

Pathology Department

Sunquest ICE GP Order Communications User Guides

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# GP PRACTICE ICE USERS

## FAQs & 'What if...' guide

### **1. What about the District Nurses?**

The District Nurses are to continue using the pre-ICE system until such time as either they, or the practice, feel that the ICE requesting system is preferable.

### **2. What if I can't find the test I want to order?**

If you cannot find the test you wish to order on any of the order screens or by using the 'Search' facility, please telephone the pathology laboratory using the number you usually use and ask to speak to a senior member of staff to discuss.

### **3. What if I can't collect the sample at phlebotomy?**

It is suggested that the samples are collected before labels are printed. If the sample cannot be collected and the patient must return for phlebotomy the sample is not updated at this point and will remain at the POS (postponed) stage until successful collection.

If the labels have already been printed and collection is unsuccessful, it is suggested that this is noted in the GP system and a note is put in the red specimen transport box stating which samples could not be collected.

### **4. What about patients that must be sent to the hospital for phlebotomy?**

Print a **'Postponed Summary Request Sheet'** for the order and give this to the patient to take to the hospital phlebotomy clinic. This will provide the hospital phlebotomist with all the information they require

### **5. What about patients that arrive for phlebotomy with a hospital request form?**

Collect the sample but do not add the request to the GP system. Put the sample and the form in the red sample collection box and send to the lab.

You will need to hand-write the patient details on the specimen container

### **6. *What happens when the computers go down?***

If the ICE system goes down you will need to revert back to ordering and collecting the tests using the pre-ICE system.

If the GP system goes down and you cannot access the patient record, please use the manual Kent Pathology Network request forms.

Computer failure may cause a major problem for phlebotomy clinics and these may need to be postponed.

In the case of ICE failure contact the Pathology lab at Maidstone Hospital

### **7. *Where can I get replacement labels for the label printers?***

The replacement Brother QL printer labels can be found on Amazon. Look for **Brother DK-22223 - Thermal paper - Roll (5.0 cm x 30.5 m)** or order from wherever you can get the best price.

### **8. *Do I have to take responsibility for the results of a hospital request that I have downloaded into my GP system from ICE if I have not made the request?***

ICE offers the benefit of allowing GPs to download hospital pathology reports into the GP system to maintain a complete pathology record for the patient. It is the opinion of the Pathology department at MTW NHS Trust that responsibility for dealing with pathology reports lies with the original requestor, or a designated colleague. The ability to download these reports is for information only.