AUSTRALIAN Clinicallabs

eHealth Services

Advanced digital solutions from referral to results

Leaders in technology

Clinical Labs eHealth Services have been designed to take doctors on a seamless and intuitive journey from ordering pathology tests online, through to receiving real-time, paperless, patient results in a user-friendly and customisable environment.

Our dedicated eHealth development team have built our digital products from the ground up in conjunction with clinician focus groups, user feedback and the latest in user-interface research – ensuring our products enhance our pathology services and provide additional support to our referrers.

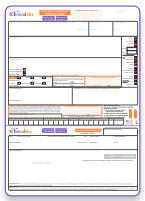
The illustration below shows how our three core eHealth products, **eOrders**, **eDownloads** and **eResults** work together to provide a seamless digital pathology solution. While many of our clinics enjoy using all three, we know that no two medical clinics are the same - you can choose what works best for your practice.

Order Pathology Online

eOrders

Technology integrated into your practice management software (PMS) that allows you to order pathology online, in addition to a host of other features, including telehealth support.

Referral delivery options available via eOrders



Print patient physical referral

Send patient referral via email

COMING SOON!

SMS

Send patient referral via SMS

Telehealth Support

Laboratory Processing

Real-time Paperless Results

Works with your PMS

eDownloads

Paperless patient results are downloaded directly into your practice management software.

No PMS Required

eResults

eResults

Real-time, 24/7 results from Clinical Labs via desktop viewer or mobile app. Works independently of practice management software and now features full eOrders integration.

Choose what works best for your practice.

A shift towards paperless

GO *Paperless*

Our eHealth team is creating solutions and workflows to encourage our clinicians to Go Paperless. With the shift towards more remote ways of working, there is an increasing need for digital technologies to support this change - completely digital solutions that are more sympathetic to remote methods of providing patient care, as well as more sustainable, paper-free workflows.

With a quick registration to Clinical Labs eResults or eDownloads, you can access your patient results as soon as they are ready from the lab, directly from your PMS, or on the go 24/7 via your device. Similarly, our eOrders platform allows you to order pathology during a telehealth consultation, with the referral being emailed directly to the patient. As the world advances, so must the medical sector. So stop those faxes and mail, and Go Paperless!

It's easy! Register with Clinical Labs eHealth today.

You can register for any or all of our services by filling out the form at the link below and following the instructions on the form, after which time a member of our eHealth Support Team will be in contact with you to complete any required installation and setup. Please send any new eHealth clinic registrations through to the email below:

clinic-registrations@clinicallabs.com.au

For additional queries or technical support, please call our eHealth Support number below:

1300 669 961 (or 1300 367 674 for WA)

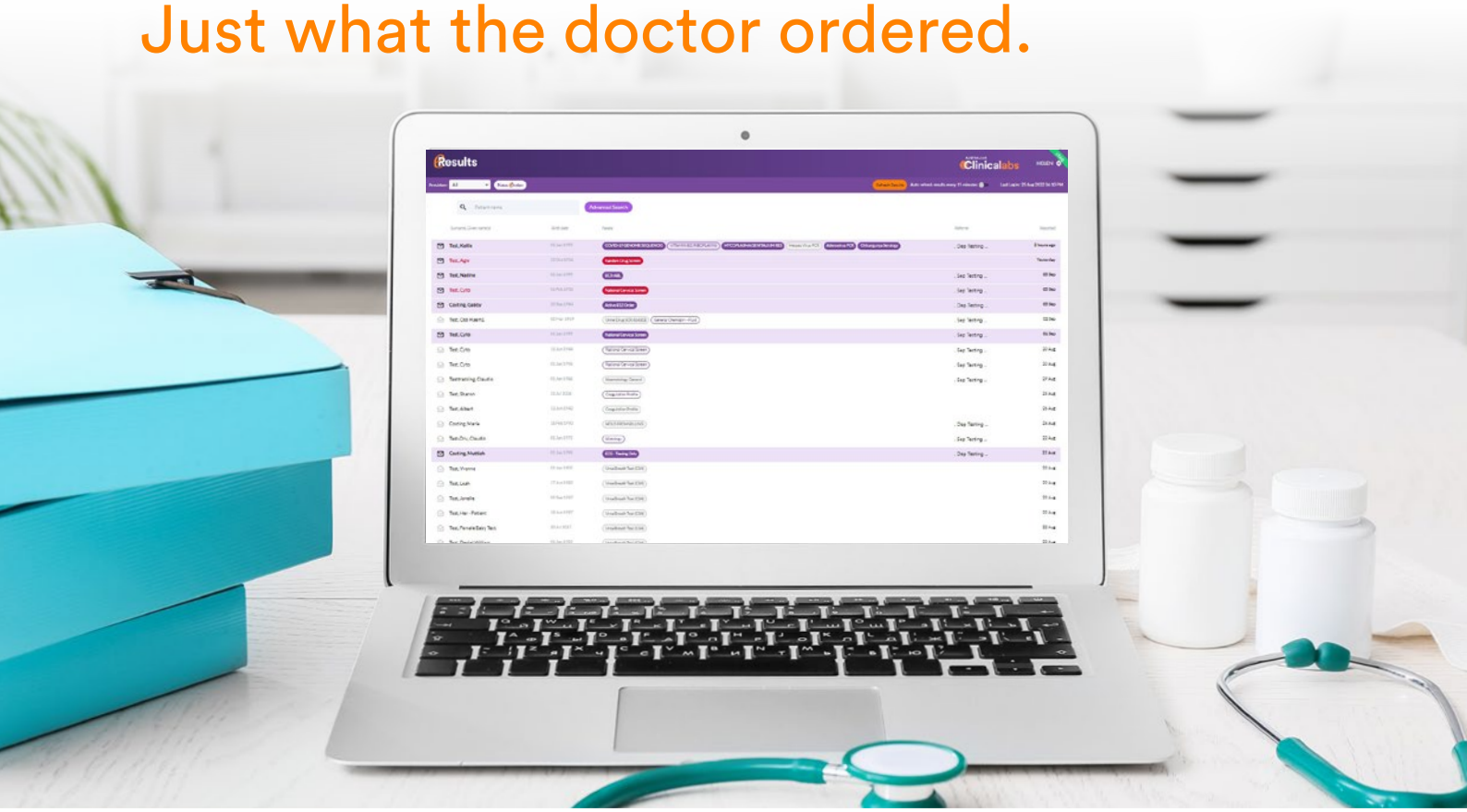
eHealth Registration Form

Visit: clinicallabs.com.au/ehealthregistration
or scan the QR code

No PMS Required

eResults

Just what the doctor ordered.

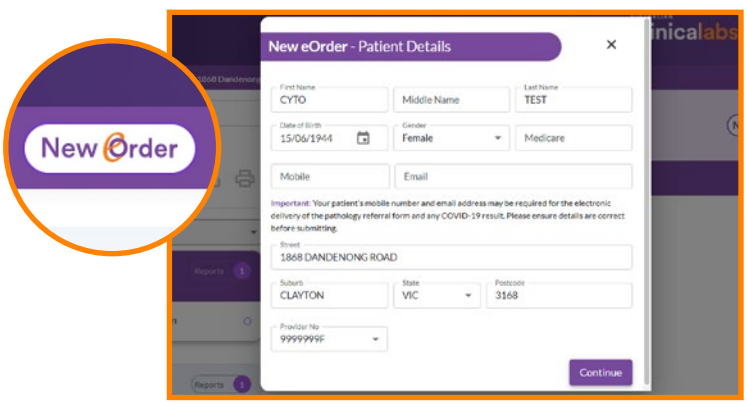


Now integrated with eOrders - A total paperless pathology solution.

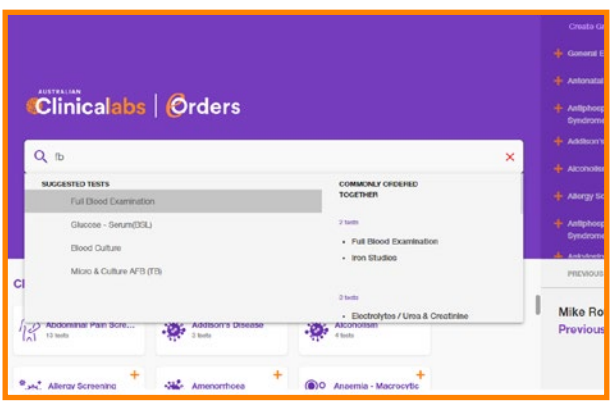
Originally designed as a simple, smart and customisable platform for clinicians to view patient results, Clinical Labs has now integrated our powerful eOrders engine into the eResults environment – creating an impressive all-in-one digital platform for viewing results and ordering pathology tests.

Now you can not only view your patient results 24 hours a day using the user-friendly eResults interface, but with the click of a button, you can open eOrders and order pathology tests for your patients with ease. Our full suite of eOrders features is available via eResults, including telehealth functionality, MyHealthRecord integration, intelligent test search, clinical recommendations, test favourites and many more.

Order pathology within eResults via the built-in eOrders module:



Go into a patient episode and click the 'New eOrder' button. Confirm patient details are correct and click 'Continue' to proceed to eOrders.

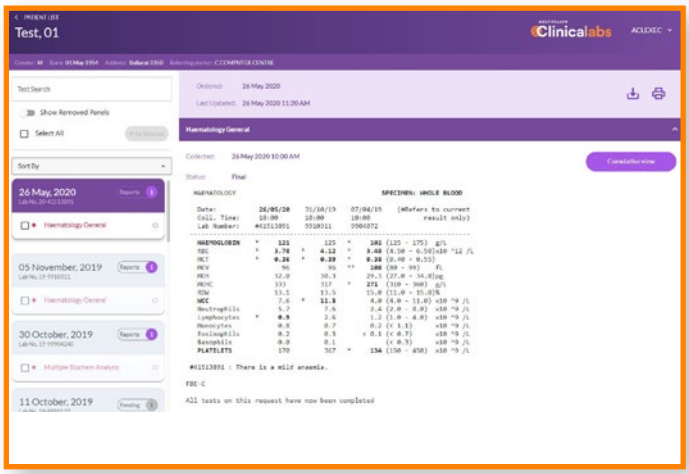


Order your tests via eOrders and take advantage of all the built-in features, such as telehealth support, clinical recommendations and much more.

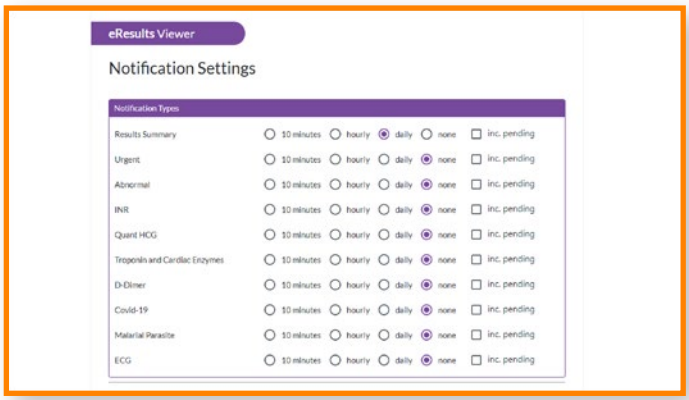
More features to enhance your practice.

Our eHealth team are continually adding enhancements and extra functionality to eResults to improve the experience for our referrers. Here are several key enhancements that many clinics find useful to their practice:

- **Doctor Notifications** – allows you to choose which results you receive notifications for, and how often. Includes urgent, abnormal, cardiac results and many more.
- **Add-on Tests** – add-on eligible tests to specimens that have been stored in our laboratories for a predefined time, without requiring the patient to do a second test.
- **Cumulative View** – view complete patient history on a single screen.
- **Advanced Downloading/Print Options** – including the ability to download/print specific panels across multiple episodes.
- **Preview Mode** (optional) – allows you to quickly preview results from the home screen.
- **Multifactor Authentication** (optional) – prompts the user to enter a 6-digit code upon login for an extra layer of security.
- **Automatic Refresh of Results** (optional).



In Episode view, doctors can view all the results from the single patient episode.



Customise your notifications by result type and frequency.

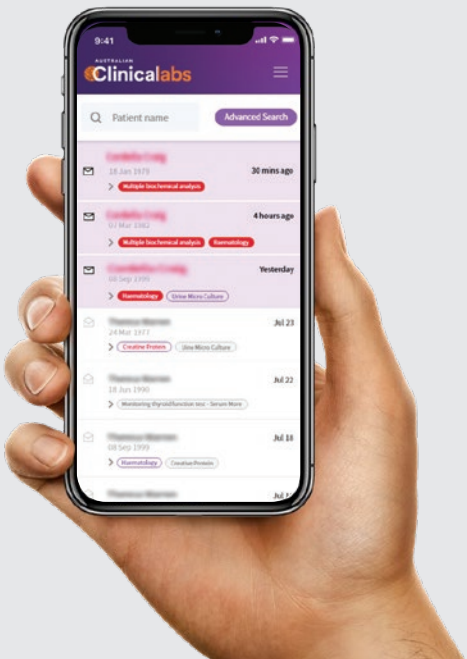
Download the eResults Mobile App.

As a registered eResults user, you can download our user-friendly eResults Mobile App, giving you the same great eResults experience on your device, including biometric support for an easier login – perfect if you require quick access to results on the go.

The eResults Mobile App is available to download now on the Google Play store for Android and the App Store for iOS. Simply search for 'Australian Clinical Labs' or 'eResults'.

Mobile App Version Now Available

Download on the App Store | GET IT ON Google Play



Register for eResults today via our Online Verification Tool

eResults Online Registration

Visit: clinicallabs.com.au/register/eHealth
or scan the QR code

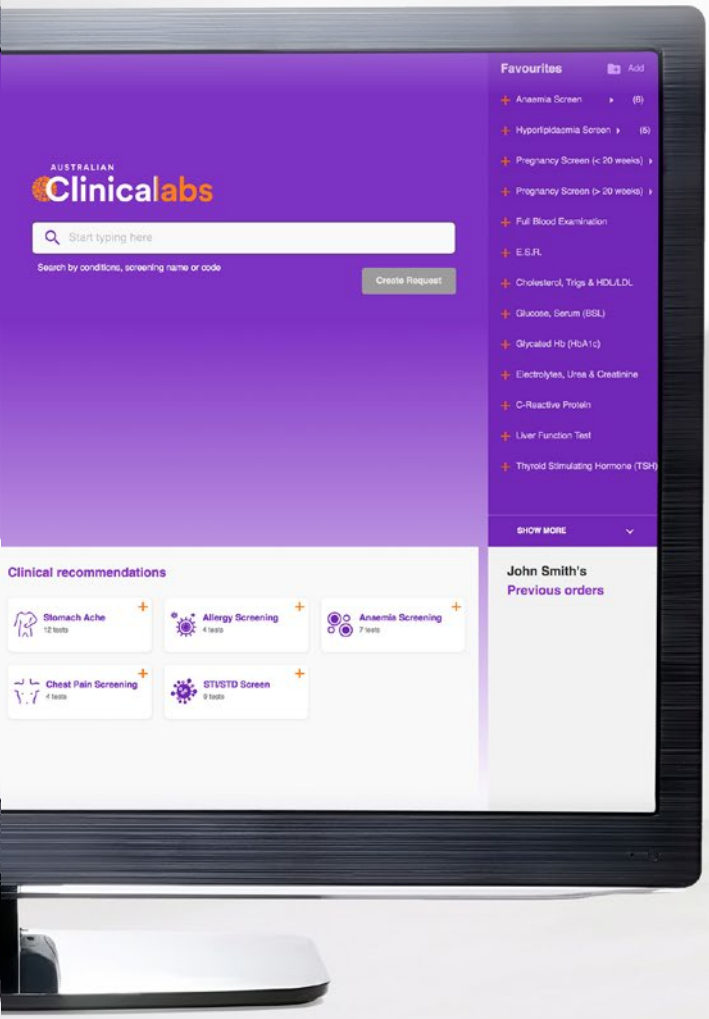
eOrders

Works with your PMS

We're simplifying the way you order pathology.

Clinical Labs eOrders is an electronic pathology ordering solution that is integrated into your practice management software and transfers patient pathology requests directly to Clinical Labs for seamless integration, ensuring rapid and accurate data processing.

Clinical Labs offers a version of eOrders for both MedicalDirector and Best Practice, as well as Zedmed users.



eOrders

for MedicalDirector Clinical 3.18 and above

As leaders in medical technology, Clinical Labs are always looking for ways to make the pathology ordering process quicker and even more accurate. This is why we have developed a simple, yet more intelligent eOrders application for MedicalDirector Clinical 3.18 and above.

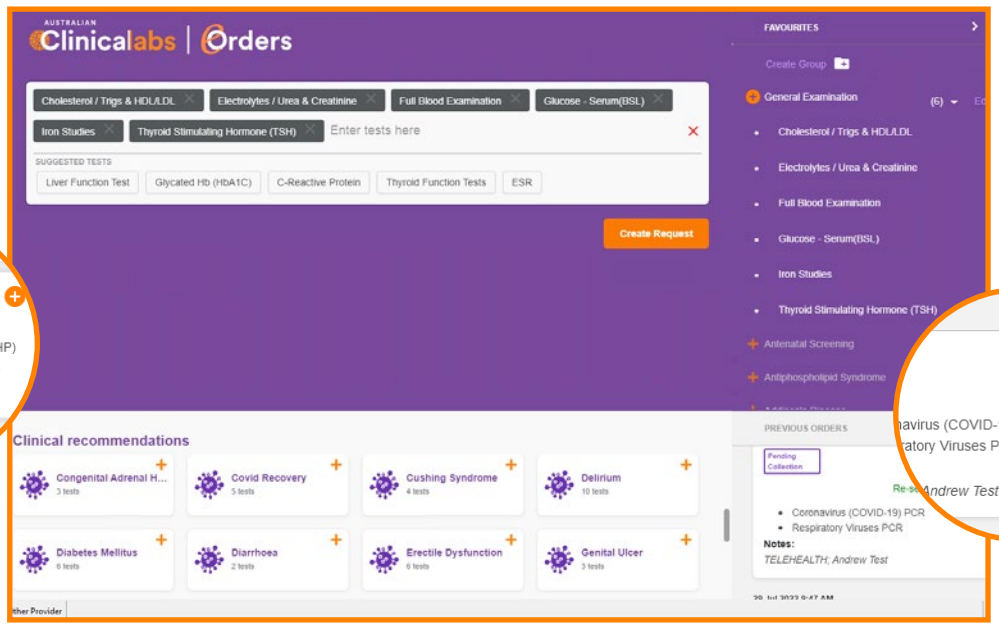
We have designed the eOrders application so you won't waste time filling in form fields - instead allowing you to quickly order the test you want and spend your time where it is needed most, with your patients.

eOrders works seamlessly with MedicalDirector Clinical 3.18 and above, removing the need for manual data entry and making the process even more accurate. This will result in a faster turnaround for your pathology tests and a smoother process.

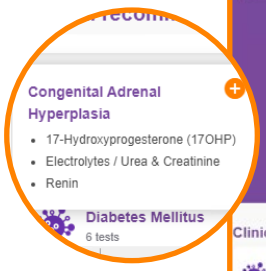
Our expertly designed and fully integrated eOrders platform will save you valuable time when ordering pathology through the following features:

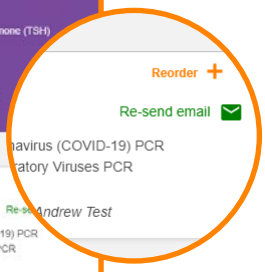
- **Telehealth Support** - enables your patient to immediately receive their digital request form via email.
- **Add to Favourites** - add regularly ordered tests to your customised list.
- **Clinical Recommendations** - suggests further test combinations for common medical issues based on the latest medical specialist recommendations.
- **Smart Test Search.**
- **My Health Record Integration.**
- **View Order History** - re-order tests with ease.
- Intelligently predicts your ordering patterns.
- Tailors your favourite test combinations.

Intelligent test search with suggested test combinations displayed for your consideration.



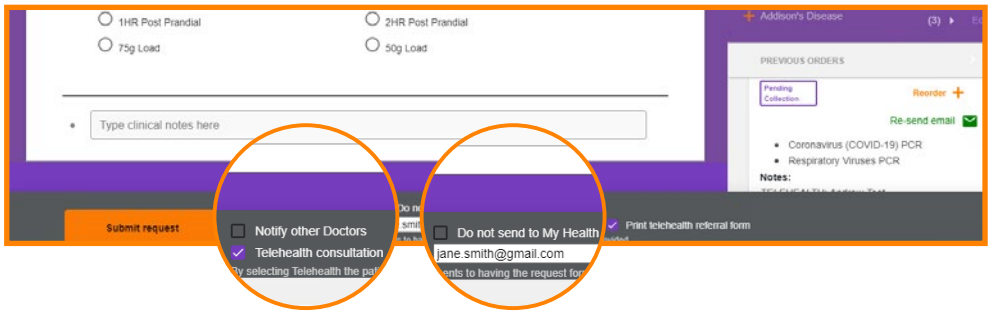
Save your regular tests under a list of favourites.





Our clinical recommendations section will save you time by auto-filling the tests needed for common medical issues.

Easily view, re-order or re-send previous orders for your patient.



Email patients the pathology referral form with ease for telehealth consultations.

My Health Record integration.

Get setup in 3 easy steps

Step 1 Ensure 'Australian Clinical Labs' or 'Clinical Labs' is in your address book

Step 2 Select us as the '... Preferred laboratory' and tick 'Default to eOrder service ...'

Step 3 Click on the 'order pathology/test tube' icon as you have always done and eOrders will launch

Before proceeding please ensure your practice server is on MedicalDirector Clinical version 3.18 or higher.

eOrders Registration

Visit: clinicallabs.com.au/ehealthregistration
or scan the QR code

Works with your PMS

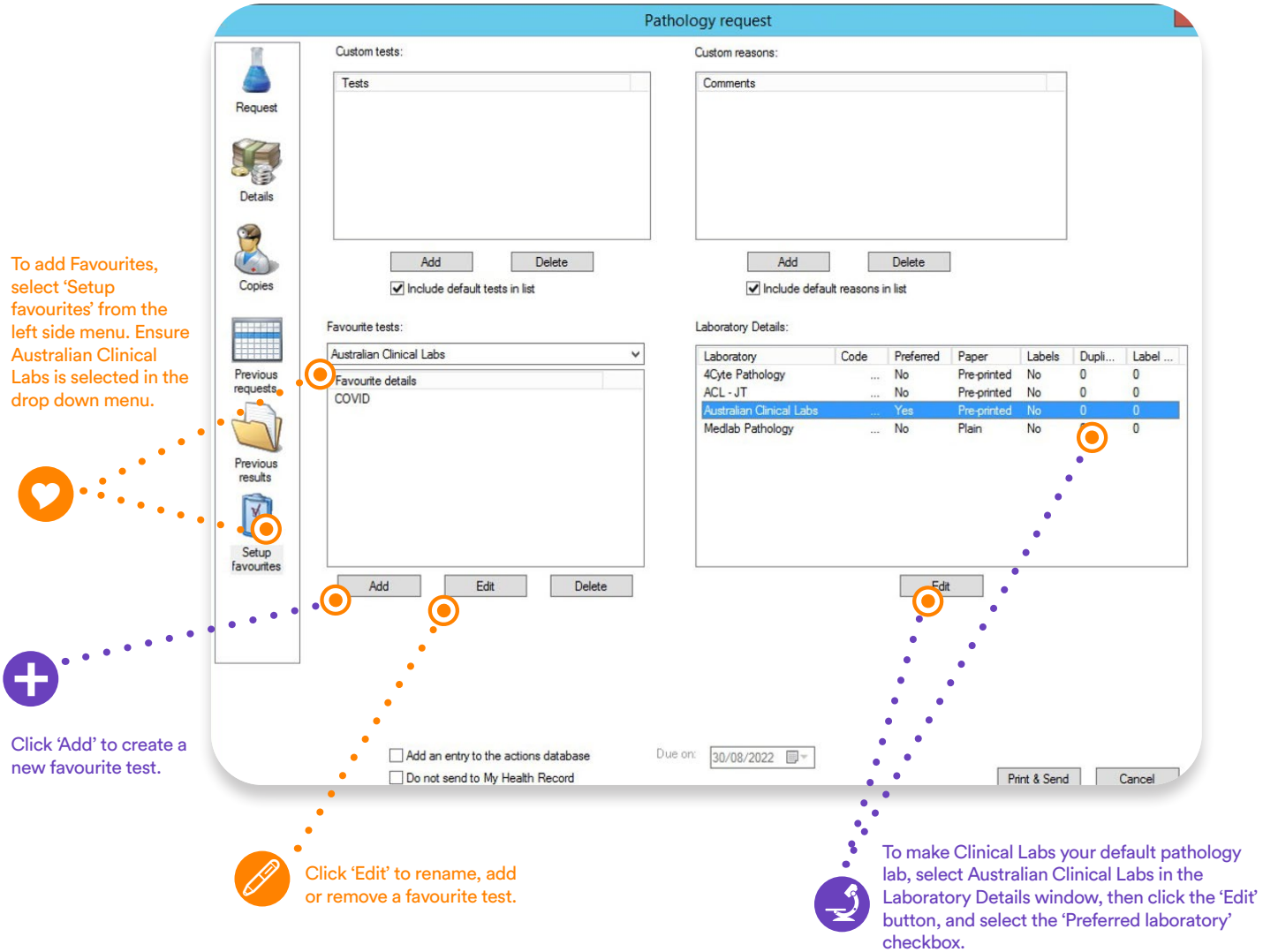
eOrders

for Best Practice

eOrders works with most practice management software available in Australia, including Best Practice.

Clinical Labs eOrders for Best Practice enables you to:

- Order pathology tests instantly.
- Use the built-in Telehealth Support.
- Increase accuracy via electronic data entry.
- Display your patient list with a single click.
- Create a go-to list with your favourites.
- Group tests under a single title.
- Designate 'Urgent' pathology requests.
- Order recommended test profiles.



To add Favourites, select 'Setup favourites' from the left side menu. Ensure Australian Clinical Labs is selected in the drop down menu.

Click 'Add' to create a new favourite test.

Click 'Edit' to rename, add or remove a favourite test.

To make Clinical Labs your default pathology lab, select Australian Clinical Labs in the Laboratory Details window, then click the 'Edit' button, and select the 'Preferred laboratory' checkbox.

Select 'Previous requests' to view previous orders. Please note, the 'Use Again' feature will only work with previous Clinical Labs orders.

For urgent requests, select 'Details', click the 'Urgent' checkbox, and type your name, phone number and fax number.

Select 'Australian Clinical Labs' as the laboratory.

To add a test, start typing the required test in the search field. To see all available tests place an asterisk (*) in the search field. Double click the required test to add to your eOrder. To delete a test from your eOrder, right click on the test and select 'Delete'.

If you cannot find your test, you can add it manually by typing in the 'Free text' field.

To add patient notes, double click on an item in 'Clinical details' to add it to clinical notes.

To complete the eOrder, select 'Print & Send'.

To add clinical notes, type in the lower box.

NEW!

Telehealth Support with eOrders for Best Practice.

Simply type 'Telehealth' in the clinical notes section of your pathology request and your patient will automatically get emailed a copy of the referral. Please ensure your patient's email address is correct before submitting the order.

Get setup in 3 easy steps

Step 1 Complete the Clinical Labs eHealth registration form using the link below

Step 2 Save and email the registration form to clinic-registrations@clinicallabs.com.au

Step 3 Our eHealth Support Team will be in contact to complete setup

To get started with using eOrders within Best Practice, we will need to install SMSC software for you. This will only take a few minutes.

eOrders Registration

Visit: clinicallabs.com.au/ehealthregistration
or scan the QR code

Works with your PMS

eDownloads

Real-time results delivered into your practice software

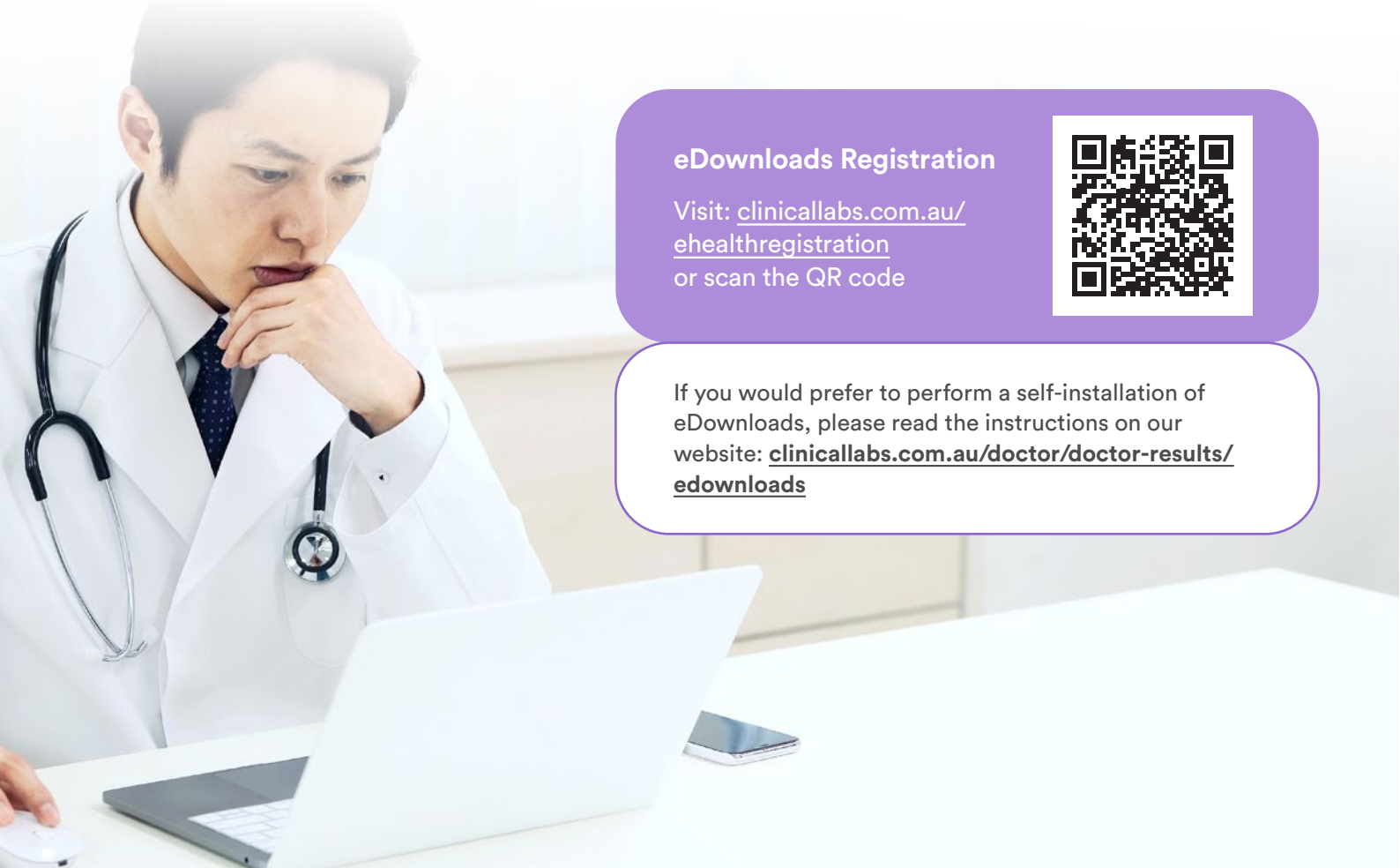
eDownloads automates the transfer of patient pathology results, securely and directly, into your practice management software. To get you started with eDownloads, our Clinical Labs' eHealth Support Team will install our SMSC software for you to enable this file transer. Australian Clinical Labs SMSC transfers pathology result files (in any file format) to your practice management software. Clinical Labs' SMSC is compatible with all known practice management software operating in Australia.

Get setup in 3 easy steps

Step 1 Complete the Clinical Labs eHealth registration form using the link below.

Step 2 Save and email the registration form to clinic-registrations@clinicallabs.com.au

Step 3 A member of our eHealth Support Team will be in contact with you shortly to complete installation and setup.



eDownloads Registration

Visit: clinicallabs.com.au/ehealthregistration
or scan the QR code

If you would prefer to perform a self-installation of eDownloads, please read the instructions on our website: **clinicallabs.com.au/doctor/doctor-results/edownloads**

Telehealth Support with Clinical Labs

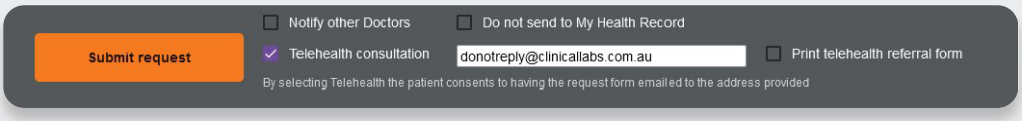
Supporting your telehealth consultations with streamlined pathology requests.

With the increase in telehealth consultation, Clinical Labs can support you to ensure your patients can still easily access pathology services to complement your care. We offer the following methods nationwide:

1

eOrders with MedicalDirector Clinical 3.18 and above

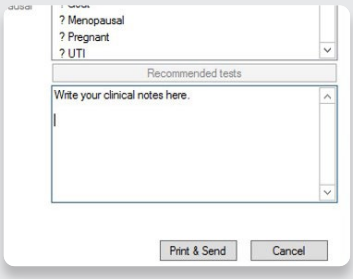
Simply tick the 'Telehealth consultation (or Email to patient)' checkbox before you request your pathology test. So now, when you order pathology, eOrders can automatically deliver the electronic pathology request directly to your remote patient, without you having to follow up on the notification. Your patient will receive everything they need to complete their test.



2

eOrders with Best Practice

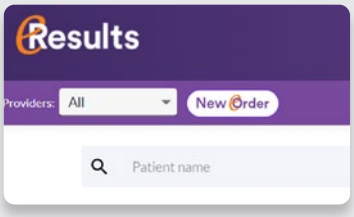
Type 'Telehealth' in the clinical notes section, and ensure your patient's email address is recorded in the correct field within the patient file. Submit your request as per usual, and your patient will automatically get emailed a copy.



3

eResults with eOrders integration

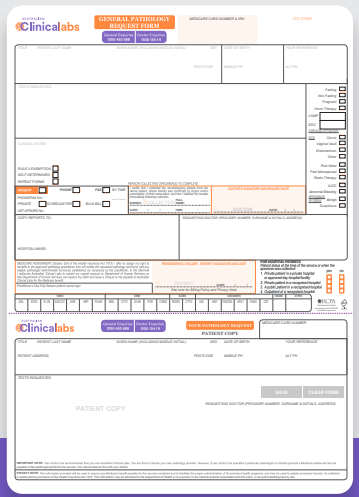
Click the 'New eOrder' button to start a new eOrder within eResults and enter your patient's details, or ensure they are correct if they are an existing patient. Before submitting the final eOrder, simply tick the 'Email referral to patient' checkbox and double check the patient email in the corresponding field is correct.

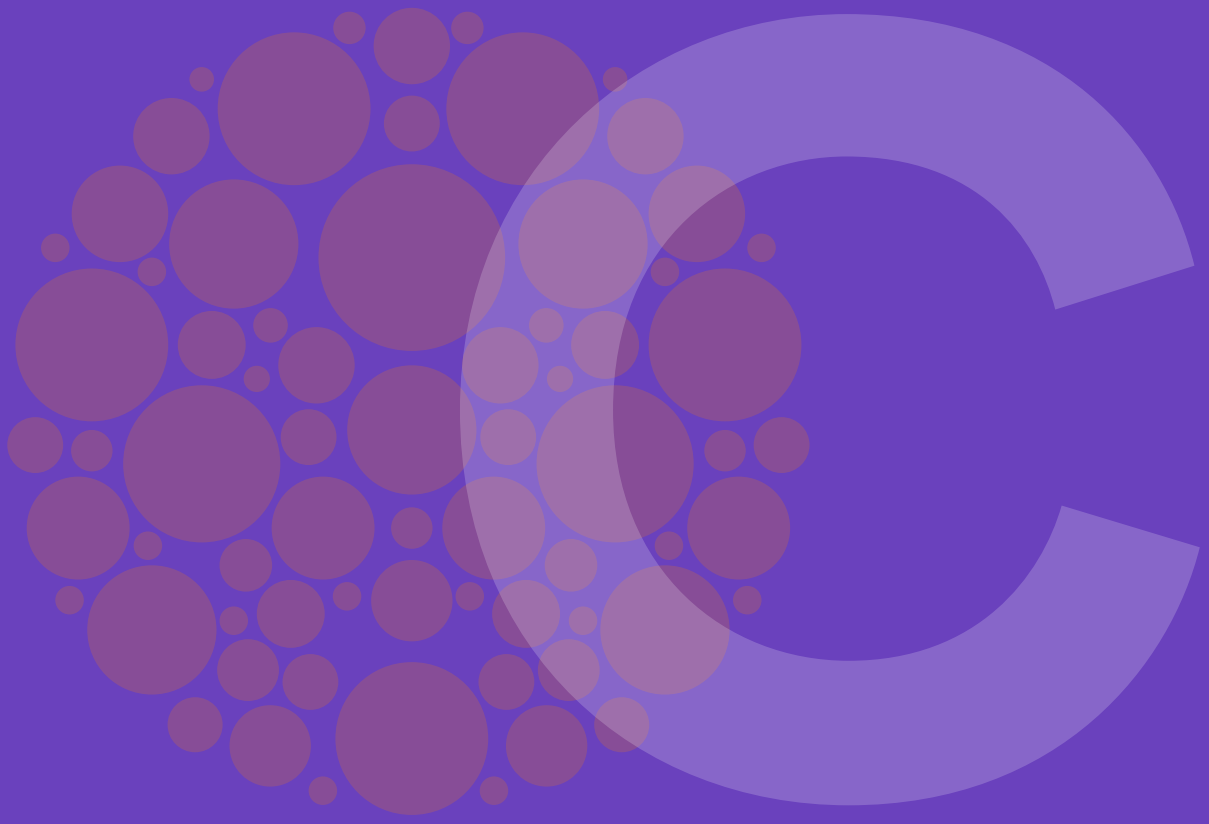


4

Electronic referral forms

Download our electronic referral form from our website by visiting clinicallabs.com.au/telehealth. Type the details directly into the form, save a copy and email it directly to your patient.





AUSTRALIAN
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If you have any questions, please contact your local Clinical Labs representative.

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