



Clinical Staff

Sunquest ICE Desktop



Support available through:

IT Service Desk for IT issues:

Tel: 01225 82 **5444**

Email: ruh-tr.ITServiceDesk@nhs.net

or

Millennium Trainers for Millennium “How to’s”:

Tel 01225 82 **4431**

Email: ruh-tr.IT-Training@nhs.net

Contents

KEY BUSINESS RULES.....	4
ICE DESKTOP	6
Login to ICE.....	6
ICE Desktop Screen.....	7
Search for a Patient (My Patient List).....	7
Change the Ward or Clinic list	8
REQUESTING PANELS	8
PLACE PATHOLOGY / MICROBIOLOGY REQUESTS	11
Sample Collection Options	13
Sample Labels.....	15
REQUESTING ADDITIONAL BLOOD TESTS FROM THE LABS	16
Request Additional Tests when Viewing Results in ICE.....	16
To Request Additional Tests from Any ICE Screen	18
PLACE A RADIOLOGY REQUEST.....	19
OP CLINIC REQUESTS	22
Requesting of Outpatient (OP) Imaging Services.....	22
Request Pathology Tests to be Collected by the GP	23
VIEW REQUESTS	24
View Requests by Patient.....	24

View Requests by Location.....	24
Modify Lab Requests.....	25
Reprint labels.....	25
Modify Radiology Requests.....	25
EPISODE VIEW.....	26
VIEWING REPORTS SUMMARY.....	27
View Ward Reports.....	27
View Patient Reports.....	28
VIEW PATIENT REPORTS.....	28
Choose the Filter Options.....	28
VIEW WARD REPORTS.....	32
Filter Options in View Ward Reports.....	32
VIEWING / FILING REPORTS.....	34
PHLEBOTOMY.....	35
View Phlebotomist Requests.....	35
Sample Collection.....	36
ICE BLOOD TUBE DETAILS.....	37

Key Business Rules

Place requests on the Correct Patient

Check the patient details in the banner at the top of the screen during the requesting process and again, before clicking Accept Request. Placing requests on the wrong patient would have a direct impact on patient care.

ICE will alert you when the patient has had the same test/examination recently. View the results before ordering a repeat examination.

Requesting Consultant / Patient Location

Check the requesting consultant and patient location before clicking Accept Request and change them if necessary. Wards always have the prefix 'RUH' and clinics have the prefix 'OP'.

Audit Trail

Never leave your smartcard in the computer or share the code as all actions are audited on ICE and all requests carry the signature of the user. Errors are treated seriously, have to be reported on Datix and investigated by CQC and would be added to the staff record.

Modify Radiology Request

If you need to modify or cancel a radiology request phone the radiology dept. Do not edit or delete it on ICE as radiology will not receive this.

Pathology Services

For more details on Pathology Services refer to Pathology Services/Blood Test Information pages on the Intranet.

Pathology Labels

Stick the label over the existing label on the container. This prevents the sample being completely obscured and allows the staff in the lab to see both the sample quality and quantity through the tube without having to peel back the label.

Sample Collection Date & Time

Always write on the label the precise date and time of collection. By default, the date and time of collection stated on the report is the time at which the requester clicks on 'Collect Now' in ICE. Frequently, however, the labels are printed in advance, sometimes even the day before and as such the date and time of collection will be wrong, misleading and potentially detrimental to patient health. By filling in the details manually on the sample, the laboratory team can change the collection time on the system and ensure that the reports are as accurate as possible.

ICE Desktop

Login to ICE

Step 1. Double click desktop icon  to launch **ICE**

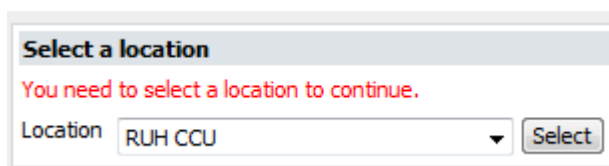
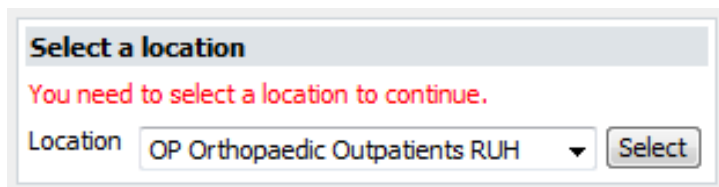
Step 2. Click the **Sunquest ICE logo** or the **Login** icon 



Step 3. Enter your **User Name** and **Password**. Click **Login** or press the Return key

Note: Read any messages placed on this screen relating to ICE issues.

Step 4. Initially you will be asked to select a **Location**. Click the arrow and select from the list.

A screenshot of a web-based dialog box titled 'Select a location'. Below the title is a red error message: 'You need to select a location to continue.' Below this is a text input field labeled 'Location' containing the text 'RUH CCU'. To the right of the input field is a dropdown arrow. To the right of the dropdown is a 'Select' button.A screenshot of a web-based dialog box titled 'Select a location'. Below the title is a red error message: 'You need to select a location to continue.' Below this is a text input field labeled 'Location' containing the text 'OP Orthopaedic Outpatients RUH'. To the right of the input field is a dropdown arrow. To the right of the dropdown is a 'Select' button.

ICE Desktop Screen

The main screen is divided into 2 halves.

- The top half of the screen allows you to search for a patient and manage **My Patient List**.
- The lower half of the screen shows the **ward or clinic**
- **Wards** update according to admissions/transfers/discharges recorded in Millennium.
- **Clinic** lists are updated from Millennium at midnight so display the clinic for today.
- On the left is the toolbar leading to **reporting and requesting options**.

Search for a Patient (My Patient List)

- Step 1.** In the Patient Search bar at the top of the screen type in the **Search Value**. You can search on NHS Number, Patient Name (surname,forename), Hospital Number or Date of Birth)
- Step 2.** Click **Search for Patient**

- Step 3.** From the Search Results tick the box on the right and click **Add to List**

- Step 4.** To remove a patient from My Patient List tick the box on the right and click **Remove**

Change the Ward or Clinic list

The desktop screen displays by default the location you selected on login. To view a different location click the arrow and select from drop down list

Ward

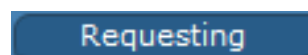
All RUH clinics are prefixed with “OP” e.g. OP Oncology Outpatients and are listed in the drop down list

Ward

Requesting Panels

Step 1. Select the patient from ICE Desktop screen

Step 2. Click the **Requesting** tab on the toolbar



Step 3. Click **New Request**



Note: If you pause at this stage the Episode View screen will appear before opening the Request screens. (Refer to later section)

Patient Details

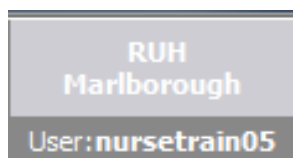
Throughout the requesting pathway the patient details are displayed in the banner at the top of the screen.

Patient Name:	Ms Three Editestpatient	Hospital Number:
Date of Birth:	19 July 1978	NHS Number:
Address:	Hexagon House, Pynes Hill, Rydon Lane, Exeter, EX2 5SE	

Note: If the wrong patient has been selected click the Patient Search button on the left toolbar to return to the ICE Desktop screen.

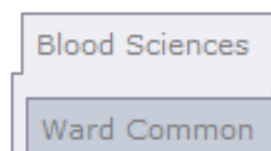
User Identified

At the top right of the screen the user is identified. There is an audit trail of all actions in ICE.



Navigating the Pathology / Microbiology Panels

The request opens onto the **Blood Sciences** panel for **Common Tests** or **Ward Common** tests.



If the test you need is not on this panel select a page tab on the left to access further tests.

Set Default Panel

If you wish, select a panel and click the button to 'Set as Default Panel'



Ward Profiles

Click on the **Ward Profile** page on the left

When you hover over a profile the yellow banner lists all the tests in that profile. One tick will order all the tests.



Includes FBC, PT, APTT CE, Urea, LFT, Calcium Group Magnesium and CRP

Microbiology Tests

Microbiology

Click the **Microbiology** panel at the top

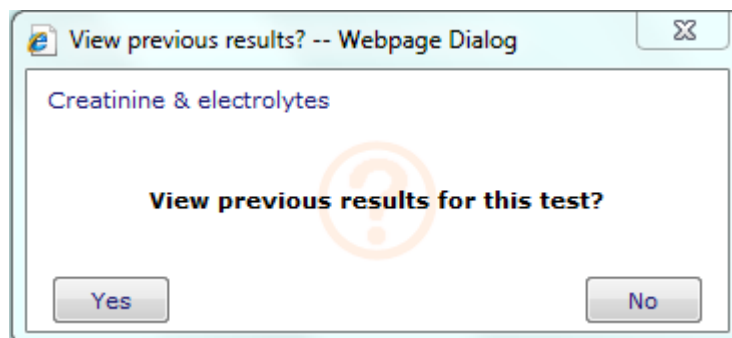


Select the **page** on the left

Then tick the required **test**

Recent Tests

When the patient has recently had the selected test ICE prompts you to view the previous results before considering the need for a repeated test.



Inappropriate or conflicting tests are automatically unavailable.

☒ **Glucose - fasting**
☐ Glucose - non-fasting
☐ Glucose Tolerance Test 1

Search:
for
☒ Tests
☐ Test Collections

Name:
vit

Search in:
☐ this panel only
☒ all tests/collections

Search type:
☒ descriptions
☐ codes
☐ descriptions & codes

Search for text:
☒ Anywhere in name
☐ From the start of the name

Search

Search for a Test

Click the **Search** page on the left

Type the first three letters and click Search.

By default the criteria will:

Search in: all tests/collections

Search type: descriptions

Search for text: anywhere in name

Select the required test from the search results.

Place Pathology / Microbiology Requests

Step 1. Select the patient and click **New Request**

Step 2. Tick the required test in **Pathology** or **Microbiology**

☒ **Creatinine & electrolytes**


Continue
with
request...

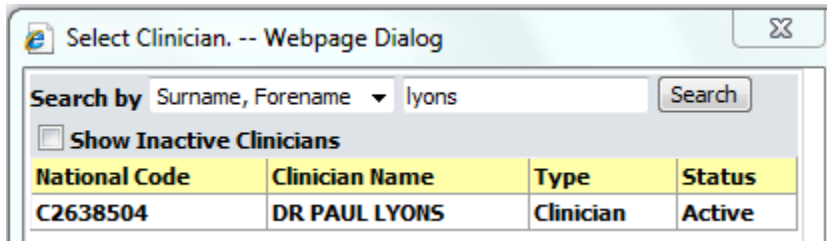
Step 3. Click **Continue the Request**

Note: The requesting consultant and location will auto-populate with data from Millennium

Caution: Reports and funding will be sent to this consultant / location so change them if incorrect as this would result in delays in your patient request being processed and reports being issued.

Step 4. In General Details make sure the **Requesting Consultant** is correct

Step 5. If incorrect, click the button , enter first 3 characters of consultant's last name and click Search. Select the consultant's name



National Code	Clinician Name	Type	Status
C2638504	DR PAUL LYONS	Clinician	Active

Note: This update will only apply temporarily in ICE and will not be reflected in Millennium.

Launch Millennium and use the Transfer conversation to transfer care to the new consultant.

Step 6. Ensure the **Location is correct**. If not, click the arrow and select from the dropdown list.

Step 7. **Order Details** will include all the requested tests.

Step 8. The **Priority** will be Normal by default. Change to Urgent if required. Type a Bleep/Contact Number for urgent requests.

Step 9. Type **Order Clinical Details** if required. This is your communication with the labs.

Sample Collection Options

Depending where you are working you may see any of the following collection options:

Sample collection options:

- ☒ Collect Now
- ☐ Collect Later
- ☐ Phlebotomy - next available slot
- ☐ Phlebotomy - booked for future date
- ☐ sample date/time

Collect Now: Print the labels and take the sample now

Sample Date/Time: Select a date and time for collection. The labels will be printed to be stored until the collection time.

Collection time (HH:MM): 10 : 03

<< >>

≤ August 2009 ≥

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Phlebotomy – next available slot: Books the request with the phlebotomist for the next available slot.

You may choose to print the labels now and store them ready for the phlebotomist or choose the option ‘Do not print the order form yet’ if you want the phlebotomist to print the labels themselves.

Phlebotomy – booked for future date: Book a collection by the phlebotomist on a specific future date. The phlebotomist will print labels before collection.

Step 10. Select the relevant **Collection Option**

Step 11. Check that the **correct patient** is identified in the yellow banner at the top of the screen.

Caution: Throughout the requesting pathway the patient name and details are displayed in the yellow banner at the top of the screen. **ALWAYS** check this before clicking the Accept Request button. It is the responsibility of the person placing the request to make sure they are placing the request on the correct patient.

Step 12. Click **Accept Request**

A rectangular button with a light blue gradient and a thin border, containing the text "Accept Request" in a blue, sans-serif font.

Step 13. The Sample Labels for all the requested tests will be printed.

Step 14. The message confirms that '**Your request is complete**'.

A light blue rectangular box with rounded corners, containing the text "Your request is complete" in a blue, sans-serif font.

Step 15. **Stick** the printed label to the container

Step 16. **Write** the date and time of the collection on the label. This is essential to ensure accurate reporting.

Step 17. Put the containers in a plastic envelope/bag to send to the labs, one bag per patient.

Sample Labels

The Labs use the barcode on the labels to access order details for the patient. The printed label includes:

- Patient name, MRN, NHS Number, DOB
- Container type and colour
- Requested tests
- Date of the request
- Write on the precise date and time of the collection



Important Note from the Laboratory Team:

- Date/Time:** It is important to write on the label the precise date and time of the collection. By default, the date and time of collection stated on the report is the time at which the requester clicks on 'Collect Now' in ICE. Frequently, however, the labels are printed in advance, sometimes even the day before and as such the date and time of collection will be wrong, misleading and potentially detrimental to patient health. By filling in the details manually on the sample, the laboratory team can change the collection time on the system and ensure that the reports are as accurate as possible.
- Label:** Stick the label over the existing label on the container. This prevents the sample being completely obscured and allows the staff in the lab to see both the sample quality and quantity through the tube without having to peel back the label.

Requesting Additional Blood Tests from the Labs

Although it is possible to perform tests on a sample previously received by the blood sciences department, some tests require a fresh sample for valid results (see Pathology Services/Blood Test Information pages on the Intranet for details).

In addition to this, samples are only kept for ~5 days after initial analysis, after which they are discarded.

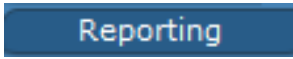
If an additional test is required urgently, please provide a fresh sample. If this is not possible the additional request must be discussed with a member of the clinical staff (telephone 01225 82 4711 / 4713 / 4715).

As of 6th August 2012 the recommended method for requesting additional tests on blood samples that have already been sent to the pathology laboratory will be via ICEMail. This is very similar to email but utilises the ICE system and is intended for the addition of tests for Biochemistry, Haematology and Immunology. Note that an ICE user account will be essential for adding tests and the use of the current 'add on' answer machine service will be phased out.

Request Additional Tests when Viewing Results in ICE

Step 1. Select the patient from the ICE Desktop screen.

Step 2. Click the **Reporting** tab on the toolbar



Step 3. Click **View Patient Reports**



Step 4. Select the report you wish to open

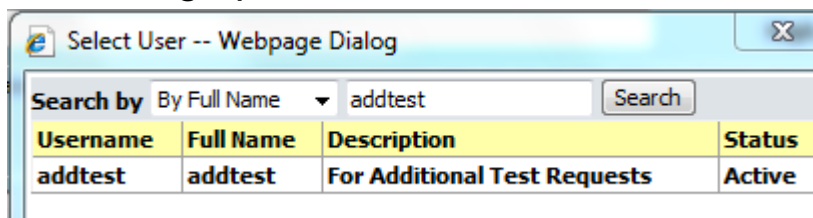
Step 5. Click on the **ICEMail button**  near the top of the screen. This opens the ICEMail window.

Step 6. Notice the message about the **attachment**

This ICEMail will have a report attached - IMS (11-184551-IMS-0)

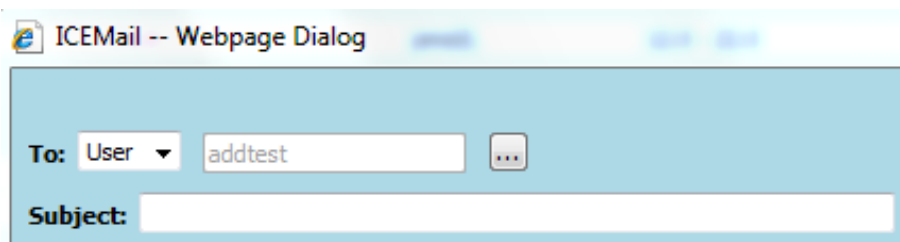
Step 7. Click on the **ellipsis button** 


Step 8. Type in the words **addtest** and click on the **Search** button. This will bring up the username 'addtest'.



Username	Full Name	Description	Status
addtest	addtest	For Additional Test Requests	Active

Step 9. Click on the username '**addtest**'. This will select this user as the recipient of the ICEMail.



To: User 

Subject:




Step 10. Type in the **subject**

Step 11. In the text field, type in the required additional test and, to aid in the speed of processing, please include relevant clinical details.

Note: Patient demographics, request information and your details do NOT need to be typed in because the information is automatically included as an attachment in the message.

Step 12. Click on the **Send** button  to send the message.

To Request Additional Tests from Any ICE Screen

- Step 1.** From any ICE screen, click on the **envelope** icon 
- Step 2.** In the top right hand corner of the screen. This will open the ICEMail window.
- Step 3.** Click on the **Write new ICEMail** button 
- Step 4.** Click on the **ellipsis** button  and follow steps 8 – 11 above. Patient demographics and request information must be included in the body of the text.

Caution: This is a less favoured option because the patient demographics and request information is NOT automatically added as an attachment and must be typed into the body of the text.

Note: Although every effort is made to process additional tests as soon as possible, if results are required urgently, a repeat sample is recommended.

Note: The use of this service will be audited and is subject to review.

Place a Radiology Request

RUH clinicians can place imaging requests for both inpatients and patients attending an RUH outpatient clinic.

Step 1. Select the patient from ICE Desktop screen

Step 2. Click the **Requesting** tab on the toolbar 


Step 3. Click **New Request** 

Note: If you pause at this stage the Episode View screen will appear before opening the Request screens. (Refer to later section)

The request opens onto the Blood Sciences / Ward Common. There are panel tabs for all the **RUH Radiography modalities**: X-Ray, CT, MRI etc.

Step 4. Select the relevant panel at the top. The Top 20 or Most Popular Radiography tests will be displayed.

Step 5. Locate the exams from the Top 20 or via pages on the left. Read any guidance shown in the yellow banner.

Step 6. For some exams before placing a request click the **hyperlink**  to read additional details.

Step 7. Tick the required exam 


Step 8. Click **Continue with Request** 

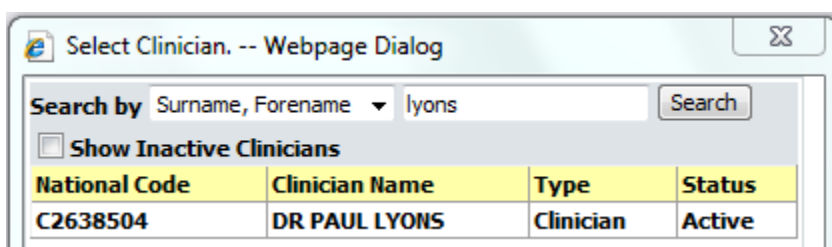
Note: The requesting consultant and location will auto-populate with data from Millennium

Caution: Reports and funding will be sent to this requesting consultant and location so change them if incorrect.

If incorrect, this will result in delays in your patient request being processed and reports being issued.

Step 9. In General Details make sure the **Requesting Consultant** is correct

Step 10. If incorrect, click the button  , enter first 3 characters of consultant's last name and click Search. Select the consultant's name



National Code	Clinician Name	Type	Status
C2638504	DR PAUL LYONS	Clinician	Active

Note: This update will only apply temporarily in ICE and will not be reflected in Millennium.

Launch Millennium and use the Transfer conversation to transfer care to the new consultant.

Step 11. Ensure the **ward or clinic location is correct**. If not, click the arrow and select from the dropdown list.

Step 12. Enter a **bleep/contact** number

Step 13. **Order Details** will include all the requested tests.

Step 14. The **Priority** will be Normal by default. Change to Urgent if required.

Step 15. Check that the **correct patient** is identified in the yellow banner at the top of the screen.

Caution: Throughout the requesting pathway the patient name and details are displayed in the yellow banner at the top of the screen. **Always check this** before clicking the Accept Request button. It is the responsibility of the person placing the request to make sure they are placing the request on the correct patient.

Step 16. Click **Accept Request**

Accept Request

Step 17. Complete the **Rad - Request Questions** by typing in the fields or selecting options. Use Ctrl key to select multiple options in the mobility field

Step 18. Click **OK**

Step 19. The request has been added to the Service Provider List.

Your request has been added to the Service Provider List.

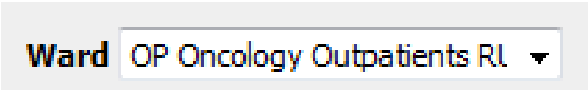
Step 20. Click **Patient Search** from the toolbar to return to the ICE Desktop screen.

OP Clinic Requests

Requesting of Outpatient (OP) Imaging Services

RUH clinicians who currently place imaging requests for inpatients are now able to place requests for a patient attending an RUH outpatient clinic.

Select the OP clinic as location on login so that it is displayed in the lower half of the desktop screen. **Clinic** lists are updated from Millennium at midnight so will display the clinic for today. All RUH clinics are prefixed with OP (OP Oncology Outpatients)






Ward OP Oncology Outpatients RL ▼

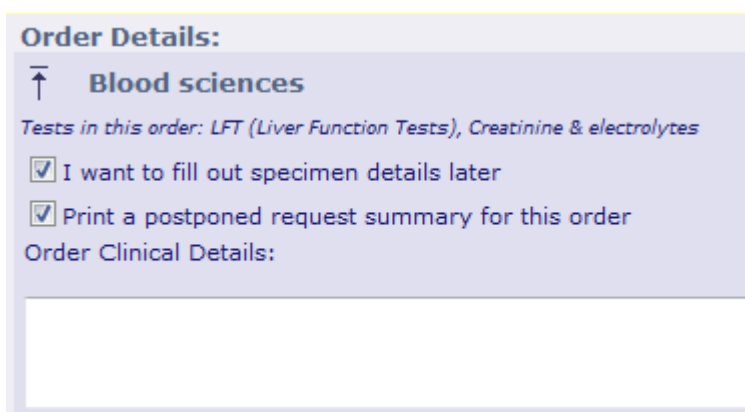
If you are placing a request in advance of a clinic (or for a patient currently on an RUH ward) use the Patient Search bar at the top of the screen and add them to 'My Patient List'.

Place a Radiology request in the same way as for inpatients, always making sure the consultant, location and patient are correct.

Request Pathology Tests to be Collected by the GP

In Outpatient clinics you may decide to send the patient to their GP for the sample to be collected. You specify the test required and print the request for the GP. For Oncology this means that the test is done before the appointment so that the result is available during the consultation.

- Step 1.** Select the **patient** from the Clinic list on ICE Desktop screen
- Step 2.** Click the **Requesting** tab on the toolbar 
- Step 3.** Click **New Request** 
- Step 4.** Tick the Pathology tests you require
- Step 5.** Click **Continue with Request** 
- Step 6.** General Details: make sure the **Requesting Consultant** is correct
- Step 7.** Make sure the **Location** is correct
- Step 8.** Order Details: tick the option '**I want to fill out specimen details later**'
- Step 9.** Tick the option '**Print a postponed request summary for this order**'



Order Details:

↑ **Blood sciences**

Tests in this order: LFT (Liver Function Tests), Creatinine & electrolytes

☒ I want to fill out specimen details later

☒ Print a postponed request summary for this order

Order Clinical Details:

- Step 10.** Type the **Order Clinical Details**
- Step 11.** Click **Accept Request**
- Step 12.** From the **Printer** dialog box print the request for the GP.

View Requests

View Requests by Patient

You can look up what tests have been requested for a patient and their status in the pathway.

Note: View Requests by Patient provides a list of all requests placed on that patient from any location.

Step 1. Select the patient from the ICE Desktop screen

Step 2. Click the **Requesting** tab on the toolbar 

Step 3. Click **View Requests by Patient**



Step 4. To view the order details select the request and click **View Order** from the dialog box.

Step 5. After reading the details click **Return to List**

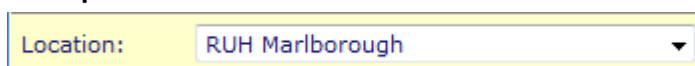
Status column includes REQ(Requested), SPC (Specimen collected), REC (Received in Lab), RR (Report Recorded)

View Requests by Location

Step 1. Click **View Requests by Location** on the toolbar

Step 2. There are several filter boxes at the top of the screen.

Step 3. The **Location** should be filtered by default to the location on the desktop screen

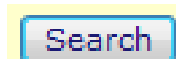
A yellow rectangular box containing a label "Location:" and a dropdown menu showing "RUH Marlborough" with a downward arrow.

Step 4. Either leave all the filters as they are or modify if appropriate.

Step 5. Select the number of **Days** you wish to see

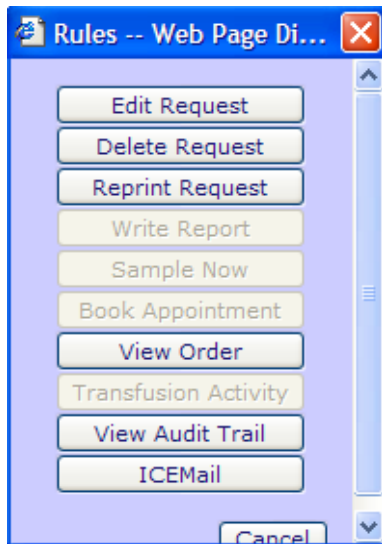
A yellow rectangular box containing a label "Days:" and a dropdown menu showing "7" with a downward arrow.

Step 6. Click **Search**

A blue rectangular button with the word "Search" in white text.

Modify Lab Requests

Step 1. Clicking once on a request opens this dialog box



Edit Request

Step 2. From the dialog box click **Edit Request** to open the requesting screens so that you can remove or add tests to the original order.

Delete Request

Step 3. From the dialog box click **Delete Request**. Type a reason for the deletion and click **Accept**.

Reprint labels

From the dialog box click **Reprint Request** to reprint the labels.

View Order: From the dialog box click **View Order**. After reading the details click **Return to List**.

View Audit Trail: this lists the date of an action and by whom.

Modify Radiology Requests


All modifications to radiology requests must be made by phoning the radiology department.

Caution: All Radiology requests placed in ICE are linked to their own system, CRIS. If you need to modify or cancel the request you must phone the radiology dept. Do not edit or delete it on ICE as they will not receive this.

Episode View

To access Episode View select the patient from the ward location on the ICE Desktop screen.

The Patient's details are displayed in the top banner.


 Notepad	Patient Name:	THREE ICEUPGRADE	Hospital Number:	2061570 See Case Note Numbers
	Date of Birth:	01 January 1990	NHS Number:	No NHS Number
	Address:	ROYAL UNITED HOSPITAL, COMBE PARK, BATH, BA1 3NG		

Orders Placed

Event	Description	Location	Status	Date
Spell No. 1114113	Inpatient	RD100		09/01/2014 09:18:00
Episode 1	Cardiology	RD1-RU WD CARD		09/01/2014 09:18:00
Order placed	RGL Glucose - non-fasting, URE Urea	RD1-RU WD CARD	REQ	24/01/2014 10:46:34
Order placed	XCHES XR Chest	RD1-RU WD CARD	RR	27/01/2014 09:23:48
Order placed	XCHES XR Chest	ONCOLOGY RUH	RR	27/01/2014 10:00:58
Order placed	XCSPN XR Cervical Spine	ONCOLOGY RUH	RR	28/01/2014 09:30:56

Reports Issued

Report issued	XR Chest Sample Collected: 28/01/2014 09:30	ONCOLOGY RUH		28/01/2014 14:13:00
Report issued	XR Chest Sample Collected: 24/01/2014 10:46	RD1-RU WD CARD		28/01/2014 14:14:00
Report issued	XR Cervical Spine Sample Collected: 24/01/2014 12:06	RD1-RU WD CARD		28/01/2014 14:15:00
Report issued	CREATININE AND ELECS Sample Collected: 28/01/2014 09:30	ONCOLOGY RUH		28/01/2014 16:55:00

Episode View gives an overview of all the orders placed on this patient irrespective of the location and reports issued. The Status identifies any orders still awaiting results. Click the Full report icon  to open the report.

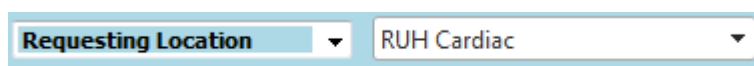
Viewing Reports Summary

View Ward Reports

This provides a list of reports (test results) for patients currently on the ward displayed on the ICE desktop screen.

The filters Requesting Location and Patient Location do affect the list of reports displayed so it is important to understand the differences and to select the filter that you need.

Requesting location - (e.g. RUH Cardiac)



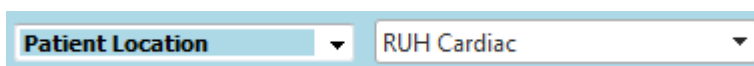
A screenshot of a web interface showing a dropdown menu for 'Requesting Location'. The menu is open, and 'RUH Cardiac' is selected and displayed in the input field.

These filters will only list reports for tests requested by Cardiac ward.

Example: a patient called Liz Smith has been transferred to your ward from MAU. MAU requested several tests but as yet, no requests have been placed for her from Cardiac ward.

With the filter as Requesting Location – RUH Cardiac, no reports for Liz Smith will be listed.

Patient Location – (e.g. RUH Cardiac)



A screenshot of a web interface showing a dropdown menu for 'Patient Location'. The menu is open, and 'RUH Cardiac' is selected and displayed in the input field.

This filter will include the most recent reports for tests requested by previous wards.

Example: a recent report for Liz Smith will be listed, requested in MAU.

View Patient Reports

Select the patient's name, then **View Patient Reports** to see a list of up to 20 reports requested from any location (e.g. GP Surgery, ED, MAU etc). This is the only view which will provide a comprehensive list of all the patient's reports.

View Patient Reports

This view will show a list of up to 20 reports on this patient for tests requested from all locations for this episode and previous episodes. If older results are required there is a date range filter option.

Step 1. Select the patient from the ICE Desktop screen.

Step 2. Click the **Reporting** tab on the toolbar

Reporting

Step 3. Click **View Patient Reports**



Choose the Filter Options

There are several filter options at the top of the screen regarding Location, Specialty, Clinician and Date Range.

Note: Setting the filters to All Locations / All Clinicians will provide a full list and avoid missing any reports.

A screenshot of the filter options form. It has a light blue background. The first row has 'Location' followed by a dropdown menu showing '[All locations]' and a '[Clear]' button. The second row has 'Filter by specialty' followed by a dropdown menu showing '[All specialties]'. The third row has 'Requesting Clinician' followed by a dropdown menu showing 'All Clinicians' and a three-dot menu button.

Investigation	Requesting Clinician	Location
MRSA SCREEN MCS	DR HUGH NEWMAN	OP Oncology Outpatients RUH
CREATININE AND ...	DR HUGH NEWMAN	OP Oncology Outpatients RUH
XR Cervical Spi...	MR DC BRITTON	RUH Cardiac
XR Chest	MR DC BRITTON	RUH Cardiac
XR Chest	DR HUGH NEWMAN	OP Oncology Outpatients RUH

Change the date range if required

☒ Show reports up to ...
☐ Show reports from ...
 Show ▾
 Investigation ▾ [Clear]
 last reports.

Symbols

!	📅	👁	📄	Status	Hospital Number	Name	Sex	DOB	Investigation	Requesting C
!	✓			F	2061569	ICEUPGRADE, Two	F	01/01/1970	THYROID STIMULA...	MR DC BRITTON
	✓			F	2061569	ICEUPGRADE, Two	F	01/01/1970	FBC	MR DC BRITTON
	✓			F	1362343	BELL, June	F	15/09/1993	MRI Sinuses	MR J BUDD
	👁			F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Foot Rt	MR DC BRITTON
	👁			F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Knee Both	MR DC BRITTON
	✗			F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Knee Both	MR DC BRITTON
	✗			F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Shoulders	MR DC BRITTON
	✗			F	2061569	ICEUPGRADE, Two	F	01/01/1970	CT Head	MR DC BRITTON
	✗			F	2061569	ICEUPGRADE, Two	F	01/01/1970	CT Head	MR DC BRITTON



The **Alerts** column: a red symbol identifies reports containing **abnormal results**



The **Note** column: a symbol will be displayed if a note has been written against the report. Hover over the symbol to read it.



The **File** column: indicate who has filed the report with their initials. This also allows you to sort the list by report status.



The **Reports** column: symbols indicate whether the report has been viewed, not viewed or amended

				Status
				F
				F
				F
				F
				F
				F
				F
				F
				F
				F

Viewed



Report updated



Report not viewed



Filed: initials of staff member

Status: F (full report)

Specialty Colours

Specialties are identified by colours:

Green = Chemistry

Pink = Haematology

Blue = Microbiology

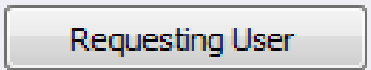
Dark Pink = Blood bank

Yellow = Cytology / Histology

Requesting Clinician / Requesting User

Each investigation displays the **Requesting Clinician**

Requesting Clinician	Location
DR HUGH NEWMAN	OP Oncology Outpatients RUH
DR HUGH NEWMAN	OP Oncology Outpatients RUH
MR DC BRITTON	RUH Cardiac
MR DC BRITTON	RUH Cardiac
DR HUGH NEWMAN	OP Oncology Outpatients RUH

You can switch to **Requesting User** if you wish by clicking the Requesting User button  All other information remains the same.

Requesting User	Location
RUH Con + Rad (Tester)	OP Oncology Outpatients RUH
RUH Con + Rad (Tester)	OP Oncology Outpatients RUH
RUH Con + Rad (Tester)	RUH Cardiac
Derek Harland	RUH Cardiac
RUH Con + Rad (Tester)	OP Oncology Outpatients RUH


Steps to View Patient Reports

Step 1. Select the report from the list

Step 2. Click the **link** to view linked reports

This report is linked to other reports. Click on the links below to see these linked reports:

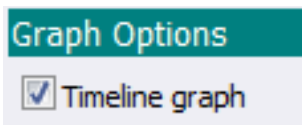
- [FBC \(28 Jan 2014 16:54\)](#)

Step 3. Click **Cumulative**  to see a series of results to show trends.

Step 4. To see the results displayed as a graph select the test name, then click **Graph**.

Step 5. Initially, the results are all evenly spaced.

Step 6. Click **Timeline Graph** to display accurately.



Step 7. **Print** if you wish. Then **Close**

View Ward Reports

Step 1. Click the **Reporting** tab on the toolbar

Reporting

Step 2. Click **View Ward Reports**



Filter Options in View Ward Reports

There are several filter options at the top of the screen regarding Location, Specialty, Clinician and Date Range.

Requesting / Patient Location

Scenario: Patients may have been transferred to one or more wards where blood tests / radiology investigations may have been ordered.

Requesting Location: This specifies one specific location. If no orders were placed in their current location the results would say 'No records found'

Requesting Location

! Status

No records found

Patient Location: This will result in a comprehensive list of reports requested in any location.

Patient Location

!	Status	Hospital Number	Name	Sex	DOB	Investigation	Requesting Clinician	Sample Collected	Reported
✓	F	2061570	ICEUPGRADE, Three	M	01/01/1990	MRSA SCREEN MCS	DR HUGH NEWMAN	25 Jan 2014	28 Jan 2014 16:56
✓	F	2061570	ICEUPGRADE, Three	M	01/01/1990	CREATININE AND ...	DR HUGH NEWMAN	25 Jan 2014	28 Jan 2014 16:55
✓	F	2061569	ICEUPGRADE, Two	F	01/01/1970	THYROID STIMULA...	MR DC BRITTON	25 Jan 2014	28 Jan 2014 16:54
✓	F	2061569	ICEUPGRADE, Two	F	01/01/1970	FBC	MR DC BRITTON	25 Jan 2014	28 Jan 2014 16:54
✓ DH	F	2061570	ICEUPGRADE, Three	M	01/01/1990	XR Cervical Spi...	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:15
✓	F	2061570	ICEUPGRADE, Three	M	01/01/1990	XR Chest	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:14
✓	F	2061570	ICEUPGRADE, Three	M	01/01/1990	XR Chest	DR HUGH NEWMAN	25 Jan 2014	28 Jan 2014 14:13
✓	F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Foot Rt	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:12
✓	F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Knee Both	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:10
✗	F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Knee Both	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:09
✓	F	2061569	ICEUPGRADE, Two	F	01/01/1970	XR Shoulders	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:07
✗	F	2061569	ICEUPGRADE, Two	F	01/01/1970	CT Head	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:06
✗	F	2061569	ICEUPGRADE, Two	F	01/01/1970	CT Head	MR DC BRITTON	25 Jan 2014	28 Jan 2014 14:06

Patient Location [v] RUH CCU [Clear]

Filter by specialty [All specialties] [v]

Requesting Clinician [v] All Clinicians [...]

Patient List [None] [v] [Clear]

[Search]

Change the date range and other filters if required.

☒ **Show reports up to** 19/02/2014 [...]

☐ **Show reports from** 22/01/2014 [...]

☐ **Show reports for last** 1 [v] days.

Show All reports [v]

Investigation All Investigations [v] [Clear]

[Print] last 5 [v] reports.

You can switch from **Requesting Clinician** to **Requesting User** if you wish by clicking the Requesting User button

[Requesting User]

Symbols

The symbols are the same as for Patient Reports (refer to earlier section)

Step 3. Select the report from the list
The Patient's details are displayed in the top banner.

Notepad	Patient Name:	THREE ICEUPGRADE	Hospital Number:	2061570	See Case Note Numbers
	Date of Birth:	01 January 1990	NHS Number:	No NHS Number	
	Address:	ROYAL UNITED HOSPITAL, COMBE PARK, BATH, BA1 3NG			

Step 4. Click **View Patient Reports** to view all their reports.

Viewing / Filing Reports

NOTE: Each patient report must be viewed and appropriate actions taken by a responsible clinician.

Step 1. Open **View Ward Reports** or **View Patient Reports**.

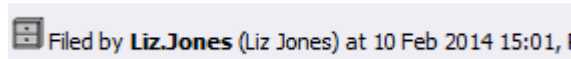
Step 2. Select a report

Step 3. Click the **File** button



Step 4. Click **Yes, File this Report**

Result: This is now recorded at the top of the report



Step 5. Click View Ward Reports or View Patient Reports to return to the full list

Result: In the Reports column the tick and initials record that the report has been viewed.  

Note: Move directly to the next unfiled report on the '**File & Next**' button

Note: If accessed from the '**View Ward Report**' screen a warning banner is presented if the **patient changes**.

Note: After filing a report there is the option to Unfile it if necessary

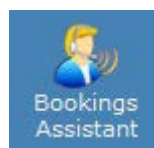
Phlebotomy

View Phlebotomist Requests

In Bookings Assistant the phlebotomist views the booked tests for a particular date and prints the list and labels before collection.

Step 1. Click the **Requesting** tab on the toolbar

Requesting



Step 2. Click **Bookings Assistant**

Step 3. Select a clinic or ward round from the drop down list

Select a clinic/round:

Marlborough Ward - Phlebotom ▼

Step 4. Select a date from the calendar

December 2013						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

Step 5. The list of requests for that location/date will be listed.

Step 6. Select from the two options:

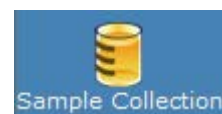
Print Summary and Orders: will print the list and labels

Print Summary: will only print the list

Sample Collection

After printing the list from Bookings Assistant and taking the samples it is essential to record the collection. This removes the request from the Bookings Assistant list and avoids the possibility of a repeat collection.

Recording the time of collection in Sample Collection will update the request status to SPC (specimen collected) in the View Requests by Patient screen.



- Step 1.** Click **Sample Collection** from the toolbar
- Step 2.** Type or scan the barcode from the request list or from the sample label. Click **Add**. You can enter several barcodes to form a list
- Step 3.** Click **Mark as Collected**.
- Step 4.** A message confirms **Successfully Collected**.

ICE Blood Tube Details

Cap	Colour	Name	Draw Order
	Gold	SST II (Serum Gel Separator)	1
	Light Blue	Sodium Citrate	2
	Lavender	EDTA	3
	Grey	Fluoride Oxalate	4
	Green	Lithium Heparin	5