Electronic requesting of pathology fact sheet

Electronic requesting (eRequesting), also referred to as eOrdering, is the safe and secure exchange of pathology information between the requesting clinical software and the pathology laboratory information system. The clinician requesting a pathology test will do an eRequest in their clinical software which is electronically transmitted to the pathology laboratory and a printed copy provided to the patient.

eRequesting is required for uploading pathology results to the My Health Record to enable better connected and coordinated care.

Requirements for eRequesting

Currently in Queensland, Sullivan Nicolaides Pathology is already supporting healthcare providers to use the eRequest process. The requirements for eRequesting are:

- The pathology requester (e.g., general practice or specialist clinic) must have either of the following clinical software:

  > Best Practice - Lava SP3 and later
  > Medical Director - 3.17.2 and later

- The software must be enabled to undertake eRequesting by contacting SNP on 1300 767 284 or filling in this form. SNP will then configure the eRequesting capability in the practice or clinic software through its Laboratory Management System.
- The requesting software must also have the patient's Individual Healthcare Identifier (IHI) recorded as this is the unique identifier that is imbedded in the eRequest and also to enable the upload of the pathology results to the patient's My Health Record. The IHI is not visible during the pathology request-test-report process and so patient privacy is upheld.
- The IHI must come from the requesting system in the electronic request to ensure that the results are uploaded to the correct My Health Record.
- IHIs can be retrieved from Services Australia (Medicare and DVA operator) and validated in the clinical software in the patient entry details screen.
- The eRequesting healthcare organisations must have a Healthcare Provider Identifier – Organisation (HPI-O) and this must be recorded in the clinical software.
- Individual healthcare providers undertaking eRequesting must have a Healthcare Provider Identifier – Individual (HPI-I) and this must be recorded in the clinical software.

Can healthcare providers choose not to send results to a patient's My Health Record?

Healthcare providers can choose not to upload to a My Health Record by checking the box labelled "Do not send to the My Health Record" at the bottom of the eRequest pathology request screen. This is the only way to prevent specific pathology results from being uploaded to the My Health Record system. Please note that manually ticking the check box on the printed paper copy is no longer valid for eRequests.

When are pathology results uploaded to the My Health Record?

Healthcare providers will be able to access pathology results soon after they are uploaded by the pathology laboratory. Patients will be not be able to access pathology results in the My Health Record until seven days after they are uploaded. This is an agreed national standard and provides a seven-day window for a provider to contact the patient to discuss the results.

Benefits of eRequesting:

- Reduced duplication of pathology tests saving time and money for patients and healthcare provider
- Private pathology reports available in the My Health Record
- Reduced laboratory transcription errors
- Quicker, accurate processing of the report
- No change to the existing workflow
- Consumers can view results in their My Health Record and do not need to request results
- Intelligent and predictive search functionality for healthcare providers.

Standard pathology request form

eRequest form