

Transitioning to the Ultra Lab Information System in 2018

Changing to a single, national system

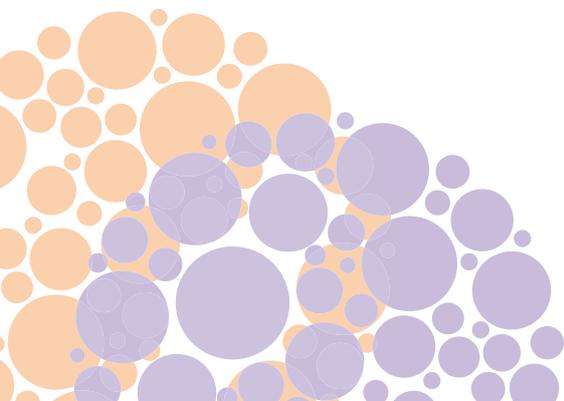


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Transitioning to the Ultra Lab Information System 2018

Changing to a single, national system

As part of our Vision to become a leader in science and technology, Australian Clinical Labs will upgrade its Laboratory Information System (LIS) to Ultra in South Western Victoria. The upgrade to Ultra further strengthens our ability to deliver high quality pathology services to doctors and patients throughout Victoria. This is an exciting step forward for our organisation, managed over three stages:

- System Integration and User Acceptance Testing
- Final testing
- Go-live and post implementation

To minimise impacts on our referrers and patients, Ultra will go-live across all sites in Victoria's South West region on one of two Saturdays:

- 1st September 2018: Portland and Warrnambool
- 17th November 2018: Geelong and Colac

By upgrading these laboratories to Ultra, Clinical Labs completes its national program to replace LabTrak and achieves its aim to operate a single system at all labs across Australia. From the cutover dates listed above, LabTrak becomes an archived system where patient histories are stored for reference when necessary.

Importantly, this significant IT system change will allow local services to more easily draw on the expertise of over 95 specialist pathologists across Australia when required.

This companion booklet will help users of the Clinical Labs service to navigate the changes associated with the Lab Information System upgrade.

Contact Clinical Labs

Before the change to Ultra:

During the transition period we will have support from our national team in IT, Lab Operations and your local Business Development Managers who can be contacted using the details below:

Clinton Wells

General Practitioners - Geelong

Mobile: 0437 160 224

Fax: 03 5226 1659

clinton.wells@clinicallabs.com.au

Loretta Dunstan

Hospital and Specialist referrers and clients

Mobile: 0457 703 486

Fax: 03 5225 1179

Loretta.Dunstan@clinicallabs.com.au

Kaye Witham

Warrnambool, Portland and Colac referrers and clients

Mobile: 0419 300 924

Fax: 03 5225 1179

Kaye.Witham@clinicallabs.com.au

Ultra Transition Project Team:

LIS.Transition2018@ClinicalLabs.com.au

After the cutover to Ultra:

Call the Geelong Call Centre

1800 676 823

Email the Ultra Transition Project Team directly

LIS.Transition2018@ClinicalLabs.com.au

Why is Clinical Labs changing to Ultra?

Since June 2016, Clinical Labs has maintained the St John of God Pathology system to minimise disruption to our referrers while we integrated the two businesses. The transition to Ultra is the final step in integrating the two organisations.

Transitioning from LabTrak to Ultra will see Clinical Labs use a single Lab Information System (LIS) across our operations nationally, which strengthens our ability to deliver high quality and more efficient pathology services. Upgrading to Ultra offers our referrers and clients:

- More efficient processing and testing of pathology samples
- Improved quality control
- Improved reporting functionality
- More online services available for doctors
- In-house IT support

Operating a single LIS has other benefits for referrers and clients:

- **Improved service levels:** our business development managers can focus more on servicing referrers and clients and less on solving issues created by operating two systems
- **Access to expert support and advice:** Ultra gives lab managers, scientists and technicians direct access to our 95 respected and experienced pathologists around Australia
- **Reduce duplication:** dramatically reduces the time spent managing two systems and the potential for human error
- **Provides a single source of truth for patient pathology results:** from cutover day, all results from that date onwards will be available in a single system

Ultra is the LIS of choice at Clinical Labs. It is a proven, award winning system used around the world. Developed by Cirdan and deployed in over 72 public and private laboratories across six continents, Ultra offers complex organisations like Clinical Labs a range of benefits, including:

- advanced specimen routing
- high throughput across many laboratories
- high volume data entry with minimal user input
- fast and accurate work flows and
- a move towards a paperless lab

If you would like to read more about Cirdan and the Ultra LIS, please visit their website: <https://www.cirdan.com/>



What does the transition to Ultra change, what stays the same?

At a very high level, the way our referrers and clients access their patient's pathology results changes. Clinical Labs has different electronic results viewing platforms: e-Viewer for desktops and eResults for mobile devices. These applications look and function differently to the system used now.

Apart from the cosmetic differences, there are other impacts the LIS changeover will have on work practices. The information below highlights what is changing and what is staying the same. For more detailed content on each topic, simply refer to the relevant pages listed in the table below. Alternatively, use the colour featured in some topic boxes to quickly locate additional information in the back of the booklet. See the Reference Ranges and Units of Measure topic below and then search for the information in the back section featuring the yellow strip.

Topic	CHANGES	STAYS THE SAME
People and locations	<p>Access to our national group of specialist pathologists all working from a single laboratory system.</p>	<ul style="list-style-type: none"> • 24/7 laboratories • Pathologists • Business Development Manager support • Accredited Collection Centres • Courier pick-up services • Call centre • IT support
Pathology National Centres of Excellence	<p>Members of our Geelong laboratory are significant contributors to the work of our National Centres of Excellence in:</p> <ul style="list-style-type: none"> • Flow Cytometry • Transfusion • TB testing 	<p>Through the combination of scientific leadership, market leading technology and talented people, we will create an iconic pathology practice and be the pathology provider of choice.</p>
Turnaround times for routine and non-urgent tests	<p>During the early stages of the change, some referrers and clients may notice a difference in turnaround times as staff who are new to the system become more proficient with Ultra and our referrers and clients navigate the options in the e-Viewer/eResults applications. We do not expect this to be a widespread or long term issue.</p>	<p>To learn more about our approach, speak to your assigned Business Development Manager, see page 1 for their contact details.</p>
Reference Ranges and Units of Measure	<p>To provide consistent results for patients and clinicians across all geographies, Clinical Labs uses the Australian National Harmonised Ranges.</p> <p>Some testing platforms are standardised, resulting in changes of units of measure.</p> <p>There are some slight variations and significant differences, i.e. tumour markers, for these see page 10.</p>	<ul style="list-style-type: none"> • Reference ranges and units of measure for tests used by Clinical Labs are listed on our paper and electronic results • To understand more about variations and differences call our expert Chemical Pathologists to discuss the correlation on these assays: 1300 134 111

Topic	CHANGES	STAYS THE SAME
Pathology Results Reports	From the day of the cutover to Ultra: <ul style="list-style-type: none"> • Pathology test results are entered, stored and accumulate in Ultra • LabTrak becomes an archived system that stores patient histories for reference when required • Need help: contact our Geelong Call Centre on 1800 676 823 	Preferred delivered methods uploaded to Ultra and continue as normal: paper, electronic or faxed
	Printed reports use a slightly different format to align with our national standard. See page 11.	
	Cross Match Compatibility Report: <ul style="list-style-type: none"> • no separate paper bag tags • stickers attached to unit • two places to sign when administering blood See page 12.	
e-Viewer in Hospitals	Online access for Hospital results : <ul style="list-style-type: none"> • e-Viewer is linked to Ultra and is the platform used to access online patient results • A Quick Reference Guide is on page 13 • The full e-Viewer User Manual starts on page 14 	Clinical Labs will create e-Viewer accounts for Hospitals using WebTrak: <ul style="list-style-type: none"> • Account details created and distributed prior to the cutover day • Results stored in WebTrak remain for easy access to past patient results
e-Viewer for all other referrers and clients	Online access for all other client results : <ul style="list-style-type: none"> • e-Viewer is linked to Ultra and is the platform used to access online patient results • As a new user, you need to apply for access See page 25 • A Quick Reference Guide is on page 13 • The full e-Viewer User Manual starts on page 14 	Clinical Labs will support you and your staff through the transition to Ultra. We will: <ul style="list-style-type: none"> • Visit more regularly • Continue to provide helpful support materials • Provide Business Development Managers to assist with e-Viewer queries • Offer intensive IT support services to ensure Ultra is properly integrated with your IT environment; and • Provide doctors quick access to results via the Geelong Call Centre
Hospitals using our Health Ancillary Report Portal (HARP)	Format changes: reports will now be in excel format to allow HARP users to format the data according to need. The HARP User Guide is on page 27.	<ul style="list-style-type: none"> • Clinical Labs stores ancillary health reports for hospitals on a secure, online portal called HARP. Use it to access reports on infection control, antibiogram and transfusion • Clinical Labs will create new accounts for users currently receiving reports and email username and password details before cutover day

Topic	CHANGES	STAYS THE SAME
Pre-filled, personalised referral pad	<p>Clinicians can order personalised referral pads with pre-printed name, address and other contact details on each form. Request via email: vic.requestforms@clinicallabs.com.au</p> <p>See page 35 for an example.</p>	
eOrders	<p>Order pathology tests online using eOrders. See pages 36 - 37.</p>	
Patient Billing Information		<p>To maintain a high quality of service we endeavour to provide a fee structure that is fair and reasonable.</p> <p>Outpatients out-of-pocket fees for are kept to a minimum and we have no gap agreements in place with most private health insurers. See our Patient Billing Information on page 38.</p>
Continuing Professional Development Programs	<p>Clinical Labs supports clinicians to improve the health of patients while also earning CPD points.</p>	<ul style="list-style-type: none"> • Two RACGP approved programs are available: <ul style="list-style-type: none"> o Diabetes Clinical Evaluation o Skin Excision Evaluation • See pages 39 - 44 for more details and registration forms
Ordering stock	<p>Clinical Labs has different stock order forms for Doctors and Hospitals. See pages 45 - 46.</p>	<p>Referrers and clients can fax or email stock orders. See pages 45 - 46.</p>
Online Collection Manual	<p>Available to give all our referrers and clients easy access to the information they need: www.clinicallabs.com.au/doctor/testing-guide/collection-manual/</p>	<ul style="list-style-type: none"> • From cutover day, all our referrers and clients can refer to our online Collection Manual to source information about: <ul style="list-style-type: none"> o Labelling requirements o Volumes of samples o Tubes, containers and swabs for different tests o Transport requirements o Order of drawer • Visit: www.clinicallabs.com.au/doctor/testing-guide/collection-manual/

Get ready for the transition to Ultra

Clinical Labs offers pathology services to a complex and exciting range of referrers and clients in South West Victoria. During the transition to Ultra, many of our referrers and clients will find the change simple as they may already be familiar with our systems. Others may not have had the same level of interaction with our approach to pathology and will need extra support.

Let us know if we can assist you to get the right information to referring clinicians, such as specialists, intensivists, emergency doctors, nurses and any other staff that need to know about the transition to Ultra. To help, we have identified below the materials to refer to and the steps to take in the lead up to and during the cutover to Ultra.

Hospital and Specialist Referrers and Clients

Share this booklet with the relevant staff in your department.

- ✓ Example of a printed Pathology Results Report
- ✓ Information about the changes to Cross Match Compatibility Reports
- ✓ The e-Viewer Quick Reference Guide and the full User Manual
- ✓ Link to gain access to the e-Viewer platform
- ✓ Note that HARP users will now receive these reports in Excel
- ✓ The reference ranges and units of measure for tests used by Clinical Labs
- ✓ Patient Billing Guidelines
- ✓ Examples of our pre-filled, personalised referrer pads for clinicians
- ✓ Hospital and Doctor Pathology Consumables order forms (stores)
- ✓ A list of useful contact details and general information about Clinical Labs:
 - Online Collection Manual:
www.clinicallabs.com.au/doctor/testing-guide/collection-manual/
 - Geelong Call Centre for clinicians: **1800 676 823**
 - Chemical Pathologists for reference ranges and units of measure enquiries: **1300 134 111**
 - General enquiries about the project: **LIS.Transition2018@ClinicalLabs.com.au**

Get ready for the transition to Ultra

General Practitioner Referrers and Clients

Share this booklet with the relevant staff in your practice.

Know your assigned Business Development Manager and read the next section for:

- ✓ Example of a printed Pathology Results Report
- ✓ Information about the changes to Cross Match Compatibility Reports
- ✓ The e-Viewer Quick Reference Guide and the full User Manual
- ✓ Link to gain access to the e-Viewer platform
- ✓ Note that HARP users will now receive these reports in Excel
- ✓ The reference ranges and units of measure for tests used by Clinical Labs
- ✓ Examples of our pre-filled, personalised referrer pads for clinicians
- ✓ Application forms for CPD programs: Diabetes Clinical Evaluation and Skin Excision Evaluation
- ✓ Hospital and Doctor Pathology Consumables order forms (stores)
- ✓ Form to gain access to the e-Order online
- ✓ Visit our website to refer to our online Collections Manual: www.clinicallabs.com.au/doctor/testing-guide/collection-manual/
- ✓ Geelong Call Centre for clinicians: **1800 676 823**
- ✓ General enquiries about the project: LIS.Transition2018@ClinicalLabs.com.au

Get ready for the transition to Ultra

Nursing Home Referrers and Clients

Share this booklet with the relevant staff in your business.

Know your assigned Business Development Manager and read the next section for:

- ✓ Example of a printed Pathology Results Report
- ✓ Information about the changes to Cross Match Compatibility Reports
- ✓ The e-Viewer Quick Reference Guide and the full User Manual
- ✓ Form to gain access to the e-Viewer platform
- ✓ Note that HARP users will now receive these reports in Excel
- ✓ The reference ranges and units of measure for tests used by Clinical Labs
- ✓ Examples of our pre-filled, personalised referrer pads for clinicians
- ✓ Hospital and Doctor Consumables order forms (stores)
- ✓ Visit our website to refer to our online Collections Manual: www.clinicallabs.com.au/doctor/testing-guide/collection-manual/
- ✓ Geelong Call Centre for clinicians: **1800 676 823**
- ✓ General enquiries about the project: LIS.Transition2018@ClinicalLabs.com.au

About Clinical Labs

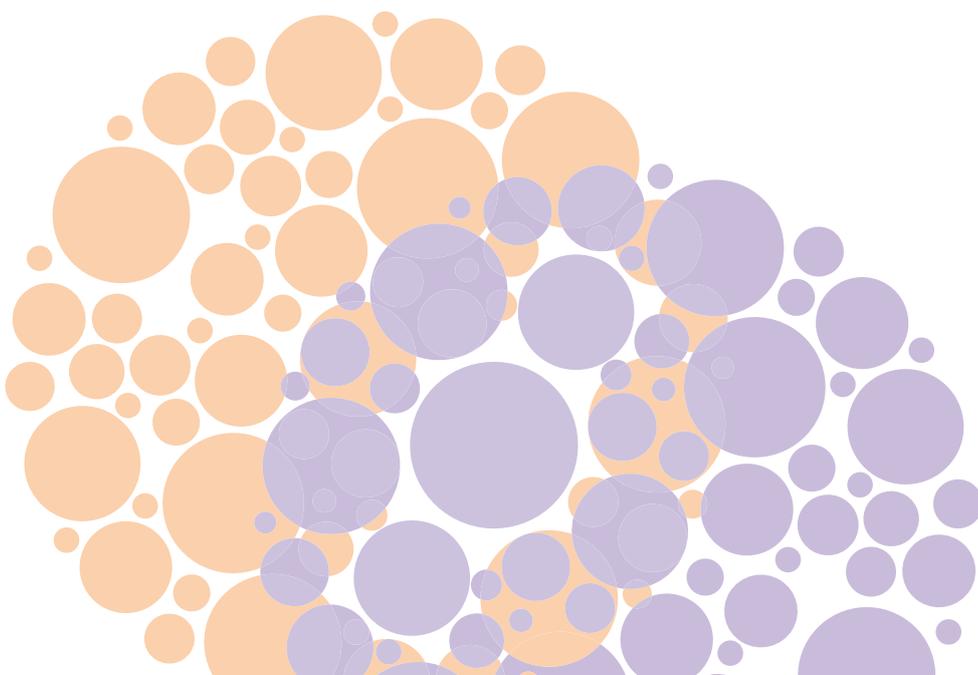
At Clinical Labs we combine pathology leadership, ground-breaking technology, and the best scientists in the field to bring better outcomes for doctors and patients alike. We are the largest pathology provider of public hospitals in Australia and one of the top choices amongst private practices across the country.

Clinical Labs is a leader in molecular testing and new technologies. Our investment in science and technology has enabled us to reshape traditional pathology with innovations in precision and personalised medicine. We support doctors, specialists, and hospitals through innovative apps and technology built especially to help manage patients' health quickly, efficiently, and confidentially.

Clinical Labs employs over 3,800 employees including over 95 well respected and experienced pathologists. We operate a network of more than 900 accredited collection centres throughout Australia ensuring they are conveniently located to our patients.

Our mission is to empower decision making that saves and improves our patients' lives.

Reference Documents



Reference Ranges and Units of Measure

To ensure we are providing consistent results for our patients and clinicians nationally, some reference ranges have been reviewed and where applicable, aligned to the Australian national harmonised ranges (Standards for Pathology Informatics in Australia).

Additionally, some testing platforms have been standardised resulting in changes of units of measure. In some cases, there are slight variations to the reference ranges while others are more significant.

For example, the differences may be more significant for tumour markers where the testing platform has changed. Our laboratories have performed correlation studies on these assays:

- Cancer Antigen 125 (CA-125)
- Cancer Antigen 15.3 (CA-153)
- Cancer Antigen 19.9 (CA-199)

Reference ranges and units of measure for tests are always included on our paper and electronic results. Please check these if you are not familiar with the ranges used by Clinical Labs Pathologists.

Additionally, our Chemical Pathologists are available to discuss the correlation on these assays. Please contact them directly on: 1300 134 111.

Printed Reports



Printed Patient Reports and Cross Match Compatibility Report

Printed Patient Reports

As part of this transition our clients will notice a number of differences in a number of forms and systems used at Clinical Labs. See below for the format changes on printed patient reports:

Pathologist and laboratory information

Collected, tested & printed dates

Patient information

Referrer's details

Active column date appears in bold

The sequence of analytes within a test group is slightly different

List of tests requested

For some tests the cumulative result will be displayed vertically.

For some tests the cumulative result will be displayed horizontally

Tests completed and pending

GENERAL CHEMISTRY

	12/09/17	19/11/15	10/10/14	
Date:	12/09/17	19/11/15	10/10/14	
Coll. Time:	01:50	12:50	10:40	
Lab Number:	9909120	2622529	2907252	
Sodium	** 154	141	140 (135 - 145)	mmol/L
Potassium	5.0	4.6	4.4 (3.5 - 5.2)	mmol/L
Chloride	100	103	105 (95 - 110)	mmol/L
Bicarbonate	30	29	25 (22 - 32)	mmol/L
Urea	5.9	7.0	7.3 (2.5 - 8.0)	mmol/L
Creatinine	85	74	72 (45 - 90)	umol/L
eGFR	72	85	88 (> 59) mL/min/1.73m2	
T. Protein	80	83	66 (60 - 82)	g/L
Albumin	* 55	37	38 (35 - 50)	g/L
Globulin	25	26	28 (23 - 39)	g/L
ALP	100	87	89 (30 - 110)	U/L
Bilirubin	19	24	29 (< 21)	umol/L
GGT	* 39	45	49 (5 - 35)	U/L
AST	29	26	25 (< 41)	U/L
ALT	31	24	19 (< 41)	U/L

9909120 Specialist management noted.

Ref. by: TESTING SYSTEMS DEPARTMENT, 0815793A
HAE-R, FBE-R, CRP-R, MBI-R, ECU-R, LFT-R, VWS-R
MR JOHN, SMITH

Page: 1 of 1
All Tests Complete

SURGERY USE: NORMAL NO ACTION CONTACT PATIENT SEE PATIENT FURTHER TESTS



1800 676 823
www.clinicallabs.com.au



Cross Match Compatibility Report

Cross Match Compatibility Report

There are changes to the Cross Match Compatibility report and the labelling of the blood units. Units now have a sticker label attached directly rather than use a separate tag on the paper bag. Clinical staff must now sign in two locations when administering blood, as highlighted below.

Donation Number

Unit Blood Group

Patient Blood Group

Patient Details

UR Number

Patient Blood Group

UR Number

Patient Details

Referring Doctor Details

Cross Matching Compatibility Report Pg. 1

Patient Blood Group: **O Rh(D) Negative**

Antibody Screen : Negative

Return used / unused products to Australian Clinical Labs by 24/09/17.

The following units are compatible by pre-transfusion testing.

Pack ID	Prod. Group	Expiry	Check 1 Signature	Check 2 Date Time	Check 1 Date Time	Check 2 Signature
999300	PC O Neg	27/08/2019				

Duty Technologist: _____ Date of Report: 21/09/2017

Have you verified the patient I.D.? Check 1 Check 2

Donation (unit) Number

Unit Group

Unit Expiry Date

Clinical Staff to Sign on ID Check

Clinical Staff to Sign off on Administration

SURGERY USE: NORMAL NO ACTION CONTACT PATIENT SEE PATIENT FURTHER TESTS

Pathology Result e-Viewer Quick Reference Guide

1. Logging In

- Go to: <https://eresults.clinicallabs.com.au/results>
- Enter your username and password and select 'Login'
- You can also view your eResults on your Android phone or iPhone by downloading the application from the relevant app store and registering for an account using the link provided



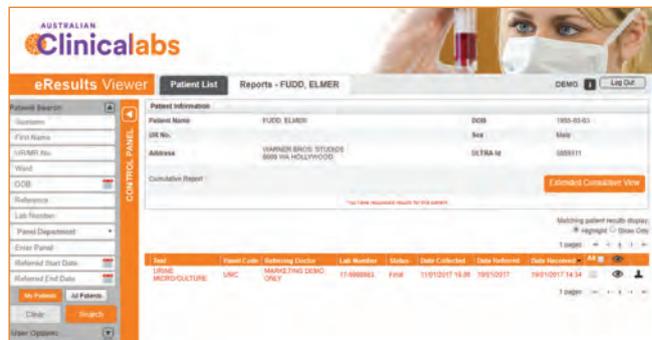
2. Patient List

- Search for patient using UR, DOB or name (surname, first name)
- Click on patient to view Report List



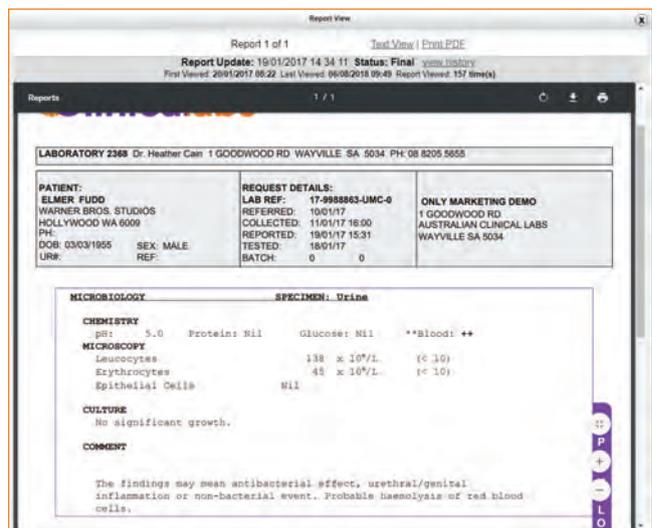
3. Report List

- Report List shows each test requested for the selected patient
- Click on orange headings to toggle the order
- Click checkbox to print multiple results
- Place arrow over the "eye" for quick view of results



4. View Report

- Click on the test to open up the result page
- From here you can print or view next and previous results
- Close report view screen to return to Report List
- Click on Patient List to search for another patient



Pathology Result e-Viewer Full User Guide

The Login Screen

Go to: <https://eresults.clinicallabs.com.au/results>

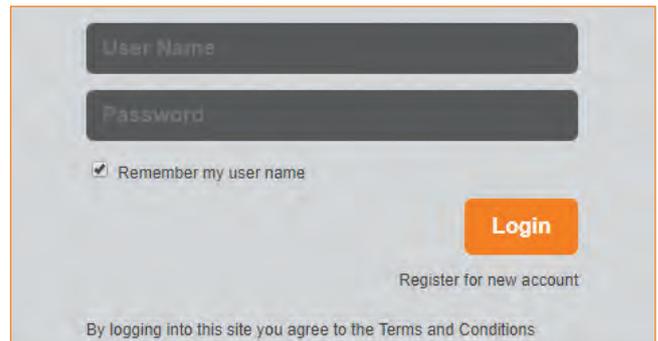
You can also view your eResults on your Android phone or iPhone by downloading the application from the relevant app store and registering for an account using the link provided.



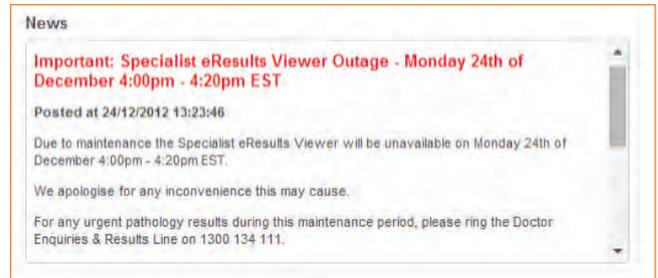
Login and your account

To login simply enter in your username and password and click on the login button.

Select the 'Remember my username' checkbox before clicking the login button if you want the e-Viewer to remember your username the next time you use the app (this will not remember your password).



Users can find the latest information concerning the e-Viewer in the News text box, such as scheduled outage alerts general news about upgrades or changes to the app. It only appears when there is news to share.



Your account information is viewable on the top right hand side of the screen. You will see your username, always uppercase, and the logout button.

Hover your mouse over the information icon to view the provider numbers linked to your account and your last login date and time.



Search for patient results in 'All patients' view: when user access is enabled

Select the My Patients button to turn the patient icon dark grey – this indicates the current user has requested that patient's record.



If the user has access to view All Patients results, the Patient Search panel in the e-Result viewer enables three extra buttons for use: My Patient, Search and All Patients.

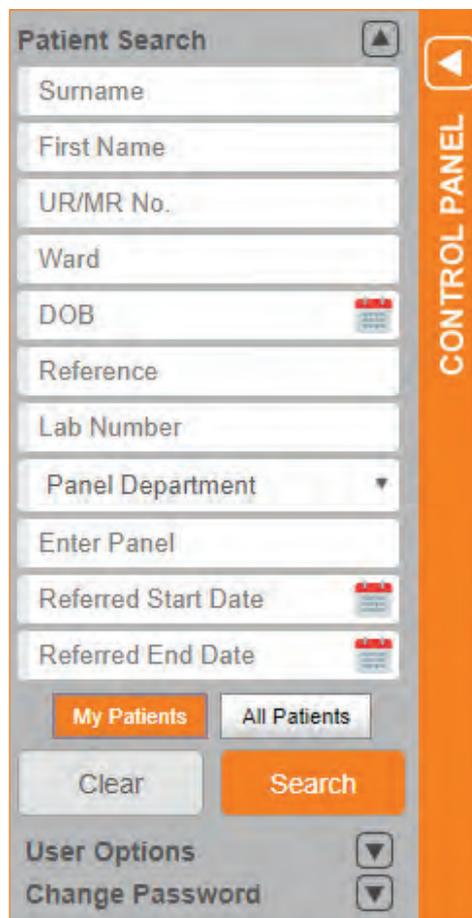


Select the All Patients button to turn the patient icon light grey - this indicates the current user has requested that patient's record.

Search for patient results in 'All patients' view: when Search is disabled

- First Name: enter the patient's first name: i.e.: KYLE
- Surname : enter patient's last name i.e.: ROCKS
- UR/MR No.: unit or Medical Reference Number
- DOB: date of birth in the format: DD/MM/YYYY
- Reference: the reference number provided in the original request
- Referred Start Date: the earliest date the result was referred
- Referred End Date: the latest date the result was referred
- Test Name/Code: the full name or code of the test. i.e.: MBI or MULTIPLE BIOCHEM ANALYSIS
- Lab Number: the full or partial lab number i.e.: 122033214-PSA-0 or even 2033214 is acceptable
- To conduct a search, click the Search button or press enter on the keyboard

To select a date, type in a date using the format shown above, or click the calendar icon to select an available date from the range offered. The range of available dates is pulled from all viewable results, therefore if a date range is not listed; it is not available to the user.



Search for patient results in All Patients view: when user access is enabled

- First Name: enter the patient's first name: i.e.: KYLE
- Surname : enter patient's last name i.e.: ROCKS
- UR/MR No.: unit or Medical Reference Number
- DOB: date of birth in the format: DD/MM/YYYY
- Reference: the reference number provided in the original request
- Lab Number: the full or partial lab number i.e.: 122033214-PSA-0 or even 2033214 is acceptable
- Test Name/Code: the full name or code of the test. i.e.: MBI or MULTIPLE BIOCHEM ANALYSIS
- Referred Start Date: the earliest date the result was referred
- Referred End Date: the latest date the result was referred
- **Features additional search fields for faster access to results**

Search for patient results in All Patients view: when user access is enabled

Basic search fields

To ensure faster access to patient results, additional search fields are enabled when any of the basic fields are entered.

The basic fields are highlighted in red when you select one of the additional fields.

The **Search** button remains brown and disabled until information is entered into one of the basic search fields.

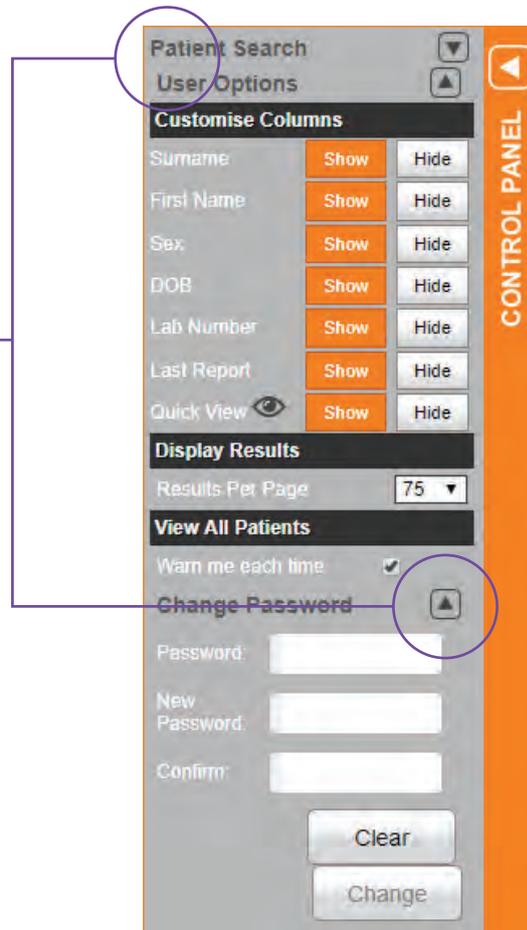
The Control Panel

The Control Panel contains everything a user needs when configuring their account, or viewing reports.

Minimise the Control Panel to have screen space when viewing Patient Lists, Report Lists or reports. Use the arrow button in the orange right side bar.

Use the grey arrow to hide/ show sub sections of the Control Panel: Patient Search, User Options and Change Passwords.

The e-Viewer app remembers if it is shown or minimised on the left.



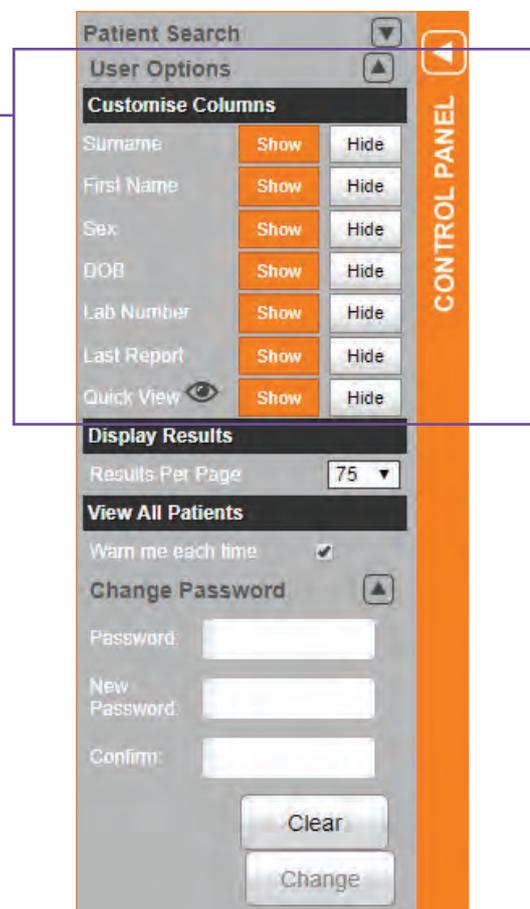
The Control Panel - User Options section

The User Options sub section highlights how columns display and the number of results per page.

Use Customise Columns to hide or show columns for the list of patients and the list of reports available for a specific patient. This list features: surname, first name, sex, DOB, etc., and changes automatically when tabbing between the Patient and Reports lists.

The last function in this part of the Control - Results Per Page - determines how many patient results display on a page in the Patient list.

The Results page only lists 25 Reports per page.

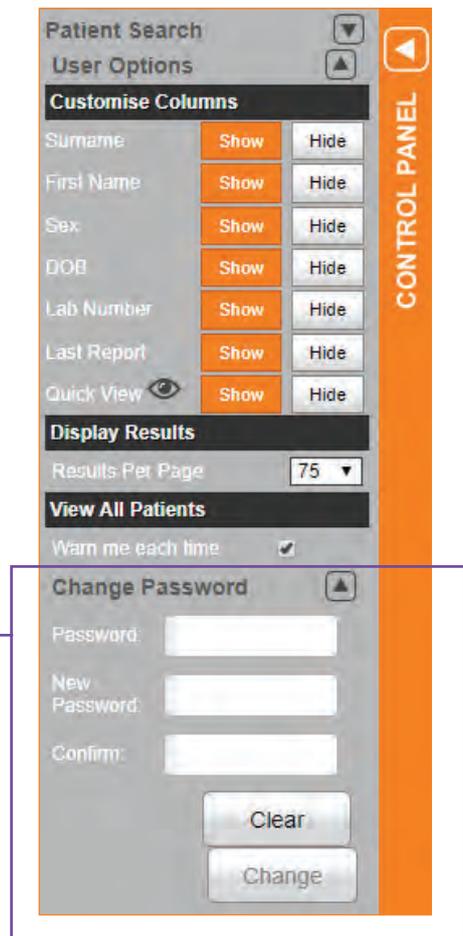


The Control Panel – Change Password section

The Change Password sub section is used to change a user's password.

Users must enter their original password, then their new password - twice. The e-Viewer shows a tick if both passwords match.

Passwords must contain at least 6 characters and cannot be the word 'password'.

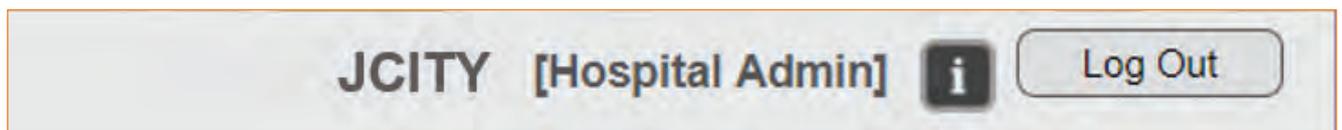


The screenshot shows a 'CONTROL PANEL' interface. At the top, there are sections for 'Patient Search', 'User Options', and 'Customise Columns'. The 'Customise Columns' section lists various fields with 'Show' and 'Hide' buttons: Surname, First Name, Sex, DOB, Lab Number, Last Report, and Quick View. Below this is the 'Display Results' section with a 'Results Per Page' dropdown set to 75, and a 'View All Patients' section with a 'Warn me each time' checkbox checked. The 'Change Password' section is highlighted with a purple box and contains three input fields: 'Password:', 'New Password:', and 'Confirm:'. Below these fields are 'Clear' and 'Change' buttons. A purple line connects the text 'Passwords must contain at least 6 characters and cannot be the word 'password'' to the 'Change Password' section.

Hospital Administrator's view

Hospital Administrator user accounts have special privileges and an additional areas for User Administration and viewing of the Audit Log.

To enter this area, login using the field in the top right corner of the e-Viewer and click on the [Hospital Admin] link, next to your username.



To return to the Patients and Reports area, click on the top left eResults Viewer banner.



Hospital Admin users can search for anyone they administer from their hospital. These Admins can:

- Access and modify key account details: name, password, email, session timeout, shared accounts and enabled statuses
- Add additional users from their hospital to their user list

Each user’s record shows their information under these columns:

- User Name: their login username
- Name: user’s full name
- Hospital Administrator: only if they are a Hospital Admin
- Shared Account: shared accounts cannot change their own password
- Last Login: a user’s last login date and time
- Last IP: IP of the computer the user last logged in from
- Status: shows if their account is enabled/disabled

Add User

Admins add users by clicking the Add User button on the top right, and then complete the required details. Note: these fields are the same as those detailed above.

Click on Cancel or Save to remove or add the user. Once added, the new user’s details appear in the User Administration User list.

Hospital Administrator - Audit Log

Date	Action	Parameter	Username
06/08/2018 14:59:44	LOGIN	172.28.247.92	COHKLIEBMANN

The Audit Log records all Login, View and Print actions of a hospital user.

- An admin can search Any or All users they administer
- Use the Action field to search for a specific test

The columns associated with each record in the Audit Log list are:

- Date: date and time of the log entry
- Action: type of action: login, view or print
- Parameter: shoes what Action took place. The IP Address is a login Action. Viewing or Printing Reports feature the Report name, ID and a link to the report viewed
- Username: is the user's username

The Search Options panel allows Hospital Admins to search across a date period and to constrain the search to a user, or other specific information.

Use the Number of records drop down to change the number of audit log records displayed per page:

- Start date: Displays the earliest log record
- End date: date of the latest log record to display
- Users: Choose from ALL users or a specific user belonging to the hospital
- Action: The options available after selecting a specific action, include:
 - o ALL: search across ALL Actions: list Login details and View and Print logs
 - o LOGIN: search for login actions. Include the IP Address to ascertain whether the login should or should not contain that IP Address. i.e. 172.2.0.1. Note: these IP Addresses also show in the parameter column
 - o VIEW: search ALL Actions where the user has viewed a Report. The lab number of the Report viewed can also be entered
 - o PRINT: similar to View, however Search will be across Actions where Reports were printed. Again, filter the result using the lab number
 - o TEST: search for a test or code name i.e. MBI or MULTIPLE BIOCHEM ANALYSIS

The Patient List and Reports Tabs

Surname	First Name	Sex	DOB	Lab Number	Last Report	Eye Icon	Person Icon
FUDD	ELMER	M	03/03/1955	17-9988863-UMC	19/01/2017 14:34	Eye	Person
MOUSE	MINNIE	F	01/01/1985	17-9999521-HAE	19/01/2017 11:19	Eye	Person
DUCK	DAFFY	M	01/01/1940	17-9912991-MBI	19/01/2017 11:09	Eye	Person

The Patient List tab shows a list of patients that match the search criteria. No data shows until a search is conducted.

Users can easily switch between the Patient List and Reports tabs and re-visit a previous patient's details after the list populates with more patient data.

The Patient List table also shows:

- Last Lab Number: of the last report received for the patient
- Last Report: The date/time of the last report received for the patient

The Reports Tab

The Reports tab shows basic patient information and lists all relevant Reports for up to 25 patients per page.

- ULTRA ID is the patient's unique ID from the Laboratory Information System
- Patient details are drawn from the most recent Report received about that patient by the laboratory

Patient Information

Patient Name: FUDD, ELMER DOB: 1955-03-03

UR No. Sex: Male

Address: WARNER BROS. STUDIOS
6009 WA HOLLYWOOD ULTRA Id: 3859311

Cumulative Report [Extended Cumulative View](#)

You have requested results for this patient:

Matching patient results display:
 Highlight Show Only

1 pages << < 1 > >>

Test	Panel Code	Referring Doctor	Lab Number	Status	Date Collected	Date Referred	Date Received	All	Eye	Person
URINE MICRO/CULTURE	UMC	MARKETING DEMO, ONLY	17-9988863	Final	11/01/2017 16:00	10/01/2017	19/01/2017 14:34	☐	Eye	Person

This default statement appears even when the current user did not request the patient's results.

Viewing Reports: Search highlighting: bold and red text

- **Bold** text indicates a report has not been read
- The **red** text indicates when the report is available to view

Test	Panel Code	Referring Doctor	Lab Number	Status	Date Collected	Date Referred	Date Received	All		
> HAEMATOLOGY GENERAL	HAE	SYSTEMS DEPARTMENT, TESTING	16-9902160	Ordered ETA: 16/02/2016 00:00	16/02/2016 01:00	16/02/2016	16/02/2016 09:37			
> BLOOD GROUP AND HOLD	BGH	SYSTEMS DEPARTMENT, TESTING	16-9902160	Ordered ETA: 17/02/2016 09:37	16/02/2016 01:00	16/02/2016	16/02/2016 09:37			
> HEPATITIS C GENOTYPE	GHC	SYSTEMS DEPARTMENT, TESTING	15-9909200	Final	20/05/2015 10:00	20/05/2015	12/02/2016 00:10			

Viewing Reports – Column ordering and Report display

The table shown lists two reports for a patient. Reports are ordered by the Date Received, which is the date/time when the e-Viewer app received the patient's results from the laboratory.

- Click any column header to select the column to re-order the Patient List according to that column. Click again to toggle between ascending and descending order
- Re-order columns by dragging one before or after another

Test	Panel Code	Referring Doctor	Lab Number
URINE MICRO/CULTURE	UMC	MARKETING DEMO, ONLY	17-9988863

There are three ways to view a report from the Report List table:

- To view an entire Lab Number report, click the **Lab Number** column
- Click **any other area** than the Lab Number column to view that specific test
- Hover over the **eye icon** to quickly view that specific test

Test	Panel Code	Referring Doctor	Lab Number	Status	Date Collected	Date Referred	Date Received	All	Eye	
> GLYCATED HAEMOGLOBIN	GHB	MARKETING DEMO, ONLY	17-9912991	Final	17/01/2017 20:00	17/01/2017	19/01/2017 11:04		Eye	
> GENERAL CHEMISTRY	MBI	MARKETING DEMO, ONLY	17-9912991	Final	17/01/2017 20:00	17/01/2017	19/01/2017 11:09		Eye	

Viewing Reports

There are more columns available than shown in this example, however all the columns that appear on screen include:

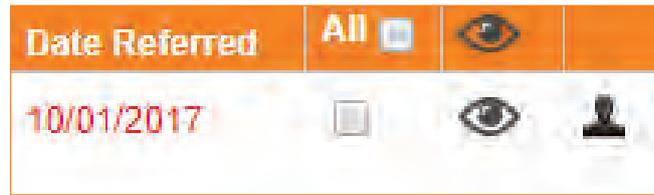
Test	Panel Code	Referring Doctor	Lab Number	Status	Date Collected	Date Referred	Date Received	All	Eye	
> GLYCATED HAEMOGLOBIN	GHB	MARKETING DEMO, ONLY	17-9912991	Final	17/01/2017 20:00	17/01/2017	19/01/2017 11:04		Eye	
> GENERAL CHEMISTRY	MBI	MARKETING DEMO, ONLY	17-9912991	Final	17/01/2017 20:00	17/01/2017	19/01/2017 11:09		Eye	

- Test: full name of the test
- Panel Code: of the test
- Referring Doctor: the doctor who referred the test to the lab
- Lab Number: for the test, which may have multiple panels
- Status: tests may have different statuses such as; **o Interim**: results are preliminary; **o Final**: results are final; and **o Ordered**: test is ordered
- Date Received: date/time the e-Viewer received the results and made them available to view
- Date Referred: date the test was referred by the clinician
- Date Collected: date/time the blood was collected by the laboratory

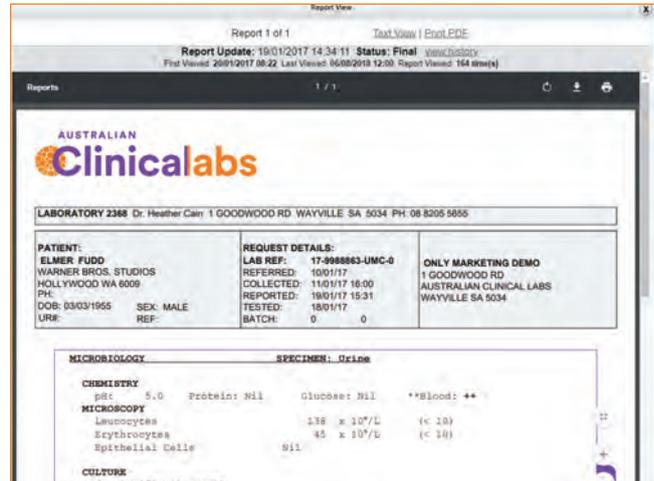
Viewing Reports

The remaining columns are:

- All check box: choose this to select all shown reports and then click Print Selected button to print these reports
- Select check boxes: choose the specific reports for printing
- Eye icon: hover over the icon to quickly view of the report

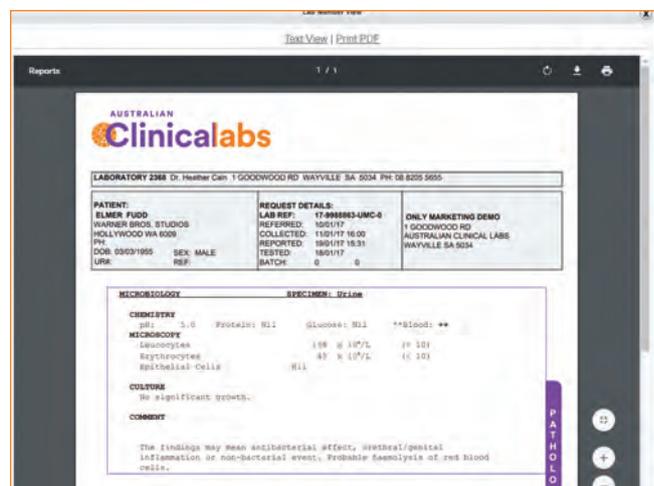


This example shows what displays when a user selects the eye icon to quickly view a single report. The report displays as a PDF.



Viewing Reports – Lab Number View

The Lab Number View displays as a pop-up that contains all the tests/panels for the selected lab number. The user can either print the PDF or choose to print the text view of the report(s).

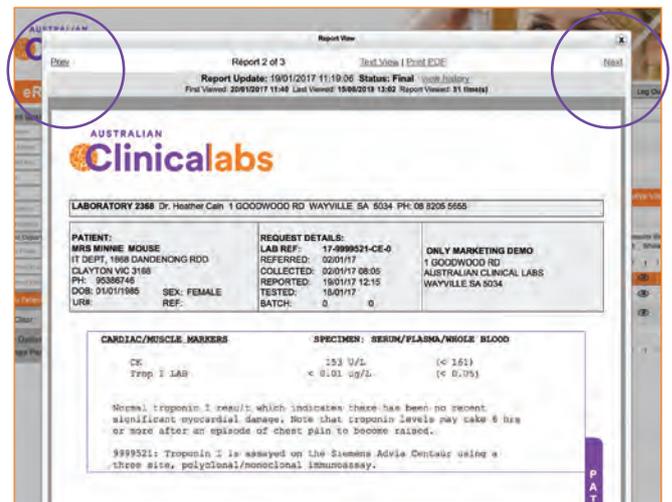


Viewing Reports – Single Report View

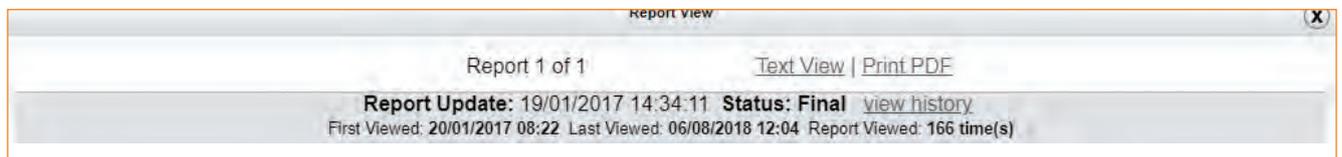
The Report View displays as a pop-up and only shows the specific panel/test selected from the reports list.

Click on Previous or Next links to navigate to the previous or next report.

The previous/next report shown depends on the order of reports selected in the Reports List table.



Viewing Reports – Report Tracking



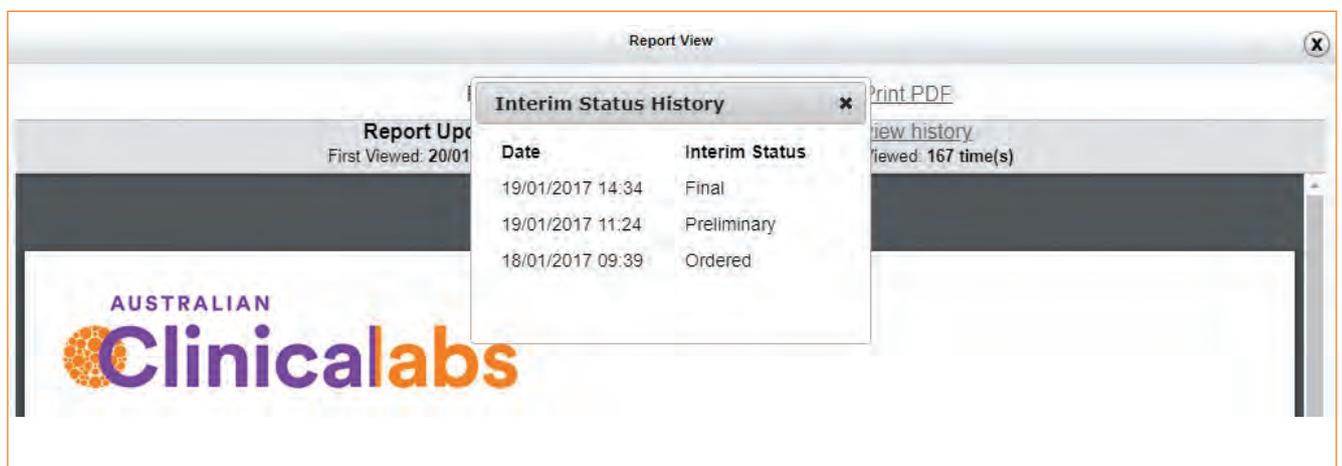
Open the report in the single Report View function to access the Report tracking function.

This example displays key Report information like its Status, the First Viewed and Last Viewed dates.

Specifically, users will see:

- Report Update: last time the report was updated in the e-Viewer
- Status: of the report such as Final, Interim or Ordered
- First Viewed: date the report was first viewed
- Last Viewed: date the report was last viewed
- Report Viewed (x times): number of times users have viewed the report

Viewing Reports – Report Tracking (Interim Status History)



Some reports show the history status of the changes made to the Report, known as the Interim Status History. If available for the Report being considered, click the View history link and it will show an Interim Status of the Report at the date and time it was received.

eResults Registration Form

The Australian Clinical Labs eResults app is an innovative solution which provides live access to your pathology results anywhere you go!

01

Search

Search for "Australian Clinical Labs" on the iTunes AppStore or Google Play

02

Install

Once located, download and install the app for free!

03

Login

To login simply use either your existing eResults Viewer username and password or register at results.clinicallabs.com.au/register



View your results (24/7 access)



Clear result status



Paperless solution



Instantaneous report delivery



Flexible search functionality



Auto screen orientation



Industry grade encryption



Pinch to zoom & swipe supported



Easy to use interface

First time registering for one of our online services?

To get started visit results.clinicallabs.com.au/register or call our Customer Service Centre: 1300 134 111

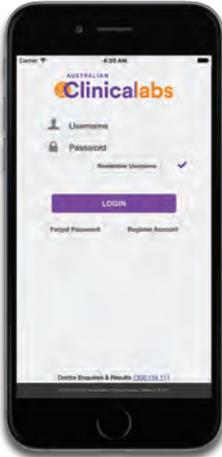
Apple: Any device using iOS 7.0 or later. Compatible with iPhone, iPad and iPod Touch.
Android: Any device using Android 4.0 or later. Compatible with Android Phones and Tablets.



eResults Registration Form



eResults Registration Form



Please fill in your details below and email to eresults.vic@clinicallabs.com.au or fax to (03) 9538 6733

Contact Details:

First Name: _____

Surname: _____

Email: _____

Dr Mobile: _____



Clinic Details:

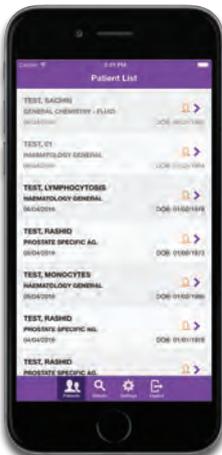
Clinic Name: _____

Clinic Phone Number: _____

User Details:

Desired Username: _____

Desired Password: _____



Doctor's Full Name	Provider Number

If you need to add more doctors / require more space, please use another page.

Any other comments / Information: _____

Apple: Any device using iOS 7.0 or later. Compatible with iPhone, iPad and iPod Touch.
 Android: Any device using Android 4.0 or later. Compatible with Android Phones and Tablets.

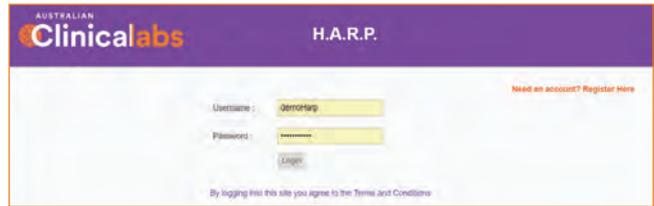


ACUMR-BF-VIC-002.1.02/17
 16/01/2017

HARP User Guide

Access the H.A.R.P portal at: <https://ehealth.clinicallabs.com.au/harp>

Use the GP Services link on the top navigation bar of the home page and select the HARP Portal link.



New user Account Registration form

Choose one item from the Report Access Request options list. Default is set to: Antibioqram Report.



- Complete the mandatory fields highlighted in red
- HARP only accepts Unique email ID and unique Username details



- Access your new HARP account after you receive an email notification that your Administrator has enabled your account
- Contact your Admin If you cannot log in after completing the registration form

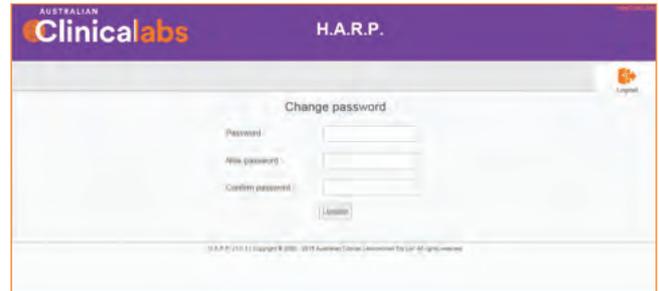


New user account activation

- The email notification your Admin issues will look like this example
- Click on the link provided in the email or paste it into your web browser's address bar



- Users must change their password when they log in to HARP for the first time
- Complete all three fields
- Please file your password securely as user passwords in HARP are not recoverable



User groups and accessing the system

HARP has two user types: Administrators (Admin) and general system users. Admins have access to a greater range of functions in HARP, such as: view, add and edit other users and access Reports.

Admins menu tab

- User List
- Add User
- Edit User
- Report type
- Add Report type
- Edit Report type
- View Antibiogram Report List
- View Antibiogram Report
- Edit Antibiogram Report setting
- Add New Antibiogram report to List
- View Skin Audit Report



General user menu tab

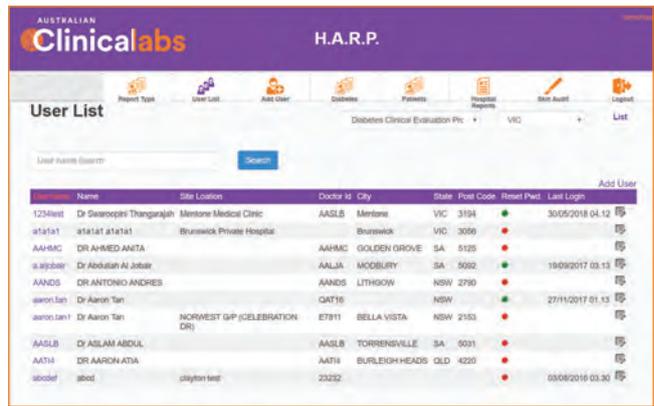
- Users can only access Antibiogram and Skin audit reports assigned to their specific username
- Skin Audit Reports can be viewed if a username is listed on the Skin Audit section of the report
- Users do not need Admins to assign a Skin Audit Report against their username to view that part of a patient's report



Administrator access

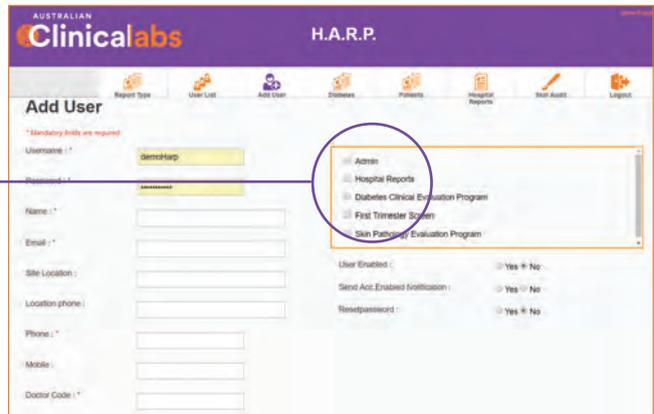
Only HARP Admins can view, edit and add a new user to the system via the User List. Admins can also access:

- User List
- Add User
- Edit User
- Report type
- Add Report type
- Edit Report type
- View Antibiogram Report



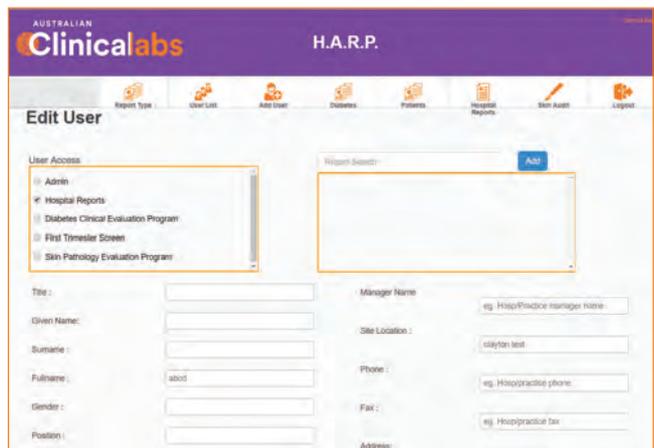
Add User form

- Admins add users via the Add User form and assign temporary user passwords
- Admins can also assign access to other Admins



Edit User

- 'No' is the default setting for: Reset Password, User Enabled, Send email notification fields
- Admins enable user accounts by clicking User enabled field. Once a user is enabled to use HARP, Admins use this screen to issue the email notification
- Admins do not need to change the Reset Password for new users; this is completed by the user when they first log in
- By default, the Skin Audit User is checked in the list
- Admins simply check the box next to the reports each user needs to access



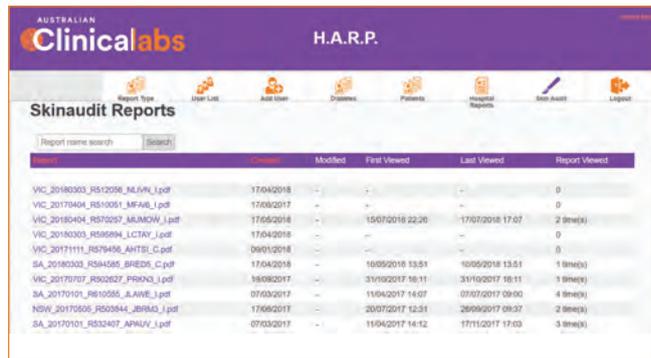
Report Types

- Report Types lists the available Antibiogram reports
- Each Antibiogram report is associated with one Report type
- Only Admins can view, edit and add report types
- Skin Audit reports are not included in this list



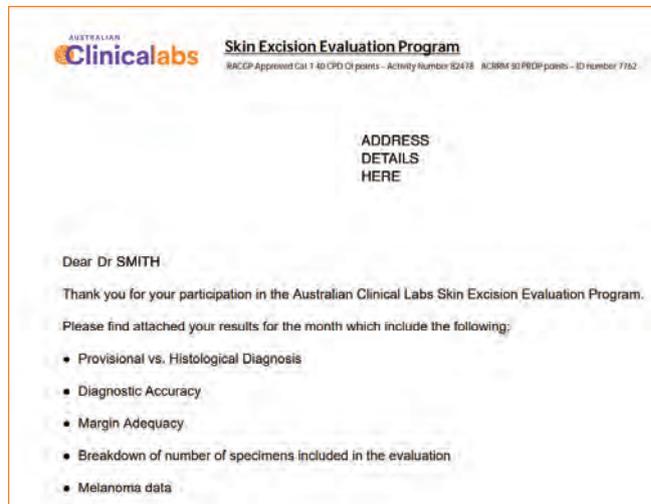
Skin Audit Reports List

- Click on the Report name to open the file
- Skin Audit Reports cannot be added or edited like Antibiogram Reports
- Page numbers display at the bottom of the page



Skin Audit Report

- Reports print as PDFs by selecting the print option at the bottom of the screen



Antenatal Portal Patient List

- Users with access to 'First Trimester Screen' see this screen at login
- Enter the patient's details as listed in Ultra to search for a patient
- Surname and Date of Birth fields are highlighted as they must be completed for search to function



Patient List

- Patient's list: the Surname and Given Name fields auto populate as data is entered
- Use the drop down list to select the patient
- The patient's Date of Birth must be entered to search for their Reports



Patient Record

Once found in the list, use the Eye icon on the right to view patient results or enter NT and CRL measurements.



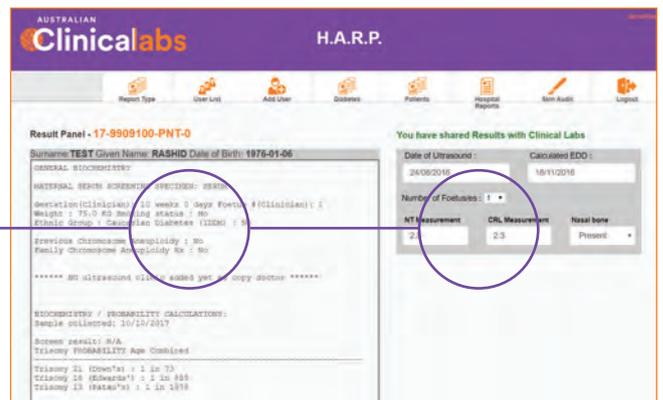
Admin Patient List

- For FTS calculations, Admins can enter patient results on behalf of referrers
- Use the Ultrasound code from the patient's details in Ultra to access the information
- Only one patient's details can be added at a time



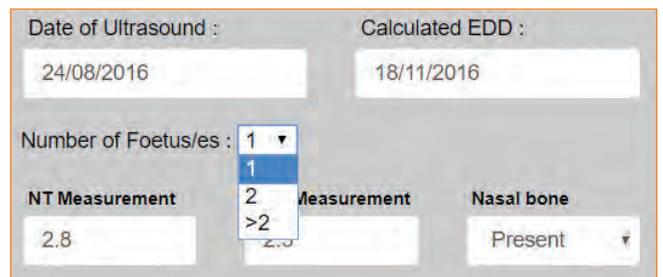
Patient Record

Enter the Patient's NT and CRL measurement into these panels before sending to Clinical Labs for calculation.



Entering NT and CRL measurements

- To share results, users must complete the mandatory fields highlighted in red along with the Date of Ultrasound field
- The Date of Ultrasound field is populated with current date so change as required
- Change the number of foetuses by using the drop down menu as shown; changes to this will automatically alter the settings shown



- The number of fetuses selected changes the number of panels offered
- No more than two fetuses can be entered into HARP

Measurements/results: shared v not shared

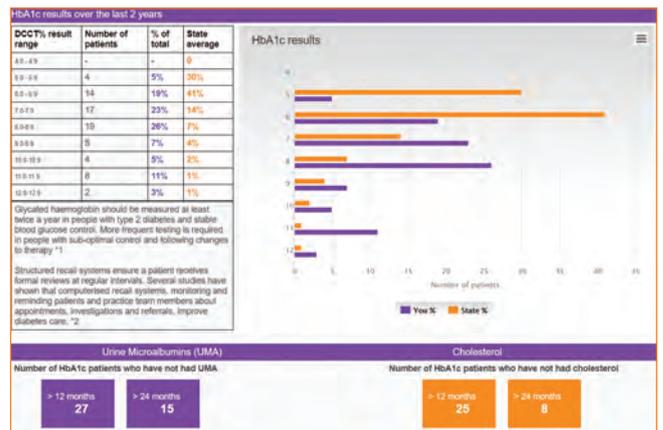
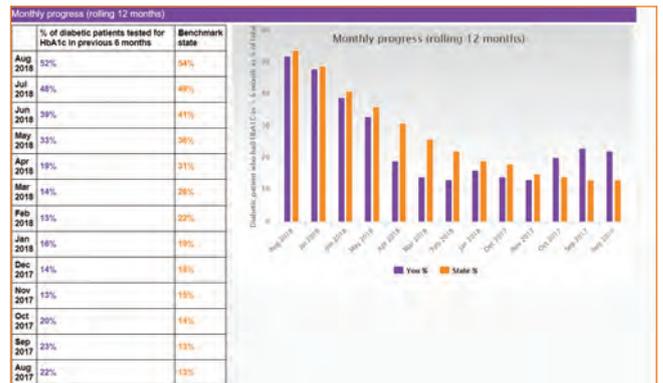
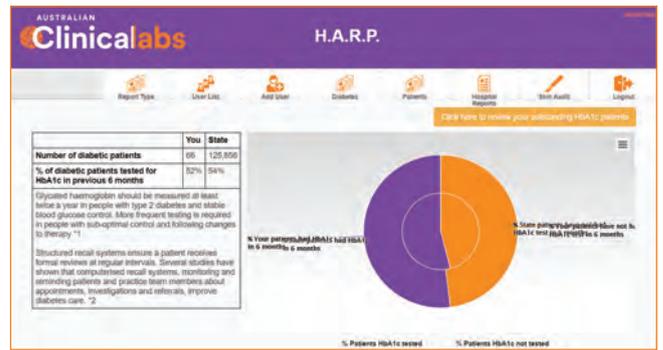
- Note: Once shared, the 'share' options disappear and measurements cannot be changed

Diabetes Tab

Note: the waiting screen appears when selecting the diabetes menu as it takes a moment to calculate the correct percentages.

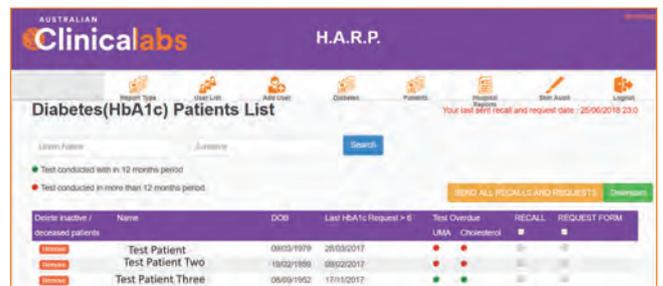


HbA1c percentage graphs: examples



Outstanding HbA1c Patient List

- To produce a HbA1c blood test request letter: select **RECALL** or **REQUEST FORM** checkboxes and then click **Submit** to send the user list



eOrders Registration Form



Registration for eOrders

Clinic Details			Practice IT Contact
Clinic Name			Company Name
Address			Direct Phone Line
Suburb	State	Post Code	Email
Phone	Fax		Additional Information
Practice Manager's Name			

Practice Management Software

Medical Director
 Best Practice
 Zed Med
 Med Tech

Permission (all should be notified)

IT Helpdesk
 Practice Manager
 Practice IT
 IT Support

Schedule for Install (install should take 20-60 minutes for practice)

Day: _____ Date: _____ Practice Manager Initial: _____

Time (tick booked time)

9 am
 10 am
 11 am
 12 am
 1 pm
 2 pm
 3 pm

Send this form as a digital copy to eorders@clinicallabs.com.au

or

scan & email this form to eorders@clinicallabs.com.au

Office Use Only
SMSC Client ID

www.clinicallabs.com.au | 1300 134 111

AGZFRM0027
ACQUIR-FORM-INC010.10 03/18

PATIENT INFORMATION

Billing information for hospital and day procedure inpatients

Australian Clinical Labs is committed to minimising “out of pocket” expenses to hospital and day procedure inpatients. Clinical Labs has “no gap” agreements in place with most major health funds, however for those patients who belong to a fund where agreements are not in place, a pathology account will be issued.

✓ Participating funds with “no gap” agreements

For patients who belong to one of the following funds, there will be NO “out of pocket” expenses for all pathology tests which attract a Medicare rebate. The fund will be billed directly and patients will not receive a pathology account.

- ACA Health Benefits Fund
- Australian Unity Health Limited
- Budget Direct
- BUPA
- CBHS Corporate Health
- CBHS Health Fund Limited
- Central West Health Cover
- CUA Health Limited
- Defence Health
- Emergency Services Health
- Frank Health Insurance
- GMHBA
- GU Health
- HBF (excluding WA)
- HCF
- Health Care Insurance Limited
- Health Insurance Fund of Australia Limited
- Health Partners
- Health.com.au
- Latrobe
- Mildura District Health Fund
- myOwn
- Navy Health Ltd
- Nurses and Midwives Health
- Onemedifund
- Peoplecare Health Insurance
- Phoenix Health
- Police Health
- Queensland Country Health Fund Limited
- Reserve Bank Health Society Limited
- RT Health Fund
- Teachers Health Fund
- TUH
- The Doctors Health Fund
- Transport Health
- UniHealth Insurance

NOTE: Type of hospital cover and conditions governing waiting periods should be checked with the fund to ensure no “out of pocket” charges.

! Non-participating funds

For patients who belong to one of the following funds, there may be an “out of pocket” charge for pathology tests.

- Australian Health Management (AHM)
- HBF (WA only) - \$30 gap
- Medibank Private
- NIB
- Westfund

\$ Fees

Clinical Labs’ fees are based on AMA recommended rates for pathology services. While there will be an ‘out of pocket’ cost for members of non-participating funds, Clinical Labs has set a ‘cap’ to help minimise this expense and the fees will not exceed the ‘cap’. This “gap” fee will not exceed \$500 for the whole hospital stay.

Account enquiries

The Clinical Labs Accounts Department can be contacted for any queries in relation to fees or patient pathology accounts.

VIC NSW SA NT

Website: www.clinicallabs.com.au
Email: AccountsReceivable.Pathology@clinicallabs.com.au
Phone: 1300 369 762
Time: Monday to Friday 9.00am to 5.00pm

Western Australia

Website: www.clinicallabs.com.au
Email: accounts.wa@clinicallabs.com.au
Phone: 08 9442 7646
Time: Monday to Friday 8.00am to 5.00pm

This information was correct as of July 2017. For most up-to-date information on our billing please visit <http://www.clinicallabs.com.au/billing-payments/billing-policy/>



Skin Evaluation Brochure

Skin cancer: the dark side of the sun

With an area of almost 8 million square kilometres, Australia is the country of the great outdoors. What is also great – yet not worthy of celebration – is the portion of Australians diagnosed with skin cancer. According to Cancer Council Australia, approximately two in three Australians will be diagnosed with skin cancer by the time they are 70, with more than 750,000 people treated for one or more non-melanoma skin cancers in Australia each year.

Every year, in Australia:

- 80% Skin cancers account for around 80% of all newly diagnosed cancers
- Over 95% of skin cancers are due to exposure to the sun
- One of the highest rates of skin cancer in the world, higher than Canada, USA and UK

Together, doctors and patients can improve these numbers, and Australian Clinical Labs can help you achieve that goal.

A program that benefits you and your patients

At Australian Clinical Labs, we offer you the support you need to expand your prognostic knowledge and improve the health of your patients' skin while also earning Continuing Professional Development (CPD) points.

Australian Clinical Labs is a RACGP approved activity provider and has 2 Education Activity Representatives (EAR). Therefore, your participation in our exclusive Skin Excision Evaluation Program makes you eligible for Continuing Professional Development (CPD) points.



One of our Dermatopathology experts

Dr. Mike Robson

FRCPA
Dr Robson trained in general pathology at Geelong Hospital, Addenbrooks Hospital (UK) and Westmead Hospitals. His special interests include breast pathology, fine needle aspiration, cytology and dermatopathology.

Phones: (03) 5225 1131
Email: mike.robson@clinicallabs.com.au

Dr. Catherine Uzzell

MBBS, FRCPA
Dr Uzzell commenced as a staff Anatomical Pathologist with Gribbles (an Australian Clinical Labs business) early in 2004. She graduated from The University of Sydney and worked in a number of hospitals in both Victoria and New South Wales, including the Western Hospital, Footscray, Monash Medical Centre, Frankston Hospital and Wyong Hospital on the Central Coast of NSW.

A fellow with the Royal College of Pathologists of Australasia, Dr Uzzell has an interest in women's health and gynaecological pathology and cytology. She has over 13 years of experience in reporting cytology, with particular emphasis on gynaecological cytology, and had presented to many general practice and specialist groups regarding changes to the Cervical Screening Program. Dr Uzzell has a special interest in Dermatopathology and is a member of the Australasian Dermatopathology Society.

Phones: (03) 9538 6777
Email: catherine.uzzell@clinicallabs.com.au

Why choose Australian Clinical Labs?

DOCTORS	PATIENTS
<ul style="list-style-type: none"> Opportunity to earn CPD points to extend clinical management Provided with feedback to further develop skills Improvement of skin excision proficiency 	<ul style="list-style-type: none"> Greater doctor-patient assurance Reassured assessment by expert pathologists Higher rate of successful skin cancer treatments

GP

Australian College of General & Family Medicine
RACGP
This activity is approved by the RACGP for 40 Cat 1 CPD points

Skin Excision Evaluation Program

Towards Better Diagnostic Outcomes & Earning CPD Points

H.A.R.P. by
Australian Clinical Labs
clinicallabs.com.au/HARP

Skin Evaluation Brochure

Skin Excision Evaluation Program

Australian Clinical Labs' program combines the latest scientific and technological advancements to deliver better outcomes for both doctors and patients than ever before.

Our Skin Excision Evaluation Program enables general practitioners who refer skin pathology to Australian Clinical Labs to submit their provisional diagnosis on cases in which histological evaluation is needed.

Monthly Skin Excision Evaluation Reports will be generated for all participants, highlighting performance against the performance of peers, while maintaining confidentiality of all clinicians.

How to register

Simply fill out the attached form or access ehealth.clinicallabs.com.au/harp to sign up.

Participation and evaluation

To be eligible for Continuing Professional Development (CPD) points, participants must follow the guidelines of the program.

Skin Excision Audit Request Forms will be sent to your specified address upon the completion of your registration. Our forms have been designed specifically so that they can be used in conjunction with most practice management software.

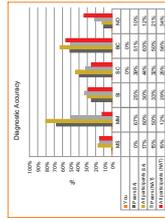
Each month you will receive an email to let you know that your latest Skin Excision Evaluation Report is available. At the end of each 6 month interval you will be also sent an evaluation form, which is required to be completed in order to obtain your CPD points.

Skin Excision Evaluation Report

Reporting on successfully submitted skin excisions allows participants to download the charts and tables to support ongoing education. A feature of this program allows participants to review their progress with peers and also state and national benchmarks confidentially.

To access these reports you will need to login: www.clinicallabs.com.au/harp

The Provisional vs. Histological table allows you to assess the overall results of your provisional diagnosis once histology has been completed for you to determine areas for improvement.



Our Diagnostic Accuracy chart above presents you a comparison between the precision of your provisional assessment in contrast to your peers and against all other participants in your state and nationally.



The chart above helps you compare the percentage between the complete and incomplete margins amongst the excisions submitted based on type.

Number of Specimens		Total
Number of patients over interval	17	
New lesions	10	
Previously diagnosed lesions	0	
Total lesions for this interval	10	10

In this table, you can view a breakdown of the number of samples you have provided to the program over the current interval.

Melanoma Data	Your State	Peer State (NAT)	Peer State (CAP)
Melanoma in situ / IMN / AMN / nodular melanoma	MS	0	0
Melanoma, nodular	NSW	5	10

Through the Melanoma Data table, you can compare your number of patients diagnosed with invasive and non-invasive melanomas against your peers and all other participants in your state as well as nationwide.

Obtaining continuing professional development points

To be eligible to obtain RACGP or ACRRM CPD points, participants are required to submit a minimum 20 samples each 6 interval month, for 2 intervals. An evaluation form will be provided for each successful participant to complete.

Please note: Taking part in the program does not guarantee the allocation of points. This activity is approved by the RACGP for 40 Cat 1 CPD/CI points (Activity number: 82478) and ACRRM 30 PRCP points (ID number 7702). Australian Clinical Labs is an approved activity provider with the RACGP - AANP # 62608D.

Features and benefits of our program

Features

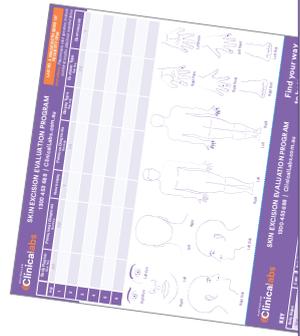
- Relevant statistical data presented in user friendly charts
- Opportunity to compare personal performance with peers (confidentially)
- Provision of relevant data and feedback to help identify areas for practice development

Benefits

- Better health outcomes and improved doctor-patient relationship
- Advancement of prognostic skills
- Acquisition of CPD points

If you have any questions please contact your local Client Services Manager, Business Development Manager or email skin.audit@clinicallabs.com.au

1300 134 111
clinicallabs.com.au



Skin Excision Evaluation Registration Form

AUSTRALIAN Clinicallabs
Skin Excision Evaluation Program
Registration Form

Title First Name

Last Name

Practice Address

Practitioner Classification:

Dermatologist Skin Cancer Practitioner
 General Surgeon/Plastics General Practitioner (with skin cancer work)
 General Practitioner

Email Address*

Phone Fax

RACGP Number ACRRM Number

Provider Number

Signature

*Compulsory for registration

Four Simple Ways To Register:
Fax: (03) 9538 6760 | Email: skin.audit@clinicallabs.com.au
ehealth.clinicallabs.com.au/harp | Clinical Labs Courier

Diabetes Evaluation Brochure

LEARNING OUTCOMES



Implement a diabetes specific patient recall system to improve the pathology review process for patients with glycaemic control concerns.



Enhance patient recall activity for Diabetic review.



Compare diabetic treatment outcomes and glycaemic control of patients against talk peers.



Promote better doctor-patient relationships by improving efficiency of patient review procedures.



Improve adherence to the best practice guidelines for frequency of testing for diabetic patients.



Earn CPD Points

Australian Clinical Labs is a RACGP approved Activity Provider (# 626080) and has 2 Education Activity Representatives (EAR). Therefore, your participation in our exclusive program makes you eligible for Continuing Professional Development (CPD) points.

CPD points will be allocated when evidence of audit activity is demonstrated over 2 intervals. Each interval term is 6 months and activity should include:

- Diabetes Program Portal access to reflect program engagement
- Minimum of 20 HbA1c tests referred per interval to generate patient cases for audit within the program (as recommended by RACGP)

To be eligible to obtain RACGP Q&I CPD Points, participants must regularly login to the Diabetes Program Portal to monitor reports and recall overdue patients as required. An evaluation survey will be provided for participants to complete at the end of the 12 month program. These activities will be considered towards the program requirements and when the criteria is met, points will be allocated to the RACGP for 40 Category 1 Points or to the ACRRM for 30 PRDP Points.

HOW TO PARTICIPATE

- 1 Choose your registration method**

Simply fill out the attached form and send it back to us by one of the methods below:



Scan and Email to:
diabetes@clinicallabs.com.au



Or sign up online at:
diabetes.clinicallabs.com.au/harp
- 2 Activate your account**

Once your registration has been received, you will be sent an email with access instructions allowing you to activate your account. You can then email your practice logo to diabetes@clinicallabs.com.au for inclusion in the recall correspondence to your patients.
- 3 Log in and view your overdue patient lists**

Once your account is activated, you can login anytime and view your overdue patient list in a secure, real-time environment, and generate recall letters as necessary.
- 4 Monitor your monthly progress**

You will also receive a monthly email direct to your inbox containing your current recall list, downloadable reports, monthly progress charts and more. To view your results, simply click on the link provided in the email to login.



1300 134 111

www.clinicallabs.com.au

Sign up today at
diabetes.clinicallabs.com.au/harp
or email diabetes@clinicallabs.com.au



Diabetes Clinical Evaluation Program

Join thousands of general practitioners nationwide!



GP

Diabetes Evaluation Brochure

Diabetes Monitoring Made Easy

At Australian Clinical Labs we understand that the ongoing management of diabetes can be complex, so we offer you the innovative Diabetes Clinical Evaluation Program – designed to help you easily manage and monitor your diabetes patients, while also earning Continuing Professional Development (CPD) points.

Our unique program provides doctors with the support needed to create better outcomes for patients, allowing those who refer diabetes pathology to Australian Clinical Labs to closely monitor the health of their patients with ease.

According to the RACGP Clinical Guidelines for General Practices Management of Type 2 diabetes, HbA1c tests should be used to monitor long-term blood glucose control and is a requirement for the annual cycle of care MBS item number. In line with Medicare entitlements, each diabetes patient is eligible for 4 fully funded HbA1c tests per year. Our program highlights known diabetes patients that are more than 6 months overdue for this important monitoring investigation.

Join Thousands Of Doctors Nationwide

Our unique program has already been seamlessly incorporated into the day-to-day practice of thousands of general practitioners nationwide, and has helped those doctors to achieve impressive patient recall results.

General practitioners can utilise their program statistics and overdue patient lists to monitor the pathology requirements for their diabetic patients, dramatically increasing patient recall performance.

If you are a current Australian Clinical Labs referer, simply enrol in the program, and you will be sent monthly progress updates highlighting patients who are due for their recommended bi-annual HbA1c testing.

You can even choose to send your patients customised reminder letters through the Clinical Labs mailhouse, all at the click of a button.

Continuity Of Care – Better Outcomes For Your Patients

This unique program seeks to make the clinically-recommended monitoring of diabetes seamless for both doctor and patient, creating a consistent and reliable review schedule for people with diabetes. Patients attend the same practice for consultations, follow-ups and blood tests – allowing continuous patient monitoring, treatment and optimisation of care.

Doctors who may not have the administrative support required for the demanding task of following up of patients for review, can use our customised patient reminder service, leaving you with more time for the review consultations – focusing on treatment plans and patient clinical support.

Using Australian Clinical Labs' Diabetes Clinical Evaluation Program has been extremely helpful in identifying patients who are overdue for investigation (HbA1c, Cholesterol and other results) and has lessened the administrative burden on our practice, improving statistics.

Dr Andrew Loh
Elizabeth South Surgery – South Australia

Why sign up to our Diabetes Clinical Evaluation Program?

- Dramatically improves patient recall
- Better health outcomes for patients through improved observation
- Decreases administrative time and costs
- Increases your frequency of Annual Cycle of Care item numbers claimed
- Free optional mailout of patient recall letters with your customised practice logo
- More time for increased patient consultations
- Better continuity of care and improved doctor-patient relationship
- Monitor your personal progress and performance compared to your state average
- Real-time access via user-friendly Diabetes Program Portal
- CPD activity support – regular reminders for education engagement
- Acquisition of CPD points

Our Expert Pathologists



Dr Damon Bell
Chemical Pathologist
MBChB, FRACP, FRCPA
Phone: 300 367 674
State: Western Australia
Email: damon.bell@clinicallabs.com.au

Dr Travis Brown
General Pathologist
ACoreMedComp, B. Med (Med Biol), MBBS, FRCPA
Phone: (08) 9303 6645
State: South Australia
Email: travis.brown@clinicallabs.com.au

Dr David Deam
Medical Head of Department
MBBS, MACLS, FRCGA
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Dr Wessel Jenner
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Dr Mirette Saad
Chemical Pathologist
MBBS, FRACP, FRCGA, PhD
Phone: (03) 9638 6777
State: Victoria
Email: mirette.saad@clinicallabs.com.au

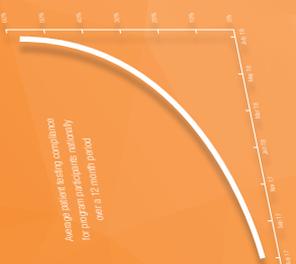


A recent report highlighted that up to 1 in 3 people with diabetes do not get the regular check-ups they need to manage their condition optimally. Guidelines recommend the use of patient registries and embedded decision support tools to meet patient needs and improve their management. These systems mean that overlooking patients in a practice stretched with many other competing priorities is less likely to occur.



Dr David Deam
MBBS, MACLS, FRCGA
Chemical Pathologist

GPS ENROLLED IN THE PROGRAM HAVE SEEN ON AVERAGE A 40% INCREASE IN PATIENT COMPLIANCE IN LINE WITH GUIDELINES*



*RACGP Guidelines <https://www.racgp.org.au/download/Documents/Guidelines/2015/4/gp-general-management.pdf>

Diabetes Evaluation Registration Form

AUSTRALIAN
Clinicallabs

Diabetes Clinical Evaluation Program

Registration Form

Title First Name

Last Name

Practice Address

Email Address

Phone Fax

College RACGP ACRRM
(tick box) (tick box)

RACGP QI and CPD/ACRRM Number

Provider Number

Signature

Four Simple Ways To Register:
Fax: (03) 9538 6760 Email: diabetes@clinicallabs.com.au
Register Online: ehealth.clinicallabs.com.au/harp
Or Send Via Your Clinical Labs Courier

Hospital Stock Order Form

HOSPITAL STOCK ORDER FORM

Doctor / Surgery Name:

Address:

Date:

Stores Order Code:

Telephone:

EVACUATED BLOOD COLLECTION	UNIT	CODE	QTY
Tubes, Gold 8.5ml SST Gel	Pk/100	16241	
Tubes, Purple 4ml EDTA	Pk/100	16250	
Tubes, Grey 5ml Fluoride	Pk/100	16248	
Tubes, Light Blue 2.7ml Sodium Citrate	Pk/100	16237	
Tubes, Green 6ml Lithium Heparin	Each	16245	
Tubes, Red 10ml Plain Clot	Each	16253	
Tubes, Green 8ml PST II	Each	16247	
Tubes, Royal Blue 6ml K2 EDTA	Each	16236	
Tubes, Pink 6ml EDTA	Each	66001	
Tubes, Purple 2ml EDTA	Each	66000	
Tubes, Yellow 6ml ACD-B	Each	16257	
Needles, Vacutainer 21g x 38mm Green	Box/100	33246	
Needles, Vacutainer 22g x 38mm Black	Box/100	15172	
Holder Needle Barrel Clear (Single Use)	Bag/250	13438	
Blood Gas Syringe 3ml	Each	45898	
Adaptor Multisample Luer Blue	Box/100	33182	
Wingset (green) 21G	Each	16351	
Wingset (blue) 23G	Each	16352	
NON EVACUATED BLOOD COLLECTION	UNIT	CODE	QTY
Syringe, 5ml	Box/100	67807	
Syringe, 10ml	Box/100	67808	
Syringe, 20ml	Box/120	67809	
Needles, 21gx38mm Green	Box/100	33236	
Needles, 23gx32mm Blue	Box/100	33239	
Paediatric EDTA	Each	22457	
Paediatric Fluoride Oxalate	Each	13938	
Paediatric Lithium Heparin	Each	13957	
Paediatric SST	Each	14027	
Paediatric Sodium Citrate	Each	15279	
CYTOTOLOGY	UNIT	CODE	QTY
Cervix Brush Rover Blue	Pk/50	12610	
Cytology Brush White (Endoscan)	Pk/70	12920	
Spatula, Wooden	Pk/50	12049	
Thin Prep Vials	Each	15463	
Speculum, Small	Pk/25	53953	
Speculum, Medium	Pk/25	53954	
Speculum, Large	Each	13091	

Please note supply of items are limited directly to their connection with pathology as defined by the Health Insurance Act 1973.

HISTOPATHOLOGY	UNIT	CODE	QTY
Container Biopsy 250ml Formalin	Tray/24	20301	
Container Biopsy 70ml Formalin	Tray/10	57306	
Container Biopsy 250ml Formalin	Each	20300	
Punch Biopsy 2mm	Each	12168	
Punch Biopsy 3mm	Each	12169	
Punch Biopsy 4mm	Each	12170	
Punch Biopsy 5mm	Each	12171	
Punch Biopsy 6mm	Each	12172	
Punch Biopsy 8mm	Each	12173	
Bucket / Lid 1ltr	Each	53699	
Bucket / Lid 2ltr	Each	53700	
Bucket / Lid 5ltr	Each	53701	
Formalin 10% Blue 2.5lt	Each	15181	
MICROBIOLOGY	UNIT	CODE	QTY
Swab (Blue) Bacterial Gel - General	Each	15924	
Swab (Orange) Bacterial Gel - Urethral	Each	15928	
Swab (Orange) Flocked in Tube Pemasal	Each	67844	
Swab (Blue) Nasopharyngeal - Dry Flexible	Each	15929	
Swab (White) General Viral	Each	15923	
Swab Aptima Unisex Collection Kit CT/NG	Each	62843	
Aptima Urine Collection Kit CT/NG	Each	62842	
Faeces Occult Blood Kit	Each	22741	
Blood Culture Anaerobic (Plastic)	Each	63195	
Blood Culture Aerobic (Plastic)	Each	63194	
Plastic Bactec Peds Plus/F	Each	67149	
CONTAINERS/TRANSPORTATION	UNIT	CODE	QTY
Specimen Bags (Clear)	Pk/100	20020	
Specimen Bags Urgent Red	Pk/100	20021	
Paediatric Urine Bags	Each	15280	
Container, Yellow 70ml Urine	Bag/50	20298	
Container, Brown 25ml Faeces	Bag/50	20296	
Container, 24hr Urine-Plain	Each	20303	
Container, 24hr Urine-Acid	Each	20304	
MISCELLANEOUS	UNIT	CODE	QTY
Alcohol Swabs	Box/100	15927	
Swab Skin Prep Water Sterile	Box/50	15932	
Glucose Tolerance Drink 300ml 50g Clear	Each	13301	
Glucose Tolerance Drink 300ml 75g Clear	Each	13302	

BLOOD GAS ANALYSER	UNIT	CODE	QTY
GEM 4000 Reagent - 75 tests	Box		
GEM 4000 Reagent - 150 tests	Box		
GEM 4000 Reagent - 300 tests	Box		
GEM 4000 Reagent - 450 tests	Box		
GEM Calibrator Level 1	Box		
GEM Calibrator Level 2	Box		
GEM Calibrator Level 3	Box		
GEM 4000 Printer Paper	Box		
IStat Cartridge CG4+ - 25 tests	Box		
IStat Cartridge EG7+ - 25 tests	Box		
IStat Cartridge CHEM8 - 25 tests	Box		
IStat Cartridge Glucose - 25 tests	Box		
IStat Cartridge Troponin - 25 tests	Box		
IStat Paper	Box/6		
REQUEST FORMS/GUIDES	UNIT	CODE	QTY
Doctor Stock Order Form	Each	18623	
Metro A4 Request Forms - With Labels	Pk/100	16385	
Metro A4 Request Forms - Blank	Pk/100	16384	
Regional A4 Request Forms - With Labels	Pk/100	38840	
Regional A4 Request Forms - Blank	Pk/100	38827	
Direct Bill A5 (2part) Blank Metro	Book/50	16382	
Direct Bill A5 (2part) Blank Regional	Book/50	39575	
Direct Bill A5 (2part) Personalised	Book	NA	
Clinical Labs Tube Guide	Each	65365	
Clinical Labs Swab Guide	Each	65366	
Allergy Testing Request Pad	Pad/20	64677	
Counsil Request Form	Pad/25	65996	
First Trimester Screen (FTS) Request Form	Pad/50	67155	
Harmony NIPT Request Form	Pad/50	67156	
INR R3X Request Form	Pad/50	65296	
Skin Excision Evaluation Program Request Forms - With Labels	100	59194	
Somatic Mutation Request Form	Pad/30	67838	
Specimen To Follow Form	Pad/50	67178	
Telephone Interim Result Pad	Each		
Warfarin Dosing Registration Form	Pad/50	66021	

Please send completed form to:
 Main Fax: 03 9538 2266 Main Email: mellab.stores@clinicallabs.com.au
 Geelong Fax: 03 5229 7086 Geelong Email: GLG.stores@clinicallabs.com.au

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www.clinicallabs.com.au



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