



## Pathology eRequests

When Pathology eRequests are enabled in clinical software an electronic copy of the request is automatically shared with the lab, in parallel to the printed request to the patient, to improve results processing as well as automatically sharing a copy of the report with My Health Record.


## Benefits

1. Pathology eRequests expedite processing time and transcription accuracy.
2. Hospital practitioners will be able to view private results from the community via My Health Record.
3. Consumers no longer have to phone pathology labs and providers requesting copies of pathology reports.
4. A potentially faster collection experience for the consumer
5. There is no change to the existing Pathology requesting workflow for clinicians.

## Prerequisites

Using recent version of conformant software for Pathology eRequesting	<ul style="list-style-type: none"> <li>• Best Practice Lava SP3 and later</li> <li>• Medical Director 3.0 or 3.17.2 (Sonic Healthcare only) and later</li> <li>• MedTech32 6.0 and later (Australian Clinical Labs only)</li> <li>• Zedmed 22.0 and later (Australian Clinical Labs only)</li> </ul>
The practice requests Pathology from the labs eligible for eRequests	<ul style="list-style-type: none"> <li>• The <a href="#">My Health Record website</a> is updated with labs that are eligible.</li> </ul>
For Sonic Healthcare brands, a process for Individual Healthcare Identifier (IHI) validation must be in place.	<ul style="list-style-type: none"> <li>• The software is connected to the Healthcare Identifiers (HI) Service.</li> <li>• Practice staff are aware that IHI validation requires matching Medicare/DVA Card number, first and last name, gender and date of birth.</li> </ul>

## Engagement

<input type="checkbox"/> Leverage existing practice relationships	<ul style="list-style-type: none"> <li>• Collaborate with PHN staff who have established influential relationships with the practice in order to optimise the follow-up process.</li> </ul>
<input type="checkbox"/> Speak with the Practice Manager about the benefits of Pathology eRequests	<ul style="list-style-type: none"> <li>• Provide the Practice Manager with the contact details to contact (or their managed IT service to contact) their pathology labs to set up eRequesting and commence uploading their pathology reports to My Health Record.</li> </ul> <div style="text-align: center;">               _TEMPLATE              Pathology Details Em.         </div> <ul style="list-style-type: none"> <li>• A template email is provided here</li> <li>• Ask how the Practice intends to progress. E.g. Discuss with Practice Principal(s) then ask their managed IT Service to contact the lab.</li> <li>• Offer to phone the pathology lab with the Practice Manager.</li> <li>• Offer education to support the uploading of pathology reports.</li> <li>• Book a time to follow up as soon as possible to maximise momentum.</li> </ul>
<input type="checkbox"/> Follow up with the Practice Manager	<ul style="list-style-type: none"> <li>• Confirm the practice has contacted their lab(s) and that the pathology lab has enabled eRequesting and uploading to My Health Record.</li> </ul>
<input type="checkbox"/> Ask the Practice to confirm that their pathology reports have been uploaded to My Health Record	<ul style="list-style-type: none"> <li>• Where possible, ask patients to confirm they can see the pathology report in the My Health Record.</li> <li>• Where possible, ask providers to check for the pathology report in the My Health Record and report any issues or success stories.</li> </ul>
<input type="checkbox"/> Inform consumers	<ul style="list-style-type: none"> <li>• Brochures and posters are on the <a href="#">My Health Record website</a>.</li> </ul>



Australian Clinical Labs – 1300 669 961 <https://www.clinicallabs.com.au/contact-us/>

InfinityPATH - 1300 007 284 [itadmin@infinitypath.com.au](mailto:itadmin@infinitypath.com.au)

**Sonic Healthcare**

- Douglass Hanly Moir - call the central Client IT service on 1800 653 779. [e-pathsupport@dhm.com.au](mailto:e-pathsupport@dhm.com.au)
- Capital Pathology – 02 6285 9805 [Client\\_Services@capitalpath.com.au](mailto:Client_Services@capitalpath.com.au)
- Clinipath Pathology - 08 9371 4200 [doctorservices@clinipath.net](mailto:doctorservices@clinipath.net)
- Clinipath Pathology - 08 8366 2059 [itsupport@clinipath.com.au](mailto:itsupport@clinipath.com.au)
- Hobart Pathology - 03 6332 0503 [clientservices@dspl.com.au](mailto:clientservices@dspl.com.au)
- Launceston Pathology – 03 6332 0503 [clientservices@dspl.com.au](mailto:clientservices@dspl.com.au)
- Melbourne Pathology – 03 9287 7731 [clientit@mps.com.au](mailto:clientit@mps.com.au)
- North West Pathology – 03 6332 0503 [clientservices@dspl.com.au](mailto:clientservices@dspl.com.au)
- Southern IML Pathology – 02 4224 7435 [info@southernpath.com.au](mailto:info@southernpath.com.au)
- Sullivan Nicolaides Pathology – 1800 100 769 [snppath@snp.com.au](mailto:snppath@snp.com.au)

**Conformant Software**

Clinical Software	Australian Clinical Labs	Sonic Healthcare	InfinityPATH
Best Practice	Lava SP3 and later	Lava SP3 and later	Lava SP3 and later
MedicalDirector Clinical	3.0 and later	3.17.2 and later	3.0 and later
MedTech32	6.0 and later	-	-
Zedmed	22.0 and later	-	-