NHS

NHS North of Tyne

sunquest ICE

for

systmone
ONEPATIENTONERECORD

A step by step guide to Electronic Pathology Requesting and Reporting for GP Practices using Newcastle Hospitals Pathology Services

The Newcastle upon Tyne Hospitals NHS
NHS Foundation Trust

NHS North of Tyne - 'Working on behalf of Newcastle and North Tyneside Primary Care Trusts and Northumberland Care Trust'

NHS North of Tyne

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SUNQUEST ICE USERS MANUAL

For SystmOne

CONTENTS **Page**

1 TRAINING : AIMS AND OBJECTIVES 4
2 INTRODUCTION TO SUNQUEST ICE 5
3 LOGON PROCEDURE 7
4 REQUESTING 10
Review Recent Test Requests 11
Pathology Requests 13
Common Tests 15
Microbiology 16
Chronic Disease 18
Cell Pathology (Histology & Cytology) 19
Virology/Serology 21
Cervical Cytology 22
Help 24
Search 25
Order Details 27
Collection Options 29
Print the Order 33
Label and Prepare the Samples 35
Summary 38
5 MANAGING REQUESTS 39
Process a postponed request 40
Update a request 42
Edit a request 44
Delete a request 46
Reprint a request 47
Patient Request List 48
6 REPORTING 49
Patient Reports 51
Cumulative Results 55
Profile 59
Individual Test History 60
Graphs 61
Services Menu 64
Other Functions (incl. ICEMail) 66
Download Reports 70
ICE OpenNet 71
Hospital Discharge Summaries 73
7 APPENDICES 74

NHS North of Tyne

SUNQUEST ICE
–
Electronic Pathology Requesting and Reporting

Aim of this manual

This manual is designed to complement the training delivered by the NoT Training Team and to introduce users to SUNQUEST ICE.

Aim of the training project

- To enable all users who will need to make use of the facility to;
  - confidently access and utilize the electronic pathology requesting system, and
  - retrieve and understand reports generated.

Objectives

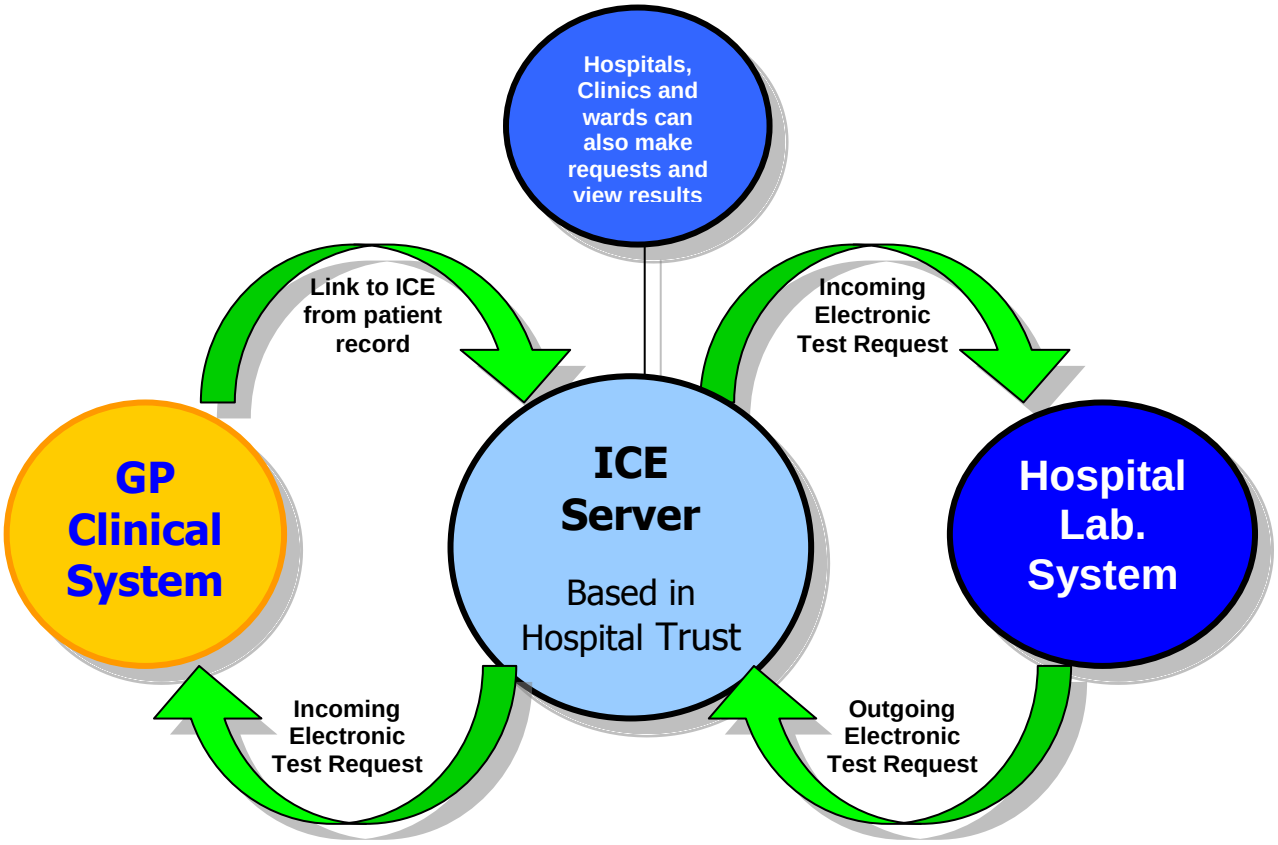
- To introduce users to SUNQUEST ICE Pathology Requesting and Reporting,
- To enable users to:
  - Access the ICE Interface,
  - Make an electronic pathology request and print order forms,
  - Manage changes in an electronic pathology request,
  - View electronic pathology test results and produce pathology reports.

2. INTRODUCTION TO SUNQUEST ICE

The ICE project implemented a system which provides requesting and reporting of pathology results and other communications electronically between GPs, Community Services and Acute Trusts North of Tyne.

Electronic test requesting provides an integrated link directly from the patient record in the practice clinical system to the laboratory system via a secure NHSNet connection. The integrated test requesting functionality automatically captures requesting clinician, location and diagnostic tests, allowing for:

- The pathology request details to be recorded on the patient record.
- The pathology request and/or specimen details to be updated after they have been sent.
- Immediate access to patient results.
- The ability to view outstanding pathology requests.



Other benefits of electronic test requesting ensure that results are always completed as requested and promptly returned and;

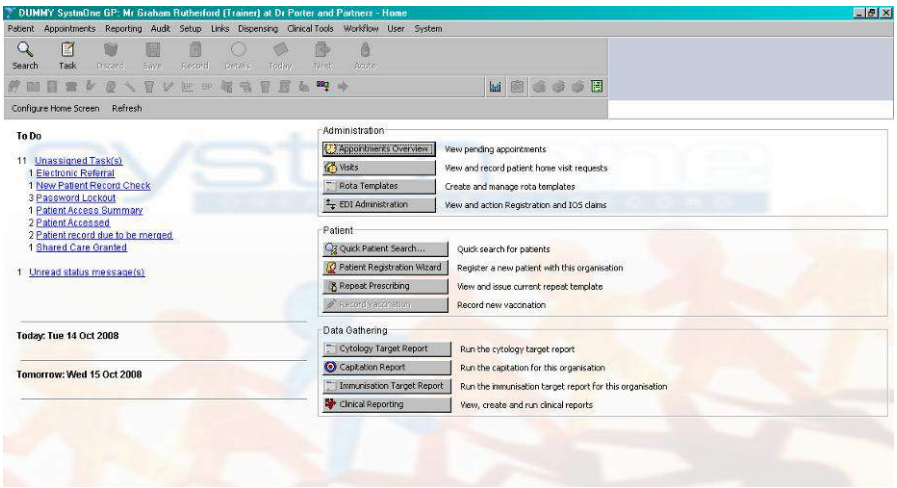
- There is an improvement in data quality as the patient record is more up-to-date, presenting the Clinician with the patient's full diagnostic pathology history for review if required.
- It provides context-based diagnostic advice and prompts the GP to provide pertinent clinical information that may affect the interpretation or selection of Diagnostic Tests.
- It supports the efficient management of patients with long term conditions requiring repeated diagnostic monitoring into the future.
- It significantly reduces the time taken to register a diagnostic request onto the Laboratory Information System
- There is no longer a need to re-key/write out demographic data for each test request thereby avoiding the old transcriptional /legibility issues associated with paper request forms.
- There is a reduction/cessation of ordering duplicate test requests.
- A reduction in errors and mismatches when the result is received in the clinical system.
- It reduces the need to chase results from the laboratory.

The SUNQUEST ICE System

- has been deployed at Northumbria Healthcare NHS Foundation Trust and Newcastle Hospitals NHS Foundation Trust as an individual implementation per organisation.
- is hosted, managed and maintained locally by each organisation.
- is tailored for each clinical system used by GPs. Access to the module is through a dedicated link within the GP clinical information system and provides requesting and reporting linkages into the patient record.

3. LOGON PROCEDURE

Logon to SystmOne as normal



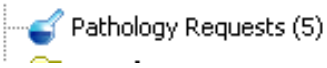
SELECT the Patient by **click**ing on 'Quick Patient Search' or clicking on F10.

Ensure the Pathology Request option is added to the clinical tree within TPP.

In the Clinical Menu on the left hand side of the screen,

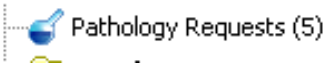
a. **Click** on '[+] Pathology Reports',

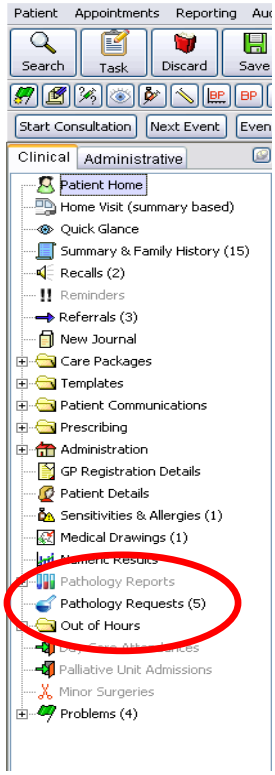
then right **click** on 'Pathology Requests'



or

b. **Click** directly on 'Pathology Requests' if displayed



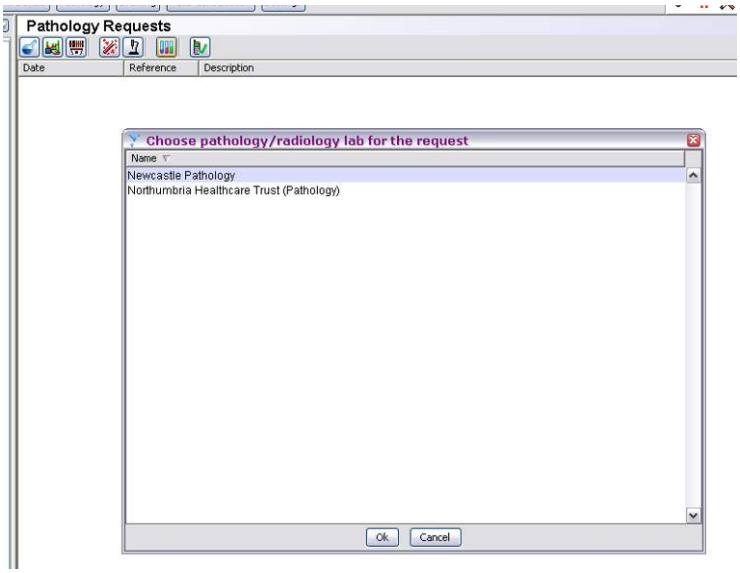


The SystmOne 'Pathology Requests' screen opens.

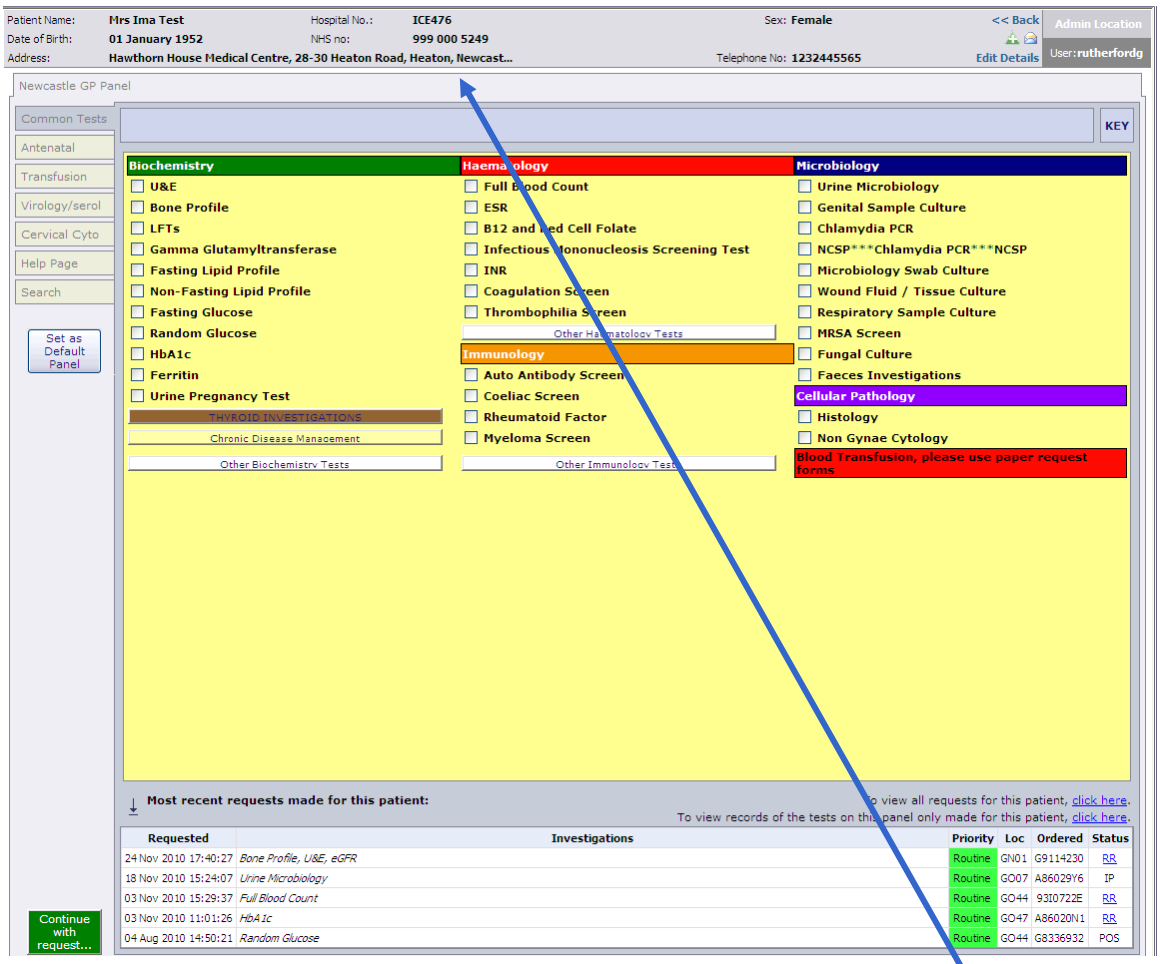
Click on the 'New Request' icon.

Click on the ICE provider from the list,

Then **click** 'Ok'.



This will open the SUNQUEST ICE Web page at Newcastle Hospitals NHS Foundation Trust (or Northumbria Healthcare NHS Foundation Trust depending upon your configuration).



The patient's demographic information is displayed in a panel across the top left/centre of the screen.

Please check that these details are correct.

If the NHS Number is not known the panel will display the text **No NHS Number**.

The GP location and User ID are displayed at the top right of the screen

4. SUNQUEST ICE ONLINE REQUESTING

This section takes users through all procedures related to making electronic sample requests in ICE.

- These include:
  - Pathology requests (all disciplines)
  - Radiology requests will be available later.
- The most common sample requests are presented by request discipline on a separate panel for ease of use.
- Many test requests prompt for specific data to enable more reliable and informed laboratory procedures.
- Stationery printing provides further sampling information and replaces the need for handwriting of forms.
- The full request and sample details can be recorded, or the request may be postponed for another member of staff to complete later.
- All request and sample details are written back to the patient record.
- Requests can be edited and Request and Report details can be viewed at any time.
- Launching ICE before taking specimens/bloods allows the clinician to check whether there is any recent relevant sample information or results that may affect the decision to request a particular test, e.g. the practice may not have details of a recent hospital test.

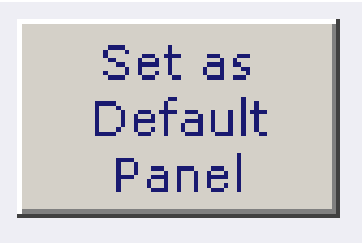
The default setting should be the 'Newcastle GP Panel'.

If this panel is not displayed or to set a default tab;

click on the 'GP Panel' horizontal Tab across the top of the screen, and then

click on the chosen vertical tab down the left hand side of the screen, and then

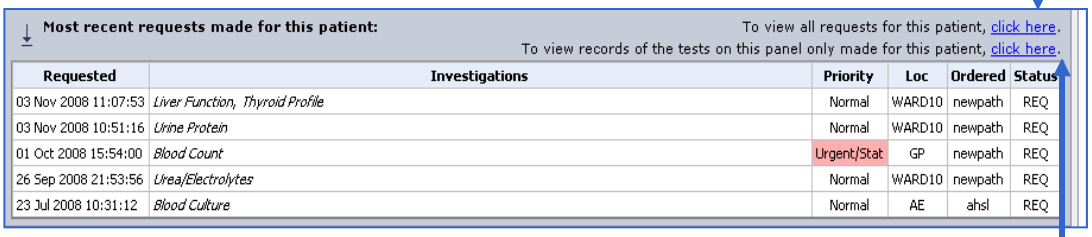
click on the grey button 'Set as Default Panel'.



REVIEW RECENT TEST REQUESTS

At the bottom of the screen, under the test selections, a summary of the last five requests for the selected patient are displayed.

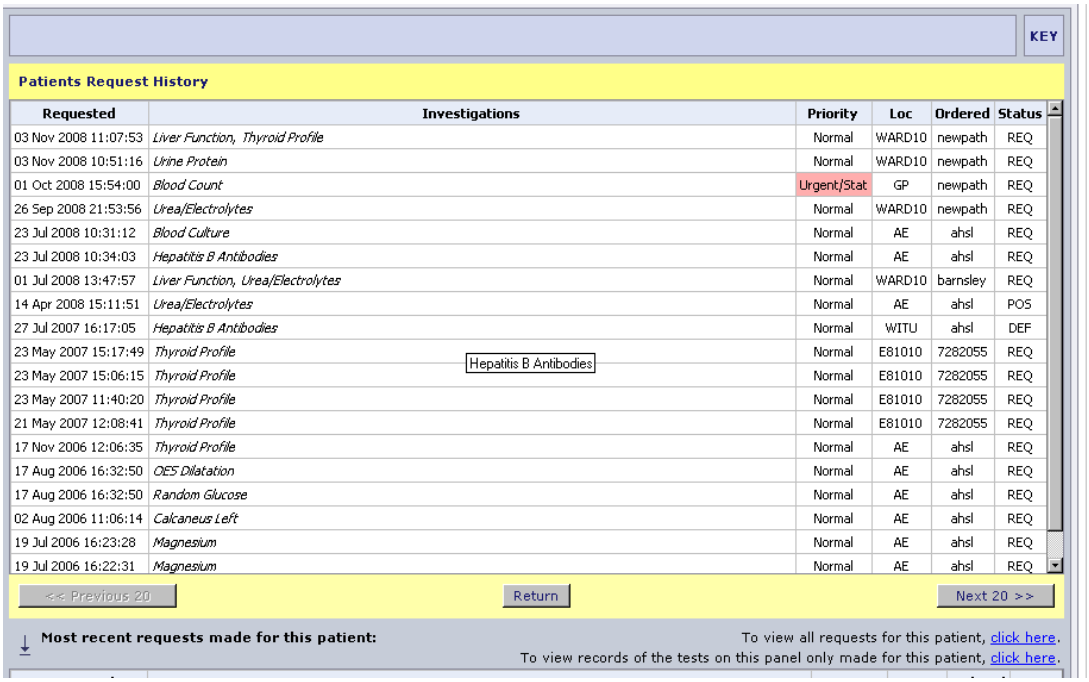
To see all previous requests for the patient, **click** on the first line '**click here'.**



Requested	Investigations	Priority	Loc	Ordered	Status
03 Nov 2008 11:07:53	*Liver Function, Thyroid Profile*	Normal	WARD10	newpath	REQ
03 Nov 2008 10:51:16	*Urine Protein*	Normal	WARD10	newpath	REQ
01 Oct 2008 15:54:00	*Blood Count*	Urgent/Stat	GP	newpath	REQ
26 Sep 2008 21:53:56	*Urea/Electrolytes*	Normal	WARD10	newpath	REQ
23 Jul 2008 10:31:12	*Blood Culture*	Normal	AE	ahsl	REQ

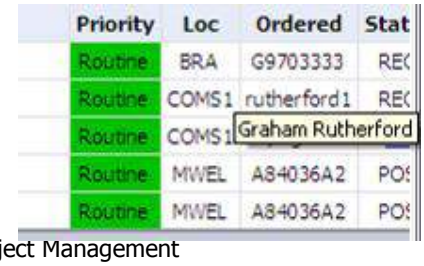
To see all previous requests on the current panel, **click** on the second line **click here**.

The central panel of the screen displays all of the previous requests for the patient and the status of each request.



Requested	Investigations	Priority	Loc	Ordered	Status
03 Nov 2008 11:07:53	*Liver Function, Thyroid Profile*	Normal	WARD10	newpath	REQ
03 Nov 2008 10:51:16	*Urine Protein*	Normal	WARD10	newpath	REQ
01 Oct 2008 15:54:00	*Blood Count*	Urgent/Stat	GP	newpath	REQ
26 Sep 2008 21:53:56	*Urea/Electrolytes*	Normal	WARD10	newpath	REQ
23 Jul 2008 10:31:12	*Blood Culture*	Normal	AE	ahsl	REQ
23 Jul 2008 10:34:03	*Hepatitis B Antibodies*	Normal	AE	ahsl	REQ
01 Jul 2008 13:47:57	*Liver Function, Urea/Electrolytes*	Normal	WARD10	barnsley	REQ
14 Apr 2008 15:11:51	*Urea/Electrolytes*	Normal	AE	ahsl	POS
27 Jul 2007 16:17:05	*Hepatitis B Antibodies*	Normal	WITU	ahsl	DEF
23 May 2007 15:17:49	*Thyroid Profile*	Normal	E81010	7282055	REQ
23 May 2007 15:06:15	*Thyroid Profile*	Normal	E81010	7282055	REQ
23 May 2007 11:40:20	*Thyroid Profile*	Normal	E81010	7282055	REQ
21 May 2007 12:08:41	*Thyroid Profile*	Normal	E81010	7282055	REQ
17 Nov 2006 12:06:35	*Thyroid Profile*	Normal	AE	ahsl	REQ
17 Aug 2006 16:32:50	*OES Dilatation*	Normal	AE	ahsl	REQ
17 Aug 2006 16:32:50	*Random Glucose*	Normal	AE	ahsl	REQ
02 Aug 2006 11:06:14	*Calcaneus Left*	Normal	AE	ahsl	REQ
19 Jul 2006 16:23:28	*Magnesium*	Normal	AE	ahsl	REQ
19 Jul 2006 16:22:31	*Magnesium*	Normal	AE	ahsl	REQ

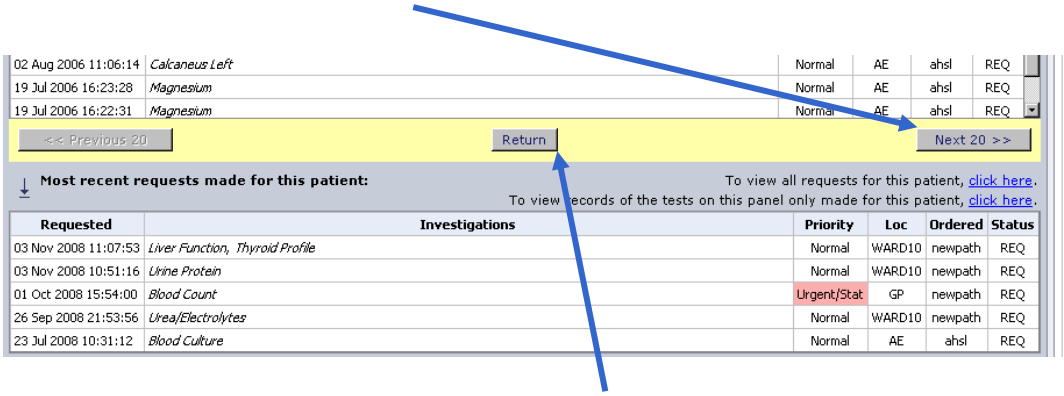
Hover the mouse over any 'Location', 'Ordered' or 'Status' cells (at the bottom right hand corner of the screen) to see more detail of one of these items.



Priority	Loc	Ordered	Stat
Routine	BRA	G9703333	REC
Routine	COMS1	rutherford1	REC
Routine	COMS1		
Routine	MWEL	A84036A2	POS
Routine	MWEL	A84036A2	POS

NOTE: The status of each request updates as samples are processed.
POS - Postponed
REQ - Requested
IP - In Progress
RR - Report Ready

If more than 20 requests exist for the patient, **click** on 'Next 20>>' to view earlier test requests



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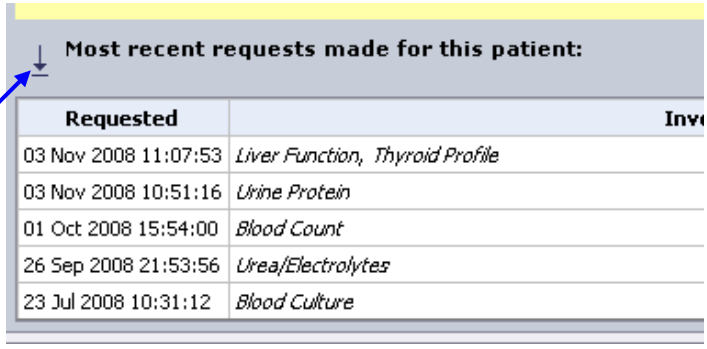
01 Oct 2008 15:54:00	*Blood Count*	Urgent/Stat	GP	newpath	REQ
26 Sep 2008 21:53:56	*Urea/Electrolytes*	Normal	WARD10	newpath	REQ
23 Jul 2008 10:31:12	*Blood Culture*	Normal	AE	ahsl	REQ

To go back to the previous screen, **click** 'Return'.

NOTE: Click on a Request with the status of '**RR**' to open a window displaying the results of that test.

At any time -

To hide the most recent summary, **click** on the down arrow ↓



Requested	Inv
03 Nov 2008 11:07:53	*Liver Function, Thyroid Profile*
03 Nov 2008 10:51:16	*Urine Protein*
01 Oct 2008 15:54:00	*Blood Count*
26 Sep 2008 21:53:56	*Urea/Electrolytes*
23 Jul 2008 10:31:12	*Blood Culture*

To display the most recent summary again, **click** on the up arrow ↑

PATHOLOGY REQUEST

Choose from the tests displayed on the commonly selected test screen – 'Common Tests' – or choose from the vertical tabs on the left hand of the screen to select the required test discipline.

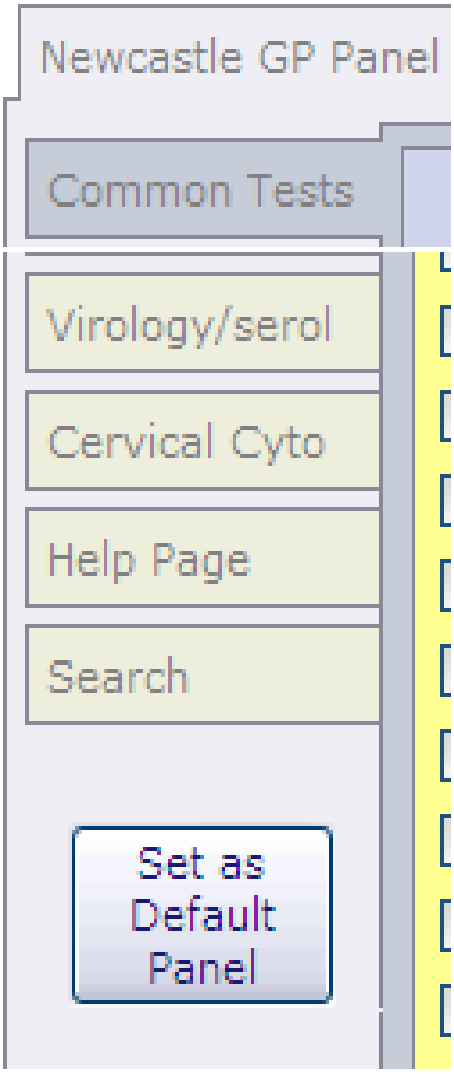
(New tabs will appear as new disciplines are configured.)

The default Screen is the 'Newcastle GP Panel' and the 'Common Tests' Tab.

To make any other tab your default screen,

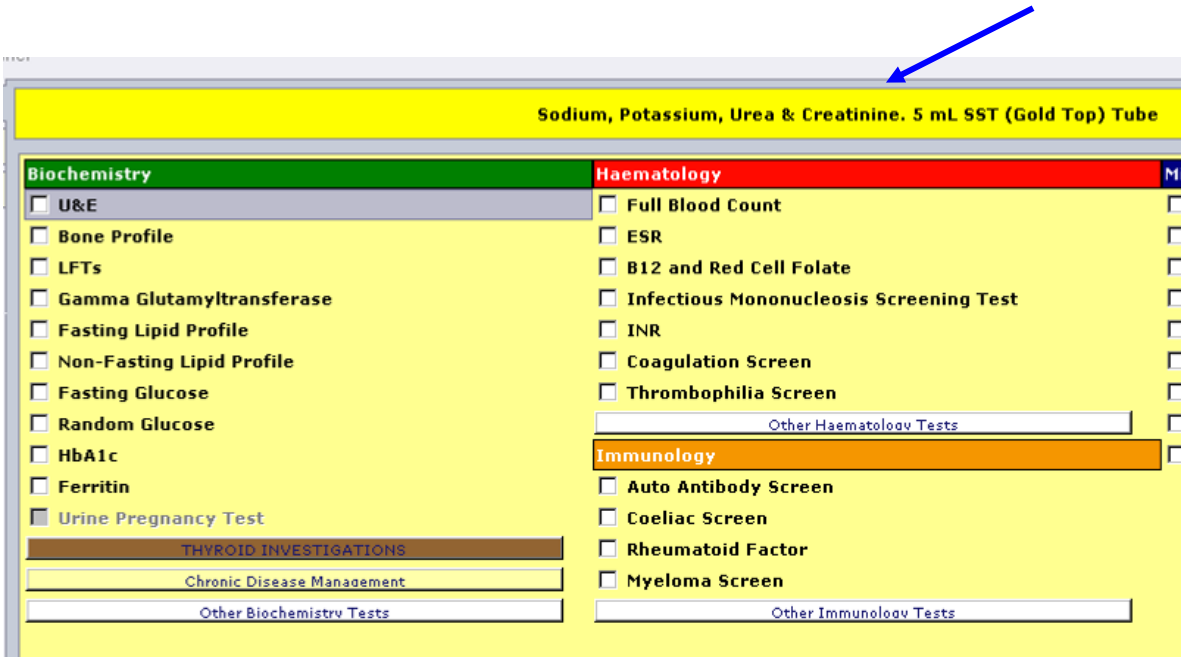
click on the appropriate Tab e.g. 'Cervical Cyto' and then,

click on the 'Set as Default Panel' button.



SAMPLE REQUEST SELECTION

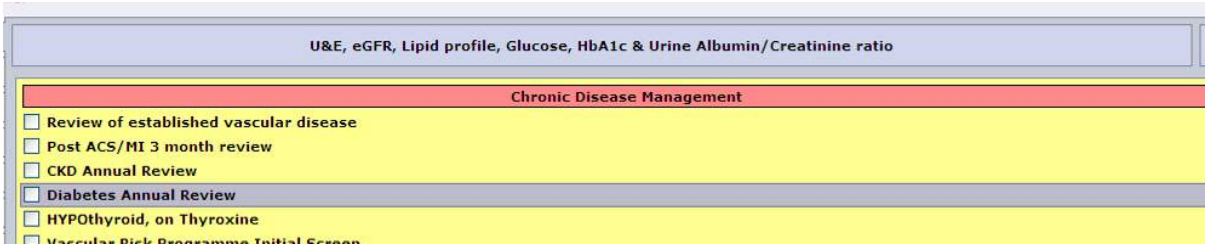
When the mouse is moved over a test caption a help message will appear in the banner above the request page.



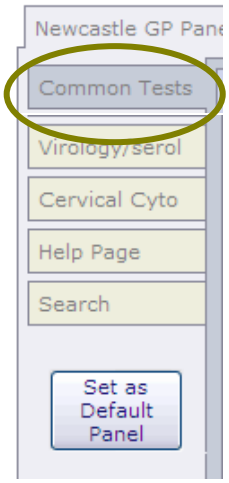
Please take note of any message

- The banner may display more details of the test available.
- The colour of the banner corresponds to the colour of the top of the tube or sample container required for the chosen test request.

- For Chronic Disease Management the banner displays the range of tests recommended for the condition.

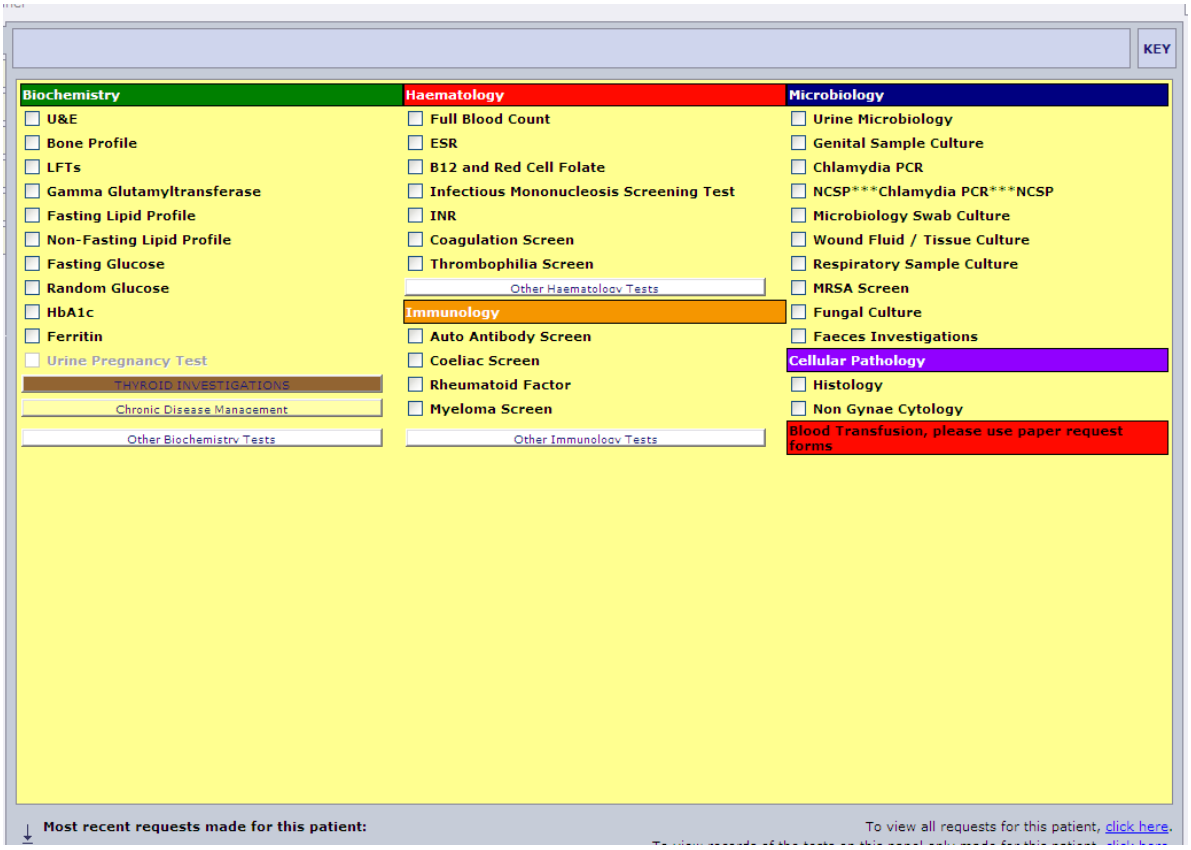


COMMON TESTS



Click on the '**Common Tests**' tab on the top left hand side of the screen.

The 'Common Tests' screen displays the most frequently requested tests made by GP practice based users for several pathology disciplines.



Click on the required test(s) from the list displayed, e.g. Liver Function Test (LFTS), by clicking on the radio button.

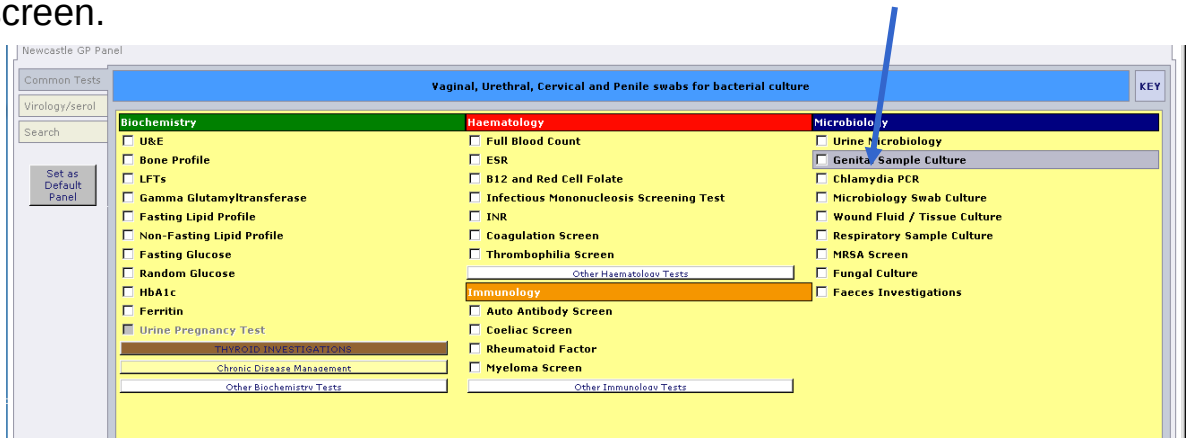
Tests that are not available in 'Common Tests' may be found on other screens.

Microbiology Test Request

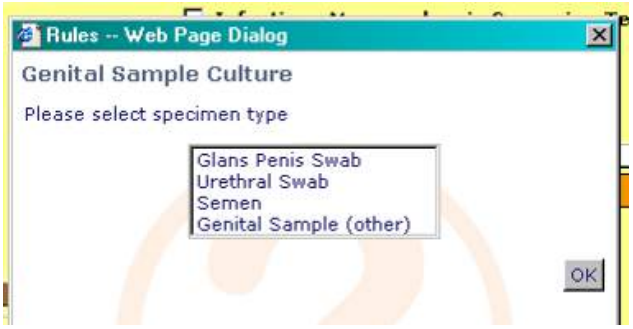
A test selected from Microbiology may request additional data specific to a microbiology test group.

Example 1. Genital Sample Culture

Click on the 'Genital Sample Culture' box on the 'Common Tests' screen.



When prompted **select** the swab details from the drop-down menu by clicking on the specimen type and then, **click** on 'OK'.



Example 2. Microbiology Swab Culture

Click on the 'Microbiology Swab Culture' box on the common test screen.

When prompted **select** the swab type from the drop-down menu by clicking on the specific type and then,
click on '**OK**'.

Complete any further questions, **clicking** on 'OK' each time; after which you will be returned to the main request screen.

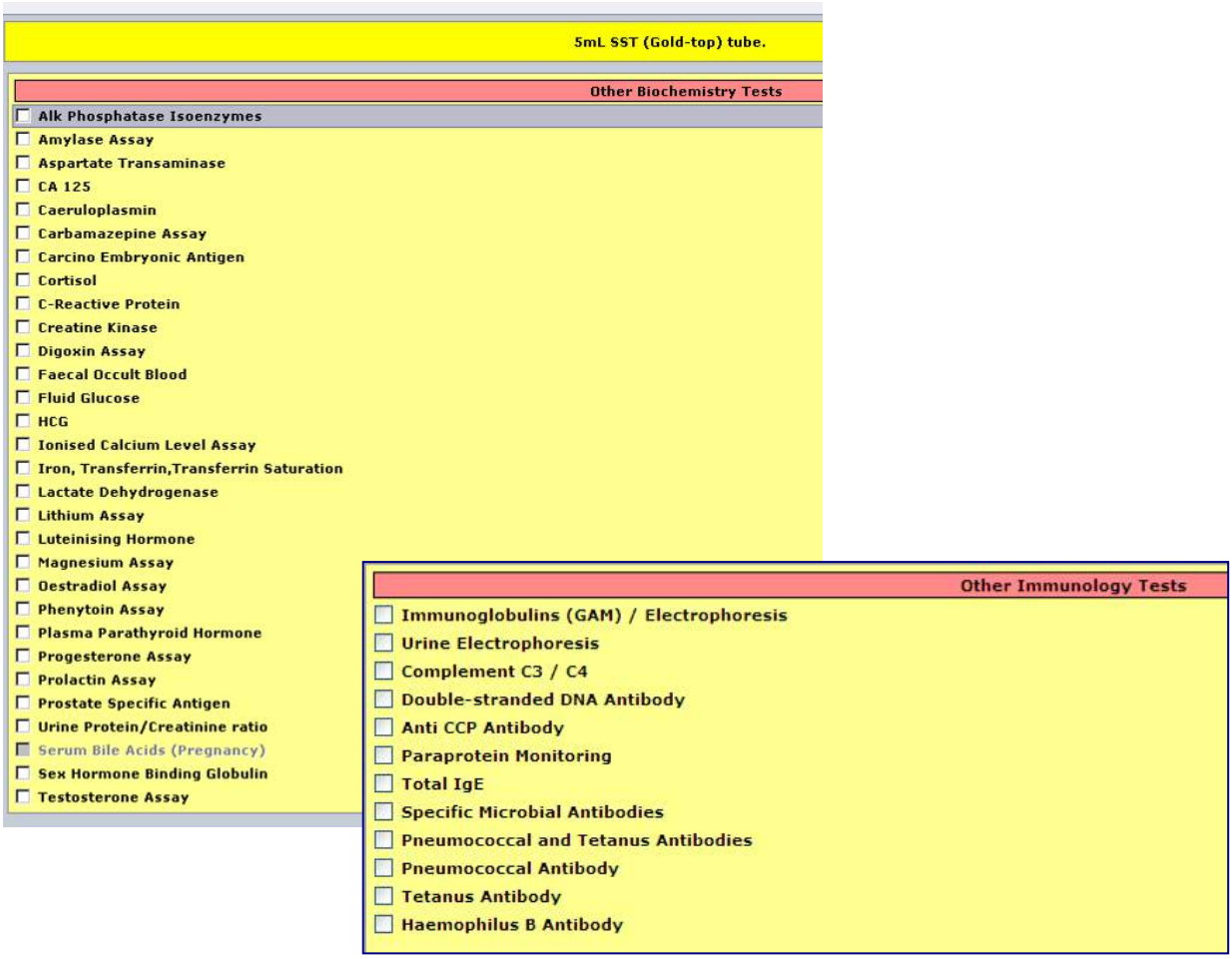
NOTE: Please enter full details of any Antibiotic therapy in the Clinical Details box of the order form.

Tests that are not available in 'Common Tests' may be found on other screens.

Additional Test Requests

Additional test selections for Biochemistry, Haematology and Immunology are displayed by **click**ing on the appropriate white button, e.g. **click** on the 'Other Biochemistry Tests' button.

A list of additional tests for that discipline is displayed,
(scroll down if necessary, using the scroll bar on the right-hand side of the screen, to view all tests listed).



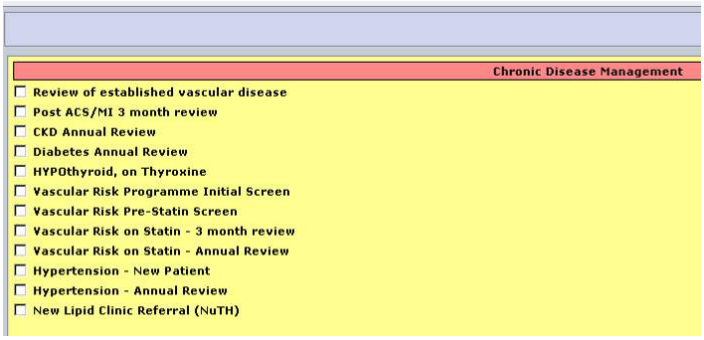
Chronic Disease Test Request

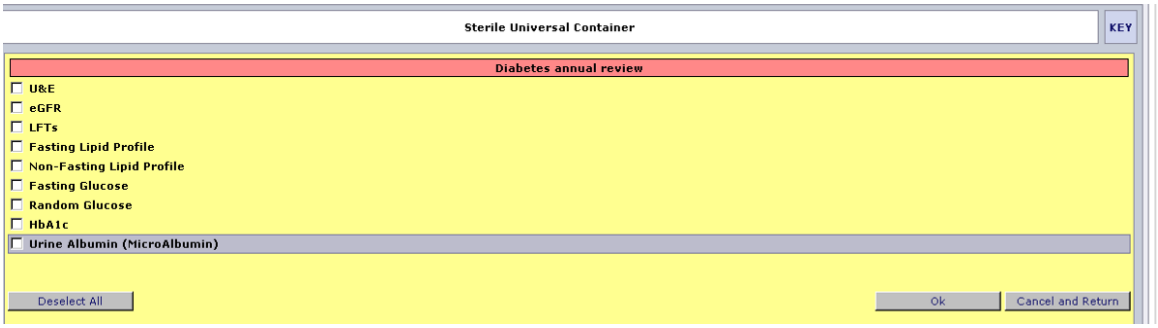
Click on the 'Chronic Disease Management' button.

From the options presented **click** on the required disease review.

Click on the required tests from the recommended list displayed,

e.g. Diabetes Annual Review

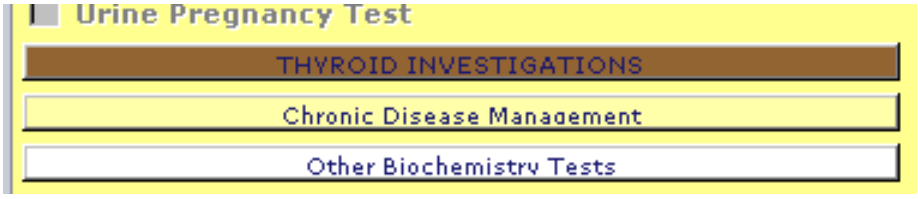




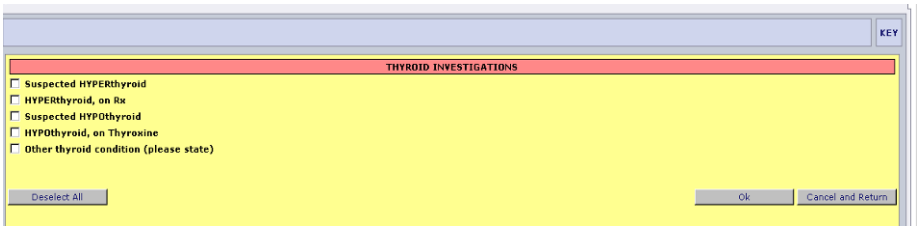
Click on 'OK' to continue.

Thyroid Investigation Test Request

Click on the 'Thyroid Investigations' button.



Click on the required test from the recommended list displayed.



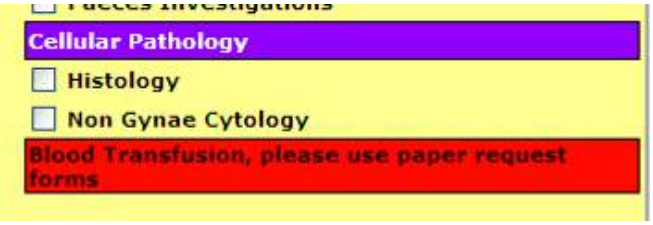
Click on 'OK' to continue.

Cellular Pathology

The Common Tests screen has a discipline heading for **Cellular Pathology** giving on-line requesting for:

Histology, and

Non-Gynae Cytology



Example 1. Histology

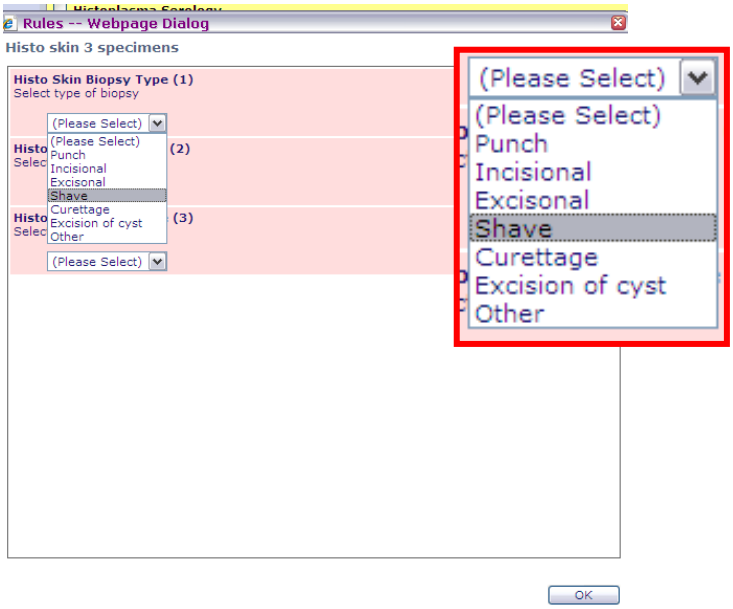
Click on the 'Histology' option.

Select the specimen type from the menu displayed, or select 'Other' and enter freetext details of other specimen type,

click on 'OK'.

e.g.

- Select Skin,
- Select the number of specimens taken,
- Select the biopsy type for each specimen from the dropdown menu displayed,

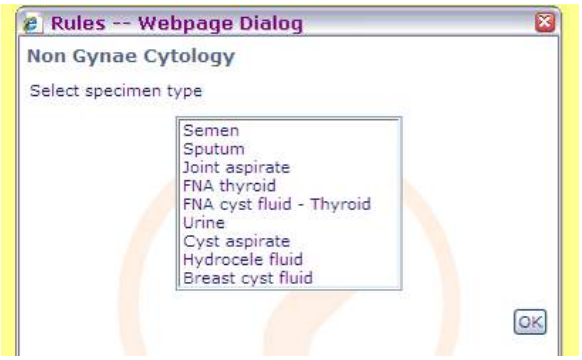


- **Click** on 'OK'.

Example 2. Non Gynae Cytology

Click on the 'Non Gynae Cytology' option.

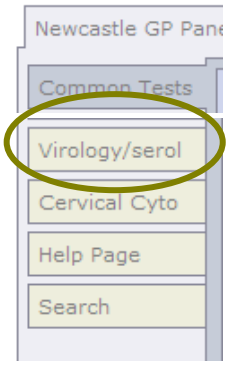
Select the specimen type from the menu displayed, and **click** on 'OK'.



Complete any further questions by **selecting** the correct response from the menu displayed, and **click** on 'OK'.

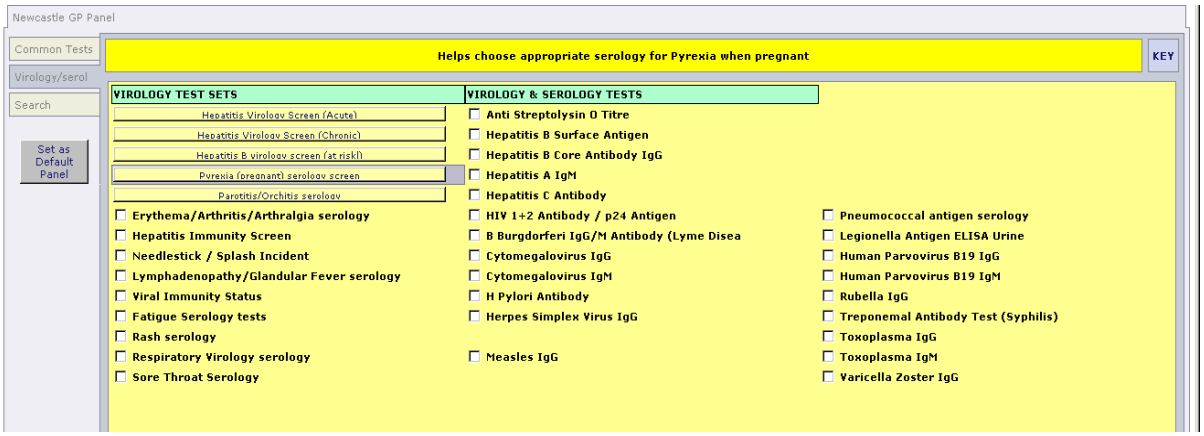
Click on 'Continue with Request', complete the details on the Order Form and **click** 'Accept Request'.

VIROLOGY/SEROLOGY

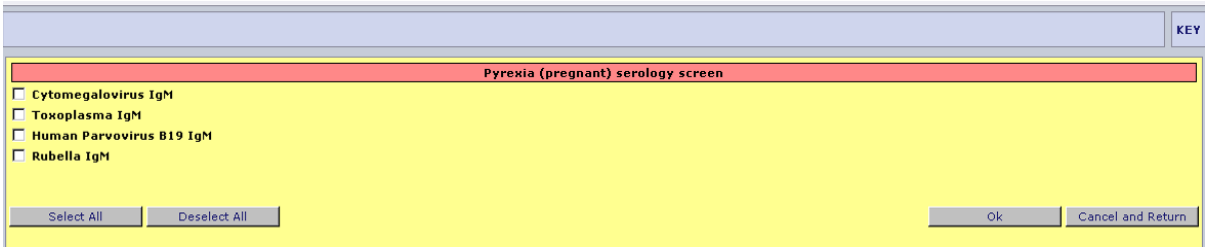


Click on the 'Virology/serol' tab on the left hand side of the screen.

There are two parts to this screen;



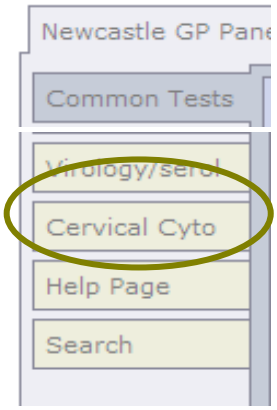
- 'Virology Test Sets' – displays recommended tests based on the condition selected and rules-based questions answered, e.g. 'pyrexia (pregnant) serology screen'



- 'Virology & Serology Tests' – displays individual tests.

Click on the test(s) required and then **click** on 'Ok'.

CERVICAL CYTOLOGY



Click on the 'Cervical Cyto' Tab on the upper left hand side of the ICE Screen.

Please complete each question on the 'Cyto gynae rule panel' by:

- **click**ing on the appropriate radio button,
- selecting an option from the drop-down list, or
- typing in your Cyto smear taker identification number. (**Please enter digits only - do not include a leading zero e.g. '2' not '02'**)

It may be necessary to scroll down the list in order to see all questions.

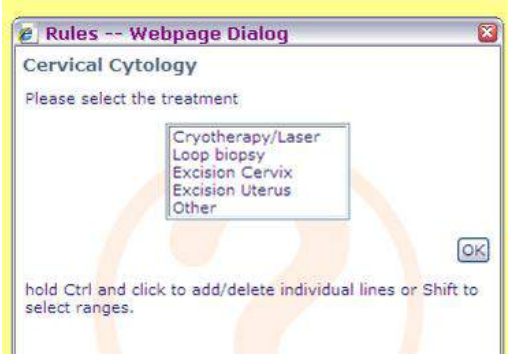
Click OK when complete

NOTE: Due to the sensitive nature of these tests and the importance of accurate reporting the labs operate a zero tolerance policy with respect to patient details supplied, i.e. Request Forms will be rejected if any information field has not been completed.

Now, complete the information required by selecting:

- the relevant dates requested from the calendar(s) displayed.
- Use the single arrow button < to move to the previous month or the double arrow button << to move to the previous year

- relevant treatment from the options displayed



Click on 'Continue with Request', complete the details on the Order Form and **click** 'Accept Request'.

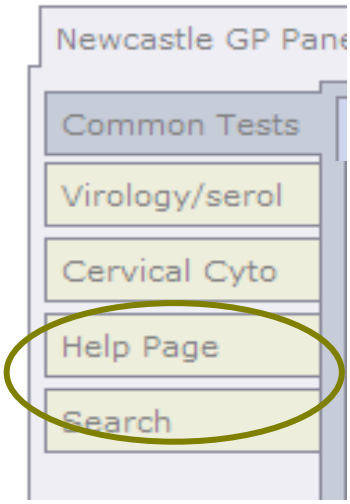
NOTE: All requests for Cervical Cytology (Smear) tests must be made through the Practice Cytology Lead as the FHSA works only with the lead GPs prescribing code. Therefore, **please make sure that the Practice Cytology Lead is selected as the Requesting Clinician** on the ICE Order Form.

If the test is requested through anyone else, the test may miss the 14-day target for results.

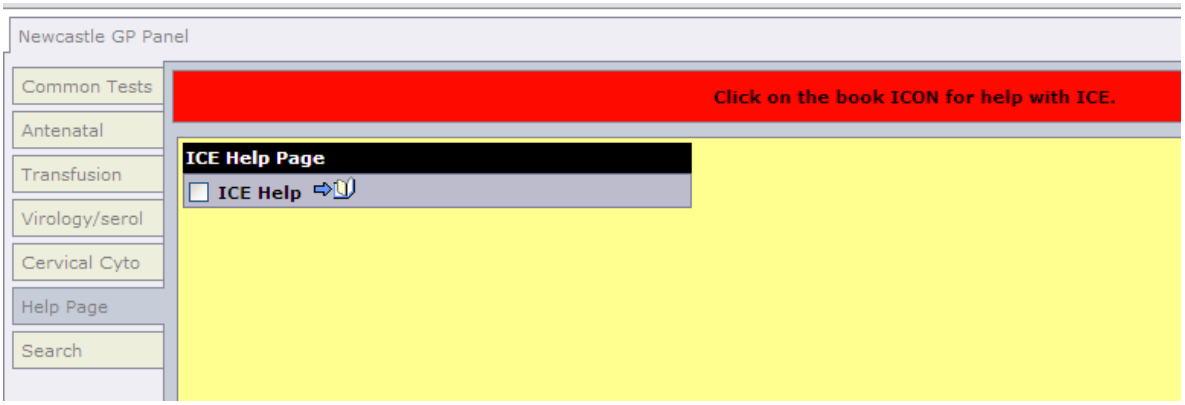
It is possible to nominate a nurse to receive the electronic reports; please contact John Clinton (Newcastle ICE Administrator) to confirm your practice lead before using this function or to make a change to the named Practice Cytology Lead. email: john.clinton@nuth.nhs.uk

tel: 01912231282

HELP



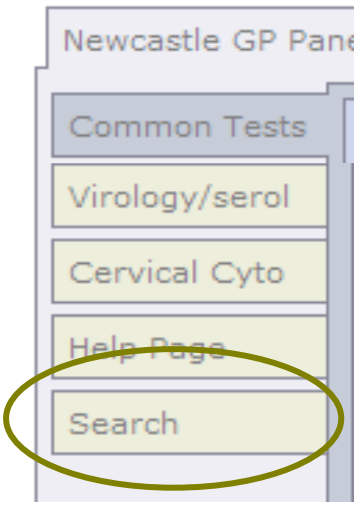
Click on the 'Help Page' Tab on the upper left hand side of the ICE Screen.



Click on the 'ICE Help' book icon (not on the Item selection box).

The link will lead to the NHS North of Tyne website and to the 'Newcastle Upon Tyne Hospitals NHS Foundation Trust ICE System (NUTHFT) Manuals and quickguides' page where you can access and download manuals, quickguides and other documents.

SEARCH



To find any regularly requested test **click** on the 'Search' tab.

Enter the test searched for in the white box.

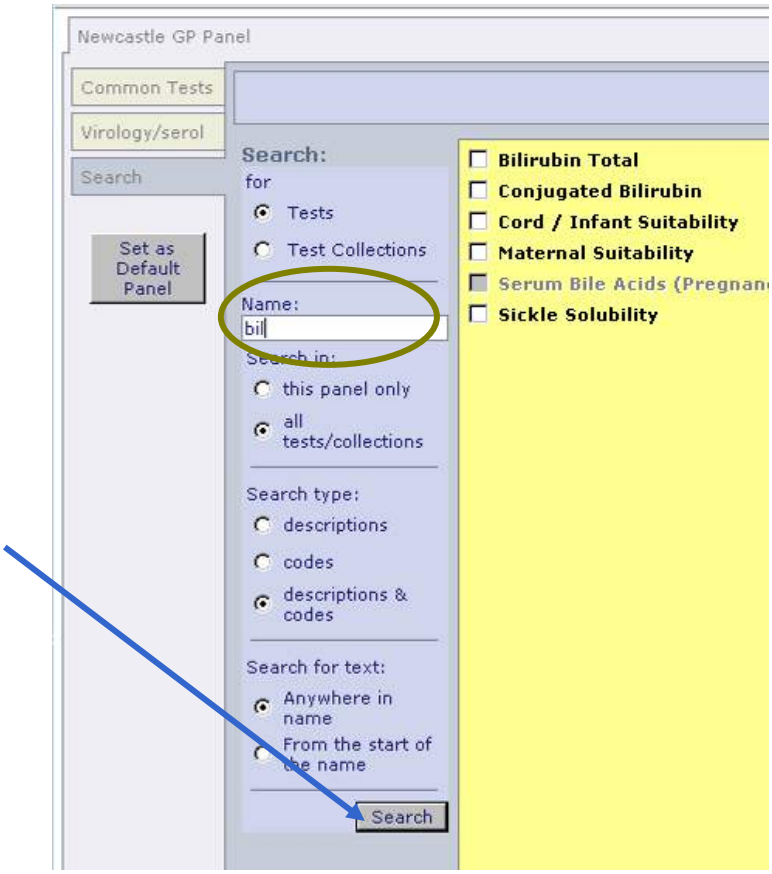
If the test name has been abbreviated or shortened then a full name may display 'No Results'.

Try entering only three characters from the name of the test searched for.

e.g. enter 'bil' for bilirubin in the search box if that particular test is required instead of a complete LFT.

Press <Enter> or **click** on 'Search' to display results

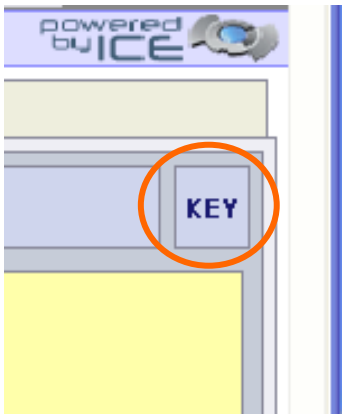
Click on the investigation required.



Click on another tab to select more tests.

NOTE: More than one test may be selected before continuing to the next stage.

KEY



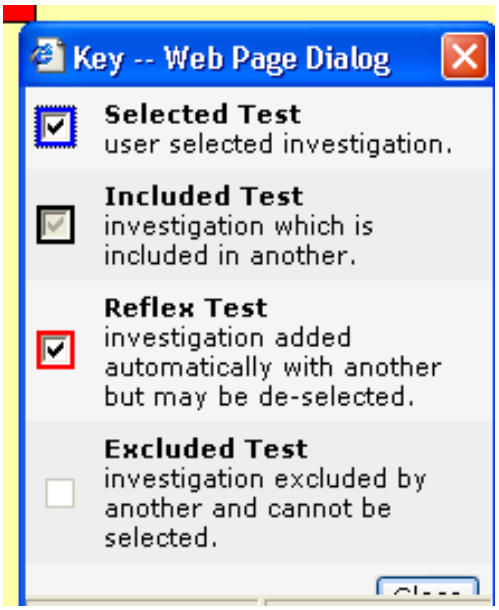
Sometimes the sample check boxes are unavailable or already checked.

This could be for various reasons:

- You may have already selected a test which includes other tests, in which case those other tests will not be able to be requested at the same time.
- Tests may also be excluded if they are restricted by patient sex or patient age.

Move the mouse cursor over a greyed out test to see why a box is unavailable or already checked.

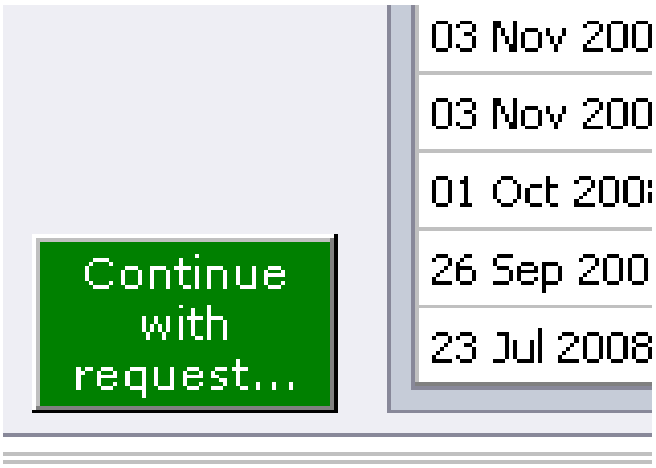
Click on the 'KEY' button at the top right hand of the screen to display a list of explanatory sample box highlights.



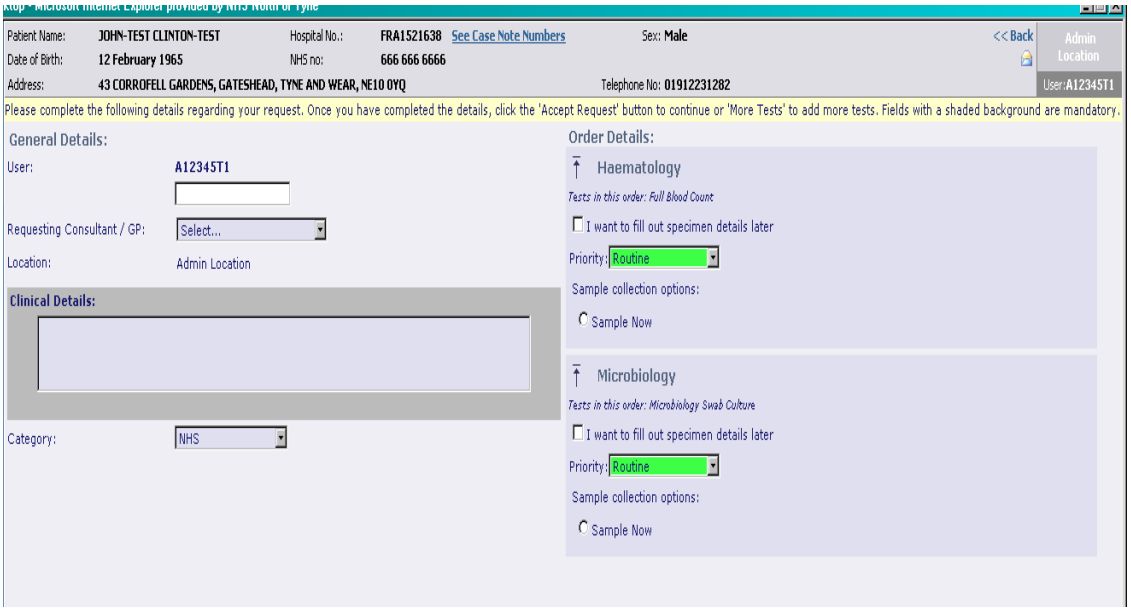
Continue with Request

When all required test(s) have been requested, **click** on the green square at the bottom left of the screen 'Continue with request'.

The next screen will prompt for the order details.

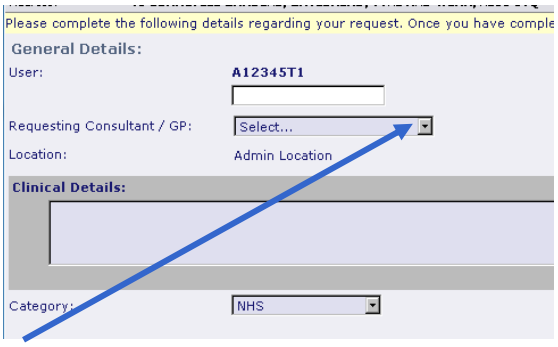


ENTER ORDER DETAILS



General Details:

User details appear on the left hand side of screen.



The 'Requesting Consultant /GP' will default to the person making the request on the system, if the individual is a GP/Nurse at the practice.

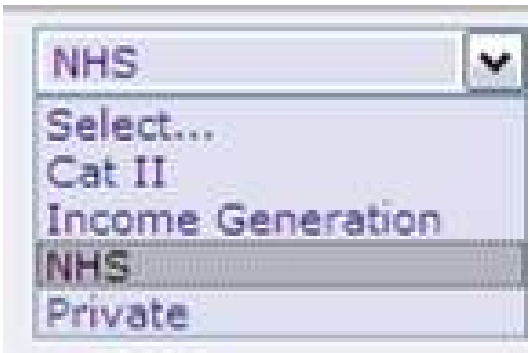
A user requesting on behalf of a GP/Nurse **must** change the requesting clinician field to display the name of the GP/Nurse responsible for the patient.

Click on the correct person from the drop down menu. The lablink report will be sent to this named individual.

The 'Location' box defaults to the practice making the request. The test results will be returned to this location.

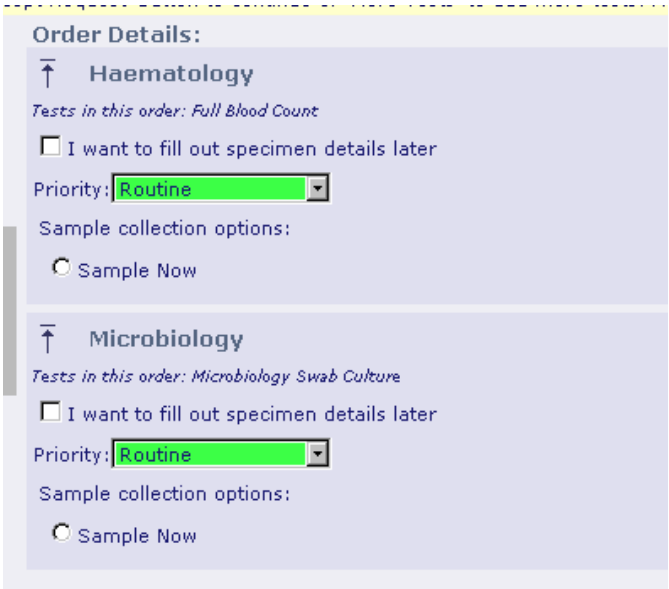
Complete the 'Clinical Details:' by **typing** all relevant information in the box. Please be concise as the NUTH box is limited to 168 characters and should include relevant Antibiotic Therapy details.

Leave 'Category' at NHS unless ordering a Cat II or Private test.

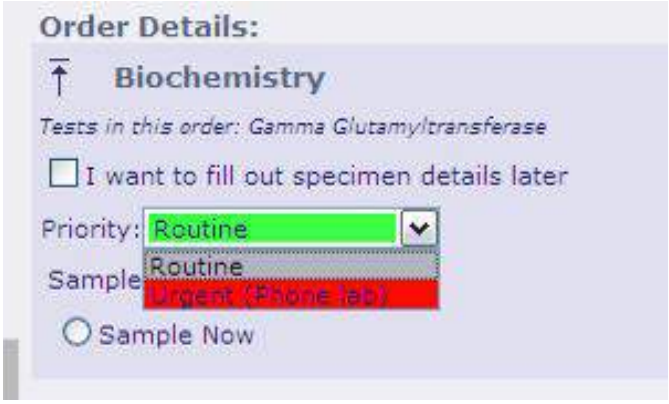


Order Details:

Normally leave the priority box to display 'routine'.



If the test is urgent then **select** 'Urgent' from the drop-down menu and phone the lab to alert them.



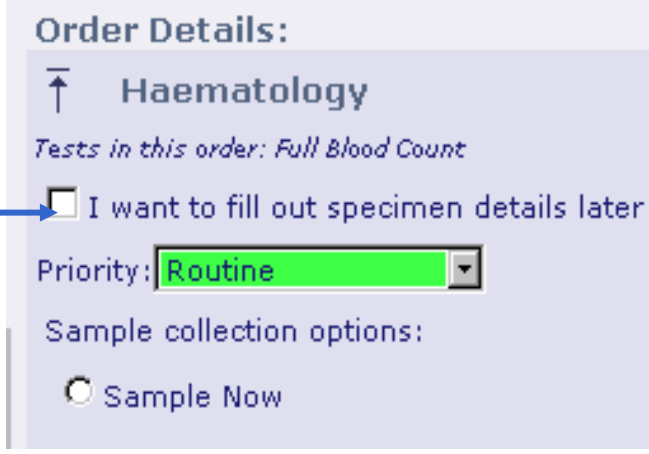
The test may now be postponed or completed.

COLLECTION OPTIONS: - Postpone or Complete the test request.

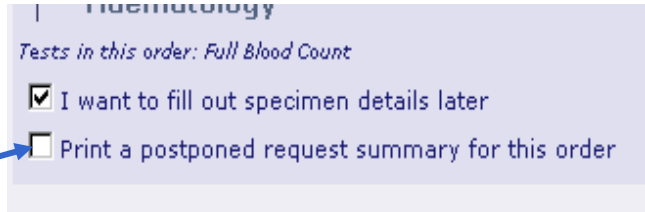
Postpone a Test Request

To postpone the test, **click** on the '*I want to fill out specimen details later*' box.

The form will update.



If a paper trail or copy of the postponed request is required, 'print a postponed request summary for this order', **click** on the box.



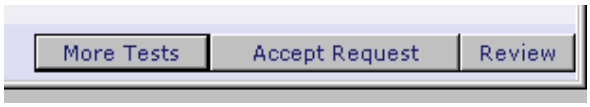
(This can be printed on standard A4 paper).

To continue,

click on 'More Tests' to add more tests, or

click on 'Accept Request' to complete the order, or

click on 'Review' to see all test details.



'Accept Request' will place the request on a postponed queue - an order form is not printed.

The postponed request can be accessed later when it can be edited or the sample is taken - the sample and request forms can then be printed.

[This option can be used when;

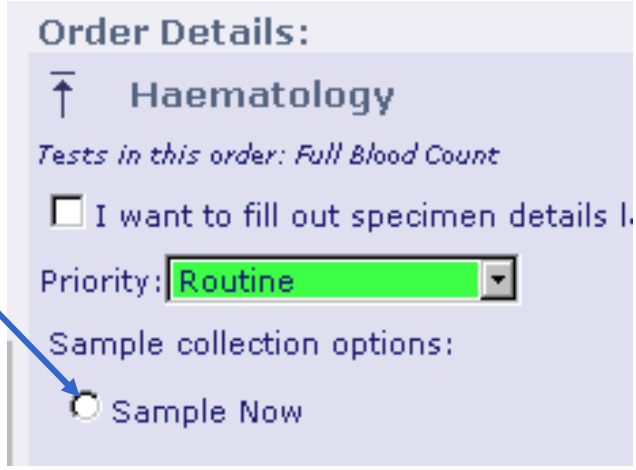
- a Clinician requests a sample to be taken later by a practice nurse or phlebotomist].

Collect Sample Now

To proceed with an immediate request **click** on the 'Sample Now' radio button;

[This option can be used;

- by any user when ordering and collecting the sample themselves].



Click on Accept Request' to print the order.

NOTE: If more than one type of test has been requested, order details will be required for each test group as, a separate order form will be printed for each group of tests; e.g.

Biochemistry,
Haematology
Microbiology
Microbiology (Immunology)
Cytology

This is to enable the efficient movement of the sample within the laboratory without the need for manual relabeling and allocation.

NOTE: *All data for any request will be lost if another action is initiated before clicking on* 'Accept Request'.

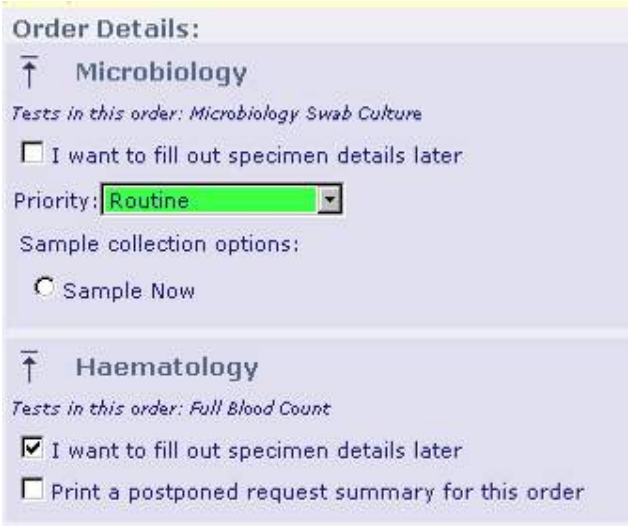
If more than one type of test has been ordered, each test group can be allocated a different sampling option.

In this example there are two order forms;

the microbiology sample is **Sampled Now.**

but

the blood test is **postponed.**



More Tests

To select more tests without losing the information added, **click** on the 'More Tests' button at the bottom left of the screen.

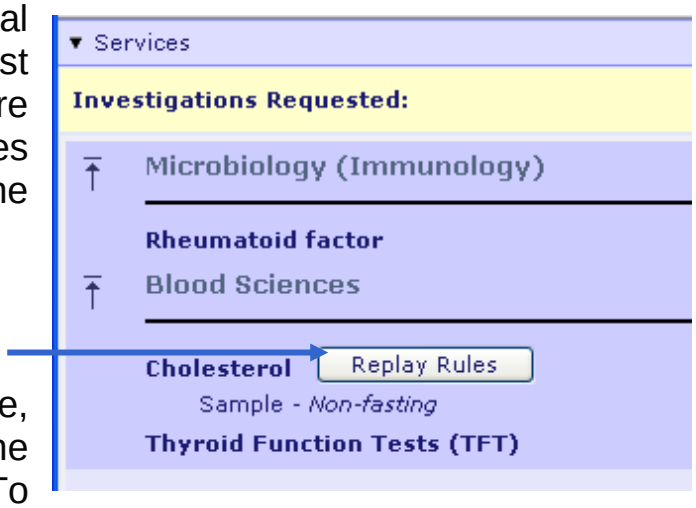
Review:

To review the details of the order, including any responses to requests for more information, **click** on the 'Review' button at the bottom right of the screen.

A summary of Investigations Requested is displayed.

If ICE has requested additional information during the test request - through one or more drop down boxes - the choices made are listed under the sample details.

The '**Replay Rules**' button gives the opportunity to amend the choices made, without the need to return to the main test request screen. To amend the details please complete all of the prompts.



NOTE: Closing any 'Rules' box by clicking on the 'red X' will **delete** the entire request so always follow the selection procedure as previously described and **click** on 'OK' at each stage to record the selection.

Having completed the review, continue by **click**ing on one of the following (on the upper right hand side of the screen):

- More tests – to return to the Test Order screen
- Proceed with Request – to return to the Order Details screen
- Print Preview – to view the layout of the printed Order Form.

COMPLETE THE REQUEST

To complete the request **click** on the 'Accept Request' button at the bottom left of the Order details screen.

PRINT THE ORDER

Please wait for the Printer Selection Box to open to enable printing of the order before completing the process by pressing 'Proceed'.

LABEL PRINTER

If your practice has been configured to use thermal label printers then this will be the default for normal pathology sample requests. Histology and Cytology requests will require an A4 sheet with labels.

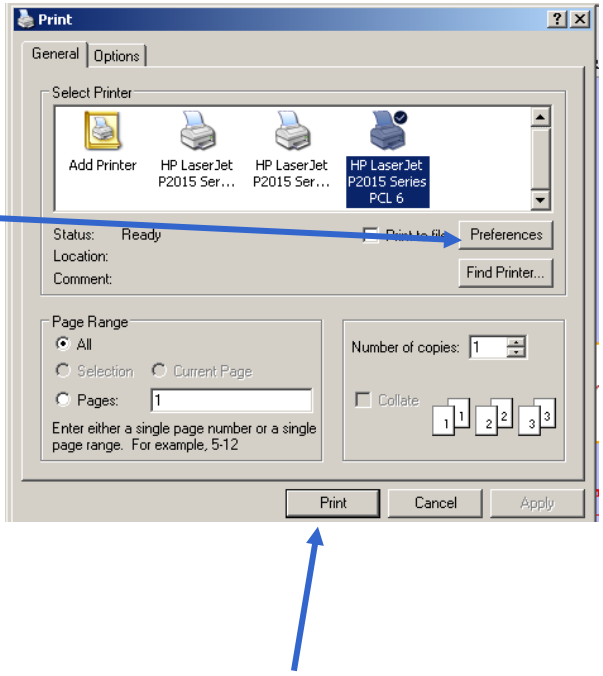
A4 SHEET WITH LABELS

Make sure that the **ICE stationery** is correctly loaded in the printer.

If using a tray in a HP2015 then the form should be loaded **face down** with the labels nearest to you.

If using the **manual feed tray** in a multiple tray printer then the form should be loaded **face up** with the labels nearest to the printer.

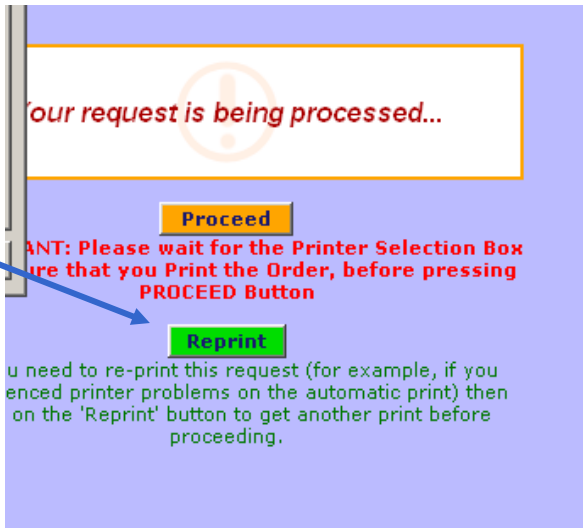
The printer settings may need to be changed in order to use the manual feed option. This can be done by choosing the 'Preferences' button on the Print Dialog box
(or by asking your practice IT lead).



PRINTING

When the Print Dialogue Box opens, **select** the correct printer if necessary, and **click** to Print.

If there has been a printer problem or if additional labels are needed, **click** 'Reprint' before proceeding.



If several test requests have been made, there may be more than one request form to print.

The system will prompt by displaying the print dialog box for each order form, **click** on 'Print' for each request/form before clicking on 'Proceed'.

Wait until the request has successfully printed before clicking on Proceed.

When the test request is complete and all order forms have been printed ….

…. the next screen confirms that the order has been filed in SystmOne.

PLEASE NOTE :

If ICE is exited by clicking on the 'X' at the top right hand corner of the screen, then ICE will retain all the order details but they will **not** be written back to the patient record in SystmOne and there will not be a record in the patient notes of the sample request.

Note: The appendix includes examples of Sample Request forms

LABEL AND PREPARE THE SAMPLES

Please follow the instructions on the form.

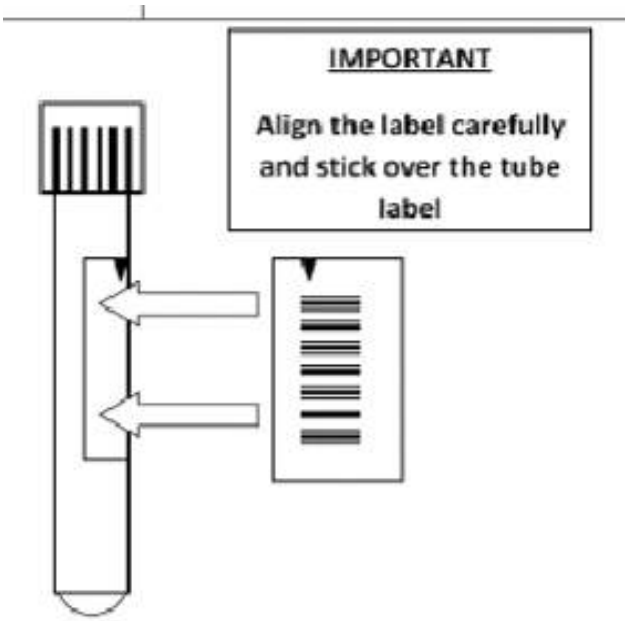
Standard Pathology test requests.

A bar-coded label is produced for each sample container.

Please remove the label and attach it to the relevant container, the label contains patient, test, container and laboratory details.

Please apply the label by:

- aligning the arrow on the label with the arrow on the sample container
- avoiding contact with the barcode as this may cause the barcode to smudge leading to it not being able to be scanned at the lab.



If the label needs to be reapplied for any reason, please **reprint** the label. (Laser-printed label ink will detach from the label following flexing when attaching to a cylinder type container.)

Histology and Cytology test requests

These disciplines do not produce bar-coded labels.

For Histology test requests, please write the site of each sample on the label before applying the label to the sample container.

Please use separate pouches for:

- Barcode labelled blood samples.
- Histopathology/Non Gynae requests
- Cervical Cytology samples

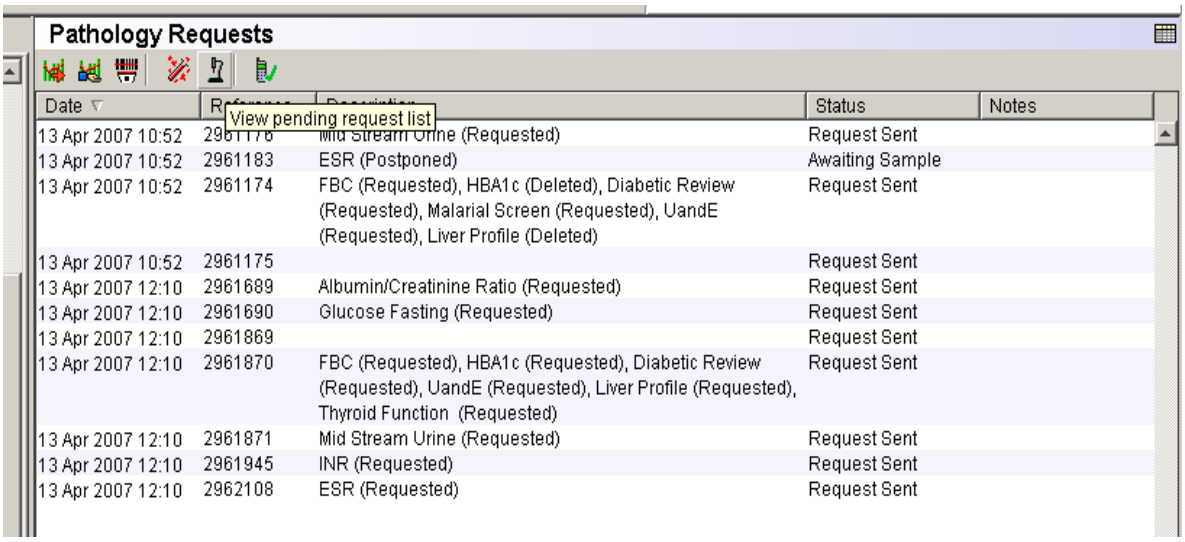
- For non bar-coded samples, please include the request form.
- Please attach the request form to the sample pouch as directed, or if instructed fold the request form and put it in the pouch so that 'Histopathology', 'Non-Gynae Cytology' or 'Cervical Cytology' is visible through the pouch.
- Insert the Sample tube(s) and container(s) in the relevant pouch, attach/add the paper forms, remove the adhesive strip cover and fold over the flap to seal the pouch.

- Place in courier collection point.

In SystmOne -

When the test request has been completed and form(s) printed, the ICE link closes and the user is returned to SystmOne.

Details of the tests requested and the status of those requests are written back into the SystmOne Pathology Requests page.



Pathology Requests

View pending request list

Date	Reference	Description	Status	Notes
13 Apr 2007 10:52	2961176	Mid Stream Urine (Requested)	Request Sent	
13 Apr 2007 10:52	2961183	ESR (Postponed)	Awaiting Sample	
13 Apr 2007 10:52	2961174	FBC (Requested), HBA1c (Deleted), Diabetic Review (Requested), Malarial Screen (Requested), UandE (Requested), Liver Profile (Deleted)	Request Sent	
13 Apr 2007 10:52	2961175		Request Sent	
13 Apr 2007 12:10	2961689	Albumin/Creatinine Ratio (Requested)	Request Sent	
13 Apr 2007 12:10	2961690	Glucose Fasting (Requested)	Request Sent	
13 Apr 2007 12:10	2961869		Request Sent	
13 Apr 2007 12:10	2961870	FBC (Requested), HBA1c (Requested), Diabetic Review (Requested), UandE (Requested), Liver Profile (Requested), Thyroid Function (Requested)	Request Sent	
13 Apr 2007 12:10	2961871	Mid Stream Urine (Requested)	Request Sent	
13 Apr 2007 12:10	2961945	INR (Requested)	Request Sent	
13 Apr 2007 12:10	2962108	ESR (Requested)	Request Sent	

SUMMARY

There are three stages to the SUNQUEST ICE Requesting procedure:

1. **Find Patient**
2. **Choose Samples**
3. **Complete Details**

Central Phlebotomy Service

Requests for patients referred to the Central Phlebotomy Service to have samples taken should be made on a manual form and sent to the laboratory as normal.

IMPORTANT

Always complete the prompts to successfully make an electronic test request.

Do not attempt to escape from any ICE Requesting page by clicking on the Red 'X' at the top right hand side of the screen otherwise the request may be lodged in ICE but details will not be posted back into SYSTMONE.

- **Maintain stocks of manual request forms to use in the event of an ICE systems failure.**
- **Do not combine electronic and manual requesting.**
  Use either:
  - **ICE Online Electronic Pathology Requesting and ICE forms and sample bags,**

  or
  - **Traditional Manual Forms/ sample bags**

5. MANAGING REQUESTS

This section takes users through all procedures related to completing postponed test requests and editing electronic test requests in ICE. These include:

- Processing a postponed request.
- Updating an order to change a request.
- Adding an additional request(s).
- Deleting a request.
- Viewing the status of requests.

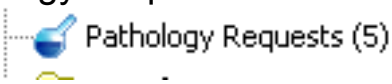
PROCESS A POSTPONED SAMPLE REQUEST

Select the patient in the clinical system as normal.

In the Clinical Menu on the left hand side of the screen

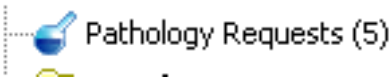
a. click on '[+] Pathology Reports',

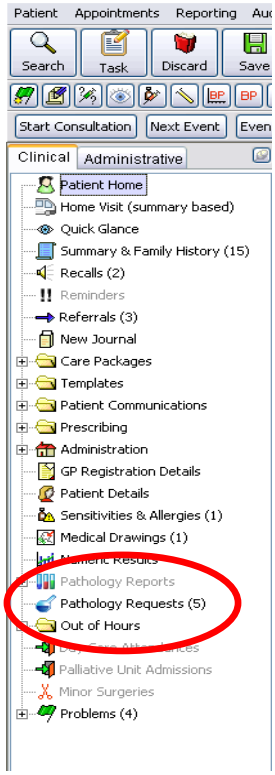
then right **click** on 'Pathology Requests'



or

b. click directly on 'Pathology Requests'

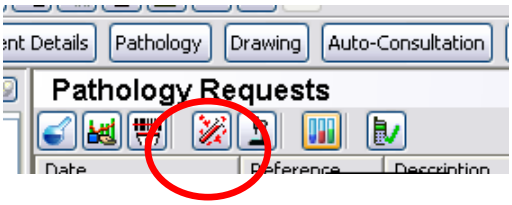




Postponed test requests are marked 'Awaiting Sample'.

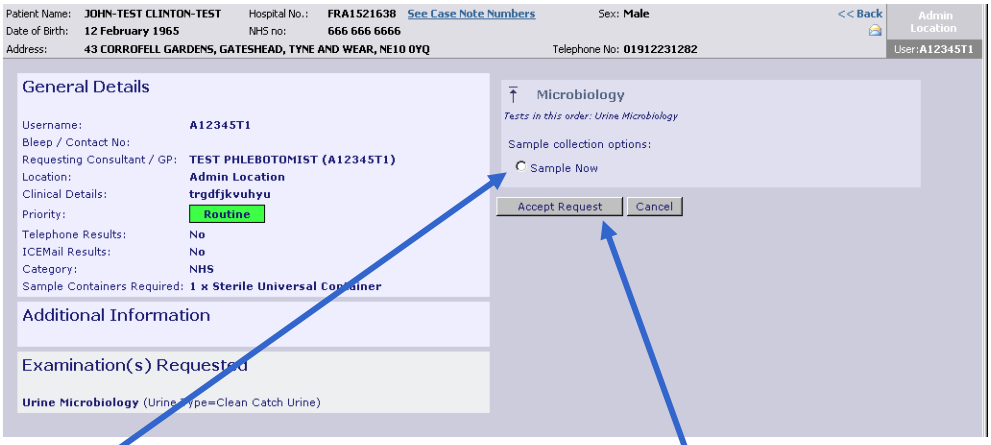
Select the test for completion by left-clicking on it, then

Select the 'Take Sample' icon in 'Pathology Requests' (fourth icon from the left).



The ICE Interface opens and display the details of the selected test request.

The patient details are displayed across the top left and centre of the screen.



To record taking of the sample **click** on the 'Sample Now' radio button,

then **click** on 'Accept Request',

Proceed as normal to Print and

.

The screen will then return to SystmOne.

The request detail on TPP will change from;

'Test name (Postponed), Status 'Awaiting Sample' to

'Test name (Requested), status 'Request Sent'.

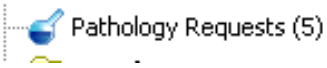
UPDATE A REQUEST

Select the patient in the clinical system as normal.

In the Clinical Menu on the left hand side of the screen

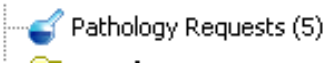
a. click on '[+] Pathology Reports',

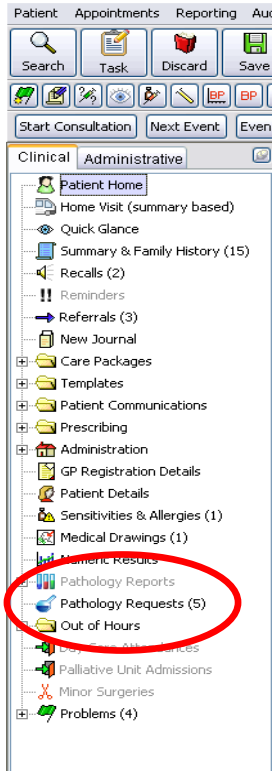
then right **click** on 'Pathology Requests'



or

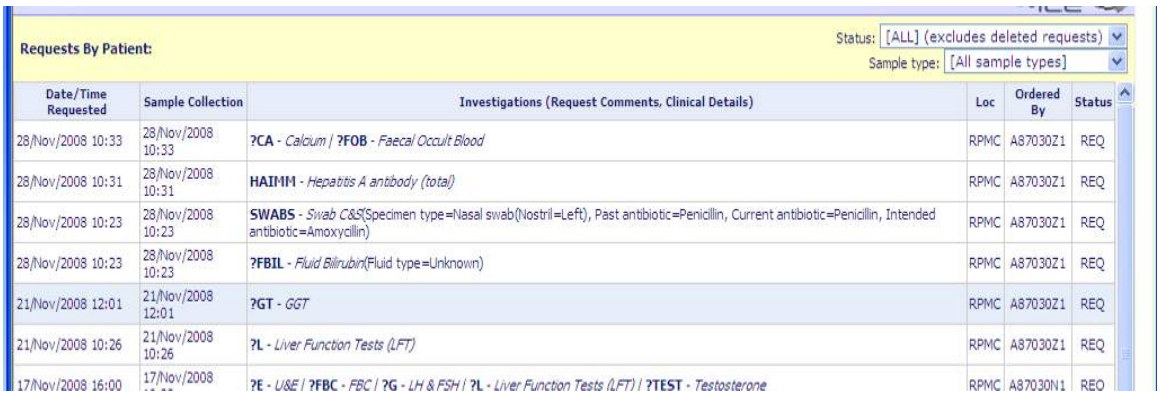
b. click directly on 'Pathology Requests'





Select the icon 'Update Request', fifth icon from the left.

The web browser is launched to the Pathology ICE server and a list of 'Requests by Patient' is displayed.



Requests By Patient:

Status: [ALL] (excludes deleted requests)
Sample type: [All sample types]

Date/Time Requested	Sample Collection	Investigations (Request Comments, Clinical Details)	Loc	Ordered By	Status
28/Nov/2008 10:33	28/Nov/2008 10:33	**?CA** - *Calcium* / **?FOB** - *Faecal Occult Blood*	RPMC	A87030Z1	REQ
28/Nov/2008 10:31	28/Nov/2008 10:31	**HAIMM** - *Hepatitis A antibody (total)*	RPMC	A87030Z1	REQ
28/Nov/2008 10:23	28/Nov/2008 10:23	**SWABS** - *Swab C&S*(Specimen type=Nasal swab(Nostril=Left), Past antibiotic=Penicillin, Current antibiotic=Penicillin, Intended antibiotic=Amoxycillin)	RPMC	A87030Z1	REQ
28/Nov/2008 10:23	28/Nov/2008 10:23	**?FBIL** - *Fluid Bilirubin*(Fluid type=Unknown)	RPMC	A87030Z1	REQ
21/Nov/2008 12:01	21/Nov/2008 12:01	**?GT** - *GGT*	RPMC	A87030Z1	REQ
21/Nov/2008 10:26	21/Nov/2008 10:26	**?L** - *Liver Function Tests (LFT)*	RPMC	A87030Z1	REQ
17/Nov/2008 16:00	17/Nov/2008	**?E** - *U&E* / **?FBC** - *FBC* / **?G** - *LH & FSH* / **?L** - *Liver Function Tests (LFT)* / **?TEST** - *Testosterone*	RPMC	A87030N1	REQ

Highlight the required request and left click

A web dialog box opens with a menu.

It is possible to:

- '**Edit Request'**,
- '**Delete Request'**, and
- '**Reprint Request**, from this screen.

NOTE: *All editing or deleting of requests **must** be done in ICE.*

By doing so, any changes made will then be automatically reflected/noted in SystmOne.

To exit this screen, select the 'Cancel' button in the top left hand corner of the main screen.

EDIT A REQUEST:

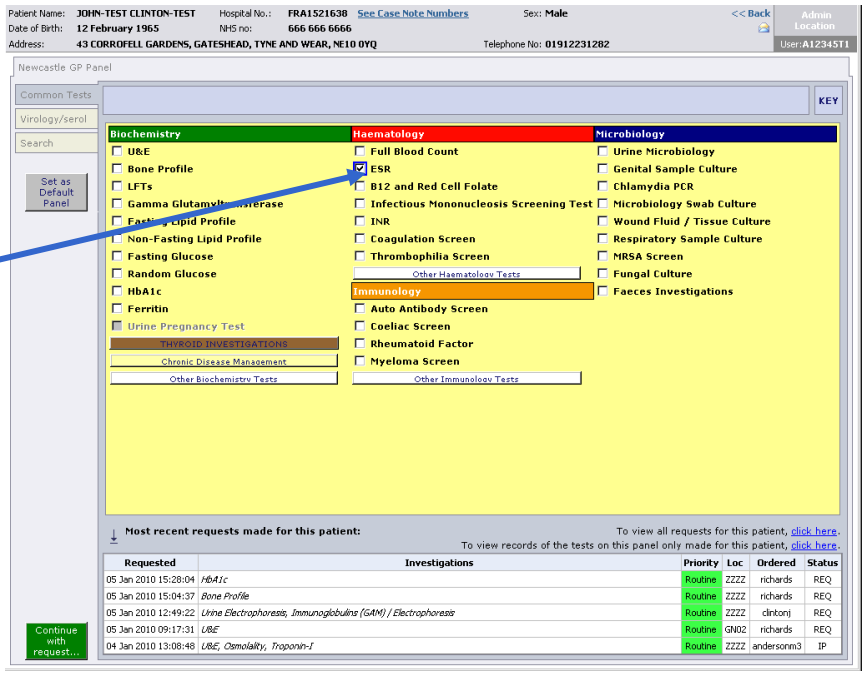
Changes can only be made to requests that are still displayed in 'Requests by Patient' and which have not yet been collected by the courier.

From the Web Page Dialog box **Select**

The test configuration screen from the original request is displayed.

If required **deselect a request** by **clicking** on the previously selected test e.g. (ESR) to uncheck the test box.

To **select additional requests** make selections from any tab.



NOTE: To delete all previous requests without making any new sample requests use the procedure to delete a test request described on page 46.

NOTE: Previous request forms and labels should be destroyed and only the newly printed form and labels used.

Complete the request by selecting the 'Continue with request' button, complete the details and sample collection information as previously described.

Click on the 'Accept Test' button and continue to print and

Changes to the test request are updated in SYSTMONE.

NOTE: If it is not possible to draw blood from a patient it may be necessary to **Repost a completed request as 'Postponed'**

→ Follow the above procedure to select 'Edit request'.

→ Do not make any changes to the tests requested

→ Select 'Continue with Request' and,

→ check the '*I want to fill out specimen details later'* box.

→ **Click** 'Accept request'

→ Cancel any options to 'Print' and **Click** 'Proceed'

The order will then be updated in ICE as POS and the patient record in SystmOne will also be updated to 'Awaiting Sample'.

If the next appointment is more than 48 hours in the future, please delete the test request and re-enter all of the details for the postponed request.

Making changes to Pathology requests already booked at the hospital.

NOTE: Please take care to include all required tests on the ICE order form sent with the samples to the laboratory.

However, in the event that it is necessary to request an additional test from a sample already sent to, or received by, the laboratory the user should telephone the lab to request an additional test as at present.

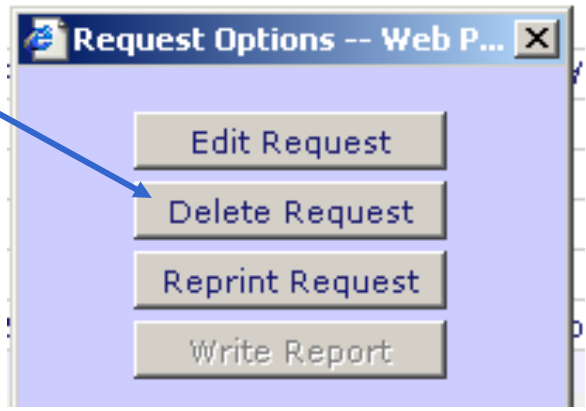
When users add tests, by phone, to requests that have already been received by the lab, there is nothing else to do on ICE requesting. The lab will update the ICE request, complete the tests, and the results will be reported as normal.

In this case the additional request will need to be manually added

DELETE A REQUEST

Test requests can only be deleted for orders that are still displayed in 'Requests by Patient' and which have not yet been collected by the courier.

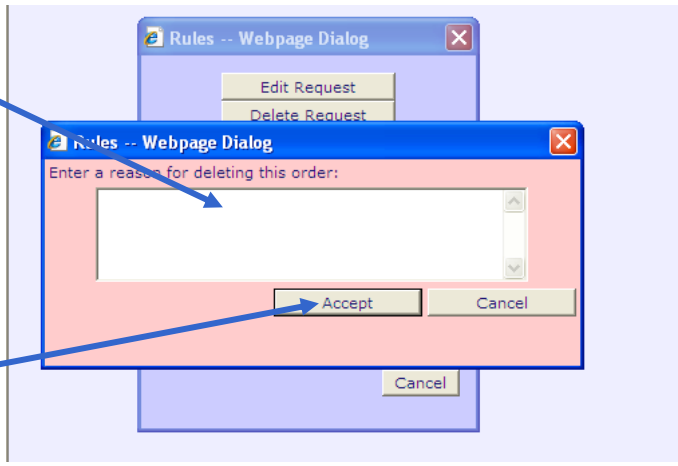
To delete an entire request
Select 'Delete Request'



(To delete an individual item see 'Edit A Request' on page 44)

A web dialog box opens;

Enter a free text reason for deletion.



Click 'Accept'.

The test is deleted from the ICE interface.

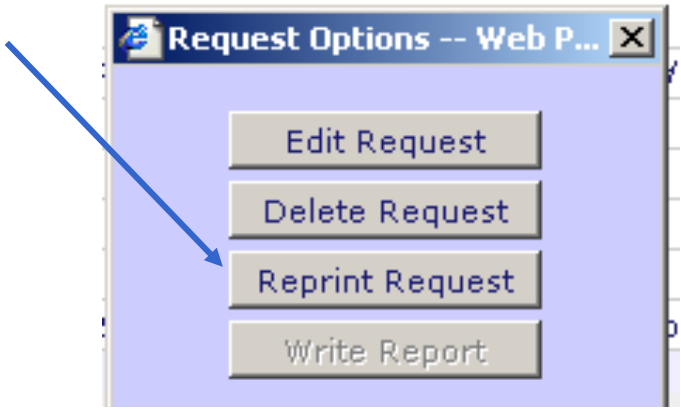
Having deleted the required request(s), close the ICE interface by clicking on the at the top right hand corner of the screen.

You are returned to the SYSTMONE Pathology Request page and the detail of the deletion is listed.

[In the event of the deletion not updating in SystmOne, please right**click** the test in SystmOne and select 'Mark in Error'.]

REPRINT A REQUEST

Select 'Reprint Request'



The details of the request will be displayed

Select Print when prompted, then, **click** 'Proceed'.

Click 'Accept'.

Click OK to close the Request-Update box.

To close the ICE interface **click** on the box at the top right hand corner of the screen.

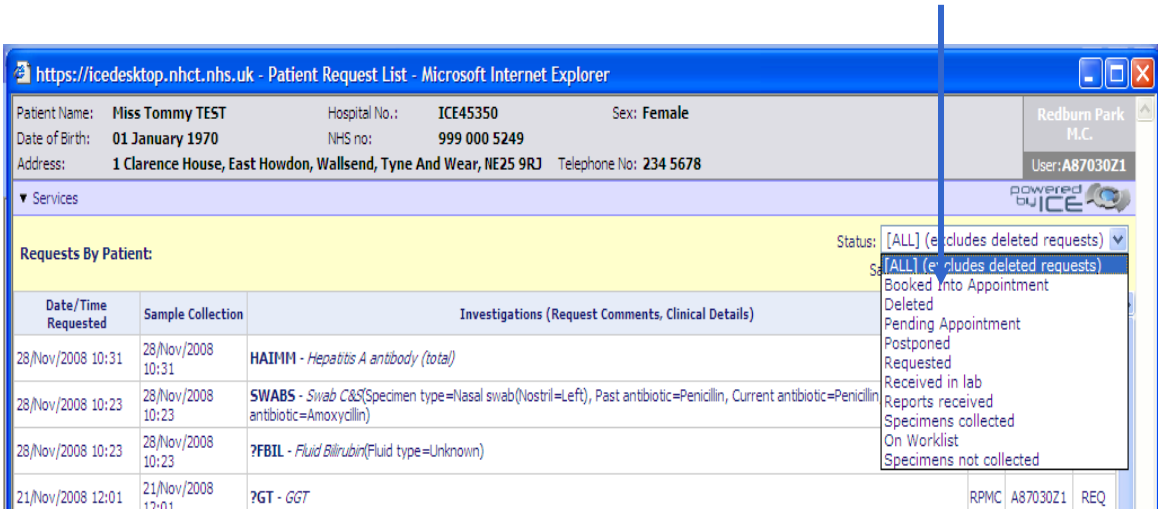
You are returned to the SYSTMONE Pathology Request page.

PATIENT REQUEST LIST

The standard ICE Requests by Patient screen displays all test requests excluding those that have been deleted. This enables efficient tracking of any on-line order

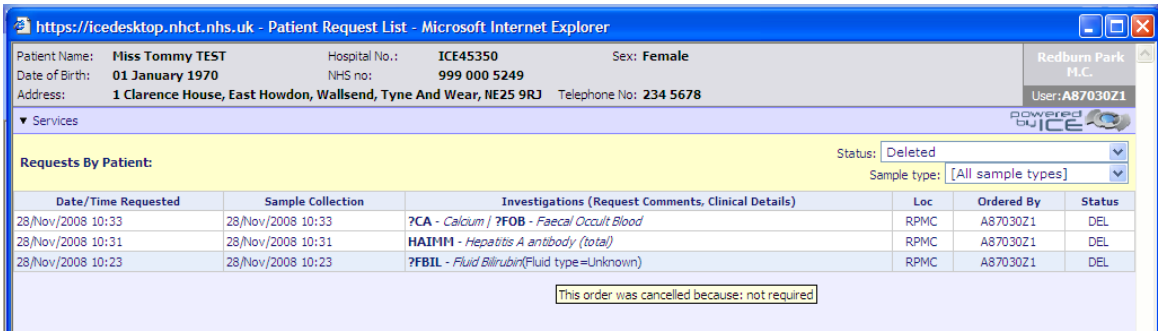
Requests by Patient Investigations can be filtered by changing the 'Status' of the order or the 'Sample Type' using the drop-down menus at the top right hand of the screen. The screen will update to display those test requests that match the menu option selected.

e.g. To view test requests that have been deleted in ICE **click** 'Deleted'.



The screen will update to display deleted test requests.

The reason for the deletion may be viewed by holding the mouse over an order.



6. SUNQUEST ICE REPORTING

This section takes users through all procedures related to viewing electronic reports in ICE.

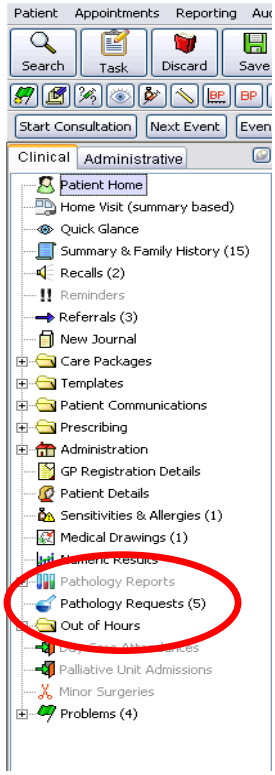
- These include:
  - Pathology reports (all disciplines)
  - Discharge Summaries
  - Radiology reports will be available later.
- Each report discipline is colour coded for ease of use.
- Report lists can be displayed by patient or location
- Indicators to show if the report contains any abnormal results
- An Audit Trail showing who has read or actioned the report in ICE.
- Filters allowing selection of particular groups of results.
- Optimal Clinical Interpretation through:
  - Results display using advanced graphing tools producing single or multiple charts.
  - A choice of cumulative views displaying up to six sets of results allowing trends to be seen
  - Profiles set to user preferences displaying selected tests or investigations.
- Accessing reports from other ICE providers (ICE OpenNet)

Logon to SystmOne and select a patient as usual.

Click on the 'View Results' icon in the Toolbar if available.

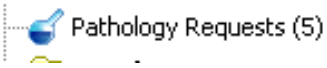
or

In the Clinical Menu on the left hand side of the screen,



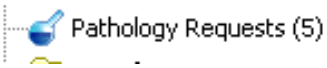
c. **Click** on '[+] Pathology Reports',

then right **click** on 'Pathology Requests'



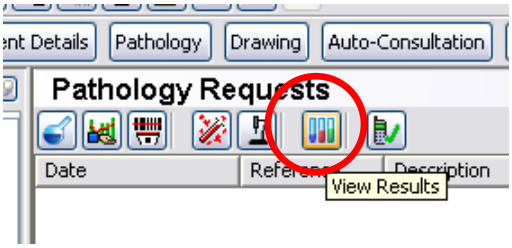
or

d. **Click** directly on 'Pathology Requests' if displayed



The SystmOne 'Pathology Requests' screen opens.

Click on the 'View Results' icon.



ICE opens and displays all the reports that can be matched against the chosen patient.

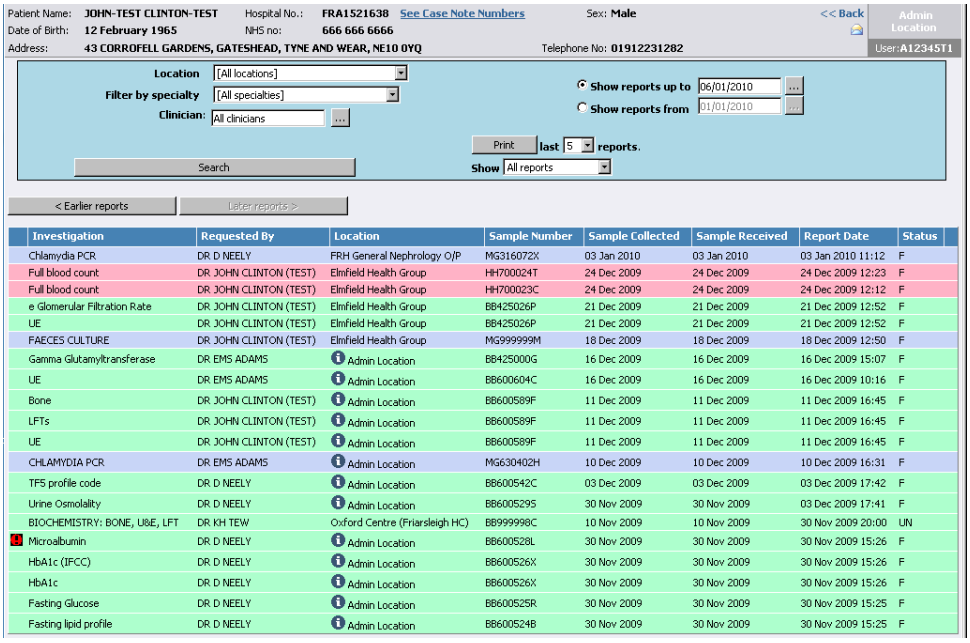
NOTE: If there is more than one entry matching the patient demographics supplied then a patient list will be presented and the user will need to select the correct patient.

Please copy the details of the duplicate result and ask your ICE Superuser to send them to the ICE Administrator.

PATIENT REPORTS

A list of all reports for the selected patient will be displayed.

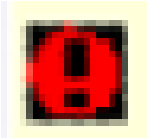
Reports are found and returned in batches, latest 20 reports first.

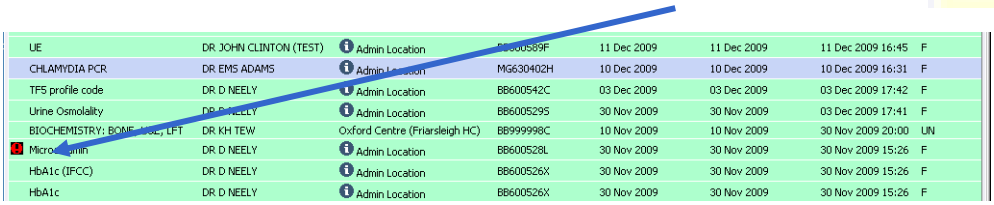


	Investigation	Requested By	Location	Sample Number	Sample Collected	Sample Received	Report Date	Status
	Chlamydia PCR	DR D NEELY	FRH General Nephrology O/P	MG316072X	03 Jan 2010	03 Jan 2010	03 Jan 2010 11:12	F
	Full blood count	DR JOHN CLINTON (TEST)	Elmfield Health Group	HH700024T	24 Dec 2009	24 Dec 2009	24 Dec 2009 12:23	F
	Full blood count	DR JOHN CLINTON (TEST)	Elmfield Health Group	HH700023C	24 Dec 2009	24 Dec 2009	24 Dec 2009 12:12	F
	e Glomerular Filtration Rate	DR JOHN CLINTON (TEST)	Elmfield Health Group	BB425026P	21 Dec 2009	21 Dec 2009	21 Dec 2009 12:52	F
	UE	DR JOHN CLINTON (TEST)	Elmfield Health Group	BB425026P	21 Dec 2009	21 Dec 2009	21 Dec 2009 12:52	F
	FAECES CULTURE	DR JOHN CLINTON (TEST)	Elmfield Health Group	MG999999M	18 Dec 2009	18 Dec 2009	18 Dec 2009 12:50	F
	Gamma Glutamyltransferase	DR EMS ADAMS	Admin Location	BB425000G	16 Dec 2009	16 Dec 2009	16 Dec 2009 15:07	F
	UE	DR EMS ADAMS	Admin Location	BB600604C	16 Dec 2009	16 Dec 2009	16 Dec 2009 10:16	F
	Bone	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
	LFTs	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
	UE	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
	CHLAMYDIA PCR	DR EMS ADAMS	Admin Location	MG630402H	10 Dec 2009	10 Dec 2009	10 Dec 2009 16:31	F
	TF5 profile code	DR D NEELY	Admin Location	BB600542C	03 Dec 2009	03 Dec 2009	03 Dec 2009 17:42	F
	Urine Osmolality	DR D NEELY	Admin Location	BB600529S	30 Nov 2009	30 Nov 2009	03 Dec 2009 17:41	F
	BIOCHEMISTRY: BONE, U&E, LFT	DR KH TEW	Oxford Centre (Friarsleigh HC)	BB999998C	10 Nov 2009	10 Nov 2009	30 Nov 2009 20:00	UN
!	Microalbumin	DR D NEELY	Admin Location	BB600528L	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:26	F
	HbA1c (IFCC)	DR D NEELY	Admin Location	BB600526X	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:26	F
	HbA1c	DR D NEELY	Admin Location	BB600526X	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:26	F
	Fasting Glucose	DR D NEELY	Admin Location	BB600525R	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:25	F
	Fasting lipid profile	DR D NEELY	Admin Location	BB600524B	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:25	F

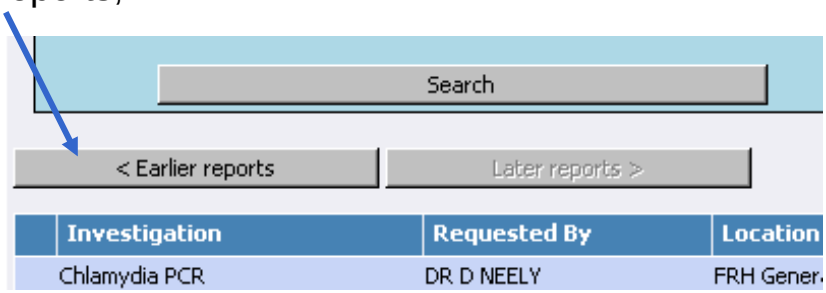
Each line is colour coded to make identification of the different disciplines easier.

Reports containing abnormal results are marked in red.





To list earlier or later reports,
click
'Earlier reports>>>'
or
'<<<Later reports'

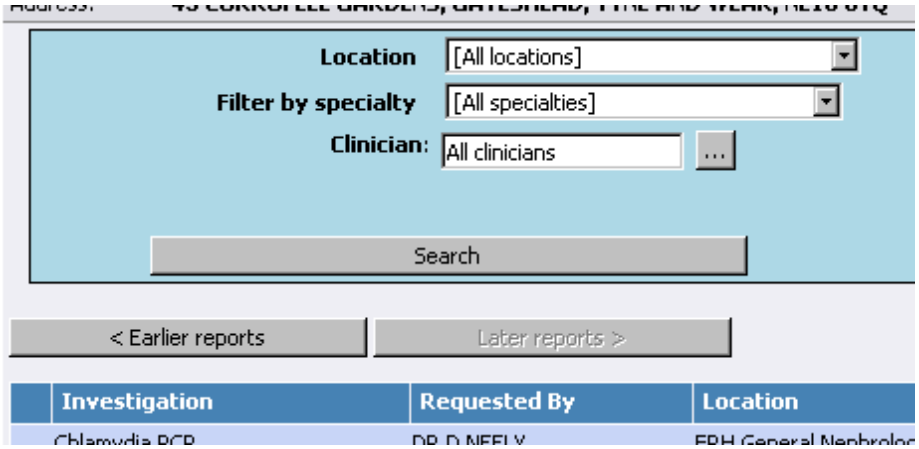


FILTER REPORTS

If there are too many reports listed, use the filters to reduce the number of reports displayed;

filter by

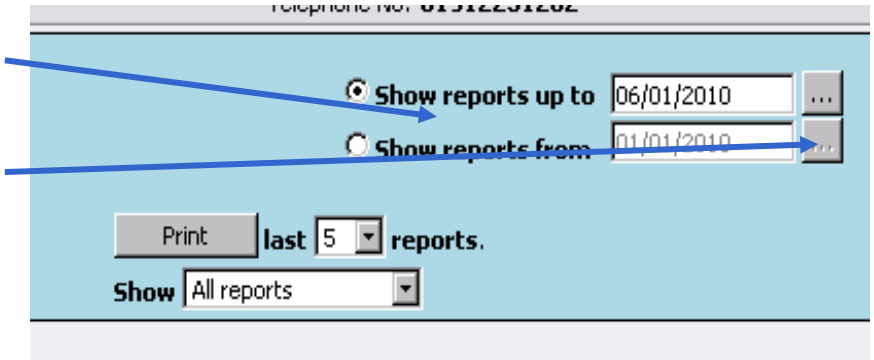
- speciality,
- location,
- clinician and
- date.



For example, if the 'Speciality' filter is changed from 'All Specialties' to 'Medical Microbiology', only Microbiology reports will be displayed in the list.

To view reports between specified dates;

Click the **'Show reports from'** radio button and then **click** on the date box to bring up a calendar to select a date.



Move to the correct month and year and **select** the day to view reports from.

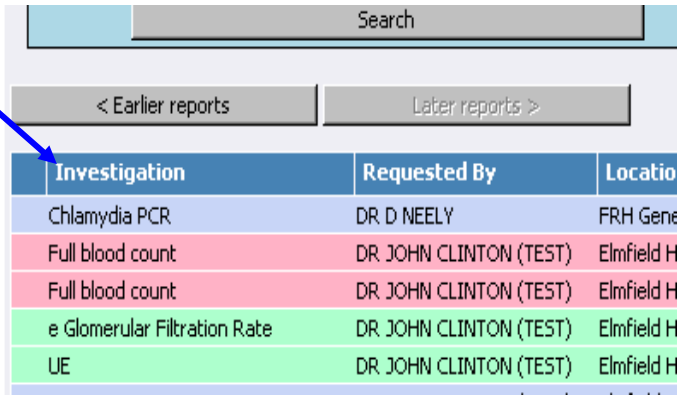
Repeat the selection if required for the '**Show reports up to'** option.

When up to four options have been selected, **click** on 'Search' to commence the filter.

Each list is presented in Report Date sequence, latest first.

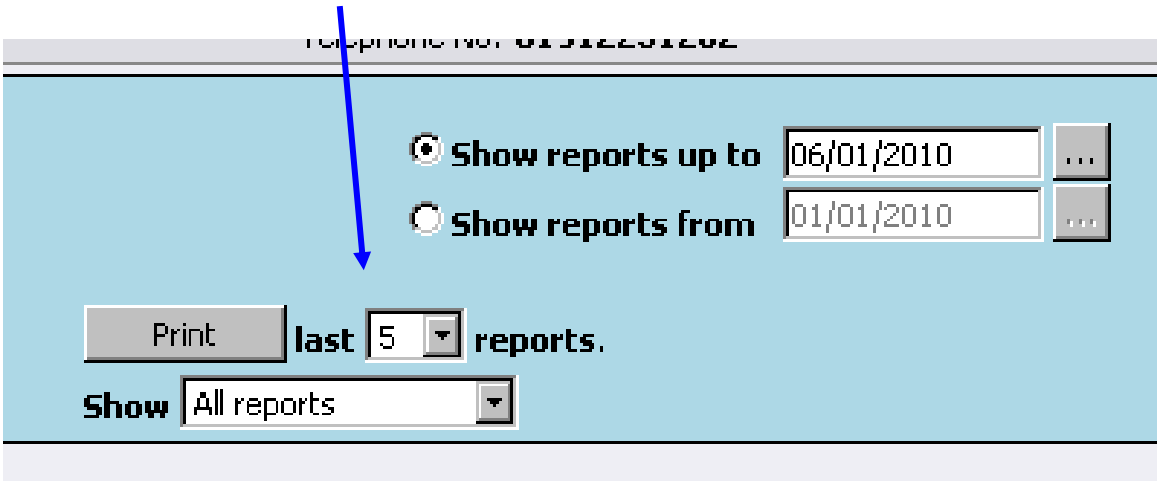
To re-sequence the displayed list of up to 20 reports **click** on a column header.

For example, **click** on the '**Investigation**' header and the reports will be sorted by investigation name.



PRINTING REPORTS

To print a number of reports from the filtered list, **select** the number of reports to print, and then **click** 'Print'.



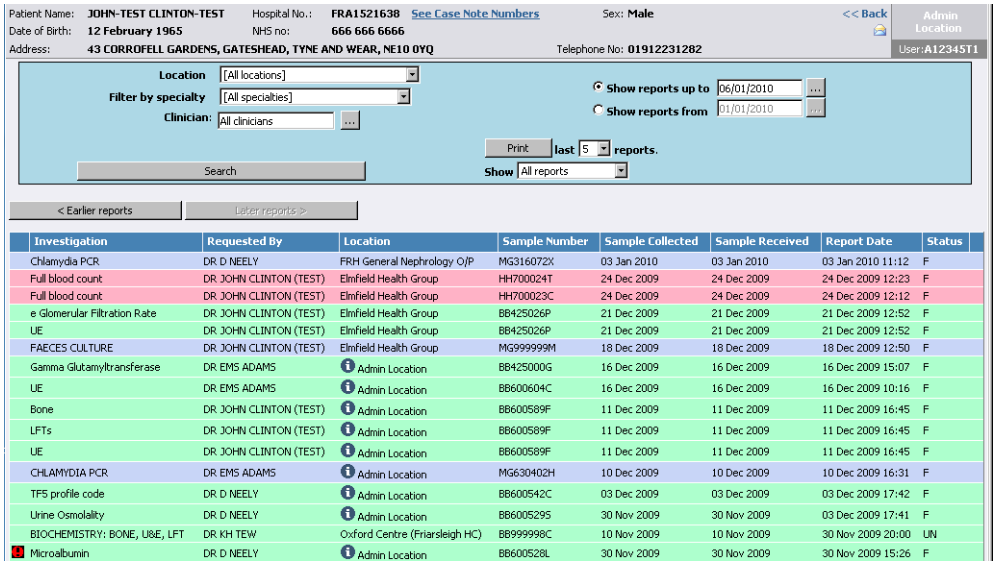
The reports to be printed are displayed on screen.

If a hard copy is required, **click** the 'Print' button.

The selected reports are printed in a continuous stream.

VIEW REPORT DETAILS

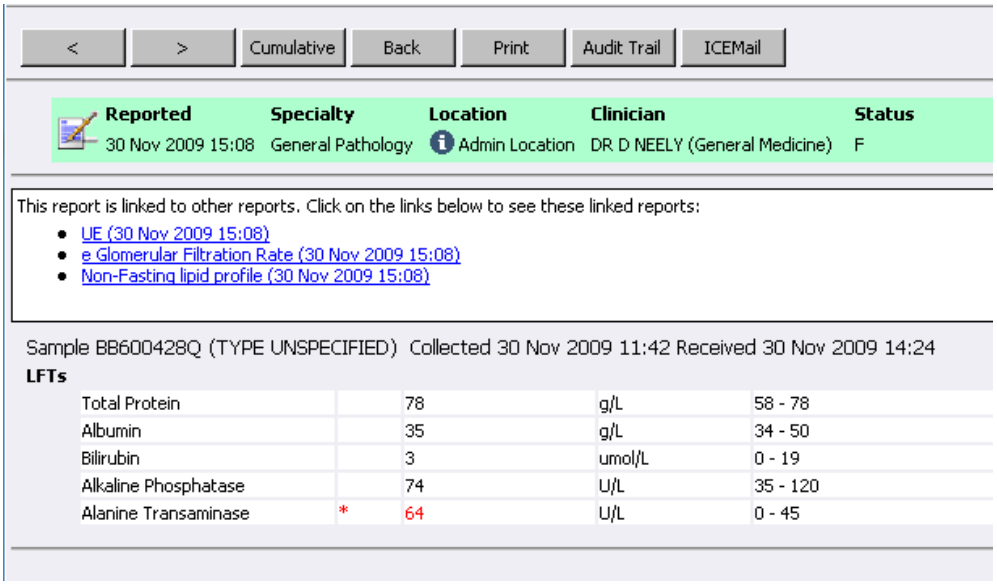
From the report list **click** anywhere on a report to view report details



Investigation	Requested By	Location	Sample Number	Sample Collected	Sample Received	Report Date	Status
Chlamydia PCR	DR D NEELY	FRH General Nephrology O/P	MG316072X	03 Jan 2010	03 Jan 2010	03 Jan 2010 11:12	F
Full blood count	DR JOHN CLINTON (TEST)	Elmfield Health Group	HH700024T	24 Dec 2009	24 Dec 2009	24 Dec 2009 12:23	F
Full blood count	DR JOHN CLINTON (TEST)	Elmfield Health Group	HH700023C	24 Dec 2009	24 Dec 2009	24 Dec 2009 12:12	F
e Glomerular Filtration Rate	DR JOHN CLINTON (TEST)	Elmfield Health Group	BB425026P	21 Dec 2009	21 Dec 2009	21 Dec 2009 12:52	F
UE	DR JOHN CLINTON (TEST)	Elmfield Health Group	BB425026P	21 Dec 2009	21 Dec 2009	21 Dec 2009 12:52	F
FAECES CULTURE	DR JOHN CLINTON (TEST)	Elmfield Health Group	MG999999M	18 Dec 2009	18 Dec 2009	18 Dec 2009 12:50	F
Gamma Glutamyltransferase	DR EMS ADAMS	Admin Location	BB425000G	16 Dec 2009	16 Dec 2009	16 Dec 2009 15:07	F
UE	DR EMS ADAMS	Admin Location	BB600604C	16 Dec 2009	16 Dec 2009	16 Dec 2009 10:16	F
Bone	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
LFTs	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
UE	DR JOHN CLINTON (TEST)	Admin Location	BB600589F	11 Dec 2009	11 Dec 2009	11 Dec 2009 16:45	F
CHLAMYDIA PCR	DR EMS ADAMS	Admin Location	MG630402H	10 Dec 2009	10 Dec 2009	10 Dec 2009 16:31	F
TF5 profile code	DR D NEELY	Admin Location	BB600542C	03 Dec 2009	03 Dec 2009	03 Dec 2009 17:42	F
Urine Osmolality	DR D NEELY	Admin Location	BB600529S	30 Nov 2009	30 Nov 2009	03 Dec 2009 17:41	F
BIOCHEMISTRY: BONE, U&E, LFT	DR KH TEW	Oxford Centre (Friarsleigh HC)	BB999998C	10 Nov 2009	10 Nov 2009	30 Nov 2009 20:00	UN
Microalbumin	DR D NEELY	Admin Location	BB600528L	30 Nov 2009	30 Nov 2009	30 Nov 2009 15:26	F

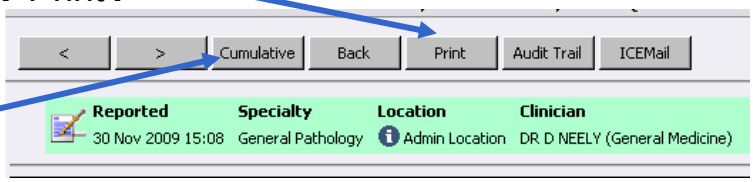
The selected report is displayed showing full details.

Abnormal results are flagged and shown in red. *



To print a hard copy, **click** 'Print'**.**

To view the last six reports **click** 'Cumulative'**.**

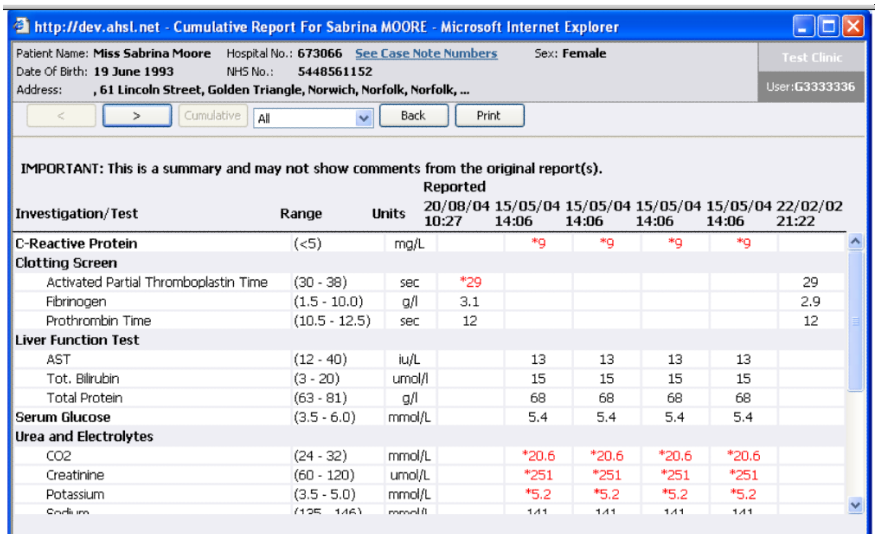


CUMULATIVE RESULTS

Cumulative Results may be viewed in tabular form in different formats to suit the user's preferences.

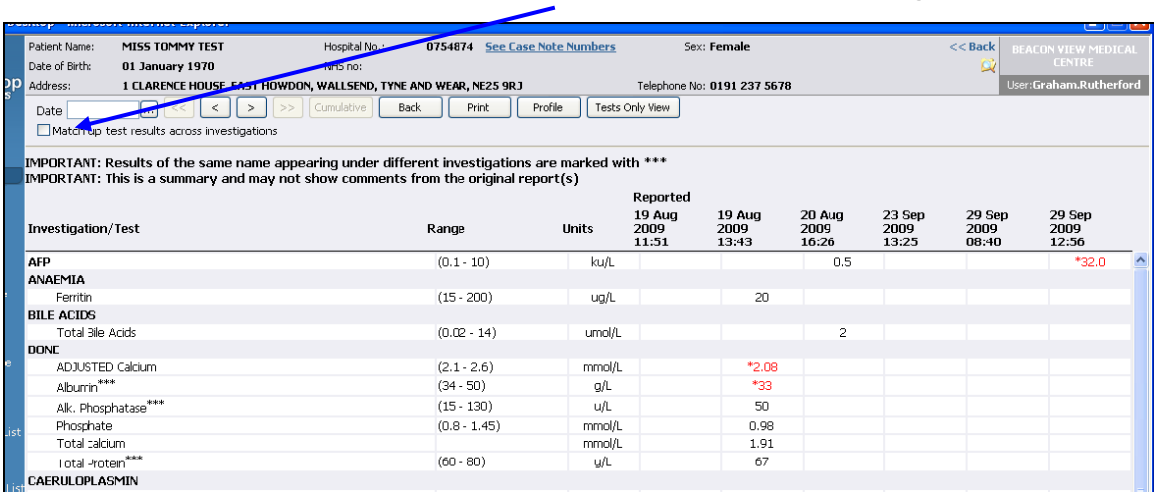
Test Groups View

The default is the '**Test Groups**' view, which lists results by group.

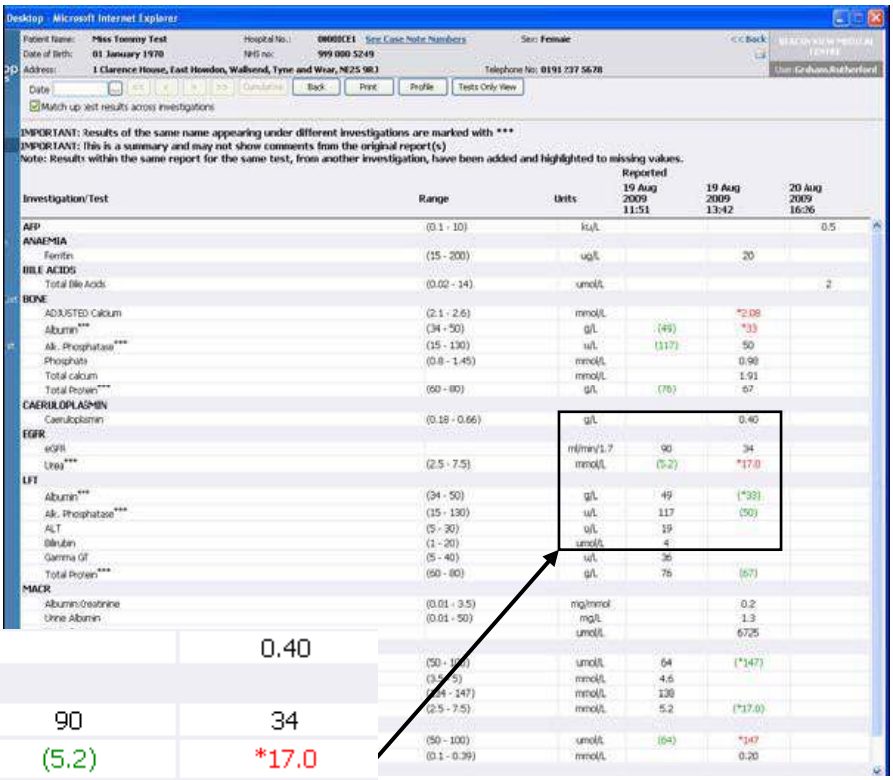


Matched Tests View

Check the box to 'Match up tests' results across investigations.



The '**Match up tests** view combines results for the same test in different groups – the combined result(s) show in green with brackets.



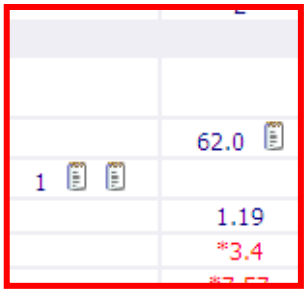
g/L		0.40
ml/min/1.7	90	34
mmol/L	(5.2)	*17.0
g/L	49	(*33)
u/L	117	(50)
u/L	19	

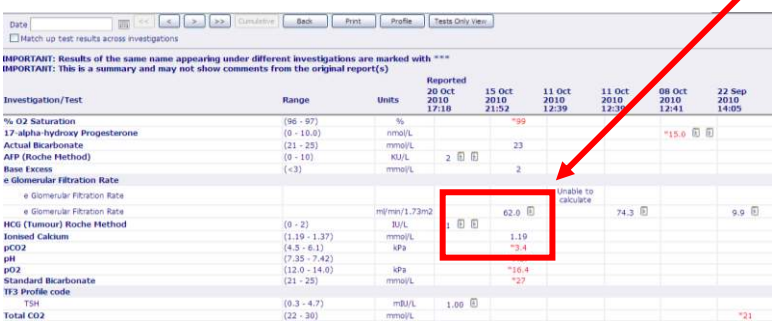
Cumulative
– Matched up tests

Report Details

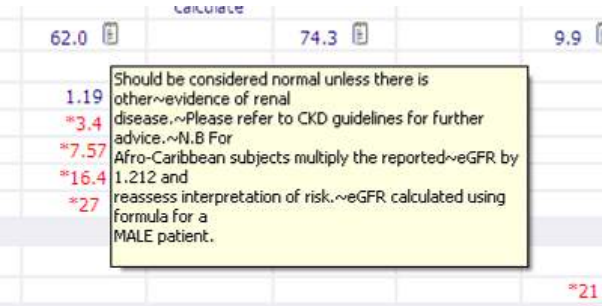
A test result may be marked with a letter icon.

Hover over the icon with the mouse to see additional Clinical Details added to that report.

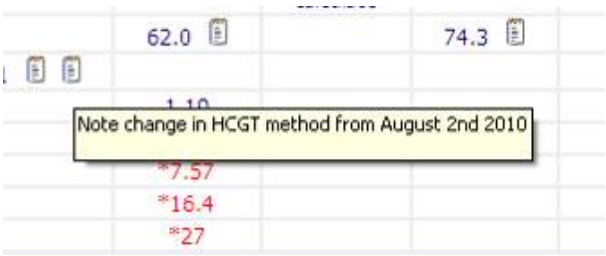




Information given may relate to the test results …



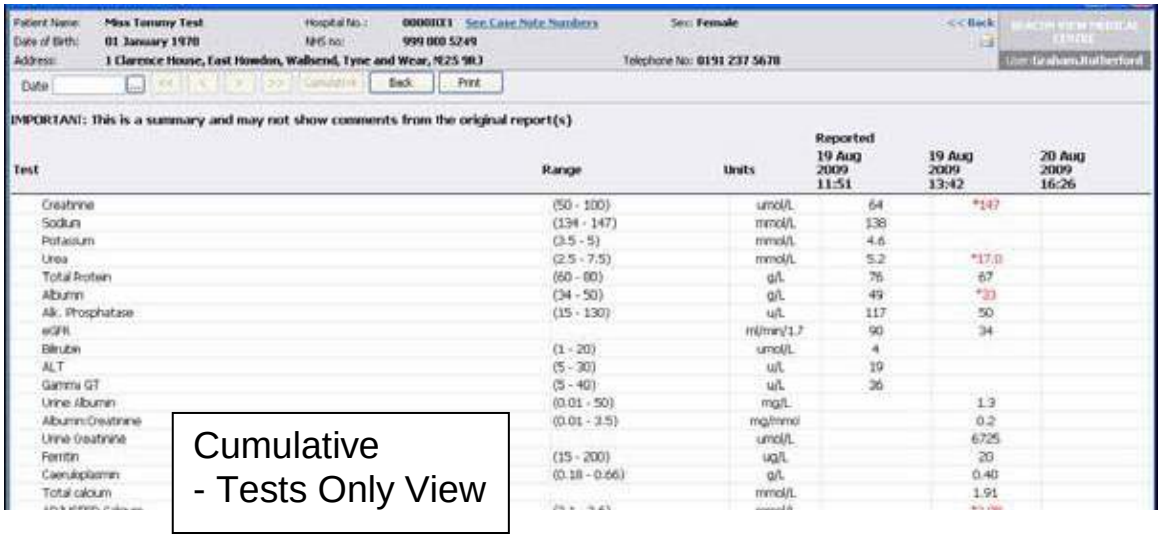
... or to changes in test methodology.



Tests Only View

The **'Tests Only View'** compiles a list based only on the actual tests and not from the test groups as formally displayed. This allows easier comparison for individual investigations.

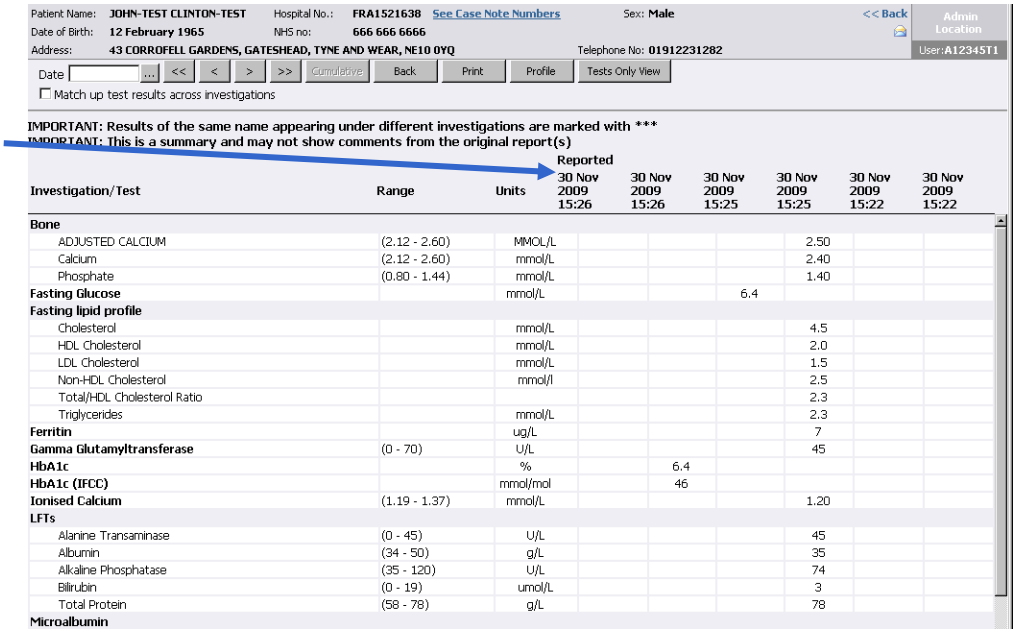
Click the 'Tests Only View' button.



To view different reports (if available) from the cumulative view:

- use the single arrow buttons to move along one report at a time.
- use the double arrow buttons to move along to the next six reports.
- a date field allows you to jump to a particular date.

To see an individual test result **click** on the date at the top of the column.

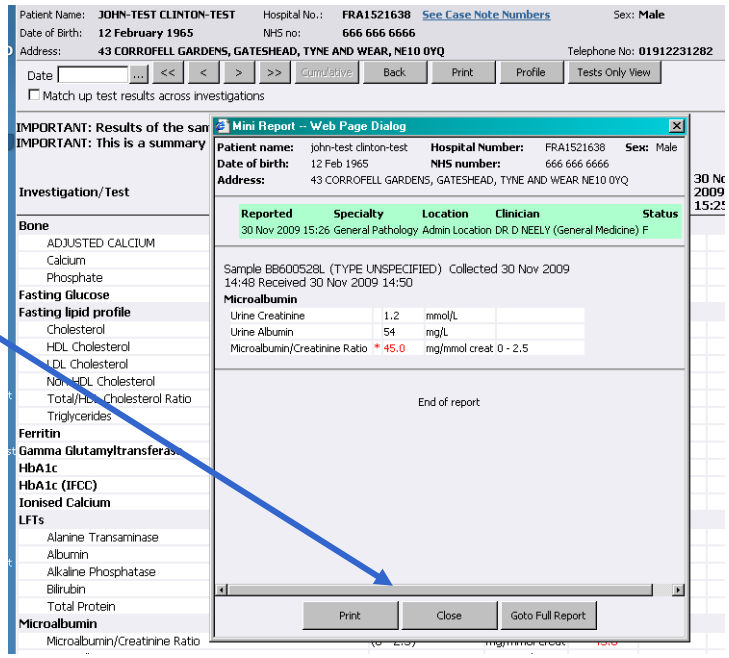


A web dialog box opens displaying the result for the chosen date.

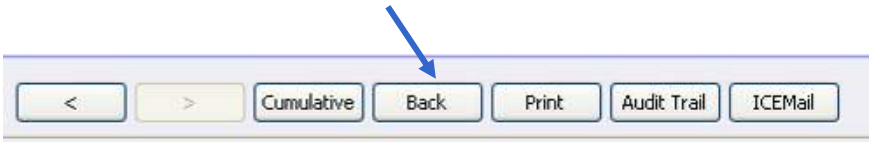
To print a copy **click** 'Print'.

To return to the cumulative result page **click** 'Close'.

'Goto Full Report' displays the report in a full window.

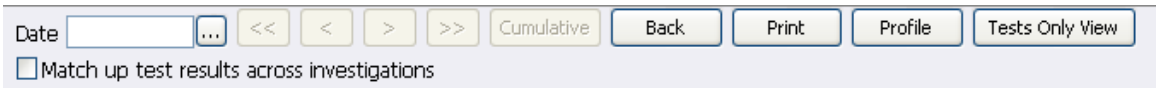


To exit cumulative reports and return to the previous report, **click** 'Back'.

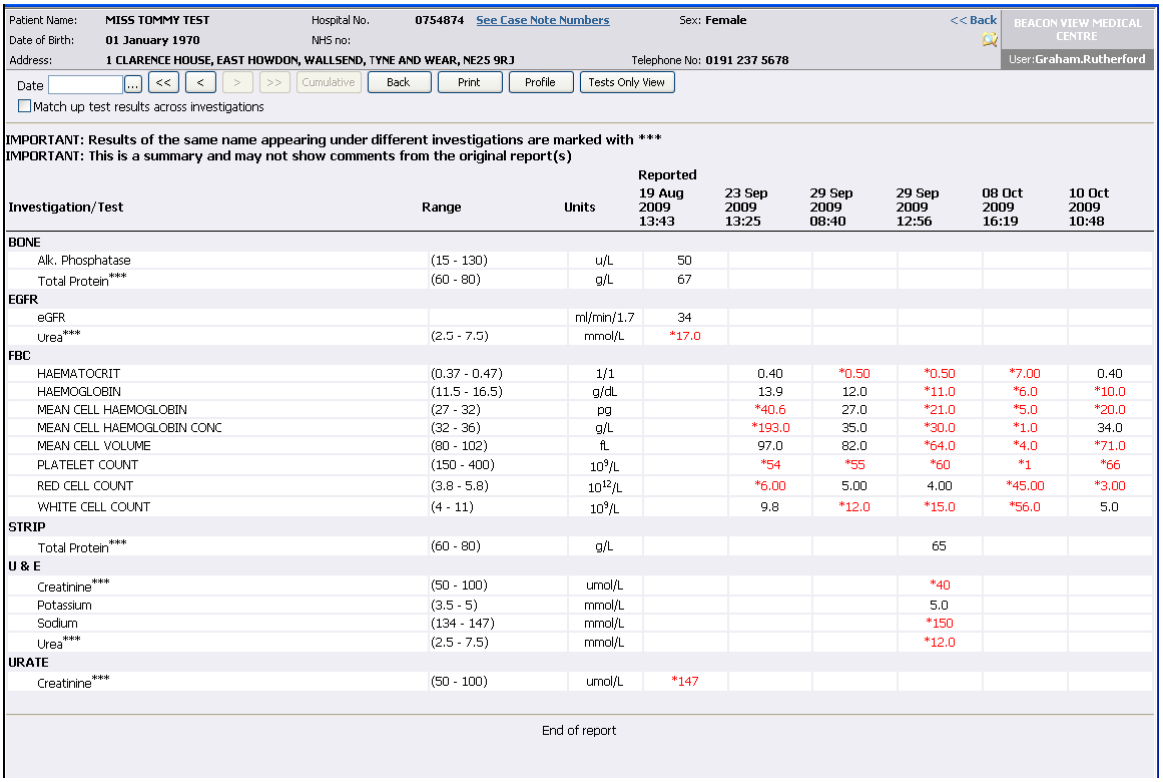


PROFILE

If you have saved a profile of investigations (see 'Multiple Graphs' for how to do this) the 'Profile' button is added to the toolbar.



Click on the 'Profile' button and load a saved profile to display a particular selection of reports.



Patient Name: MISS TOMMY TEST Hospital No. 0754874 See Case Note Numbers Sex: Female << Back
Date of Birth: 01 January 1970 NHS no: BEACON VIEW MEDICAL CENTRE
Address: 1 CLARENCE HOUSE, EAST HOWDON, WALLSEND, TYNE AND WEAR, NE25 9RJ Telephone No: 0191 237 5678 User:Graham.Rutherford

Date [...] << < > >> Cumulative Back Print Profile Tests Only View
Match up test results across investigations

IMPORTANT: Results of the same name appearing under different investigations are marked with ***
IMPORTANT: This is a summary and may not show comments from the original report(s)

Investigation/Test	Range	Units	Reported 19 Aug 2009 13:43	23 Sep 2009 13:25	29 Sep 2009 08:40	29 Sep 2009 12:56	08 Oct 2009 16:19	10 Oct 2009 10:48
BONE								
Alk. Phosphatase	(15 - 130)	u/L	50					
Total Protein***	(60 - 80)	g/L	67					
EGFR								
eGFR		ml/min/1.7	34					
Urea***	(2.5 - 7.5)	mmol/L	*17.0					
FBC								
HAEMATOCRIT	(0.37 - 0.47)	1/1		0.40	*0.50	*0.50	*7.00	0.40
HAEMOGLOBIN	(11.5 - 16.5)	g/dL		13.9	12.0	*11.0	*6.0	*10.0
MEAN CELL HAEMOGLOBIN	(27 - 32)	pg		*40.6	27.0	*21.0	*5.0	*20.0
MEAN CELL HAEMOGLOBIN CONC	(32 - 36)	g/L		*193.0	35.0	*30.0	*1.0	34.0
MEAN CELL VOLUME	(80 - 102)	fL		97.0	82.0	*64.0	*4.0	*71.0
PLATELET COUNT	(150 - 400)	10^9/L		*54	*55	*60	*1	*66
RED CELL COUNT	(3.8 - 5.8)	10^{12}/L		*6.00	5.00	4.00	*45.00	*3.00
WHITE CELL COUNT	(4 - 11)	10^9/L		9.8	*12.0	*15.0	*56.0	5.0
STRIP								
Total Protein***	(60 - 80)	g/L				65		
U & E								
Creatinine***	(50 - 100)	umol/L				*40		
Potassium	(3.5 - 5)	mmol/L				5.0		
Sodium	(134 - 147)	mmol/L				*150		
Urea***	(2.5 - 7.5)	mmol/L				*12.0		
URATE								
Creatinine***	(50 - 100)	umol/L	*147					

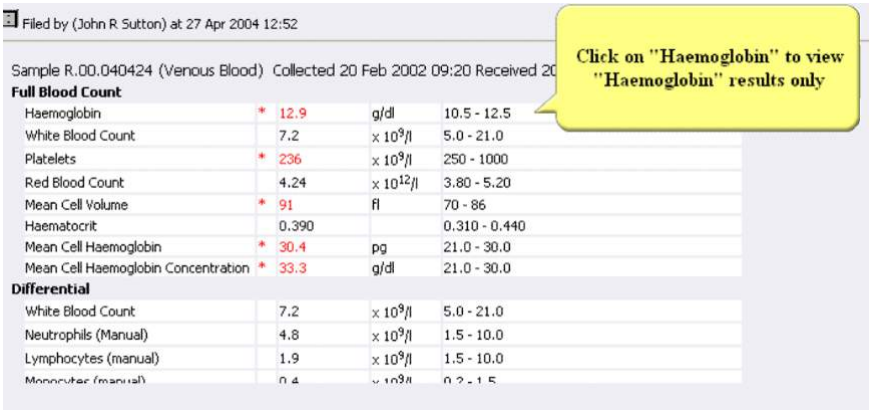
End of report

Reports are available for:

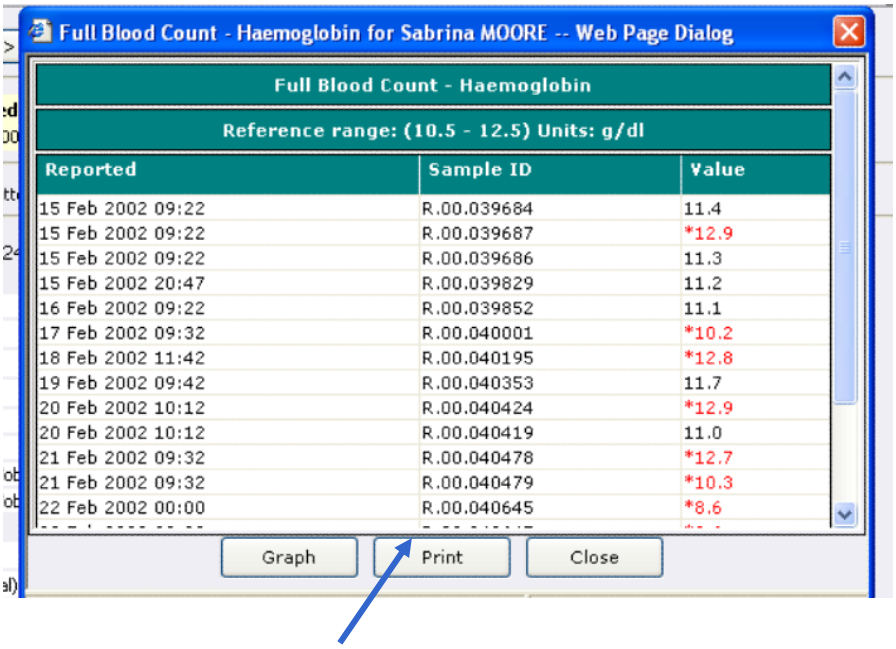
- 'Test Groups',
- 'Matched–up tests', and
- 'Tests Only' views.

INDIVIDUAL TEST RESULT HISTORY

To view results for a particular investigation only – **click** on a selected result to view.

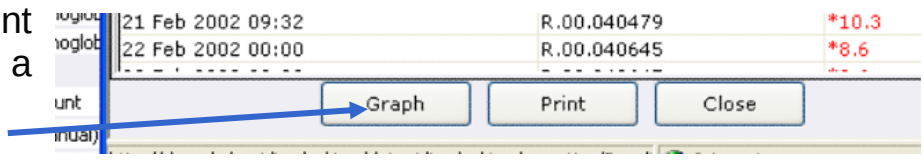


In this example the historical results for haemoglobin for the chosen patient are presented in a web page dialog box.



To print these results **Press** 'Print'.

To present results in a graph format **click** on 'Graph'.

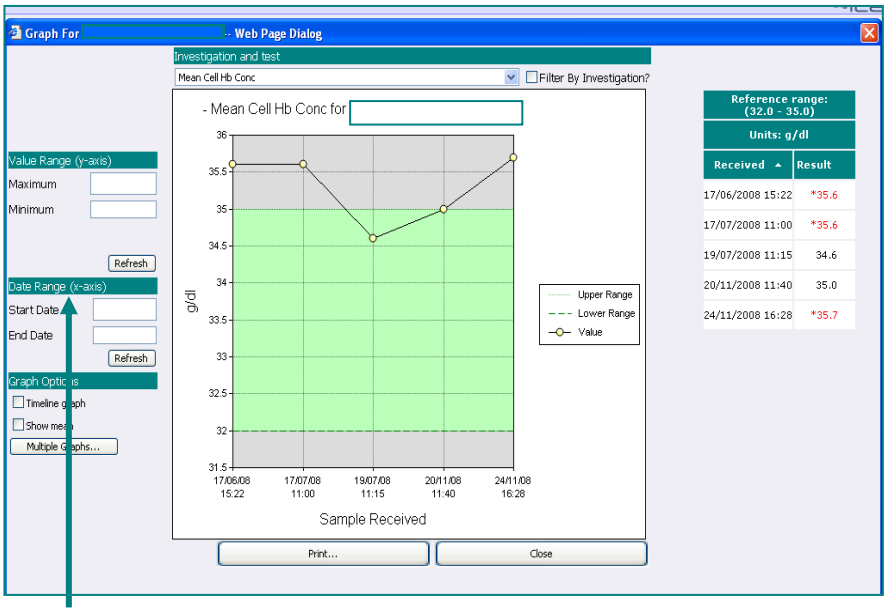


GRAPHS

All results are displayed. The accepted range is shown in green and any abnormal results are easily identified. Results are evenly spread across the graph for easy viewing.

There are a number of options to graph the results.

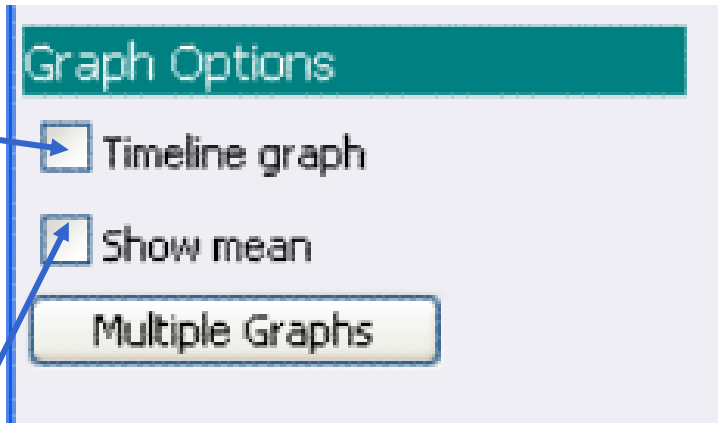
e.g. The Value Range (y-axis) and the Date Range (x-axis) can be selected, enter the ranges required in the boxes.



To display results on a chronological basis, **click** 'Timeline graph'.

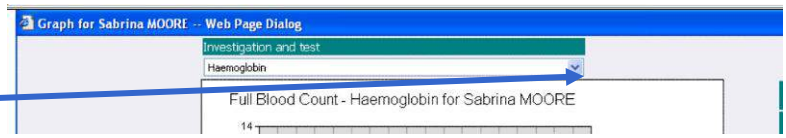
The results are spaced according to the date of the report.

To see an average of the results, **click** 'Show mean'.



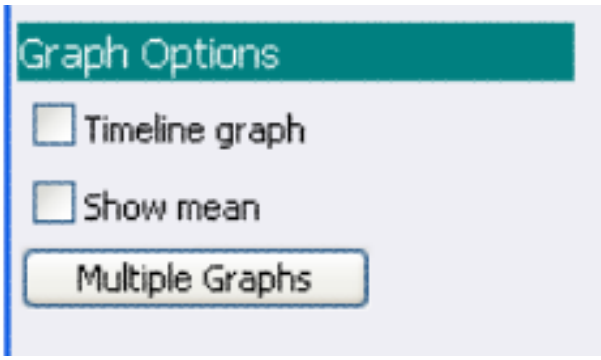
A line showing the mean value is displayed on the graph.

To graph more tests, **click** the down arrow above the graph to open a list of investigations and select the one to graph.



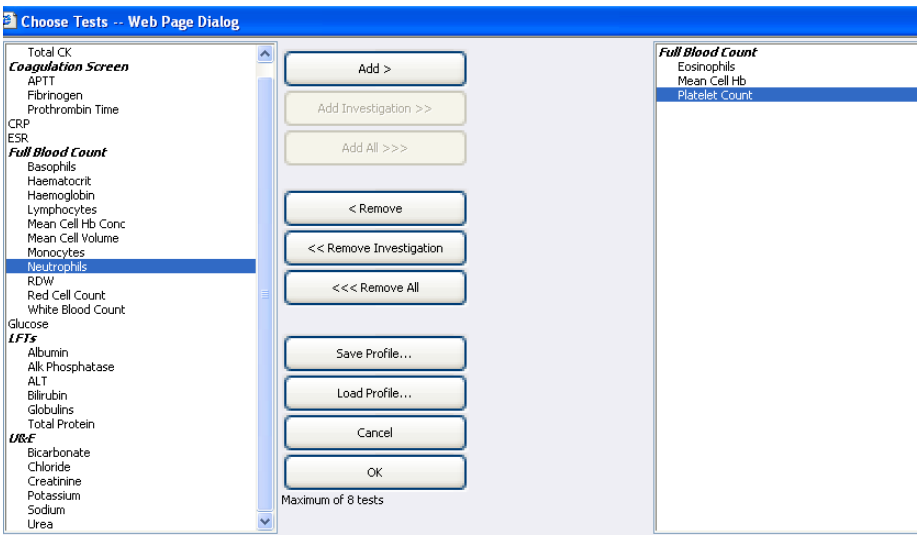
MULTIPLE GRAPHS

To view or print multiple graphs, **click** 'Multiple Graphs'.



Up to 8 tests may be selected to be presented in graphs.

Highlight the test required and, after the page refreshes,



click

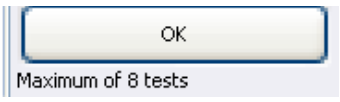
to add the test to the list.

To add all the investigations under a test group heading, **click** on 'Add Investigation>>'

To save the selected list to avoid rebuilding the chosen profile each time you wish to view the same test results then **click** on 'Save Profile' and save under a name of your choice.

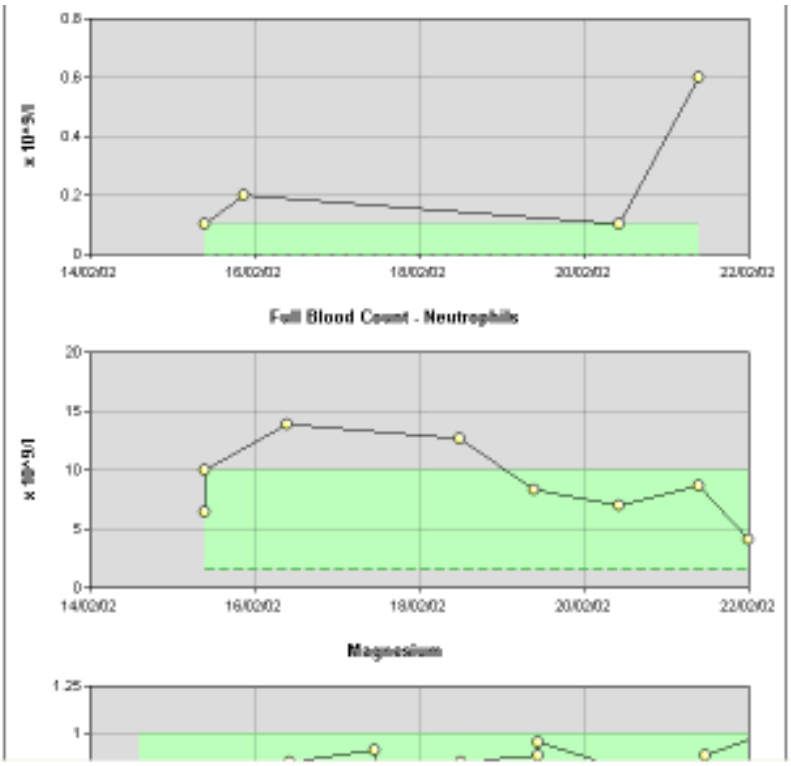
This profile then can be loaded by clicking on 'Load Profile' when required.

Having selected up to 8 items, **click** 'OK'

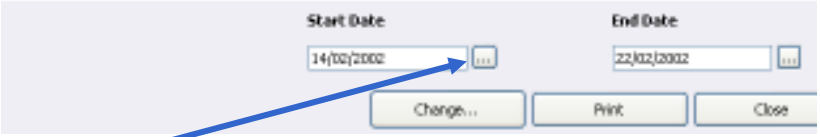


The selected graphs are displayed, showing results for all the selected tests.

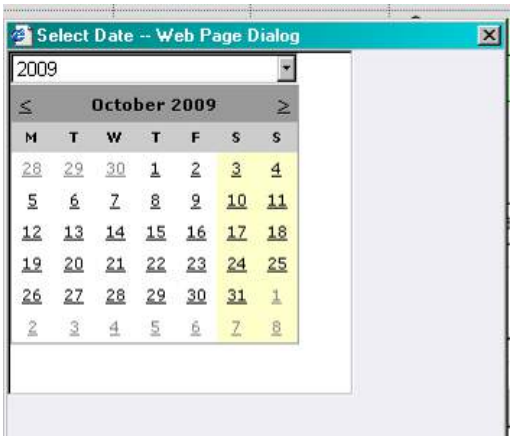
Use the scroll bar if necessary.



The date range may be changed.



To change the 'Start Date'**, click** on the '…' button to bring up a pop up calendar.



Click on the relevant date; it will be displayed in the Start Date field, and used as the first date in the range to be displayed.

Repeat for the End Date field if required.

Graphs can be printed by **click**ing 'Print'.

Select the print setting and **click** 'OK'.

Click 'Close' to return to the previous page after viewing graph options.

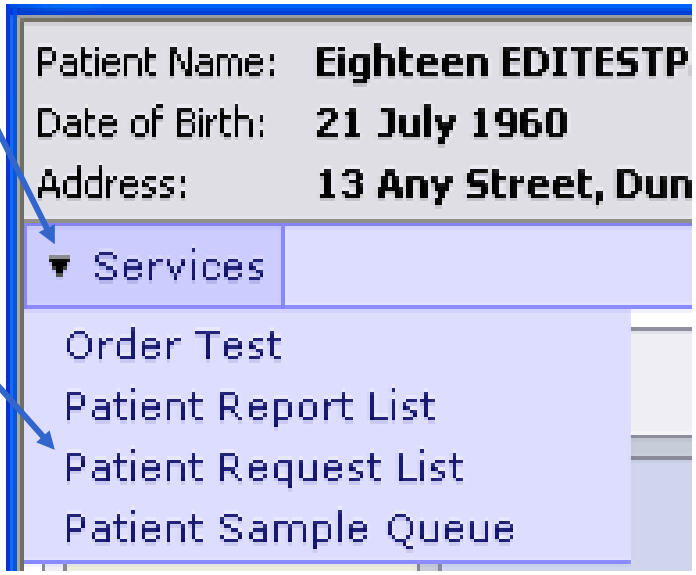
USING THE 'SERVICES' DROP-DOWN MENU

The 'Services' Tab is found at the top left of the screen under the patient details. Options displayed allow the opening of other ICE screens without first returning to the clinical system.

Click on the down arrow to display the options.

Click on an option for a quick link to another ICE function.
e.g Patient Request List

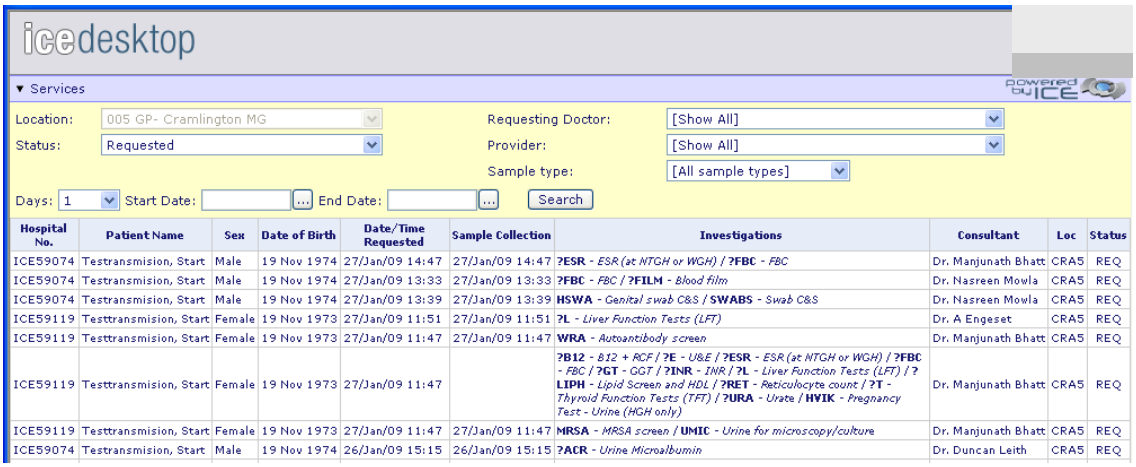
Click on the 'Patient Request List' option.



The Patient Request list is available to view from within ICE Reporting in order to review the current status of any requests without the need to exit the Reporting module.

A complete list of requests for the patient are displayed indicating the;

- details of the request,
- the requestor,
- location, and the
- current status.



Hospital No.	Patient Name	Sex	Date of Birth	Date/Time Requested	Sample Collection	Investigations	Consultant	Loc	Status
ICE59074	Testransmision, Start	Male	19 Nov 1974	27/Jan/09 14:47	27/Jan/09 14:47	**?ESR** - *ESR (at NTGH or WGH)* / **?FBC** - *FBC*	Dr. Manjunath Bhatt	CRA5	REQ
ICE59074	Testransmision, Start	Male	19 Nov 1974	27/Jan/09 13:33	27/Jan/09 13:33	**?FBC** - *FBC* / **?FILM** - *Blood film*	Dr. Nasreen Mowla	CRA5	REQ
ICE59074	Testransmision, Start	Male	19 Nov 1974	27/Jan/09 13:39	27/Jan/09 13:39	**HSWA** - *Genital swab C&S* / **SWABS** - *Swab C&S*	Dr. Nasreen Mowla	CRA5	REQ
ICE59119	Testtransmision, Start	Female	19 Nov 1973	27/Jan/09 11:51	27/Jan/09 11:51	**?L** - *Liver Function Tests (LFT)*	Dr. A Engeset	CRA5	REQ
ICE59119	Testtransmision, Start	Female	19 Nov 1973	27/Jan/09 11:47	27/Jan/09 11:47	**WRA** - *Autoantibody screen*	Dr. Manjunath Bhatt	CRA5	REQ
ICE59119	Testtransmision, Start	Female	19 Nov 1973	27/Jan/09 11:47		**?B12** - *B12 + RCF* / **?E** - *U&E* / **?ESR** - *ESR (at NTGH or WGH)* / **?FBC** - *FBC* / **?GT** - *GGT* / **?INR** - *INR* / **?L** - *Liver Function Tests (LFT)* / **?LIPH** - *Lipid Screen and HDL* / **?RET** - *Reticulocyte count* / **?T** - *Thyroid Function Tests (TFT)* / **?URA** - *Urate* / **HVIK** - *Pregnancy Test - Urine (HGH only)*	Dr. Manjunath Bhatt	CRA5	REQ
ICE59119	Testtransmision, Start	Female	19 Nov 1973	27/Jan/09 11:47	27/Jan/09 11:47	**MRSA** - *MRSA screen* / **UMIC** - *Urine for microscopy/culture*	Dr. Manjunath Bhatt	CRA5	REQ
ICE59074	Testransmision, Start	Male	19 Nov 1974	26/Jan/09 15:15	26/Jan/09 15:15	**?ACR** - *Urine Microalbumin*	Dr. Duncan Leith	CRA5	REQ

- To return to the Reporting Module **click** on the 'Patient Report List' option.

- Whilst in the ICE Requesting Option the user may select 'Patient Report List' from the 'Services' drop down menu to review the history of any particular investigation in order to determine if a new test is required.

- To return to the Request module select 'Order Test' from the 'Services' menu – this will open up a new, blank Test Request Screen i.e. any previously selected tests will be lost. Therefore, it is advisable to use this facility at the beginning of a test request rather than after selecting a series of tests.

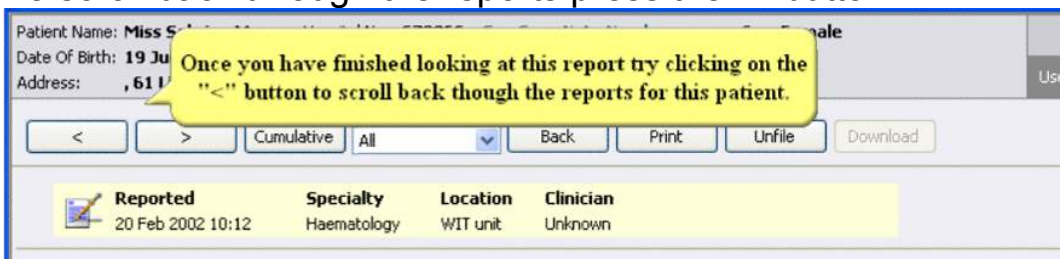
NOTE: Requests should only be viewed using this facility.

To order a test or edit a test please follow the procedure described in:
'Requesting' p10, or
'Managing Requests' p39

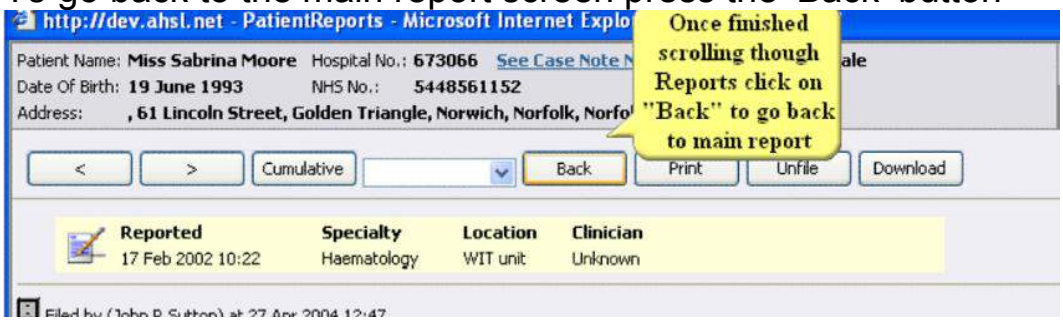
OTHER FUNCTIONS

MOVING BETWEEN REPORTS

To scroll back through the reports press the '<' button



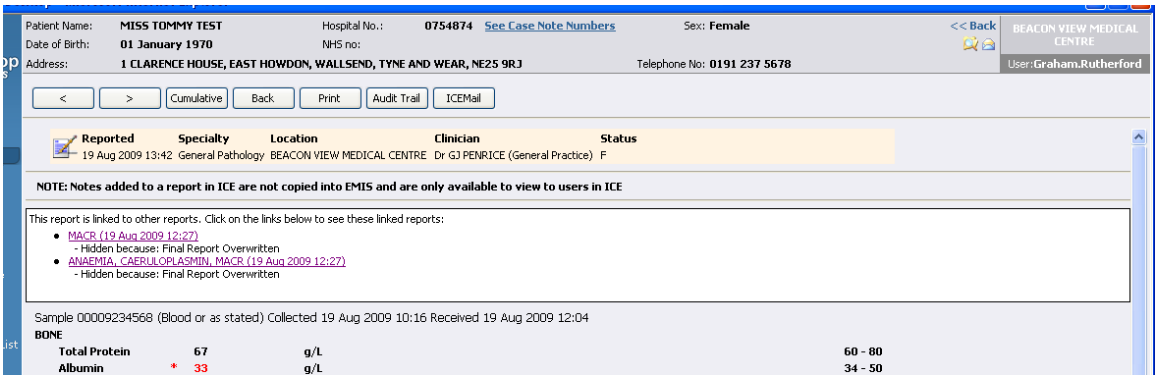
To go back to the main report screen press the 'Back' button



LINKING REPORTS ON REQUEST ID

Test requests ordered at the same consultation are classed as 'Linked' even if the results are reported at different times.

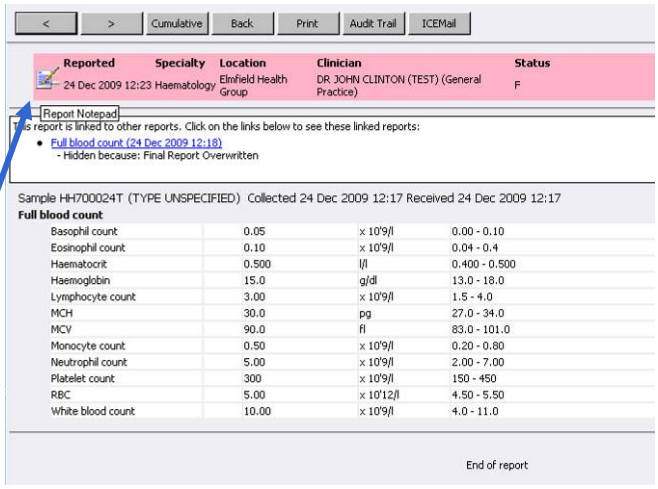
Linked reports will appear in a white "linked reports" box at the top of the report, as hyperlinks.



Clicking on a hyperlink will launch a mini-report popup with the linked report embedded.

REPORT NOTES

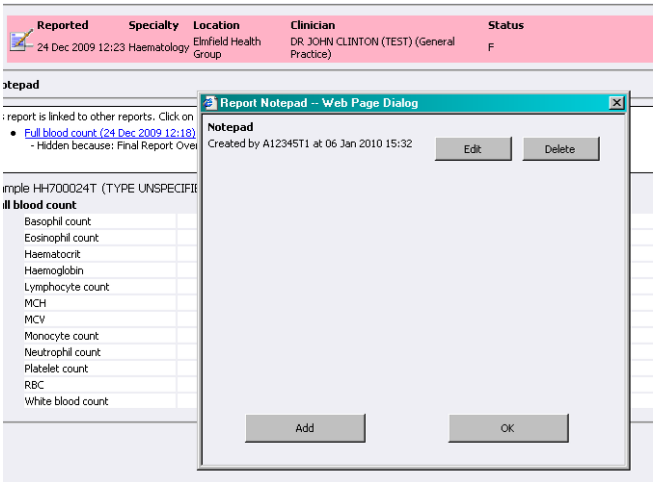
To add notes to a report that will be accessible every time the report is viewed, **click** on the notepad icon (on the top left).



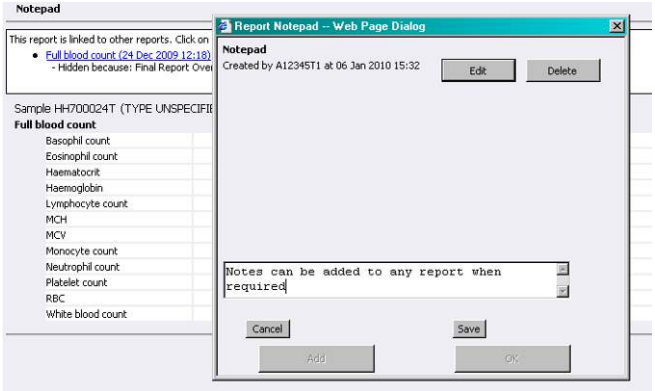
To edit a note, **click** 'Edit' and type in the amendments.

To delete a note from the record, **click** 'Delete**'**

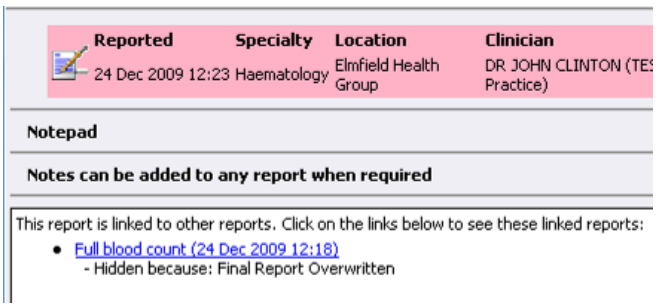
To add a note **click** 'Add'.



Type in the notes, then, **click** 'Save**',** then 'OK'**.**



When the report is viewed, the notes will be shown.



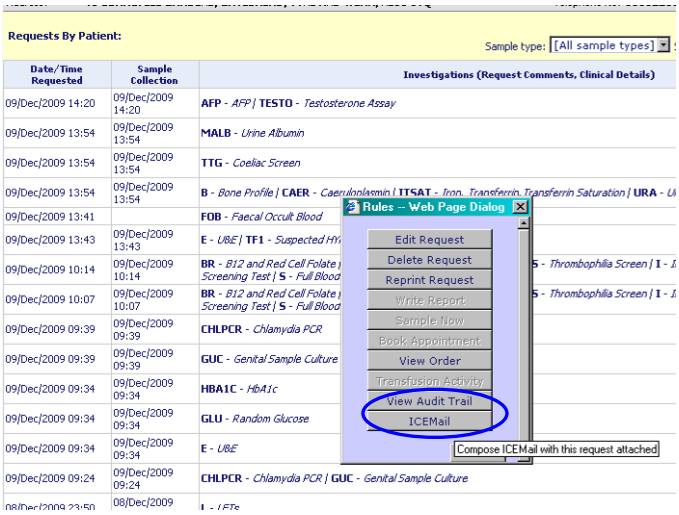
NOTE: These notes are not copied to the patient record in SystmOne. They are only available when viewing the report within ICE.

ICEMAIL

A copy of any request or any report may be sent to another local ICE user through the ICEMail link.

Requests

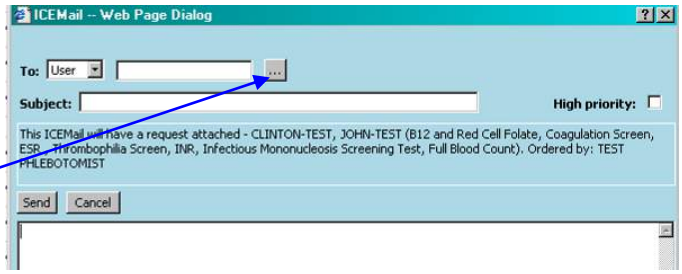
ICEMail is a listed option when left clicking a record in 'Requests By Patient'.



Click on 'ICEMail'.

The ICEMail will have the selected request attached.

Click on the user search button.



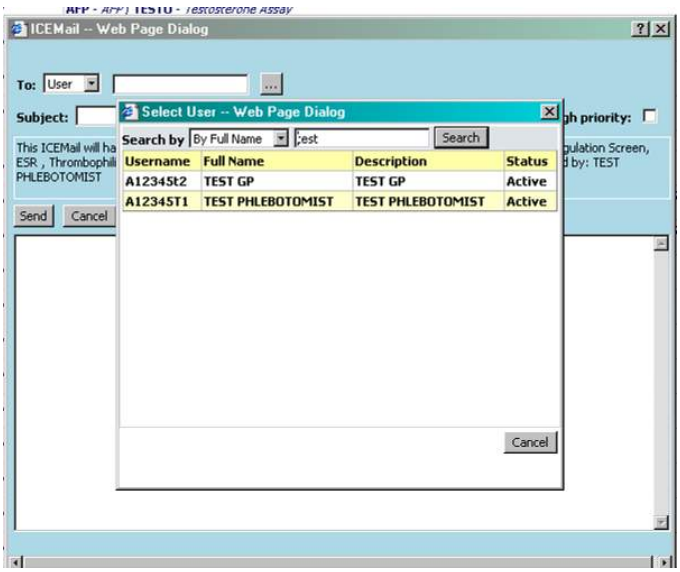
Type in the name of the recipient in the search box and **click** 'Search'.

A list of ICE users matching the text is displayed. **Click** on the required recipient.

Add a subject heading.

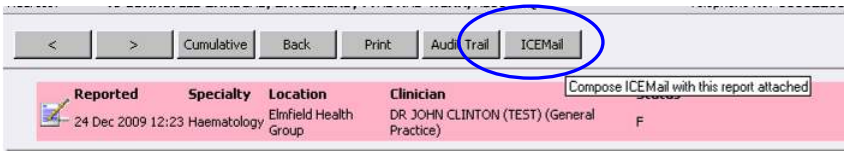
Add a freetext message.

Click on 'Send'.



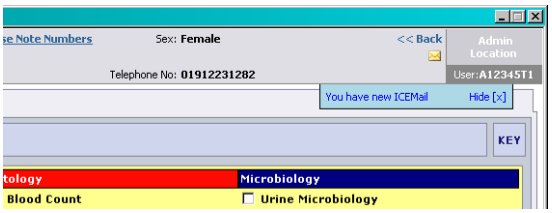
Reports

ICEMail is a listed option when viewing a report.



Select the recipient from the search box, add a subject heading and add a free-text message, as described above, before clicking on 'Send'.

Inbox Alert



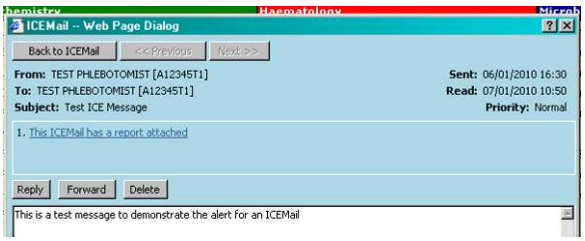
Recipients are alerted to an ICEMail only when logged in to ICE.

The ICEMail icon at the top right hand side of the screen changes to a closed envelope when there are new ICEMail(s).

Click on the icon to open the ICEMail folder.

Click on the mail item to open.

From here, it is possible to read the attachment, to reply to the sender or to forward the message to another user.



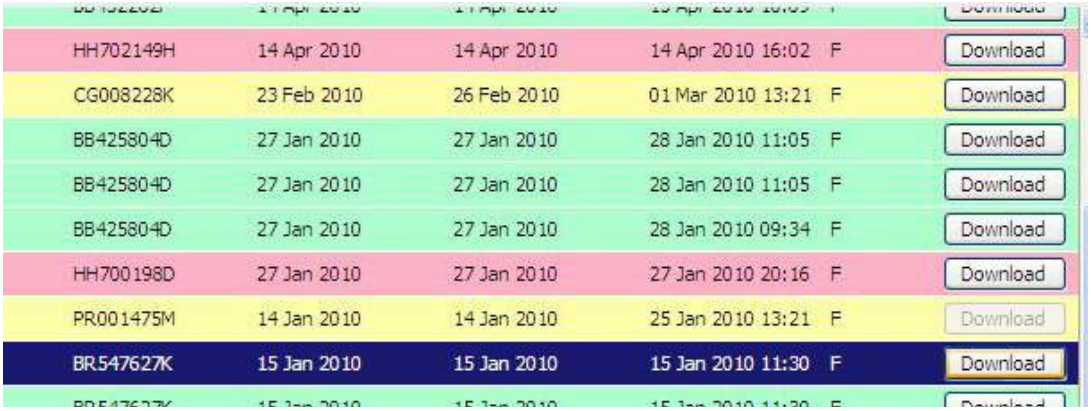
NOTE: ICEMail is an option for (urgent) communications with clinicians as an alternative to waiting until the result is received through lablink and then faxing it with a message.

We suggest that, when using ICEMail for the first time, the target clinician is first contacted directly in order to confirm that they will be logging into ICE on a regular basis in order to read their ICEMails.

To forward communications to colleagues within the practice please continue to use your current internal protocols.

DOWNLOAD REPORTS

Where the 'Download' button is available on the ICE Report Screen the user may request a copy of any report direct to a mailbox in the clinical system.

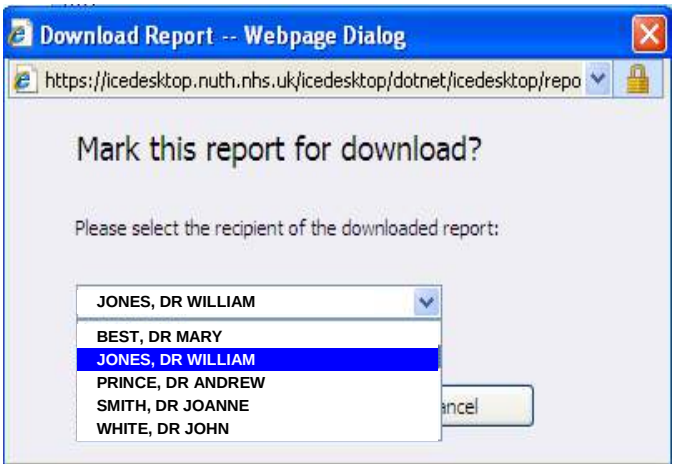


HH702149H	14 Apr 2010	14 Apr 2010	14 Apr 2010 16:02	F	Download
CG008228K	23 Feb 2010	26 Feb 2010	01 Mar 2010 13:21	F	Download
BB425804D	27 Jan 2010	27 Jan 2010	28 Jan 2010 11:05	F	Download
BB425804D	27 Jan 2010	27 Jan 2010	28 Jan 2010 11:05	F	Download
BB425804D	27 Jan 2010	27 Jan 2010	28 Jan 2010 09:34	F	Download
HH700198D	27 Jan 2010	27 Jan 2010	27 Jan 2010 20:16	F	Download
PR001475M	14 Jan 2010	14 Jan 2010	25 Jan 2010 13:21	F	Download
BR547627K	15 Jan 2010	15 Jan 2010	15 Jan 2010 11:30	F	Download

The Download option may prove useful for reports, e.g. hospital reports that have not been received in the practice or have not been received in a form that makes them easily incorporated into the patient record.

To request a copy of the report, **click** on the 'Download' button for the required sample (the button is on the right hand side of the screen).

Click on the name of the recipient from the list displayed.



A copy of the report will be sent to the recipient's mailbox in the GP clinical system.

ICE OpenNet

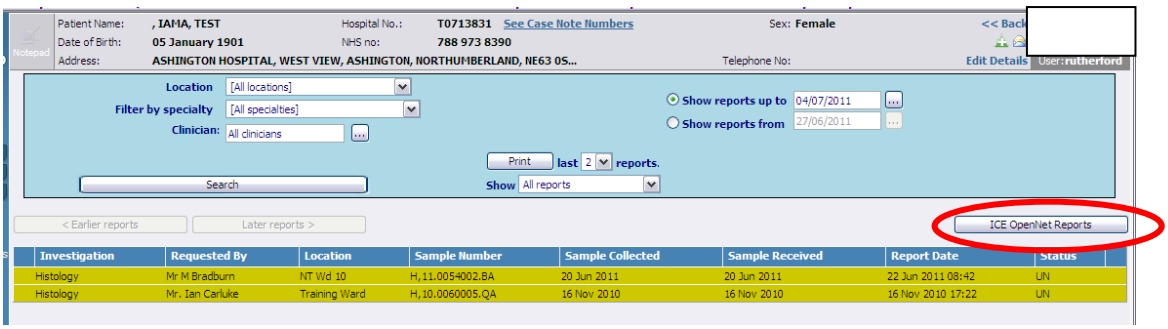
ICE OpenNet enables an ICE user to view details of laboratory results from other ICE Providers within the existing ICE Reporting screen.

Newcastle upon Tyne Hospitals NHS Foundation Trust (NUTH) ICE is linked to:

- Northumbria Healthcare NHS Foundation Trust (NHCT) ICE
- Gateshead Hospitals NHS Foundation Trust (QEH) ICE
- South Tyneside NHS Foundation Trust ICE
- South Tees Hospitals NHS Trust (S.TEES) ICE
- City Hospitals Sunderland NHS Foundation Trust (CHSFT) ICE

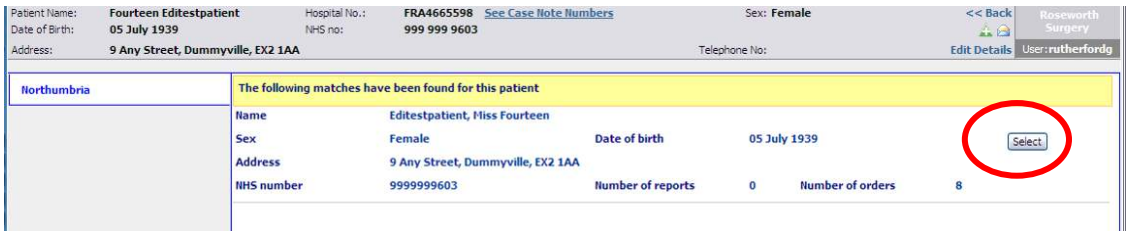
ICE OpenNet makes available all of a patient's laboratory results for tests carried out by these listed Hospitals.

This enables the clinician to see an up-to-date record of all of the laboratory reports for a patient from any linked ICE system.



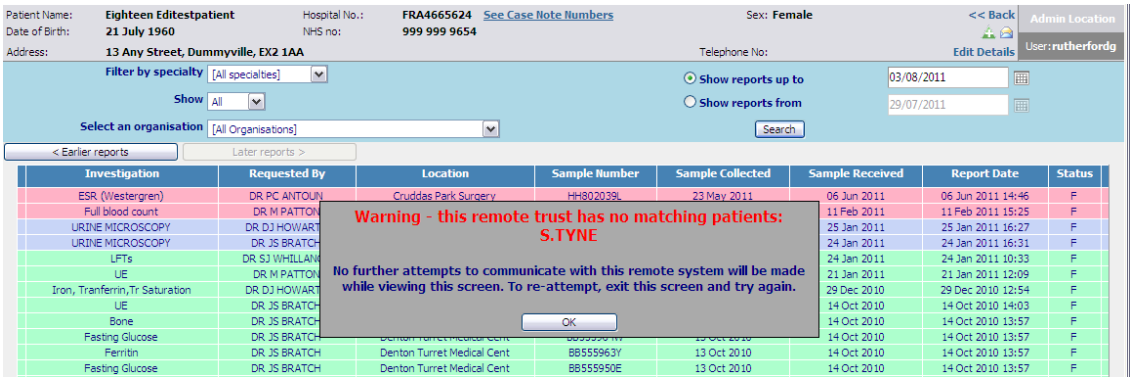
When the 'ICE OpenNet' button is selected, the ICE server at the local trust connects to linked ICE servers at other trusts and displays those records that match defined demographic information in the patient details.

At the **first** request to view ICE OpenNet Reports for a patient the system will display any matches found for the patient or indicate that there were no matching records.

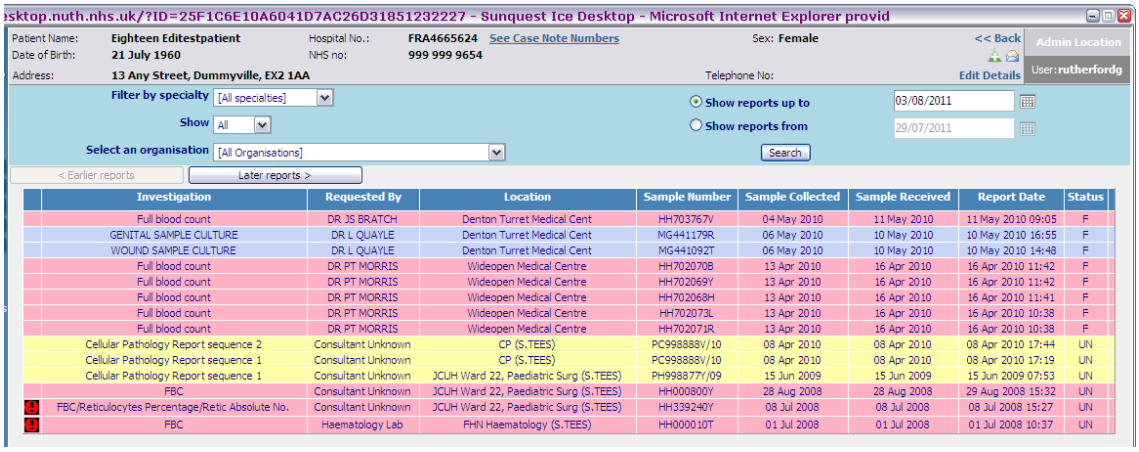


Click on the 'Select' button to display the matched reports.

If there are no matching reports found a notice is displayed.



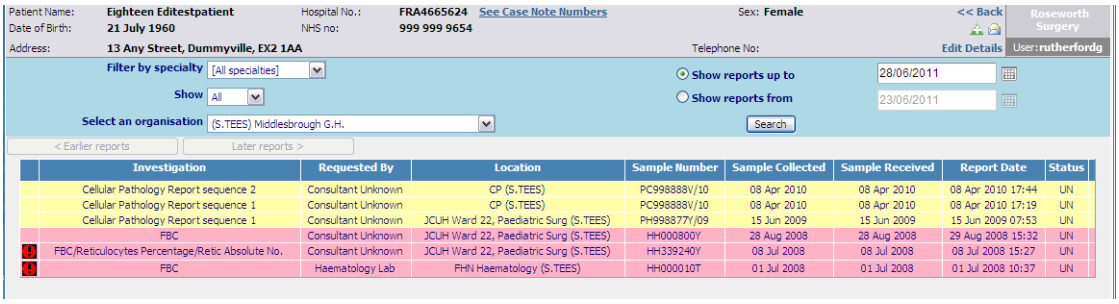
If there is a match, all available reports are displayed.



Matching Reports can be opened, viewed, printed, filtered and included in reports in the same way as results from Newcastle ICE.

To view ICE OpenNet Reports by Provider, **select** the organisation from the 'Select an organisation' dropdown list.

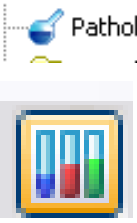
Where multiple ICE connections are in place, only those reports for the organisation selected will be displayed, e.g. South Tees



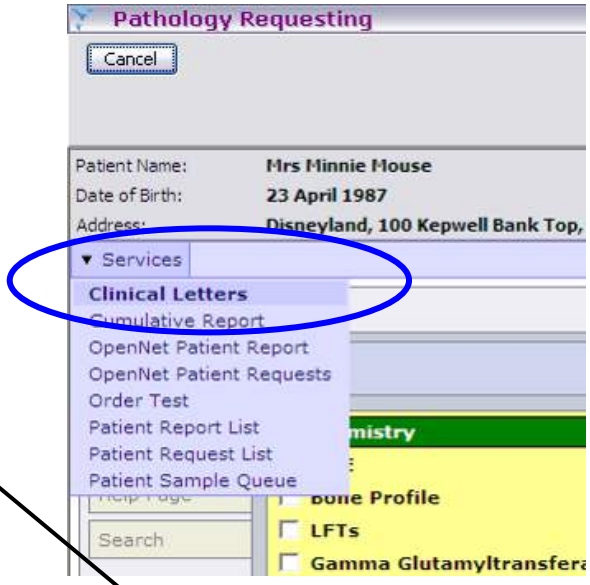
NEWCASTLE HOSPITALS DISCHARGE SUMMARIES

Discharge Summaries from Newcastle Hospitals NHS Foundation Trust are available to view and action from within SystmOne and are available to view and print from ICE.

- Open the patient record in SystmOne
- In the Clinical menu **click** on 'Pathology Requests'



- **Click** on the 'View Results' icon.
- Select 'Newcastle Hospitals' from the ICE provider list.
- **Click** on the 'Services' Drop down tab and then **click** on 'Clinical Letters'.
- A list of the patient's discharge reports is displayed.
- **Click** on the yellow envelope on a report summary to view the letter.



For further details of this function and Coding and Filing of Discharge Summaries in SystmOne please refer to the relevant document on the NHS North of Tyne Extranet at
http://nww.northoftyne.nhs.uk/clinical/ice

7. APPENDICES

1. NHS North of Tyne Weblink
2. ICE Manual and Quickguides
3. ICE Users Group
4. Reporting Error Messages
5. ICE Timeout
6. ICE Postponed Order Summary Report
7. Sample of ICE Test Request Print Outs

1. NHS North of Tyne Website.

This website contains up-to-date ICE information for GP practices;
http://nww.northoftyne.nhs.uk/clinical/ice

2. ICE Manual and Quickguides

Download a pdf copy of the latest version of any manual or quickguide from:
http://nww.northoftyne.nhs.uk/training/it-training-1/ice

3. ICE Users Group

Users are encouraged to make use of the SUNQUEST ICE Users Group website - http://www.iceusers.org

This site is open to all existing and potential users of the ICE range of products.

Non-registered users are free to view the forums however you must login to post new items and access other site content.

4. Reporting Error Messages

If an error message appears on the screen at any time please take a screenshot of the message and email it to the ICE Administrator at the Trust.

If the system presents more than one patient match, please send details of the patient to the ICE administrator at the Trust who will merge the records.

Northumbria **Garry Swinton** email: PathDups@nhct.nhs.uk
Newcastle **John Clinton** email: gplinkrtdnuth@nuth.nhs.uk

5. ICE Timeout

If the ICE link is left open and idle for more than 20 minutes, the system will timeout.

Close ICE and login again through SystmOne.

NHS

NHS North of Tyne

ICE Postponed Order Summary Report

Printed On: **07 Oct 2008 15:49:20**

Patient Details:

Name:	**Test, Tommy**	NHS Number
Date of Birth:	**01 Jan 1970**	
Sex:	**Female**	
Address:	**1 Clarence House, East Howdon, Wallsend, Tyne And Wear, NE25 9RJ**	
NHS Number:	**9990005249**	9990005249
Hospital Number:	**ICE45350**	

Order Details:

Requesting Consultant:	
Location:	

Tests in this order:

Liver Function Tests (LFT) (*?L*)

Additional Notes / Patient Instructions:

CPA ACCREDITED LABORATORY

ICE

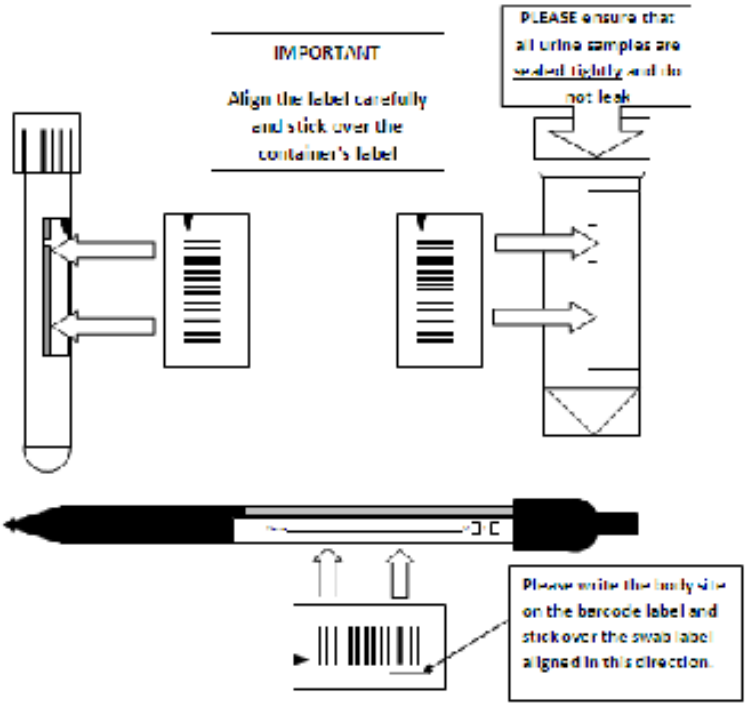
Requesting

Phlebotomy Requirements

1 x Purple top EDTA Tube, 1 x Blue Top Coagulation — **Haematology**

Always follow the BD order of Draw

Please do NOT send this form to the Laboratory



NHS

NHS North of Tyne

DUCK DONALD 03/03/1971 M DUCK DONALD 03/03/1971 M

17/12/2010 14:11 Cellular Pathology 17/12/2010 14:11 Cellular Pathology

DUCK DONALD 03/03/1971 M

17/12/2010 14:11 Cellular Pathology

CPA ACCREDITED LABORATORY

ICE

Requesting

Order No: 2786910

2786910

Histopathology

NHS Number:	Collected by: TGP TEST GP — GP Practice: Admin Location
Surname: DUCK	Collection Date/Time: 17/12/2010 - 14:11
Forename: DONALD	Clinical Details
DOB: 03/03/1971 Sex: Male	Test Print
Address: 123 Disney St, Disney Land, Disney Land	
Postcode: Tel:	

Team=Skin(Number of specimens=Two specimens(1.=Punch, 2.=Excisonal))

DUCK DONALD 03/03/1971 M DUCK DONALD 03/03/1971 M

17/12/2010 14:15 Non Gynae Cytology 17/12/2010 14:15 Non Gynae Cytology

DUCK DONALD 03/03/1971 M

17/12/2010 14:15 Non Gynae Cytology

CPA ACCREDITED LABORATORY

ICE

Requesting

Order No: 2737019

2737019

Non Gynae Cytology

NHS Number:	Collected by: GP Practice:
Surname: DUCK	TGP TEST GP Admin Location
Forename: DONALD	Collection Date/Time: 17/12/2010 - 14:15
DOB: 03/03/1971 Sex: Male	Clinical Details
Address: 123 Disney St, Disney Land, Disney Land	Test Print
Postcode: Tel:	

Non Gynae Specimen type=Cyst aspirate

NHS

NHS North of Tyne

MOUSE MINNIE 18/05/1974 F MOUSE MINNIE 18/05/1974 F

17/12/2010 14:18 Cervical Cytology 17/12/2010 14:18 Cervical Cytology

MOUSE MINNIE 18/05/1974 F

17/12/2010 14:18 Cervical Cytology

CPA ACCREDITED LABORATORY

ICE

Requesting

Order No: 2787104

2787104

Cervical Cytology

NHS Number:	Collected by:	GP Practice:
Surname: MOUSE	TGP TEST GP	Admin Location
Forename: MINNIE	Collection Date/Time: 17/12/2010 - 14:18	
DOB: 18/05/1974 Sex: Female	Clinical Details	
Address: 2 Betts Avenue, Newcastle upon Tyne, Tyne and Wear	tEST pRINT	
Postcode: NE15 6TQ Tel:		

GP details entered?=Yes (LMP Date=01 Dec 2010)(Details of last smear=13 Dec 2007)Specimen type=Cervical Scrape (cervix brush)Reason for smear=routine callPatient's condition=Hormones (Which hormones=ABABACAD)Patient treated?=Yes(Treatment=Loop biopsy)?Cervix visualised=Y?360 sweep=YSmear Taker Identification=11

TESTING ZZZMALEADULT **NHS number:** **Hospital Number:** **91000505**

The Newcastle upon Tyne Hospitals NHS
NHS Foundation Trust

Inpatient Letter

Patient Identification

TESTING
ZZZMALEADULT
35 WAVERDALE
AVENUE
NEWCASTLE UPON
TYNE

NE6 4LA

Admission Date	20/11/2011 12:00
Discharge Date	20/01/2011 03:50
Sex	Male
Date Of Birth / Age	10/10/1980, 30 Years
Marital Status	Unknown
NHS number	
Hospital Number	91000505

Department of Urology

Primary Diagnoses: - Asthma (H33..)

Major Procedures: - Testing

Investigations: - testing

Medication on Discharge:
Lisinopril See Instructions, 10 mg oral DAILY
Paracetamol See Instructions, PRN, pain, 500 mg oral FOUR times a day

Medication changed: - testing testing

Follow Up: - TBA

Clinical narrative and suggested further management:
Test prose. testing testing testing

Information given to the Patient and Relatives: - test prose

Unique Document Number : 33110

Dr A Rebet
NELSON MEDICAL
GROUP

Consultant	DR PJ KESTEVEN
Ward	FRH Ward 1
Specialty	Not Specified
Letter Ref	5561/0
Date Printed	20/01/2011 16:56
Signed	Graham Rutherford [Administrator]

The Newcastle upon Tyne Hospitals NHS Foundation Trust 5561/0