

Introduction to Electronic Requesting

What is Electronic Requesting?

Electronic Requesting, also known as E-Ordering, is a fast and easy digital process for ordering pathology tests. Using your practice's enabled medical software, you can send pathology requests directly to a nominated pathology lab. It is a simple process where the request is sent electronically to the lab and a paper request form is also printed to give the patient an option to choose a pathology provider. Results can also be uploaded to My Health Record. Printed requests with barcodes on them may indicate that Electronic Requesting is enabled in the system.

Why do Electronic Requesting matter?

The switch to digital delivery and using Telehealth to deliver patient care became important because of the COVID-19 pandemic. There is also the need for faster turnaround times in sending requests and receiving pathology results. Electronic Requesting makes this possible and is beneficial especially for Telehealth consultations because patients can receive the electronic referrals on their smart phone via SMS. The patient does not need to travel or pick up a paper referral from the medical centre. Information goes straight to the lab so even if they have lost their electronic referral, they simply need to go to one of the collection centres and inform the lab that their GP has sent an electronic request.

How does Electronic Requesting benefit me and my practice?

Electronic Requesting has many benefits for both the patient and prescriber:

- It gives convenience and streamlines the pathology referral experience to the patient due to faster collection, accurate information, and less waiting times.
- Both patients and GPs may view and download the results through My Health Record.
- It reduces the risk of transcription errors and increases accuracy of the GP's request because there is no manual encoding of information.
- It's fast and easy to use and there is no change to the existing pathology requesting workflow of the practice.

Electronic Requesting Checklist for General Practice

Electronic Requesting may also be called e-Requesting or e-Ordering, depending on your pathology provider.

- ☐ Ensure that your practice clinical software is updated to the most recent version.
You will also need to ensure that the clinical software that you are using is able to connect to Electronic Requesting. Speak to your pathology provider to see whether your software can utilize Electronic Requesting services.
- ☐ Ensure that requests for pathology are going to be written to appropriate labs.
e.g., Labs enabled for e-Ordering/e-Requesting. At the moment this is limited to Capital Pathology and Australian Clinical Labs.
- ☐ Ensure that your practice clinical software is connected to the Healthcare Identifiers (HI) Service.
- ☐ Ensure that patient's Individual Healthcare Identifiers (IHIs) are validated through the practice clinical software.
- ☐ Contact the Electronic Requesting enabled pathology provider to connect your practice's software with the E-Requesting system.
The provider will need access to your clinic's server - you may need to speak to your IT manager to allow this. Depending on which clinical software you are using, the provider might either come to your clinic or access it remotely to enable you for Electronic Requesting. The pathology provider can then provide education to you to help you utilize the new process.

For ongoing support and education, please speak to your pathology provider, or contact the Capital Health Network's Quality Improvement Team (primarycare@chnact.org.au).

Websites to visit:

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/healthpathology-aboutus-index.htm> <https://www.myhealthrecord.gov.au/about/who-is-using-digital-health/diagnostic-imaging-and-pathology-providers-uploading-my-health>