

# ELECTRONIC CLINICAL REQUESTING AND REPORTING IN PRIMARY AND SECONDARY CARE

## Overview

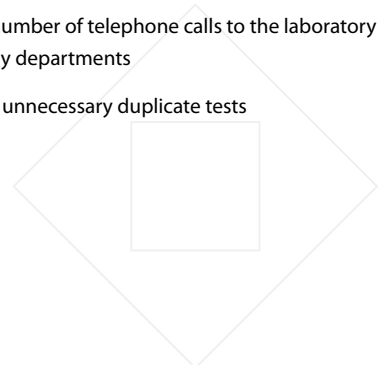
An effective link between point of care and Pathology and Radiology departments is vital in the provision of quality patient outcomes. Developed in consultation with medical and nursing staff, phlebotomists, pathologists and radiologists in NHS Trusts, our tQuest and Review solutions provide:

- ▷ Electronic requesting of Pathology and Radiology services in Primary and Secondary Care
- ▷ Web-based viewing of test results
- ▷ Sample/Demand management

tQuest and Review are now established within a number of major NHS Trusts and private laboratories across the country.

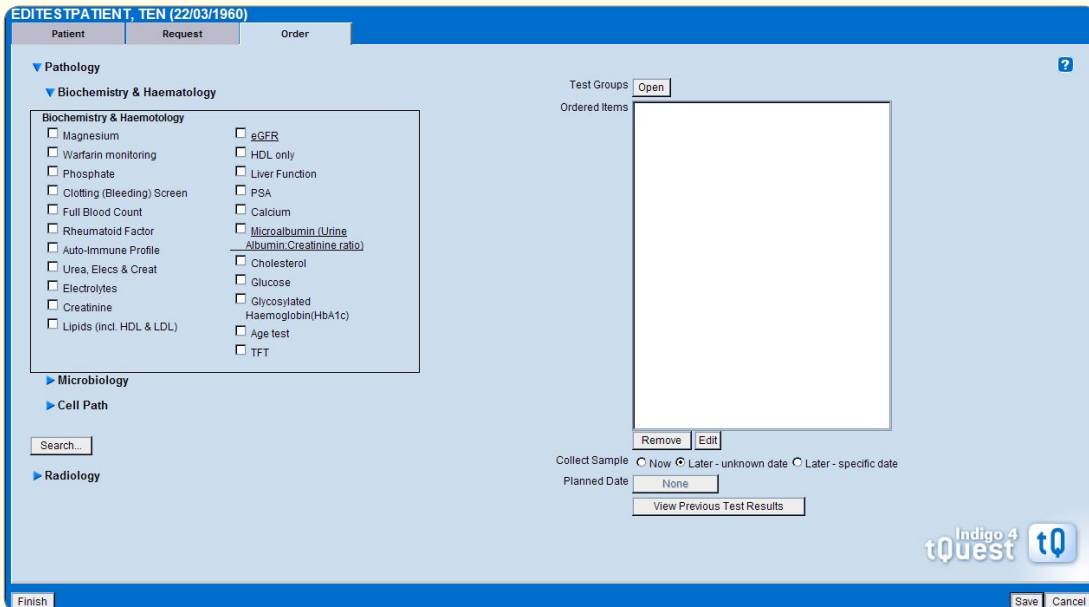
## Quick Benefits

- ▷ Speed up the requesting and reporting cycle
- ▷ Reduction in turnaround time
- ▷ Improve data quality
- ▷ Increase clinician-patient care time
- ▷ Reduce errors – no more handwritten forms
- ▷ Reduce the number of telephone calls to the laboratory and Radiology departments
- ▷ Reduction in unnecessary duplicate tests



## Primary Care

tQuest is a web-based application, based at a Trust. It is launched directly within a patient's record on the practice management system. Primary Care staff are able to request pathology tests and radiology investigations.



### SAVE REQUESTS FOR SAMPLE COLLECTION AT A LATER DATE OR A DIFFERENT LOCATION

If sample collection isn't taking place at the time of request, it can be saved so the collector, for example nurse or phlebotomist, can complete the request once the sample is taken. tQuest also supports sample collection at a location separate to where the request has been made, for example a phlebotomy clinic at the local hospital or a drop in centre.

### CHECK ON THE PROGRESS OF CURRENT REQUESTS

The relevant Trust's department can update the progress of the sample/patient throughout the requesting process, for example 'Patient arrived in Radiology', 'sample damaged on arrival'.

### INTEROPERABILITY WITH PRACTICE MANAGEMENT SYSTEM

When launching tQuest, the patient's demographic details are passed automatically, which means no re-keying is required. When complete, details of the request are passed back and stored in the patient record. tQuest is compatible with all major practice management systems including EMIS LV, PCS & Web, InPS Vision, TPP SystemOne, iSoft Synergy Premiere, and Healthy Software Crosscare.

### SIMPLE 'POINT AND CLICK' COMPLETION OF REQUESTS

tQuest's clear and intuitive order screen identifies common orderables, for example FBC, Chest XR, for easy selection as well as all other available orderables from Pathology and Radiology.

### AVOID MAKING DUPLICATE REQUESTS AND VIEW PREVIOUS RESULTS

tQuest can automatically query the Review results database, to check whether the same orderable has been reported recently. If the Trust is using Indigo 4's Keystone product, the option exists of having the previous results downloaded electronically, using NHS messaging standards.

### QUICK AND EASY PRINTING OF REQUEST FORMS

Request forms, which may include barcodes, accompany samples to the laboratory, or the patient to the Radiology department and can take a variety of formats including labels and A4 paper.

### ELECTRONIC NOTIFICATION OF RESULTS

All orders placed with the Trust from Primary Care, either through the order comms solution or a manual method, need reporting back to the GP. Keystone, our messaging solution, sends these reports over a secure NHS network where they are added to the patient record in the GP's system.

## Ancillary Modules

- ▶ **Reception Point** - Releases the information to the LIMS when the sample package is scanned on arrival in the laboratory.
- ▶ **Sampler** - The system presents the user with the samples and their container types, which need collection for the patient. Sampler is available for use in both Primary and Secondary Care environments.
- ▶ **Send Away Printing** - Allows the laboratory to reprint a request using an alternative format to their own. Used for services where the testing is carried out at another laboratory.
- ▶ **Radiology Check-in** - Supports patient choice when investigations can be performed at a number of locations.
- ▶ **Radiology Vetting** - Provides an alternative to vetting within the RIS.

## Secondary Care

tQuest and Review also provide hospital wards and clinics with the ability to make requests and view results electronically.

### LAUNCH TQUEST DIRECTLY FROM WITHIN REVIEW

Review can link with the PAS or master patient index in order to identify an admitted patient. This enables Review to pass patient demographics to tQuest, which it then uses to initiate a request.

### ON-LINE HELP

Available to all users, the on-line help is concisely written, in plain English.

### SIMPLE 'POINT AND CLICK' COMPLETION OF REQUESTS

tQuest's clear and intuitive order screen identifies common orderables, for example FBC, Chest XR, for easy selection as well as all other available orderables from Pathology and Radiology.



### AVOID MAKING DUPLICATE REQUESTS

tQuest will automatically query the tQuest database to check whether the same orderable has been requested. If it has, the original request can be viewed and the request can consequently be completed or cancelled.

APTT - Sysmex	Result	Unit	Range	Status
APTT labo	1.05			AV
APTT - Sysmex	27.3	secs	(22.0 - 30.0)	AV

### CHECK ON PROGRESS OF CURRENT REQUESTS

The department can update progress of the sample/patient throughout the requesting process, for example 'Patient arrived in Radiology'; 'sample not arrived'.



### CONSTANT ACCESS TO THE REVIEW RESULTS VIEWER

In the Secondary Care setting, Review is an integral part of tQuest and so provides access to patients' Pathology and Radiology test results as one of its core functions, via a user-friendly web browser-based environment.

### RESTRICT ACCESS TO CERTAIN ORDERABLES

Specialist tests can be restricted to those with appropriate access rights, for example consultant, registrar.

### SCHEDULE SAMPLES TO BE TAKEN AT REGULAR INTERVALS

Request samples to be taken immediately; at the next available collection round or at regular intervals – no need to re-order the tests each time.

### MANAGED SAMPLE COLLECTION/PHLEBOTOMY

tQuest's own sample collection/phlebotomy module creates special collection lists.



### Print List for [Ward 2] (2 Samples)

Name	DOB	NHS No.	PLB
Editestpatient , One	27/01/1925	999-999-9468	 QS00002223
Editestpatient , One	27/01/1925	999-999-9468	 QS00002224

## Trust Administration

### READABLE AND RELIABLE REQUESTS

tQuest's clear and concise printed requests contain NHS numbers, demographics, request ID and test details. Different request documentation can be produced to suit the requirements of individual departments, for example labels to accompany samples to the laboratory and A4 letters for patients, who are to attend the Radiology department.

### QUICK AND EASY ORDER ENTRY USING 1D BARCODES

The bar coded request ID can be used to identify the request and may be scanned into a tQuest Pathology Reception Point, Radiology Check-In or directly into the LIMS or RIS.

### WORKFLOW PREDICTION



Real-time updating of tQuest means that requests appear in the system before the sample arrives at the laboratory, or the patient arrives at the Radiology department.

Fewer telephone enquiries from Primary and Secondary Care.

tQuest's 'request status' feature keeps requesters informed of the current status of each of their requests.

## INTEGRATION WITH ALL MAJOR INFORMATION MANAGEMENT SYSTEMS

Indigo 4 is working closely with LIMS and RIS suppliers to achieve integration with tQuest, enabling seamless order population updates and reducing both the need for human intervention and the scope for error.

 #TQ0000484		T100582	
Hospital Number	Date/Time of Collection 04/02/2011 11:39	Surname: EDITESTPATIENT	Forename: ONE
SST (YELLOW TOP)	 T100582	NHS Number: 999 999 9468	Date of Birth: 27/01/1925
		Sex: Male	
		Fasting:	Pregnant:
		GP Practice Code: INDIGO4	GP Code: TEST
		Patient Category: NHS	
Clinical Details		Urgency:	
T100582: : : : :		Patient Contact Details: Aqueous II Waterlinks Aston Cross Rocky Lane Birmingham B6 5RQ	
Auto-Immune Profile		Tel: 08450940194	
		Collected by (signature):	

### DEFINED RULES FOR SPECIFIC ORDERABLES

Rules can be applied to specified orderables that require requesters to answer a number of simple questions, the results of which can help inform the Pathology or Radiology department as to the suitability of an investigation, or whether additional or alternative tests may be required. It also reduces the number of inappropriately made requests.

### HIGHLY-CONFIGURABLE

Specific rules and options can be defined right down to the practice or individual level.

