

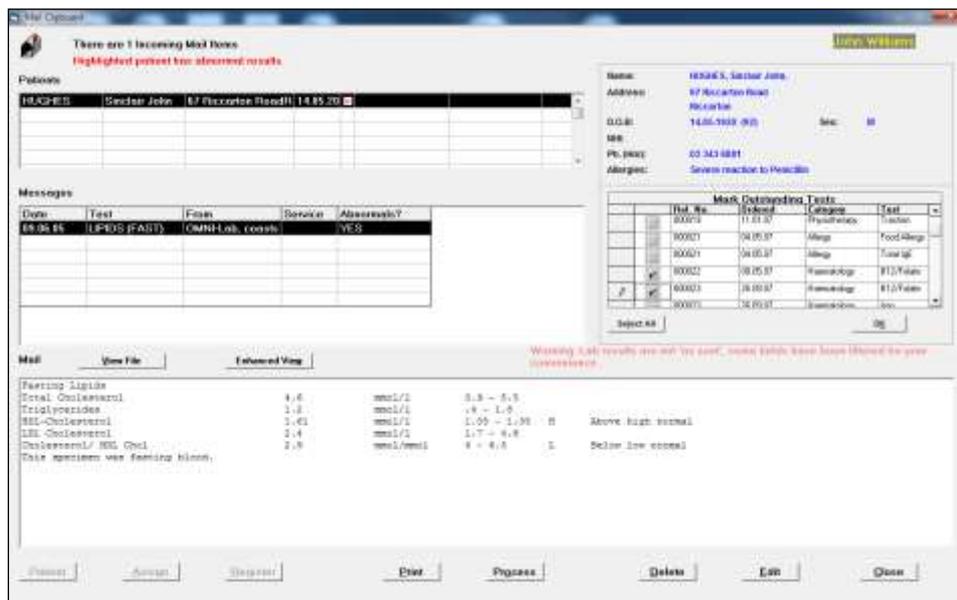
TUTORIAL: Incoming Lab Results and RSD Mail

Before you can view your incoming lab results and RSD Mail, these must first have been downloaded the files from your mailbox. To avoid duplicated entries, this should be done at least twice a day. Windows can be scheduled to run this program automatically, but your computer must be left running to do this. Otherwise run the HL7 icon setup to do this.

Inform the labs that the Provider number or Medical Council Registration number is used to match up results and reports being sent to your system and request that they fill this field.

Lab Results

Go to Messaging -> Lab Results. This allows you to view incoming lab results that have not yet been transferred to the patient's files.



The screenshot shows the 'Lab Results' window. At the top, it says 'There are 1 incoming Mail Boxes' and 'Highlighted patient has unknown results'. Below this is a 'Patients' table with columns for Name, Gender, Date, and Address. The first row is highlighted in black and shows 'HUGHES, Gender John, 1/7 Riccarton Road/14.05.20'. Below the patients list is a 'Messages' table with columns for Date, Test, From, Service, and Abnormality. The first row shows '14/05/20', 'LIPIDS (FAST)', 'OMNI-Lab, counts', and 'YES'. To the right of the messages table is a 'Mark Outstanding Tests' table with columns for Test No, Name, Category, and Unit. Below this is a 'Mail' section with a 'View File' button and an 'Enhanced View' button. The 'Enhanced View' section displays a lab results report for 'Fasting Lipids' with the following data:

Test	Result	Unit	Reference Range	Notes
Total Cholesterol	4.6	mmol/L	3.3 - 5.3	
Triglycerides	1.2	mmol/L	0.4 - 1.5	
HDL-Cholesterol	1.4	mmol/L	1.00 - 1.50	Above high normal
LDL-Cholesterol	2.4	mmol/L	1.7 - 4.8	
Cholesterol/HDL Chol	2.9	mmol/mol	3 - 4.5	Below low normal

At the bottom of the mail section, it says 'This specimen was fasting blood.' Below the mail section are buttons for 'Print', 'Cancel', 'Repeat', 'Edit', 'Pages', 'Delete', 'Edit', and 'Done'.

The top half of the screen is a list of patients for whom there are results. This list can be divided in two. The patients at the top, and the font colour is black, have been “matched” with a patient already registered in SPM. Those that display at the bottom of the list, with a red font colour, (if any) have not found a “match” and the message “There are x unknown patient(s) appears at the top.

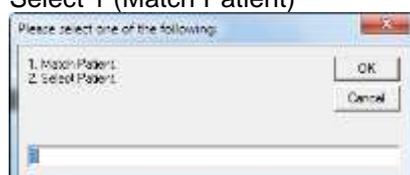
The bottom half of the screen displays the “mail” for the patient highlighted in the top half.

To match up results with patients

If the patient falls into the “unknown patient” category, you can do a search for possible matches in the database, by either having the program look for a match based on the name and date of birth details (Option 1 – Match Patient), or you can select a match from all the patients in the database (Option 2 – Select Patient).

To Match a Patient:

1. Select the Patient icon.
2. Select 1 (Match Patient)



- Possible “matches” display in the bottom half of the screen where you would normally view the lab results.

Possible matching patient(s)

HUGHES	Sinclair John (John)	67 Riccarton Road, Ricc
HUGHES	Albert	932 OLIPHANT ROAD, HASTINGS 05.08.41

- If the patient selected in the top half of the screen, matches a patient in the bottom half of the screen, select the patient.
- Select Assign.

Assign

To Select a Patient:

- Select the Patient icon.
- Type in the number ‘2’ (Select Patient). The usual Select Patient (F4) screen will appear.



- Search for and select the relevant patient.
- Confirm that you want to assign the incoming results to the selected patient. Note, you must extremely careful with this option to avoid assigning result incorrectly.

Assign

Assign appears dimmed until a Patient “Match” for the lab result has been found.

- From the list of “Possible matching patients” select the correct patient.
- Select Assign.
- Confirm that the two patients are one and the same.
- Process the results.

No Possible Matches

If there is no match, or none of the patients listed matches the patient selected in the top half of the screen, you can either choose to:

- Register the patient as a new patient;
- Delete the result; or
- Adopt a “wait and see” policy.

If you are receiving results requested by the GP with a “Copy to” you, it is possible that the lab results arrive before the patient is registered onto the system.

Alternatively the GP may have requested a copy be sent to you, but because an earlier appointment was found elsewhere, the results are no longer required. If this is the case (i.e. the results have been sitting around for some time) then they can be deleted.

Delete

This allows you to delete the selected result, perhaps because it has already been sent, or sent in error.

Register as New

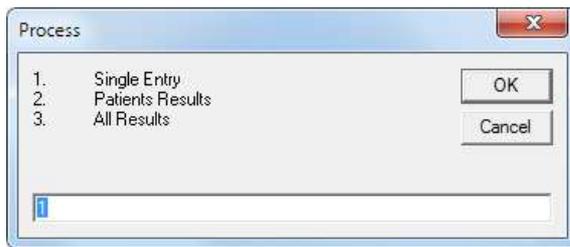
If "Match" has failed to find the Patient, you can automatically register the patient onto the database using the details supplied by the lab in the incoming file ie Last Name, First Name(s), Date of birth and address.

Print

If you want a list of all incoming results select Print to get a listing **before** you process the results. Please note that this is only a list of patient names, dates of birth, date of result and the type of result, rather than the result itself.

Process

This processes the results onto the patient's file. This option must be run to transfer the results to the patient's individual files.



Either:

1. Select **1 Single Entry** to process a single highlighted result to the patients file, or
2. Select **2 Patients results** to process ALL results for the highlighted patient onto their file, or
3. Select **3 All Results** to process ALL results for ALL patients onto their patient file.

Edit

This allows you to edit the selected result. This should be used with caution as it can be dangerous to alter the text from the original incoming result.

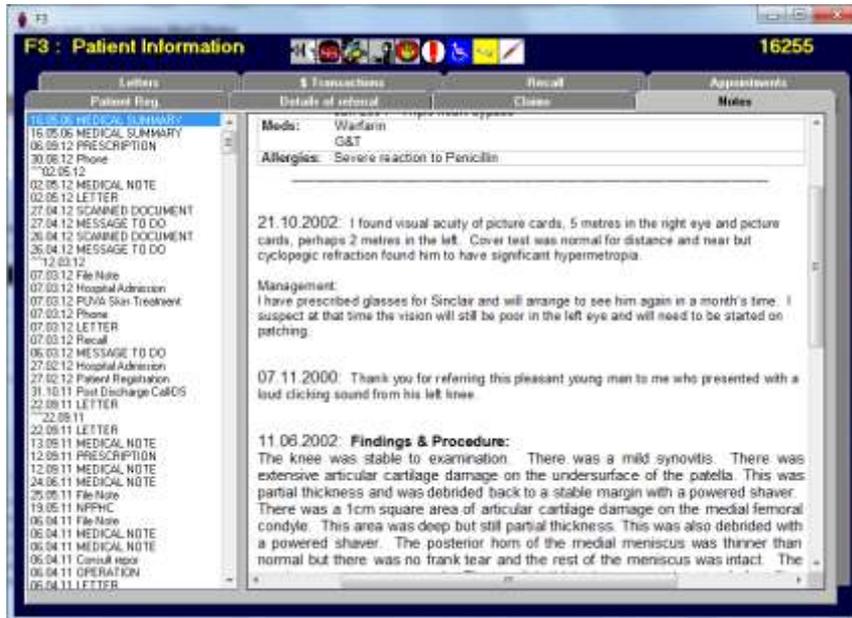
Reconciling Test Results with Test Orders

If you are using the Test Ordering function, and you have configured the test to require 'Order Followup', when you get an incoming result for the patient, the tests ordered for the patient will appear. You can reconcile the order with the result received so that the order is removed from the 'Due' or 'Overdue' lists.

Name:	HUGHES, Sinclair John,				
Address:	67 Riccarton Road Riccarton				
D.O.B:	14.05.1920 (92)	Sex:	M		
NHI:					
Ph. (Hm):	03 343 6881				
Allergies:	Severe reaction to Penicillin				
Mark Outstanding Tests					
	<input type="checkbox"/>	Ref. No.	Ordered	Category	Test
	<input type="checkbox"/>	000019	11.01.07	Physiotherapy	Traction
	<input type="checkbox"/>	000021	04.05.07	Allergy	Food Allergy
	<input type="checkbox"/>	000021	04.05.07	Allergy	Total IgE
	<input checked="" type="checkbox"/>	000022	08.05.07	Haematology	B12/Folate
	<input checked="" type="checkbox"/>	000023	26.09.07	Haematology	B12/Folate
	<input type="checkbox"/>	000023	26.09.07	Haematology	Iron
<input type="button" value="Select All"/>		<input type="button" value="OK"/>			

Viewing Patient Info (F3)

As you are viewing the incoming test results or reports, you can use the 'Patient Info' (F3) function to look-up the patient's other records to see if further actions are required.



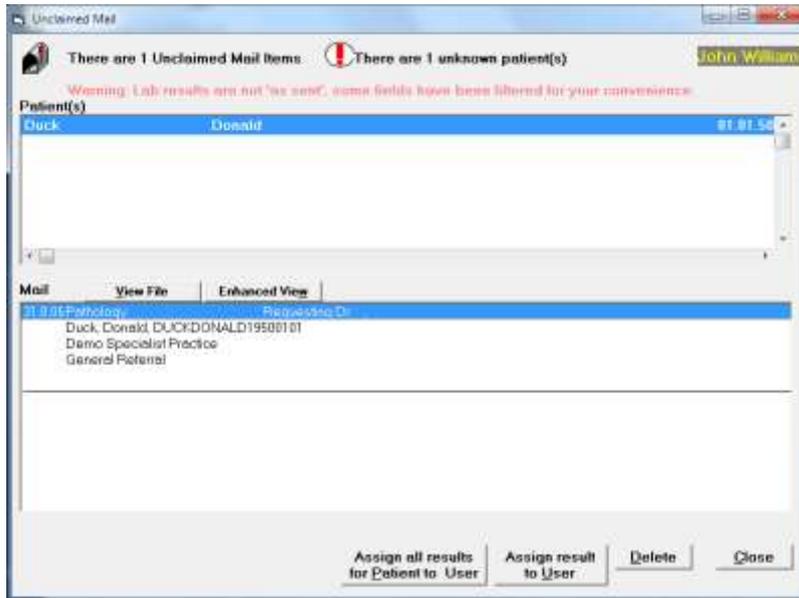
As the 'Patient Info' (F3) function can only be used to view the information, you will need to go into the Patient or Appointment modules to make new entries into their records.

The information you can view is:

- Registration details
- Referral information
- Claims
- Notes
- Letters
- Transactions
- Recall
- Appointments (historic & future)

Unclaimed Lab Results

To view Unclaimed Lab Mail go to Messaging -> Unclaimed -> Lab Mail button.



Occasionally you may receive lab results and x-ray reports that have not been correctly “addressed” or should not have been sent to your mailbox in the first place. The Medical Council Registration number or Provider Number is used to match up results and reports being sent with Users on the system. If no Provider number, Medical Council Registration number within the incoming mail matches with any of the doctors in the practice, then the results appear as “Unclaimed Mail Items”. These can then be viewed and “Assigned to a User”.

To Assign a Lab Result to a User

1. Highlight the lab result that you wish to assign.
2. Select Assign to User.
3. Select the User that you wish to assign the result to. If there is more than one result for the highlighted patient, continue assigning results to the correct User.
4. Process the results as described above.

To Delete unwanted results

If you receive results by mistake, ie they are not for a User on your system, then you can delete them.

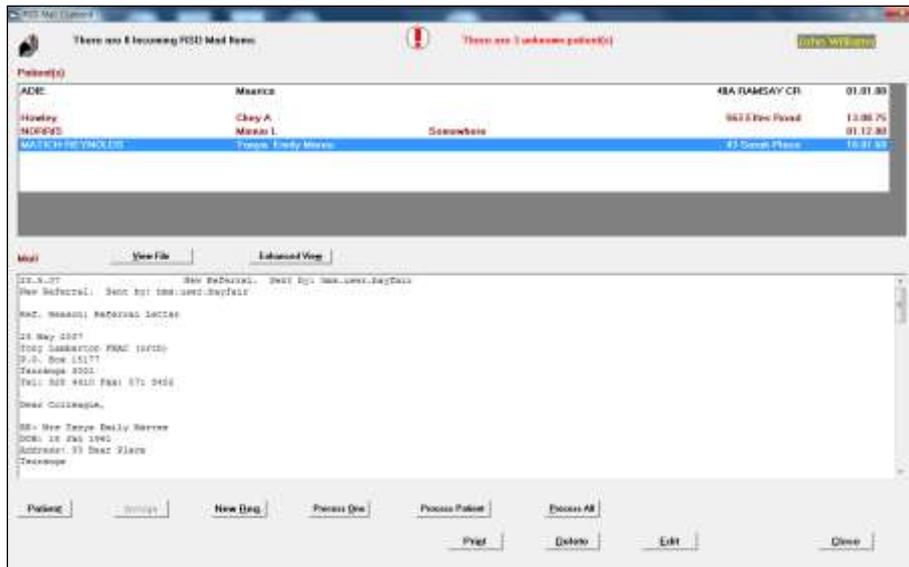
1. Highlight the result to be deleted.
2. Select 'Delete'.

RSD Mail

RSD is an acronym for 'Referral, Status, Discharge'. This option is used to view all the incoming documents or files that are sent to your practice in the HL7 format.

Generally, the main types of mail that come into this area are:

- Referral letters sent to you by referring doctors, and;
- Discharge letters from practitioners who have been treating your mutual patient.



To view the RSD Mail,

1. Check you have the correct User selected (F2)
2. Go to Messaging -> RSD Mail
3. Assign patients and Process mail in the same way as Lab Results

Unclaimed RSD Mail

To view unclaimed RSD Mail:

1. Go to Messaging -> Unclaimed -> RSD Mail
2. Process mail in the same way as Lab Results

Advanced

Warning: Lab results are not 'as sent', some fields have been filtered for your convenience.

This warning means that the actual text or format of the incoming test result which is being displayed, may differ from the original file sent to you. This is only done to help make the result easier to read. Use the 'View File' button to see the original format and contents of the file.

Original file

```
File: (coa tst1)davisanz~13383.h7
MSG_HDR|coasts t1|ORU|OMNI-Lab|coas tst1|LABRESULT|davisanz|200506171419|13383|P|2.1|13383|
PAT_ID|DNB7786||HUGHES|JAMES ANTHONY||19880815|M|11 CULON ROAD|CHRISTCHURCH|||||
OBS|R|E|Q|||0460423||N241|LIPIDS
(FAST)|L|O|M|T|200506171417||200506090805||200506090817|D15|DAVIS|ANNE|||Non-Cumu|a|F|JOHN&SHEAR
D&JOHN||20050617141700
OBS_RES|FT|FRE E-1|||LOMR|||Fasting Lipids||N||F
OBS_RES|NM|C06 10|Total Cholesterol||LOMR||4.6|mmol/l|3.9 - 5.5|N||F
OBS_RES|NM|C06 20|Triglycerides||LOMR||1.2|mmol/l|.4 - 1.8|N||F
OBS_RES|NM|C06 30|HDL-Cholesterol||LOMR||1.61|mmol/l|1.05 - 1.35|H||F
OBS_RES|NM|C06 40|LDL-Cholesterol||LOMR||2.4|mmol/l|1.7 - 4.6|N||F
OBS_RES|NM|C06 50|Cholesterol/ HDL Chol||LOMR||2.9|mmol/mmol|4 - 6.5|L||F
OBS_RES|FT|F7|||This specimen was fasting blood.|||||
```

As displayed

```
Fasting Lipids
Total Cholesterol          4.6          mmol/l          3.9 - 5.5
Triglycerides             1.2          mmol/l          .4 - 1.8
HDL-Cholesterol           1.61         mmol/l          1.05 - 1.35 H      Above high normal
LDL-Cholesterol           2.4          mmol/l          1.7 - 4.6
Cholesterol/ HDL Chol     2.9          mmol/mmol      4 - 6.5           L      Below low normal
This specimen was fasting blood.
```

Enhanced View

Some incoming results may include hyperlinks or other meta-data. Hyperlinks may be used in Radiology reports to allow the Operator to click on the link and automatically load the patient's radiology report and imaging into their browser.

To use the hyperlinks you need to view the report in the Enhanced View window.

Enhanced View

