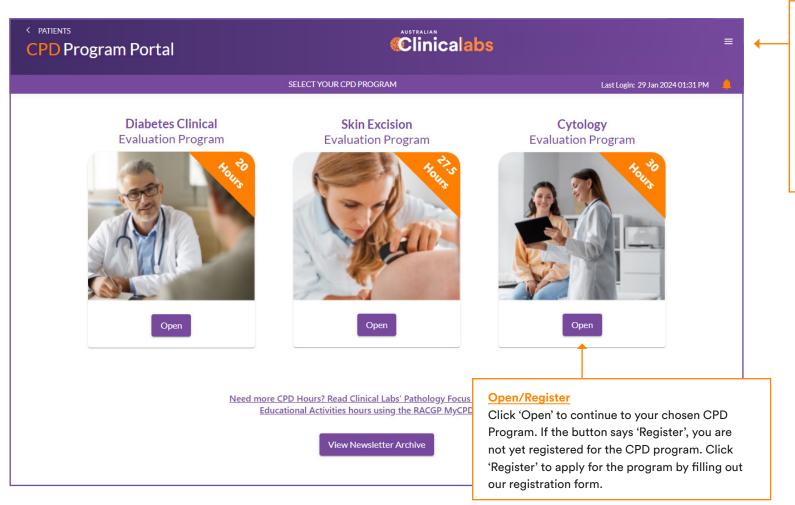
Customise your personal eResults experience by locating the 'Account Settings' page, which can be found under your user profile at the top right of the page.



CPD Program Portal - Home

The online portal for CPD Participants to access program reports can be found within eResults. Simply login to eResults, open the main menu in the top-right corner, and select 'CPD Portal' - where you will be directed to the CPD Home Page (below).



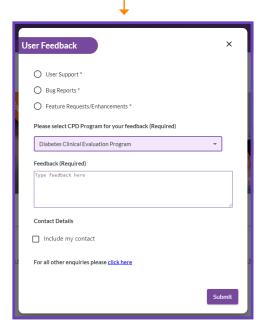


CPD Enquiries

To contact our CPD Team, navigate to 'Give Us Feedback' which can be found in the main menu. Please select your Feedback Type, the relevant CPD Program and include your Contact Details in the form. Alternatively you can email our CPD team directly:

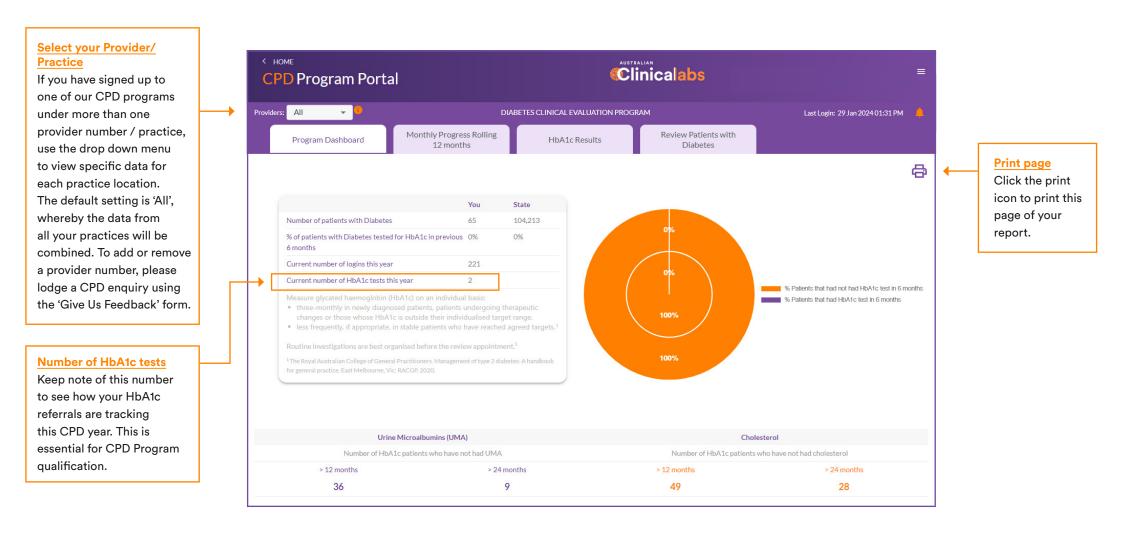
Diabetes Program: diabetes@clinicallabs.com.au Skin Program: skin.audit@clinicallabs.com.au

Cytology Program: cst.audit@clinicallabs.com.au

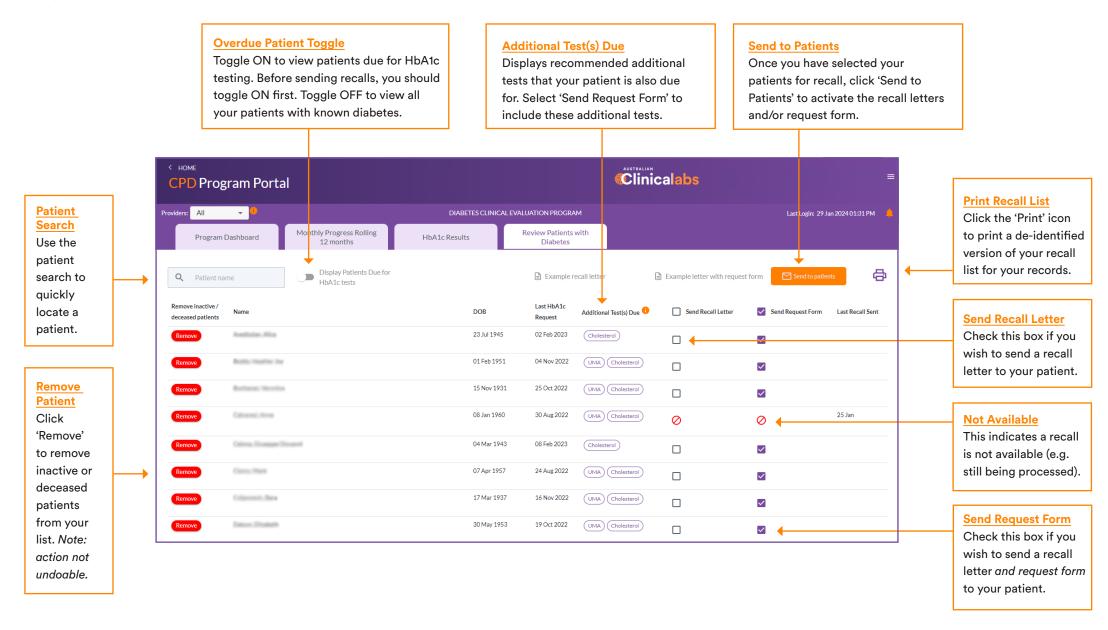


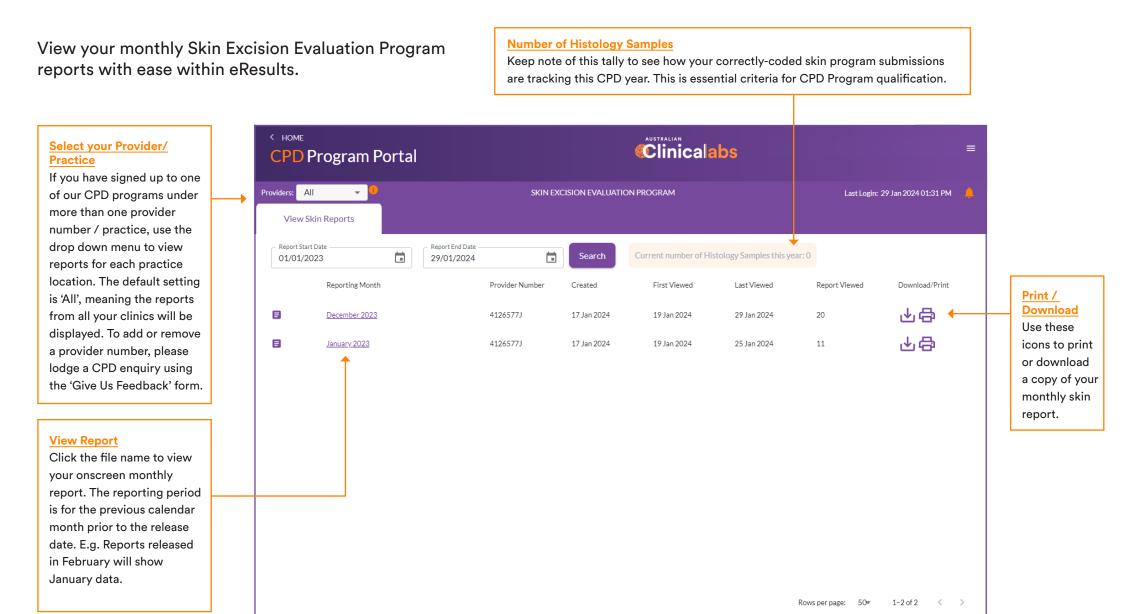
Note: Please do not contact our eHealth team for CPD-related enquiries. For all CPD-related enquiries, please contact our CPD Team using the online form or program email address to the right. During peak times it may take 48-72 hours for our team to respond.

As with Clinical Labs' previous CPD Portal (H.A.R.P.), your personalised Diabetes Program data is organised in four tabs which can be accessed by clicking on each tab on the top of the page. The interactive charts feature current information that is driven by your patient data being processed by our laboratory information system.

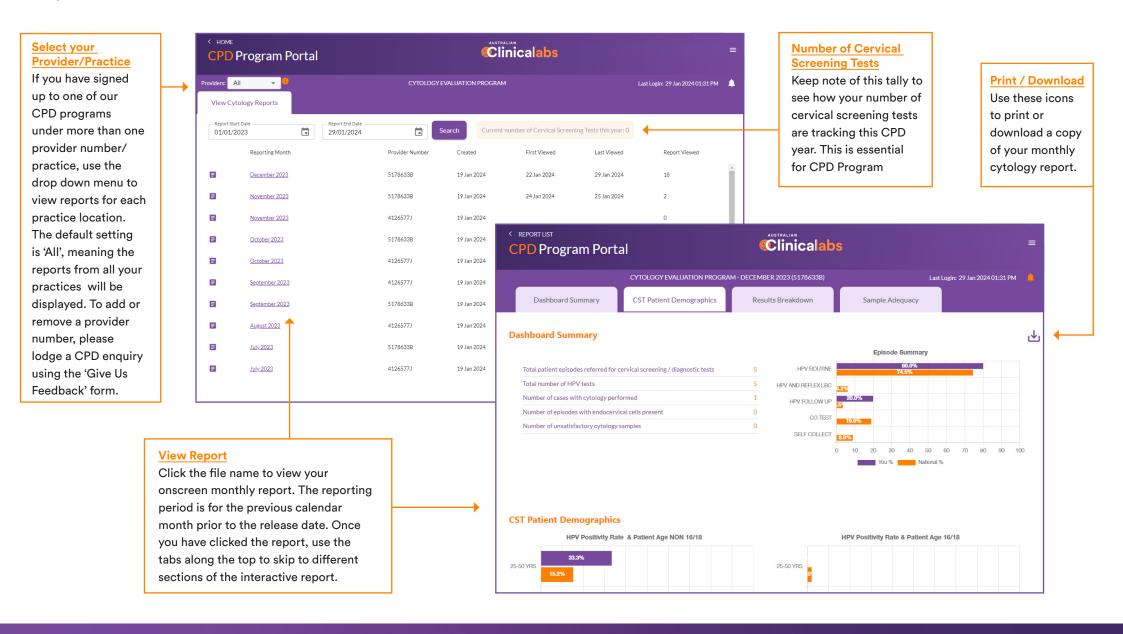


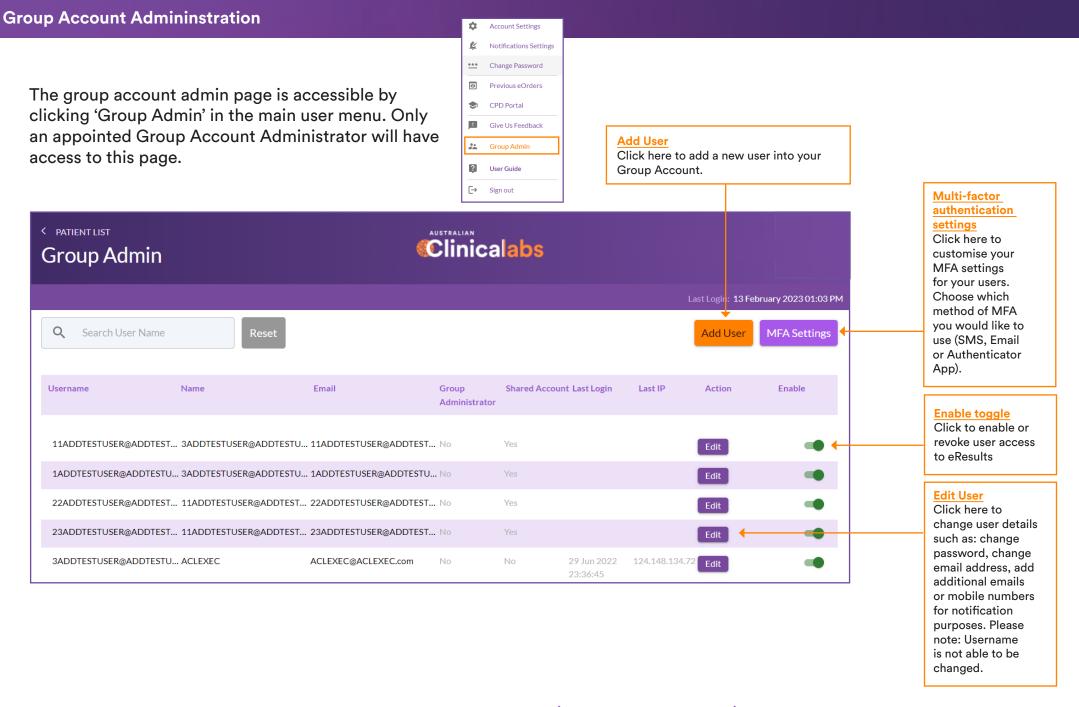
The final Diabetes tab is where your patient recall list is found. Ensure the 'Display Patients Overdue for HbA1c testing' toggle is in the 'ON' position before selecting your patients to recall.





View your monthly Cytology Evaluation Program reports with ease within eResults.





If you have any queries, please call our eHealth team on 1300 669 961 (or 1300 367 674 for WA).