



## How do I setup and process Pathology from 'Go to Whoa'?

This FAQ is intended to answer questions about the Pathology process in Best Practice Software.

### P.I.T. Standard

The Queensland pathology report (PIT) format has become a de facto Australian standard for the electronic delivery of pathology reports. Most Australian medical software packages, that support Electronic Data Interchange (EDI) to a computer, have pathology modules that can import results in the PIT format.

### HL7 Standard

Health Level 7 is one of several American National Standards Institute (ANSI) - accredited Standards Developing Organizations (SDOs) operating in the healthcare arena.

### 3rd Party Software Applications

There are a number of 3rd party software applications that provide automated downloading of results to your local computer for importing into your clinical software application.



Fetch is a software program which enables you to download your pathology results using an existing internet connection.

See - [www.snp.com.au](http://www.snp.com.au)



Promedicus also provides software programs which enables you to download your pathology results using an existing internet connection.

See - [www.promedicus.com.au](http://www.promedicus.com.au)

## Pathology Forms

Please refer to [BP\\_FAQ-PathForms.pdf](#) for more information on configuring Pathology forms in Best Practice Software.

## Generating Requests

To access the Investigation request window, you can either select the Pathology request button  on the toolbar, select **Pathology** from the Request menu or select **ALT+Q+P** short cut keys.

Select the relevant Laboratory from the drop down box at the top right of the screen.

The Investigation request window will be displayed, simply fill in the required information pertaining to the desired request for the patient and select the **Print** button.

A pathology request form will be printed.

Refer to the help screen on **'Generating pathology requests'** for more comprehensive information on using this function.



## Downloading and Importing Results

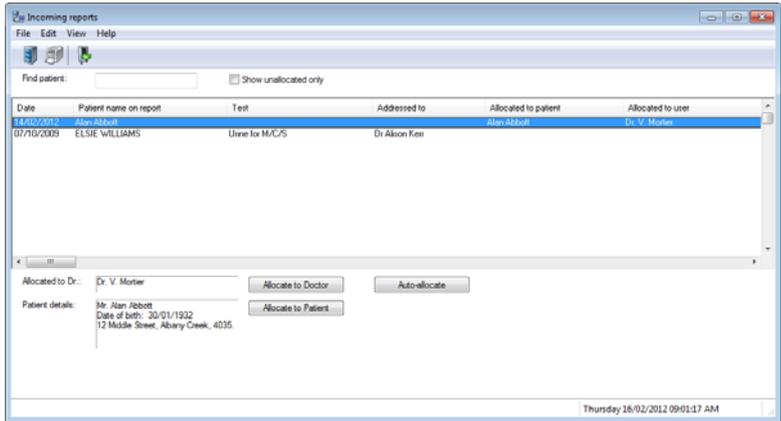
 **Important:** *Best Practice Software does not provide a pathology or radiology downloading system. This system would be provided by your 3rd party provider independently of Best Practice Software. This 3rd party software must be installed and working correctly, by providing the downloaded result files on the local hard disk where Best Practice Software can be configured to import from that location.*

*The result files MUST comply with industry standards formats for pathology results, PIT or HL7.*

Please refer to the FAQ [BP\\_FAQ-ResultsImport.pdf](#) for more information on importing Pathology results into Best Practice Software.

## Incoming Reports

This function is used to monitor all pathology and radiology results / reports that are imported into Best Practice. It will also force an import of any results that are waiting to be imported (this is usually performed automatically by the BP Link utility).



It will list all reports/results that have been received and imported but not yet processed by the doctor via their Inbox. Note that the results will not appear in the patient's file until the doctor has processed the result via the Inbox function.

This screen is a useful tool for administration and nursing staff, allowing them to allocate reports to different doctors and allocate reports to the correct patient.

 **Tip:** *Results which cannot be matched to a patient will automatically be allocated to the doctors 'Inbox' unless the option in 'Setup > Configuration > 'Don't allow unallocated reports into inbox' is selected.*

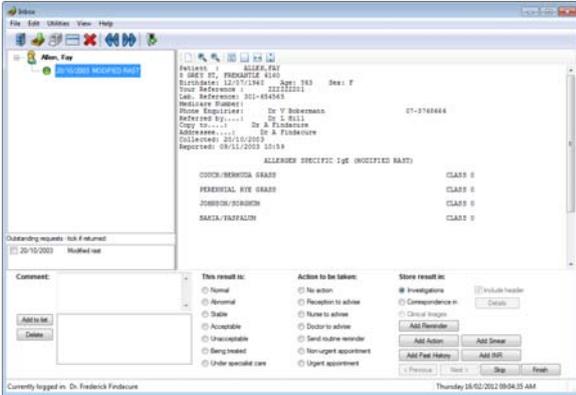
In most cases, the system will automatically allocate a result to the correct patient and doctor. However, if the result has either of these names spelt or formatted differently to the way they were entered in Best Practice, it may be necessary to allocate the result manually via this function.

You can tell if the system has not been able to match a result as the 'Allocated to patient' or 'Allocated to user' fields will be blank. Tick the box 'Show unallocated only' to show only those that are not matched.



## Inbox

In Best Practice Software each Doctor has their own **'Inbox'** linked to their login. The **Inbox** is used to check Investigation reports that have been downloaded from your Pathology/Radiology laboratory, action the result and save the results to the relevant patient's file.



To access the **'Inbox'**, select **View > Inbox** from the main menu or press **F3**. The tree view on the left of the screen displays the patient Names in bold with the date and test name on the branch below. Full detail of the highlighted report is displayed in the window on the right of the screen.

On the branch under their name will be each result / report that has been received together with the date and test / report name. Highlight this result / report name to display the details in the window on the right of the screen.

At this stage the result / report is not in the patient's file. You are now required to action the result by complete the section at the bottom of the screen.

Enter any comment and select the relevant Outcome, Actions, etc across the bottom of the screen. Click **'Next'** to move on to the next result. The result will now be saved in the patient's file and will be visible on the **'Clinical' > 'Followup Inbox'** screen.

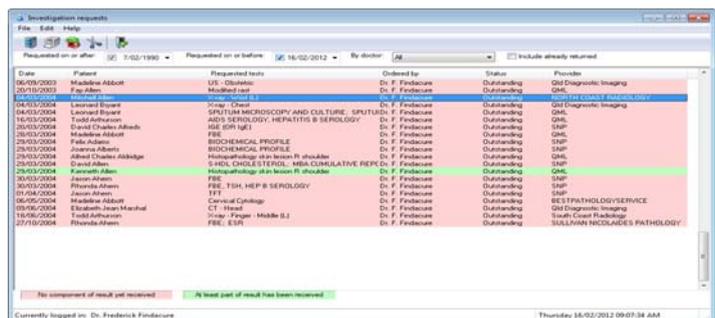
 **Tip:** Refer to the Help screen on **'Investigations > Inbox'** for complete details on using this function.

## Investigation Requests

The **'Investigation Requests'** screen will display the investigation requests that have been ordered through Best Practice and can be used to monitor that all requests are being performed.

Select **'View' > 'Investigation requests'** on the main Best Practice screen to open the Investigation Requests screen.

The screen display can be filtered to display a smaller date range or a specific doctor. Tick the **'Show outstanding only'** checkbox to display just the outstanding requests.



Best Practice cannot determine automatically that a request has been received in entirety as this data is not provided in the result file from the laboratories. You can however determine if at least some of the request has been returned.

Where the result is shown in **'Green'** and has the status of **'Partial'** on the **'Investigation requests'** screen it means that the request has been partially received. This relies on the laboratory including the order number from your request in the result file they returned to you. If the result has not been returned (even partially) or they have not used the order number then the request will be showing in **'Pink'** with a status of **'Outstanding'**.

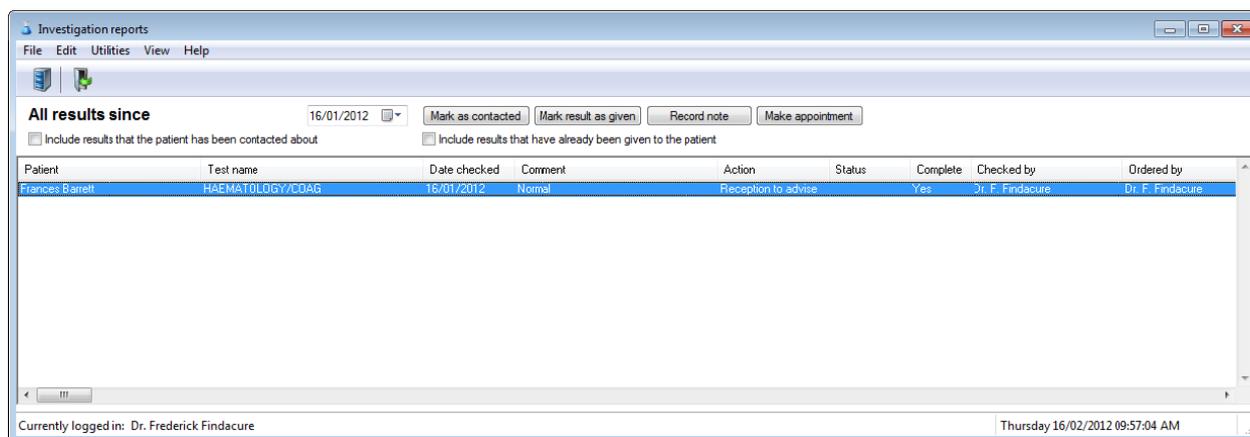


## Investigation Reports

The **Investigation** Reports screen displays all downloaded reports that have been reviewed by a doctor in the **'Inbox'** and had a **'Notation'** and **'Action'** assigned to it.

The **Investigation reports** window is used to allow staff to view patient results / reports (e.g. when they ring to see if their results have come back and find out what the doctor has said about them). This screen can also be used to mark results as **'contacted'** or **'given'** however it is recommended that you use the **'Clinical' > 'Follow up Inbox'** function to handle this function as it provides additional filters and a print function.

Select **'View' > 'Investigation reports'** on the main Best Practice screen to display the **'Investigation Reports'** screen.



By default, the screen will show all results received in the last month that have not been actioned by staff (i.e. result marked as contacted or given)

Tick the **'Show All Results'** checkbox to display all investigation results.

Choose **File > Print** from the menu bar or click on the  icon to print the Investigation report list.

To access all reports for a specific patient, select **Edit > Find** from the menu bar then choose the patient, using the select patient screen.

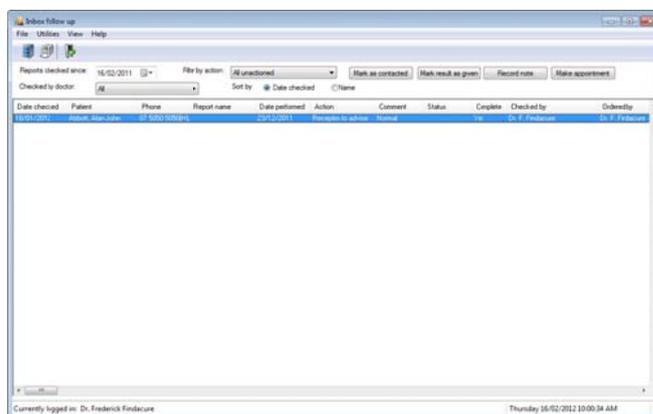
Investigation reports can be moved from one patient file to another if incorrectly allocated. Select **Edit > Move** then choose the correct patient using the select patient screen. The report will be automatically transferred into the investigation reports section of the selected patient file.

## Follow up Inbox

The Follow up inbox window has been created on a **'Clinical'** menu specifically to manage the lists of patients needing to be contacted.

By default, this screen displays all results for the last 12 months where the patient has not yet been contacted and where the result was not initially marked as "No action".

All reports / results that have been processed via the Inbox will be displayed, including those that are saved to Correspondence In. This list can be filtered by 'date checked', 'by action' or 'by doctor'. (For example, you can use the **'Filter by action'** field to limit the list to say just those that the doctor has marked for **'Urgent appointment'**.) The "No action" results can also be viewed using the filter if necessary.





Once you have the list on the screen you wish to work with you can mark results individually as they are actioned.

- Use "**Mark as contacted**" when the patient has been contacted about the result. The result in the patient's file will have its status updated to indicate 'Contacted' and the date.
- Use "**Mark result as given**" if the patient has been given the result. The result in the patient's file will have its status updated to indicate 'Given' and the date.
- You can also use the '**Make appointment**' button if you are using Best Practice management.

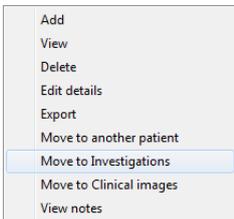
If you prefer to work from a report, you can also print the list of results and use the same filters. Click the '**Print**' button to display the '**Report action list**'. When printing the report you can indicate whether you want the results updated to indicate they have been 'Contacted' or 'Given'.

You can also do a mail merge from the list of patients with results by selecting '**File**' > '**Mail Merge**'.

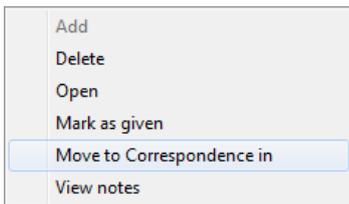
If you accidentally mark a result as 'Contacted' or 'Given' you can correct this by highlighting the result sent selecting '**File**' > '**Unmark result**'. If the result is not showing on the screen you can change the '**Filter by action**' field to 'All'.

### Maintenance of Results

Occasionally a report will be misfiled in the wrong section of the patient's file and sometimes the wrong patient. In the Correspondence In there are right click options to move an entry into Investigations and another patient.



In Investigations there is a right click option to move an entry into Correspondence In.



### MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via our



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<http://forum.bpsoftware.com.au>



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