

Pathology Department

Sunquest ICE GP Order Communications User Guides

**GP PRACTICE
USER GUIDE
FOR
InPS Vision
& Sunquest ICE**

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1. Making the First Request from VISION

1. Find the patient within VISION in the usual manner
2. Enter the consultation screen
3. Select **ADD** from top menu bar
4. Select **Requests** from drop-down list
5. Select **Electronic requests**
6. The following screen appears asking for a username and password.

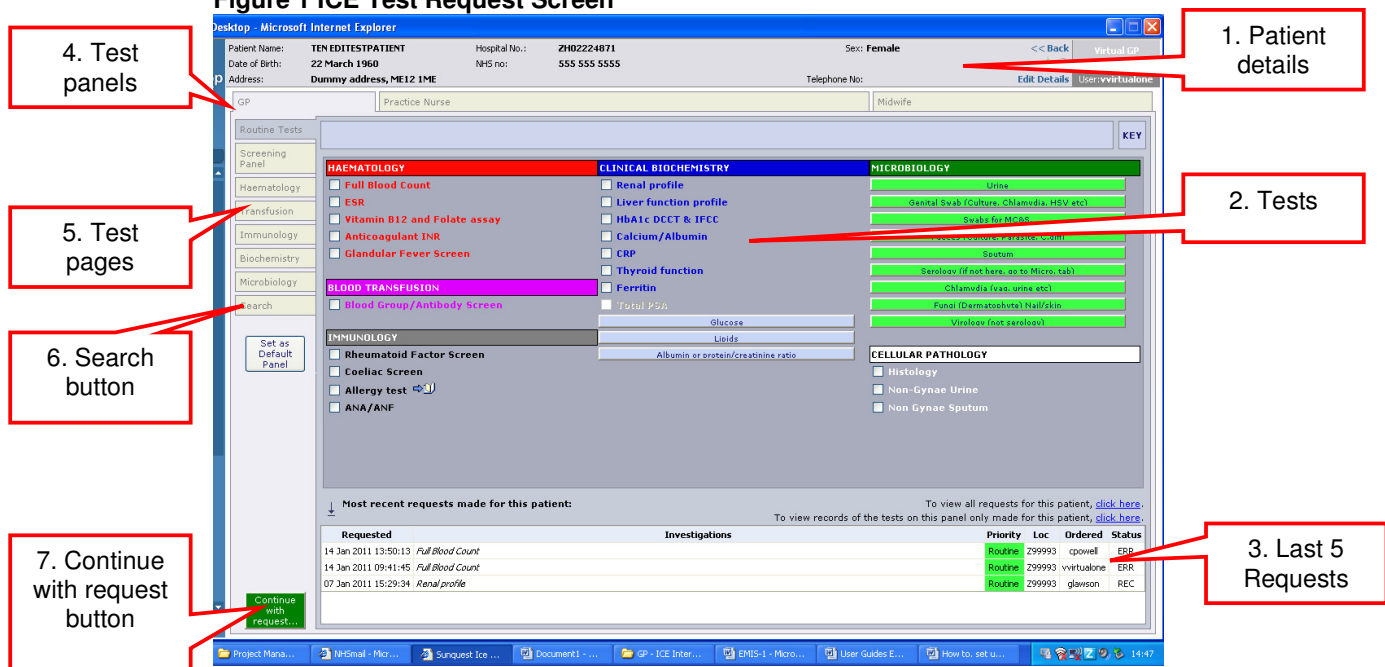
The screenshot shows a Windows-style dialog box titled "Electronic Test Requesting - Select System and Account". The dialog has a blue title bar and a light beige background. At the top, there is instructional text: "Please select the required Test Request system and service, then provide your account details below. For details of how to obtain account details and more information on Electronic Test Requesting please press Help." Below this, there is a section titled "Please select the Test Request system and service" containing a dropdown menu with "ICE - Bath - Online Request" selected, and two checkboxes labeled "Show All" and "Default". Below this is a "Select Service:" label followed by a dropdown menu showing "Order Test". The next section is titled "Enter personal account details" and contains three input fields: "User Name:" with the text "G9999998", "Password:" with masked characters, and "Reenter Password:" with masked characters. To the right of the "User Name" field is an "Edit" button. Below the input fields is a "Save Details" section with three radio buttons: "Save these details for my own personal use" (selected), "Allow these details to be used by all practice members", and "Do not save details (prompt me on each access)". At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

7. Enter your username and password – this is obtainable from your Practice Manager and has been issued by MTW Pathology
Once this password has been accepted you will not be asked for this again.
8. Internet Explorer opens and the ICE request page is displayed

2. Placing a Request

1. Find the patient within VISION in the usual manner
2. Enter the consultation screen
3. Select **Add** from top menu bar
4. Select **Requests** from drop-down list
5. Select **Electronic requests**
6. The **electronic test requesting screen** appears (see above)
7. Click on **OK**
8. Internet Explorer opens to display the ICE request page. Patient demographics are automatically transferred from VISION to ICE

Figure 1 ICE Test Request Screen



Navigating Around the Test Request Screen

1. **Patient Details** -these are pulled from VISION
2. **Tests** – click on the test name or tick box to select a test
3. **Last 5 requests** – details of the last 5 requests made for this patient on ICE.
4. **Test panels** – designed for GP, Practice Nurse, Midwife and Reception. These display the commonly requested tests from Primary Care
5. **Test Pages** – designed to display additional tests that can be requested for each pathology discipline
6. **Search button** – for use if you cannot find a particular test
7. **Continue with request button** – click on this to move to next screen

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There is also a **Services** menu bar which will allow you to navigate around the ICE environment. This will allow you to view reports & previous requests for individual patients & for the practice, depending on your permissions level.

ICE Test Request Screen

The ICE test request screen is composed of 3 different areas

1. Headers

These are headers for a group of related tests

Figure 2 ICE Header



2. Individual Tests

These are individual test that can be selected by clicking either on the test name or in the tick box.

Hovering over the test name will highlight any help text that has been associated with that test. This will be displayed in a yellow banner.

Figure 3 Individual Test



3. Test Collections

These are collections of related tests. Selecting a test collection will take you to another screen with a list of the individual tests from which you can make your selection

For example – Selecting a Urine test collection under the Microbiology header will present you with the following screen

Figure 4 Test Collection

The screenshot shows the 'Test Collection' screen in the Sunquest ICE GP Order Communications User Guide. The screen is titled 'Test Collection' and displays patient information at the top: Patient Name: TEN EDITESTPATIENT, Date of Birth: 22 March 1960, Address: Dummy address, ME12 1ME, Hospital No.: ZH02224071, NHS no: 555 555 5555, Sex: Female, Telephone No: . The screen is divided into two main sections: 'Routine Tests' and 'Screening Panel'. The 'Routine Tests' section lists various tests with checkboxes: Urine for MC&S, Urine for Schistosoma ova, AAFB (TB) MC&S (eg. sputum, urine etc), Chlamydia Ag (PCR), and Chlamydia & Gonorrhoea (PCR). The 'Screening Panel' section contains a 'Deselect All' button and 'Ok' and 'Cancel and Return' buttons. Below the test collection, there is a section titled 'Most recent requests made for this patient:' which contains a table of recent requests. The table has columns for 'Requested', 'Investigations', 'Priority', 'Loc', 'Ordered', and 'Status'. The table lists three requests: 14 Jan 2011 13:50:13 Full Blood Count, 14 Jan 2011 09:41:45 Full Blood Count, and 07 Jan 2011 15:29:34 Renal profile. The 'Requested' column also includes the date and time. The 'Investigations' column lists the test name. The 'Priority' column shows 'Routine' for all three. The 'Loc' column shows 'Z99993' for all three. The 'Ordered' column shows 'cpowell', 'virtualone', and 'glawson' respectively. The 'Status' column shows 'ERR', 'ERR', and 'REC' respectively. At the bottom left of the screen, there is a green button labeled 'Continue with request...'. The screen is displayed in a Microsoft Internet Explorer browser window.

| Requested | Investigations | Priority | Loc | Ordered | Status |
|---------------------------------------|----------------|----------|--------|------------|--------|
| 14 Jan 2011 13:50:13 Full Blood Count | | Routine | Z99993 | cpowell | ERR |
| 14 Jan 2011 09:41:45 Full Blood Count | | Routine | Z99993 | virtualone | ERR |
| 07 Jan 2011 15:29:34 Renal profile | | Routine | Z99993 | glawson | REC |

You may then select the individual test required from this screen.

Selecting a Test

Once you have selected a test the following may occur:

1. Nothing – A tick appears beside the test. You must then click on the Green **Continue with request** button at the bottom left-hand corner of the screen
2. A pop-up box requesting more information will appear. This is particularly for Microbiology requests. These questions have been designed to gather as much information as possible & reduce the requirement for free-texting.

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Figure 5 Further info pop-up box

The screenshot shows the Sunquest ICE GP Order Communications interface. A 'Set Specialties' pop-up box is open, displaying a list of specialties and a table of recent requests. The pop-up box has a title bar 'Set Specialties -- Web Page Dialog' and a close button. It contains a 'mic-uri-panel' with a 'mic-uri-st-test' section. The 'mic-uri-st-test' section has a dropdown menu for 'Urine' and a 'Specify type of urine sample' dropdown. Below this is a 'mic-uri-cd-test' section with a 'Please state relevant clinical details' dropdown. At the bottom is a 'mic-preg-quest' section with a radio button for 'Is the patient pregnant?' and 'Yes'/'No' options. The background interface shows a patient record for 'TEN EDITESTPATIENT' with a date of birth of '22 March 1960'. The 'Screening Panel' is visible on the left, and a table of 'Most recent requests made for this patient' is at the bottom.

| Requested | Investigations | Priority | Loc | Ordered | Status |
|----------------------|------------------|----------|-----|---------|--------|
| 14 Jan 2011 13:50:13 | Full Blood Count | | | | |
| 14 Jan 2011 09:41:45 | Full Blood Count | | | | |
| 07 Jan 2011 15:29:34 | Renal profile | | | | |

- For time restricted tests a warning box will appear stating that the test has been previously requested with the opportunity either to continue with the request or to delete the request. If this test has a result from a previous request you will be given the option to view that result

Figure 6 Warning box

The screenshot shows the Sunquest ICE GP Order Communications interface. A 'Test previously requested' warning box is open, displaying a message: 'HbA1c DCCT & IFCC previously requested at 17/02/2011 11:23. Do you want to continue?'. The box has 'Yes' and 'No' buttons. The background interface shows a patient record for 'FOURTEEN EDITESTPATIENT' with a date of birth of '05 July 1939'. The 'Screening Panel' is visible on the left, and a table of 'Most recent requests made for this patient' is at the bottom.

| Requested | Investigations | Priority | Loc | Ordered | Status |
|----------------------|-------------------|----------|--------|---------|--------|
| 17 Feb 2011 11:23:43 | Cortisol | Routine | Z99993 | cpowell | REQ |
| 17 Feb 2011 11:23:18 | HbA1c DCCT & IFCC | Routine | Z99993 | cpowell | REQ |
| 17 Feb 2011 11:22:53 | Renal profile | Routine | Z99993 | cpowell | REQ |
| 03 Feb 2011 10:11:31 | Urine for MC&S | Routine | Z99993 | cpowell | ERR |
| 03 Feb 2011 09:57:33 | Urine for MC&S | Routine | Z99993 | cpowell | ERR |

Clicking on the date/time of the previous request will display any reports that are available for that test.

Searching for a Test

The majority of tests requested in General Practice can be found either on the user panels (arranged horizontally across the top of the request) or on the discipline specific pages (arranged vertically down the left-hand side of the request)

If you cannot find a particular test on any of the test pages you can use the search facility.

The Search button is found at the bottom of the horizontal tabs. Clicking on this brings up the search function. Type in the test you wish to find (limit the number of characters to 3 to take account of any spelling anomalies) and then click on the Search button (you may need to scroll down the page to find this, depending on your screen resolution).

A list of tests will appear that you can then select in the usual manner.

Figure 7 Using the Search Function

The screenshot shows the Sunquest ICE GP Order Communications web application. The patient information header at the top includes: Patient Name: TEN EDITESTPATIENT, Hospital No.: ZH02224871, Sex: Female, Date of Birth: 22 March 1960, NHS no: 555 555 5555, Address: Dummy address, ME12 1ME, Telephone No: [blank]. The left-hand navigation menu lists various test categories: Routine Tests, Screening Panel, Haematology, Transfusion, Immunology, Biochemistry, Microbiology, and Search. The Search function is active, showing a search input field with the text 'HBA', search options (Tests, Test Collections), search in (this panel only, all tests/collections), search type (descriptions, codes, descriptions & codes), and search for text (Anywhere in name, From the start of the name). The search results show two tests: Haemoglobin A2 level and HbA1c DCT & IFCC. Below the search results, there is a table of most recent requests made for this patient.

| Requested | Investigations | Priority | Loc | Ordered | Status |
|----------------------|-------------------------|----------|--------|------------|--------|
| 17 Feb 2011 16:02:28 | LBC sample for Cytology | Routine | 299993 | virtualone | REQ |
| 14 Jan 2011 13:50:13 | Full Blood Count | Routine | 299993 | cpowell | ERR |
| 14 Jan 2011 09:41:45 | Full Blood Count | Routine | 299993 | virtualone | ERR |
| 07 Jan 2011 15:29:34 | Renal profile | Routine | 299993 | glawson | REC |

If you cannot find the appropriate test please telephone the laboratory and ask to speak to a senior scientist.

Clinical Biochemist: 01892 35913

Blood Science Lab: 01622 24460 & ask to speak to a senior scientist

3. Completing a Request

1. Select all the tests you require for the patient
2. Click on the Green **Continue with Request** button
3. You are now presented with the Request Details Screen

Figure 8 Request Details Screen

Desktop - Microsoft Internet Explorer

Patient Name: TEN EDITESTPATIENT Hospital No.: ZH02224071 Sex: Female
Date of Birth: 22 March 1960 NHS no: 555 555 5555
Address: Dummy address, ME12 1ME Telephone No: [empty]

Please complete the following details regarding your request. Once you have completed the details, click the 'Accept Request' button to continue or 'More Tests' to add more tests. Fields with a shaded background are mandatory.

General Details:

User: vvirtualone
Bleep / Contact No: [empty]
Requesting Consultant / GP: Virtualone, Dr Virtualone
Location: Virtual GP Practice

Global Clinical Details:

free text clinical details [empty]

Category: NHS

Order Details:

Haematology

Tests in this order: Full Blood Count

☐ Send patient to practice phlebotomist
☒ Print form/label
☐ Please telephone results
Priority: Routine

Sample collection options:

☒ Collect sample now
☐ Phlebotomist to collect sample
☐ Patient to provide sample

Biochemistry

Tests in this order: Renal profile

☐ Send patient to practice phlebotomist
☒ Print form/label
☐ Please telephone results
Priority: Routine

Sample collection options:

☒ Collect sample now
☐ Phlebotomist to collect sample
☐ Patient to provide sample

More Tests Accept Request Review

Left-hand Side of the Screen

Here you find the requestor details

- **User** – this will be pre-populated with the user making the request
- **Bleep/Contact No** – This can be entered if required. However it will be **mandatory** if the 'Please Telephone Results' box is ticked or the priority is **Urgent**
- **Requesting Consultant/GP** – This will be automatically completed if you are ordering in your own right. If you are placing an order on behalf of another user you will need to select that user from the drop-down list
- **Location** – This will be automatically completed with the Practice name.
- **Global Clinical Details** – This is an area where you may type in any further information that has not been previously captured. This is a non-mandatory field and will take up to 100 characters. However, please be aware that the Laboratory system can only accept the first 35 characters!
- **Category** – Please select either NHS or Private

Right-hand Side of the Screen

Here you will find the specific order details for each of the laboratory disciplines

Figure 9 Order Details

The screenshot displays the 'Order Details' section of the Sunquest ICE GP Order Communications interface. It is divided into two main panels: 'Biochemistry' and 'Haematology'. Each panel contains a list of tests, checkboxes for 'Postpone sample: To be collected at phlebotomy', 'Print form/label', and 'Please telephone results', a 'Priority' dropdown menu (set to 'Routine'), and 'Sample collection options' with radio buttons for 'Collect sample now' (selected) and 'Patient to provide sample'.

Order Details:

Biochemistry
Tests in this order: Liver function profile
☐ Postpone sample: To be collected at phlebotomy
☒ Print form/label
☐ Please telephone results
Priority: Routine
Sample collection options:
☒ Collect sample now
☐ Patient to provide sample

Haematology
Tests in this order: Full Blood Count, ESR
☐ Postpone sample: To be collected at phlebotomy
☒ Print form/label
☐ Please telephone results
Priority: Routine
Sample collection options:
☒ Collect sample now
☐ Patient to provide sample

There is a choice of 3 collection options available at this stage of the requesting process.

1. Postpone Sample: To be collected at phlebotomy

Selecting this option will postpone the completion of the request until the phlebotomist has collected the sample. Selecting this option overrides any defaults

2. Collect Sample Now

This is the default option for specimen collection at the time of consultation.

This will print a form and a label for Microbiology, Cellular Pathology, Cytology & Blood Transfusion requests
This will print only a label for Haematology, Biochemistry & Immunology requests

The date/time collected will be printed on the label

3. Patient to Collect Sample

To be used when the patient will collect their own sample (eg urine, stool)

This will print a form and label

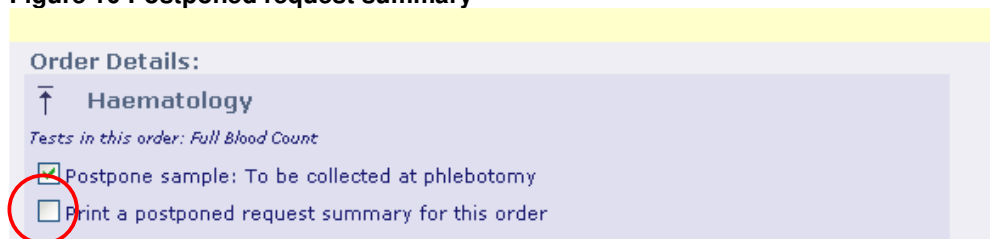
The date/time collected will not be printed on the label & will need to be added by the patient once the specimen has been taken.

NOTE: Pathology at MTW NHS Trust has taken the decision not to have physical request forms for Haematology, Biochemistry & Immunology samples.

Postponed Request Summary

If your patients wish to have a form to take with them to phlebotomy you may select the ***'Print a postponed request summary for this order'*** option

Figure 10 Postponed request summary

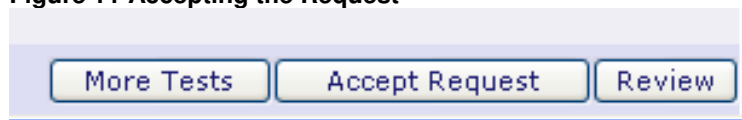


A sheet of A4 will print with the patient details and tests requested with a large box for additional, hand-written, information.

Accepting the Request

Once the order details have been completed for each discipline there are 3 further options:

Figure 11 Accepting the Request



1. **More Tests** – Click on this to select more tests
2. **Accept Request** – This completes the request & takes you to the printing screen
3. **Review** – Allows you to review the tests requested on a summary screen. This will also allow you to view the specimen containers required for the tests by showing a print preview of the label as follows:
 - **Select Review**
The review screen appears

4. Printing a Request

Printing is dependent upon the specimen collection option that has been selected.

1. Send Patient to Practice Phlebotomist

No print. Selecting this option will override all defaults

2. Collect Sample Now

Label only prints for Haematology, Biochemistry & Immunology requests

Label and form print for Microbiology, Blood Transfusion, Cellular Pathology and Cytology
Date & time of collection prints on the label & form

3. Patient to collect sample

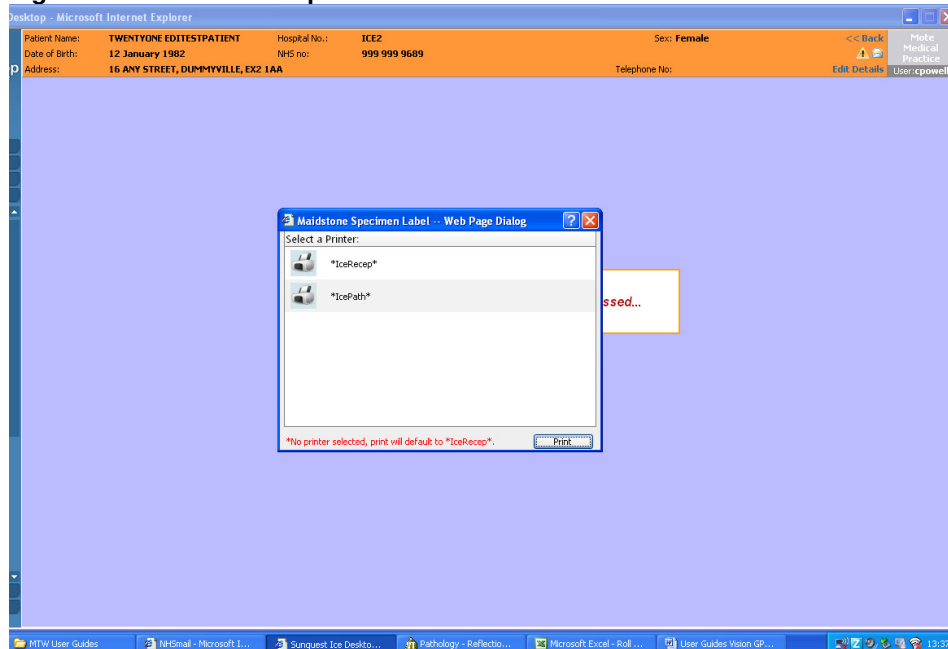
Label & form will print.

The date & time of collection will need to be written on the label & the form by the patient.

Printing a Label

The following screen will appear

Figure 15 Label Printer Options

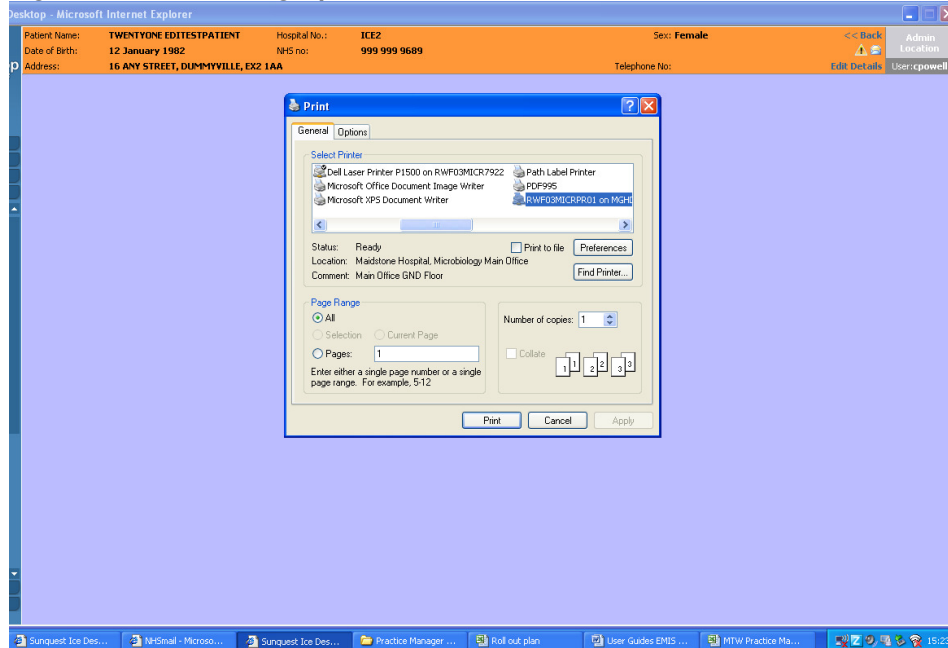


- Select the printer named ***IcePath*** to print locally
- Select the printer named ***IceRecep*** to print to a shared printer (often located at reception)

Printing a Form

When printing a form a Windows printer box will appear.
Select the A4 printer you require from your Practice list

Figure 16 Form Printing Options



Once printing is complete you will be asked to click on a ***Proceed*** button to complete the transaction and return to **VISION**

5. Collecting a Specimen at Phlebotomy

1. Single Discipline Requests

1. Log on to VISION and select the patient
2. Select the **Journal** option
3. Click on the appropriate test for collection
4. **Right click** on the request
5. Select **Edit** from drop-down list – the Vision Request box appears
6. Select **Order** from the task bar of the Request box – the Electronic Order update sample box will appear
7. Click on **OK**
8. You will now enter the ICE Request Completion Summary Screen

Figure 17 Request Completion Summary Sheet

The screenshot shows a web application interface for a medical request completion summary. The browser window title is "Desktop - Microsoft Internet Explorer". The page has a header section with patient information: Patient Name: Ms FIVE EDITPATIENT, Hospital No.: ICE447, Sex: Female, Date of Birth: 06 November 1985, NHS no: 999 999 9506, Address: No Address Given, Maidstone, Telephone No: [blank]. There are navigation links: << Back, Admin Location, Edit Details, and User:cpowell.

The main content area is divided into two columns. The left column is titled "General Details" and contains the following information: Username: G9011791, Bleep / Contact No: [blank], Requesting Consultant / GP: Dr R Fernando (G9011791), Location: The College Practice, Clinical Details: unwell, Priority: Routine (highlighted in green), Telephone Results: No, ICEMail Results: No, Category: NHS, Sample Containers Required: 1 x 4mL Purple top EDTA Haem. Below this is a section titled "Additional Information" with a sub-section "Examination(s) Requested" containing the text "Full Blood Count".

The right column is titled "Haematology" and contains the following information: Tests in this order: Full Blood Count, a checked box for "Print form/label", and a section titled "Sample collection options:" with three radio buttons: "Collect sample now" (selected), "Phlebotomist to collect sample", and "Patient to provide sample". At the bottom of this column are two buttons: "Accept Request" and "Cancel".

The taskbar at the bottom of the browser window shows several open applications: Sunquest Ice ..., NHSmail - Mail..., Sunquest Ice ..., Practice Mana..., Roll out plan, User Guides E..., HTW Practice ..., and Unquest Tru...

9. Check the bottles required and prepare them ready for use
10. Check patient details with patient
11. Collect blood
12. Click on **Accept Request**
13. Print labels by selecting the appropriate printer
14. Click on **Proceed** – you will now be transferred back to Vision
15. Attach labels to bottles. Make sure that the label is attached lengthways along the bottle and is tight up against the lid (without actually sticking to it)

2. Multiple Discipline Requests

Each pathology discipline (Haematology, Biochemistry, Microbiology etc) is set up in ICE as an individual Provider. This will mean that requests for blood tests, for example, for Haematology and Biochemistry are treated by ICE as separate requests on one order.

1. Log on to VISION and select the patient
2. Perform steps 2 – 7 above
3. A list of samples to be taken appears

Figure 15 - Multiple Discipline List of requests

The screenshot shows the Sunquest ICE web application interface. At the top, patient details are displayed: Patient Name: TWO EDITESTPATIENT, Hospital No.: ICE444, Sex: Female, Date of Birth: 29 February 1964, NHS no: 999 999 9476, Address: NO ADDRESS GIVEN, MAIDSTONE, Telephone No: [blank]. The user is logged in as cpowell. Below this, the 'Requests By Patient' section is visible. It includes a dropdown for 'Sample type' set to '[All sample types]' and a 'Status' dropdown set to 'Postponed'. A table lists the requests:

| Date/Time Requested | Sample Collection | Investigations (Request Comments, Clinical Details) | Lec | Ordered By | Status |
|---------------------|-------------------|--|--------|------------|--------|
| 21 Mar 2011 15:59 | | F - Full Blood Count | Z99993 | cpowell | POS |
| 21 Mar 2011 15:59 | | EC - Renal profile HBAID - HBAID: DCCT & IPCC LFR - Liver function profile | Z99993 | cpowell | POS |

At the bottom of the page, there are navigation buttons: '<< Previous Page', 'Print Summary', and 'Next Page >>'. The taskbar at the bottom shows various open applications including Sunquest Ice, Pathology - R..., NHSmail - Micro..., MTW User Guide, Microsoft Excel, User Guides W..., and Microsoft PowerPoint.

4. Note the tests requested and prepare the correct bottles
5. Select the first test
6. Check patient details with patient
7. Collect blood in all bottles
8. Click on **Accept Request** to print labels for first test
9. Once this label has printed, click on the **Services** menu
10. Select **Patient Sample Queue** from the drop down list
11. Repeat as required for the number of requests placed
12. Once all labels have printed Click on **Proceed** to return to VISION
13. Attach labels to bottles as above

6. To Add or Delete Tests

Once you have made an electronic request in ICE, you may add or delete tests up to the point of specimen collection. Any changes made to a request in ICE will be written back to VISION. However, if a request is amended or deleted in VISION, this is not updated in ICE.

Add/Delete Tests in ICE

1. Select request in VISION
2. Right click and select **EDIT** from drop-down list
3. Select **OK** – note that the **Select Service** field on the **Electronic test requesting** screen shows **Update Test**
4. Select **Patient request list** from the services menu – a list of requests appear for the selected patient
5. Check the status of the test you wish to update
 - **POS** – specimen yet to be collected
 - **REQ** – specimen collected
 - **REC** – specimen received in laboratory
6. Highlight the test required for updating
7. Left click
8. Select **EDIT** to add another test or **DELETE** to delete the test

NB Once the specimen has been collected it is advised that you contact the laboratory to discuss the addition of any other tests to the request.

7. Viewing a Patient Report

Reports may be viewed in VISION in the normal manner. However, ICE will also display reports generated in the hospital in addition to those tests requested at the surgery. These can then be downloaded, at the GPs discretion, into the GP electronic patient record to provide a complete pathology record.

1. Select patient in VISION
2. In consultation manager select **ADD – REQUESTS – ELECTRONIC REQUESTS**
3. From **Select Services box** select **Patient Report List** by using the drop-down arrow

Figure 19 Select Service

Electronic Test Requesting - Select System and Account

Please select the required Test Request system and service, then provide your account details below. For details of how to obtain account details and more information on Electronic Test Requesting please press Help.

Please select the Test Request system and service

☒ ICE Test Provider ☐ Show All ☐ Default

Select Service: **Patient Report List**

Enter personal account details

User Name: G9999998

Password:

Reenter Password:

Save Details

☒ Save these details for my own personal use
☐ Allow these details to be used by all practice members
☐ Do not save details (prompt me on each access)

4. Click on **OK**
5. The Patient Report list appears showing all the reports available for the selected patient

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Figure 20 Patient report list

The screenshot shows a web application interface for viewing patient reports. At the top, patient information is displayed: Patient Name: TWENTYONE EDITSPATIENT, Hospital No.: ICE2, Sex: Female, Date of Birth: 12 January 1982, NHS no: 999 999 9689, Address: 16 ANY STREET, MADE UP TOWN, DUMMYPVILLE, FAKE COUNTY, EX2 1AA, Telephone No: [blank]. Below this is a search and filter section with dropdowns for Location (All locations), Filter by specialty (All specialties), and Clinician (All clinicians). There are also radio buttons for 'Show reports up to' (25/02/2011) and 'Show reports from' (20/02/2011). A 'Print' button and a 'Show All reports' button are also present. Below the search section is a table of reports. The table has columns: Investigation, Requested By, Location, Sample Number, Sample Collected, Sample Received, Report Date, and Status. The table lists various tests such as Mycology MC&S, Chlamydia Ag, Microbiology, etc., with their respective results and dates. At the bottom of the screen, there is a taskbar with several icons and a system clock showing 16:43.

| Investigation | Requested By | Location | Sample Number | Sample Collected | Sample Received | Report Date | Status |
|----------------------|--------------------------|---------------------|----------------|------------------|-----------------|-------------------|--------|
| Mycology MC&S | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900250.G | 18 Feb 2011 | 18 Feb 2011 | 25 Feb 2011 12:30 | UN |
| Chlamydia Ag | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900252.E | 18 Feb 2011 | 18 Feb 2011 | 25 Feb 2011 11:45 | UN |
| Microbiology | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900066.Q | 17 Jan 2011 | 17 Jan 2011 | 25 Feb 2011 11:45 | UN |
| Chlamydia Ag | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900065.Z | 17 Jan 2011 | 17 Jan 2011 | 25 Feb 2011 11:45 | UN |
| Gen Swab MC&S | Dr Virtualone Virtualone | Virtual GP Practice | M,11.1000511.S | 21 Jan 2011 | 21 Jan 2011 | 25 Feb 2011 11:00 | UN |
| HbA1c DCCT & IFCC | Dr Virtualone Virtualone | Virtual GP Practice | B,11.8000337.C | 28 Jan 2011 | 31 Jan 2011 | 23 Feb 2011 12:15 | UN |
| HbA1c DCCT & IFCC | Dr Virtualone Virtualone | Virtual GP Practice | B,11.8000406.R | 17 Feb 2011 | 17 Feb 2011 | 22 Feb 2011 10:30 | UN |
| C.diff Toxin | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900245.L | 18 Feb 2011 | 18 Feb 2011 | 19 Feb 2011 12:00 | UN |
| Staphy MC&S | Dr Virtualone Virtualone | Virtual GP Practice | M,11.3040092.Q | 18 Feb 2011 | 18 Feb 2011 | 18 Feb 2011 14:30 | UN |
| Cortisol (bedmanAcc) | Dr Virtualone Virtualone | Virtual GP Practice | B,11.8000407.D | 17 Feb 2011 | 18 Feb 2011 | 18 Feb 2011 14:30 | UN |
| Microbiology | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900238.J | 11 Feb 2011 | 11 Feb 2011 | 16 Feb 2011 10:30 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000216.V | 15 Feb 2011 | 15 Feb 2011 | 15 Feb 2011 11:30 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000213.F | 15 Feb 2011 | 15 Feb 2011 | 15 Feb 2011 11:30 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000215.M | 15 Feb 2011 | 15 Feb 2011 | 15 Feb 2011 11:15 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000212.P | 15 Feb 2011 | 15 Feb 2011 | 15 Feb 2011 11:15 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000217.R | 15 Feb 2011 | 15 Feb 2011 | 15 Feb 2011 10:45 | UN |
| FBC (Maidstone) | Dr Virtualone Virtualone | Virtual GP Practice | H,11.7000211.Y | 14 Feb 2011 | 14 Feb 2011 | 14 Feb 2011 18:30 | UN |
| MRSA Screen | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900241.K | 11 Feb 2011 | 11 Feb 2011 | 11 Feb 2011 14:45 | UN |
| Gen Swab MC&S | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900239.B | 11 Feb 2011 | 11 Feb 2011 | 11 Feb 2011 14:45 | UN |
| "HVS" MC&S | Dr Virtualone Virtualone | Virtual GP Practice | M,11.9900237.K | 11 Feb 2011 | 11 Feb 2011 | 11 Feb 2011 14:30 | UN |

The reports can be filtered using the search fields at the top of the screen.

6. Click on the report you wish to view
7. The full report is displayed

Figure 21 Full report

The screenshot shows a web application interface for viewing a full report. At the top, patient information is displayed: Patient Name: TWENTYONE EDITSPATIENT, Hospital No.: ICE2, Sex: Female, Date of Birth: 12 January 1982, NHS no: 999 999 9689, Address: 16 ANY STREET, MADE UP TOWN, DUMMYPVILLE, FAKE COUNTY, EX2 1AA, Telephone No: [blank]. Below this is a navigation bar with buttons: <, >, Cumulative, Back, Print, Audit Trail, File, ICEMail. The main section is titled 'Reported' and shows a table with columns: Specialty, Location, Clinician, and Status. The table lists a report for 'General Pathology' at 'Virtual GP Practice' by 'Dr Virtualone Virtualone (General Practice)' with status 'UN'. Below the table is a section for 'Sample H,11.7000216.V (BLOOD) Collected 15 Feb 2011 09:28 Received 15 Feb 2011 10:22'. The section is titled 'FBC (Maidstone)' and contains a table of results. The table has columns: Test, Result, Units, and Reference Range. The results are as follows:

| Test | Result | Units | Reference Range |
|----------------------|--------|----------------------|-----------------|
| Haemoglobin (Maid) | 11.3 | g/dL | 11.5 - 16.5 |
| White count (Maid) | 6.30 | *10 ⁹ /L | 3.40 - 11.00 |
| Platelet count | 328 | *10 ⁹ /L | 140 - 450 |
| Haematocrit | 0.395 | | 0.350 - 0.470 |
| Red count (Maid) | 3.54 | *10 ¹² /L | 3.90 - 5.40 |
| Mean Cell Vol (Maid) | 111.6 | fL | 80.0 - 102.0 |
| Mean Cell Hb (Maid) | 31.9 | pg | 26.0 - 32.0 |
| MCHC (Maidstone) | 28.6 | g/dL | 30.0 - 36.0 |
| RDW | 17.5 | % | 11.0 - 16.0 |
| Neutrophils | 4.90 | *10 ⁹ /L | 1.70 - 8.00 |
| Lymphocytes | 1.10 | *10 ⁹ /L | 1.00 - 4.00 |
| Monocytes | 0.20 | *10 ⁹ /L | 0.20 - 1.50 |
| Eosinophils | 0.10 | *10 ⁹ /L | 0.00 - 0.50 |
| Basophils | 0.00 | *10 ⁹ /L | 0.00 - 0.10 |

End of report

The following options are now available:

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- The < and > buttons allow you to move to earlier or later reports for the same test
- The **cumulative** button allows you to view the cumulative results for the selected patient

Figure 22 Cumulative results for a FBC

Desktop - Microsoft Internet Explorer

Patient Name: TWENTYONE EDITESTPATIENT Hospital No.: ICE2 Sex: Female
Date of Birth: 12 January 1982 NHS no: 999 999 9689 Admin Location
Address: 16 ANY STREET, MADE UP TOWN, DUMMYVILLE, FAKE COUNTY, EX2 1AA Telephone No: Edit Details User:cpowell

Date: << < > >> Cumulative Back Print Profile Tests Only View
☐ Match up test results across investigations

IMPORTANT: This is a summary and may not show comments from the original report(s)

| Investigation/Test | Range | Units | Reported | | | | | |
|----------------------|-----------------|----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| | | | 26 Jan 2011 11:34 | 10 Feb 2011 09:16 | 14 Feb 2011 17:33 | 15 Feb 2011 09:26 | 15 Feb 2011 09:28 | 15 Feb 2011 09:28 |
| FBC (Maldstone) | | | | | | | | |
| Basophils | (0.00 - 0.10) | *10 ⁹ /L | | | 0.00 | 0.00 | 0.00 | 0.00 |
| Eosinophils | (0.00 - 0.50) | *10 ⁹ /L | | 0.10 | 0.40 | 0.20 | 0.20 | 0.10 |
| Haematocrit | (0.350 - 0.470) | | | 0.360 | 0.368 | *0.511 | 0.428 | 0.395 |
| Haemoglobin (Malds) | (11.5 - 16.5) | g/dL | | *11.1 | 11.5 | 16.0 | 12.6 | *11.3 |
| Lymphocytes | (1.00 - 4.00) | *10 ⁹ /L | | 1.10 | *0.60 | 2.10 | 1.40 | 1.10 |
| MCHC (Maldstone) | (30.0 - 36.0) | g/dL | | 33.1 | 31.3 | 31.3 | *29.4 | *28.6 |
| Mean Cell Hb (Mald) | (26.0 - 32.0) | pg | | 30.5 | 28.2 | 30.7 | 30.1 | 31.9 |
| Mean Cell Vol (Mald) | (80.0 - 102.0) | fL | | 82.0 | 90.2 | 98.1 | *102.1 | *111.6 |
| Monocytes | (0.20 - 1.50) | *10 ⁹ /L | | 0.69 | 0.40 | 0.50 | 0.80 | 0.20 |
| Neutrophils | (1.70 - 8.00) | *10 ⁹ /L | | 8.00 | 3.50 | 4.10 | 4.00 | 4.90 |
| Platelet count | (140 - 450) | *10 ⁹ /L | | 194 | 172 | 214 | 244 | 328 |
| RDW | (11.0 - 16.0) | % | | 14.2 | 15.0 | 14.4 | 14.8 | *17.5 |
| Red count (Malds) | (3.90 - 5.60) | *10 ¹² /L | | *3.56 | 4.08 | 5.21 | 4.19 | *3.54 |
| White count (Mald) | (3.40 - 11.00) | *10 ⁹ /L | | 9.80 | 4.80 | 6.90 | 6.40 | 6.30 |
| TSH (Roche E170) | | | | | | | | |
| | (0.27 - 4.20) | mIU/L | 2.5 | | | | | |

End of report

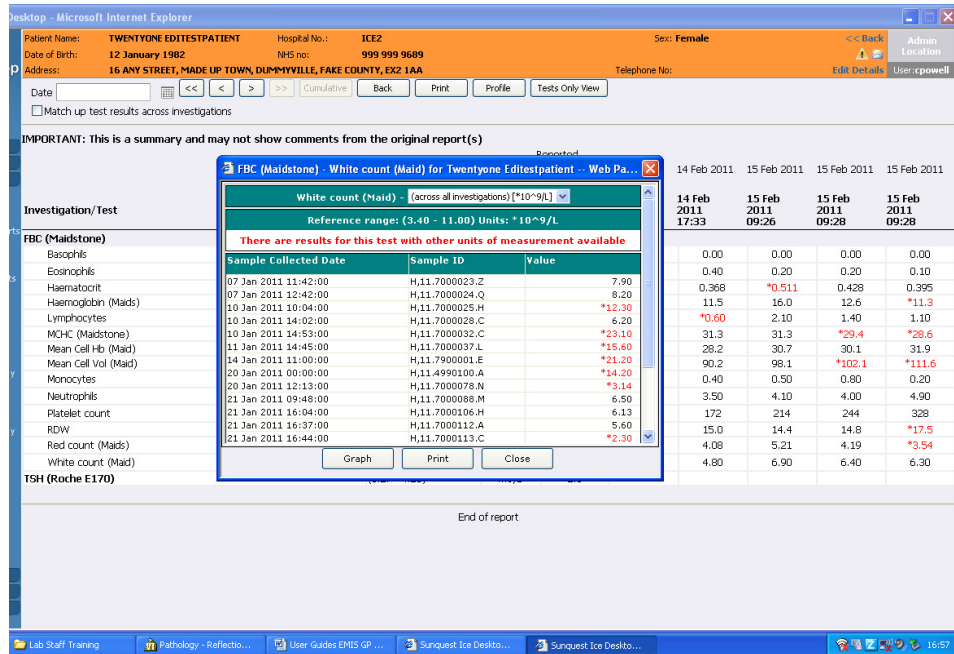
Lab Staff Training Pathology - Reflecto... User Guides EMIS GP ... Sunquest Ice Desktop... Sunquest Ice Desktop... 16:53

This screen displays the patient's results in chronological order. Using the < and > buttons allows you to scroll from left to right across the page to view more sample dates.

- Clicking on a selected test in the left-hand column will display a summary window of the results for that test

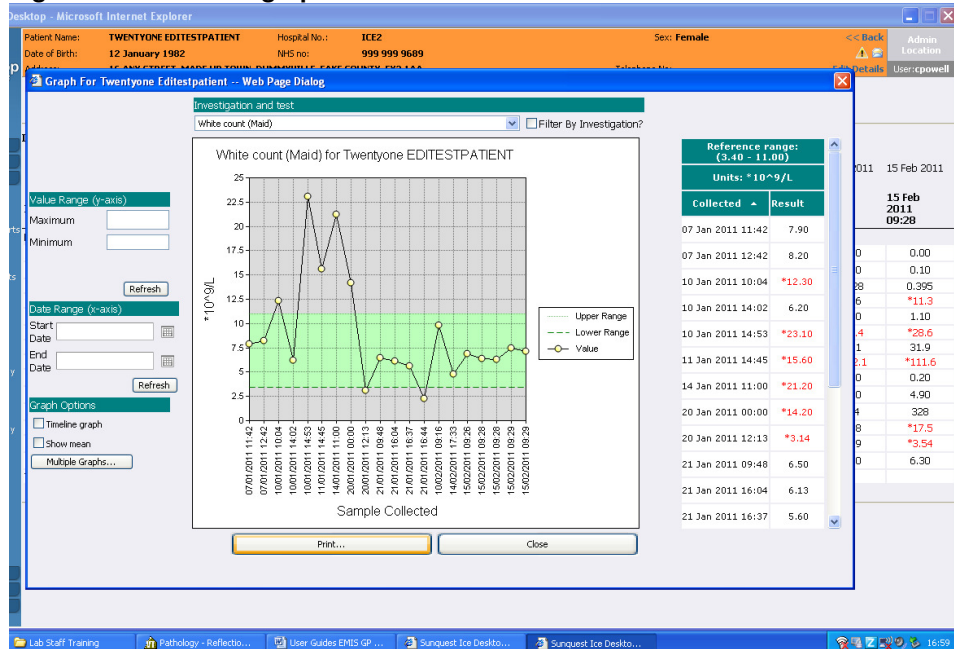
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Figure 23 Test result summary window



- Clicking on the **graph** box in the summary window will display a graph of the results for that test. The reference ranges are shaded green

Figure 24 Test result graph



8. Downloading Hospital Reports

As stated previously, Hospital generated pathology reports can be downloaded from ICE into the GP system. The patient report screen will display a **Download** button on the right-hand side of each report. Clicking on this will mark the report for download and it will be queued for the next scheduled PMIP run.

Appendix A – Setting Up Label Printers (Brother QL Series)

The printer set up must be performed for each PC that will be used for ICE, and the ActiveX component must be installed.

Two printer names will be used

- **IcePath1** for local printing where the label printer is attached to the PC
- **IceRecep1** for use as a shared printer. This will be located at the surgery reception desk

Driver Download

Download the latest label printer driver either

- From the Brother website or
- From the GP practice server or
- From the CD in the printer box – this should be the last option as it may not be the latest version

After downloading the drive, install by either

- Double clicking on the exe file or
- Using the .MSI Microsoft Install file

Local Printer – You will now be instructed to plug in and switch on the local printer

Shared Printer – Go to **Start – Settings – Printers & Faxes**

In Printers & Faxes:

1. Add printer
2. Select **Network printer/attached to other computer**
3. Click on **Next**
4. Find printer using directory
5. Select printer & click on **OK** & complete the wizard

Amending the Printer Settings

This must be performed on each computer with a printer attached.

1. Find the printer in Printers & Faxes
2. Select the printer
3. Click on **Properties**

4. On the **General** tab change the name of the printer
 - IcePath1 for local printer
 - IceRecep1 for shared printer
5. Select **Printing Preferences** button
6. Change paper size to **50mm wide, 33mm long, 3 mm feed & portrait orientation**
7. Click on **OK**
8. Select **Advanced**
9. Click on **Printing defaults**
10. Make same changes as 6 above
11. Click on **OK**
12. Click on **OK**

Shared Printer

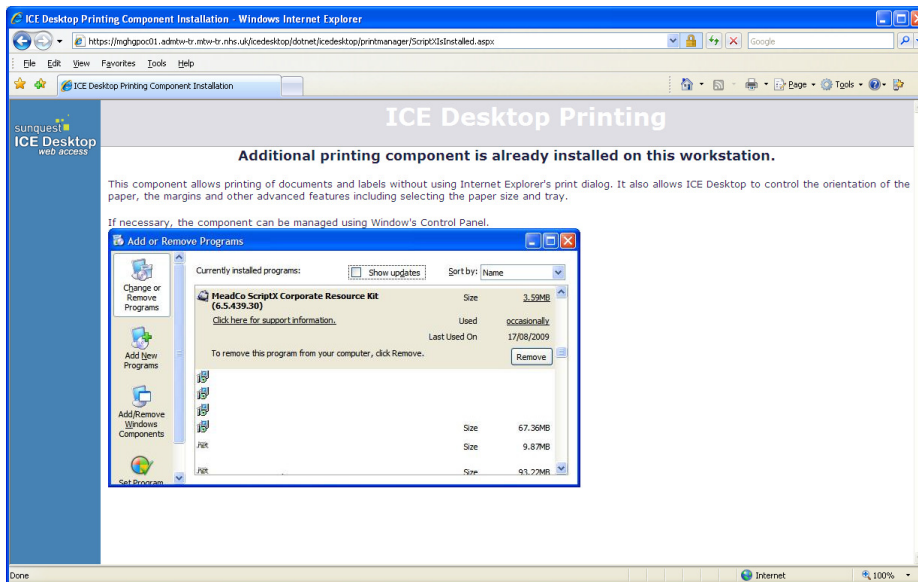
1. Select the correct printer
2. In **Properties**
3. Click on **Sharing** tab
4. Select **Share this printer**
5. Type in share name (IceRecep1)
6. Select **List in directory**

Install the ActiveX Component

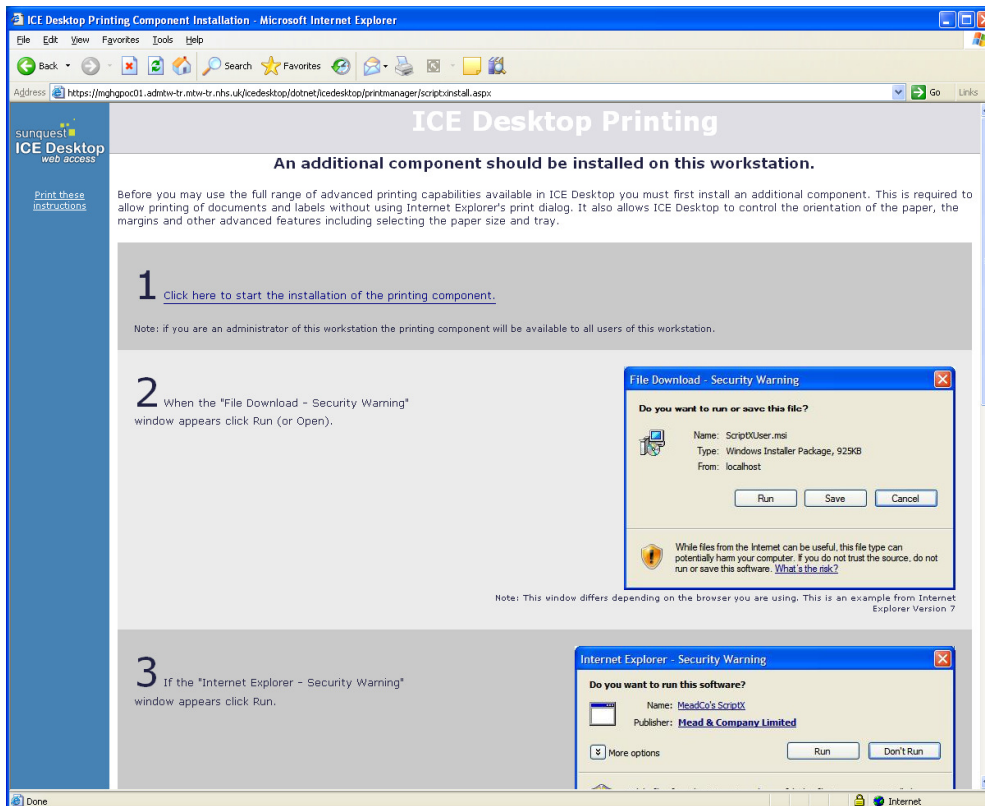
In the address bar of Internet Explorer type <https://mghgpoc01.admtw-tr.mtw-tr.nhs.uk/icedesktop/dotnet/icedesktop/printmanager/scriptxinstall.aspx>

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If the component has already been installed then you will be presented with this screen and you need go no further:



If it has not yet been installed, then follow the instructions from this screen and accept the default at all the prompts:



Appendix B – FAQs

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 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 already been printed and collection is unsuccessful, it is suggested that this is noted in the GP system.

3. *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

4. *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

5. *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

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

The replacement Brother QL printer labels can be found on Amazon Brother DK-22223 - Thermal paper - Roll (50mm x 30.5 m) or from wherever you can get the best price.

7. *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.