

# A guide for clinics using Best Practice

Getting the most out of your  
practice management software

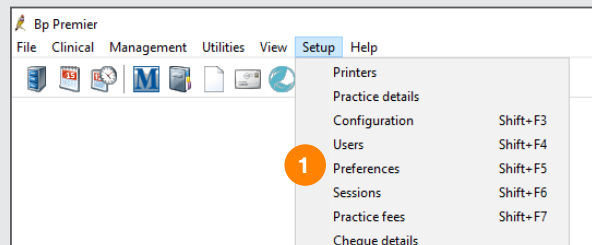
- Selecting Clinical Labs as your laboratory
- Setting up eDownloads
- eOrdering
- Creating Favourites
- Using Recommended Tests
- Enabling eRequests

# 1. Getting Started

This guide is to help our partnering clinics who use Best Practice (BP) to get the most out of their software and ensure it is integrated with Australian Clinical Labs correctly. Follow the instructions in this guide and your pathology ordering through BP will be efficient and seamless - allowing access to many time-saving and practice-enhancing features.

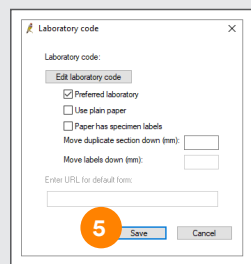
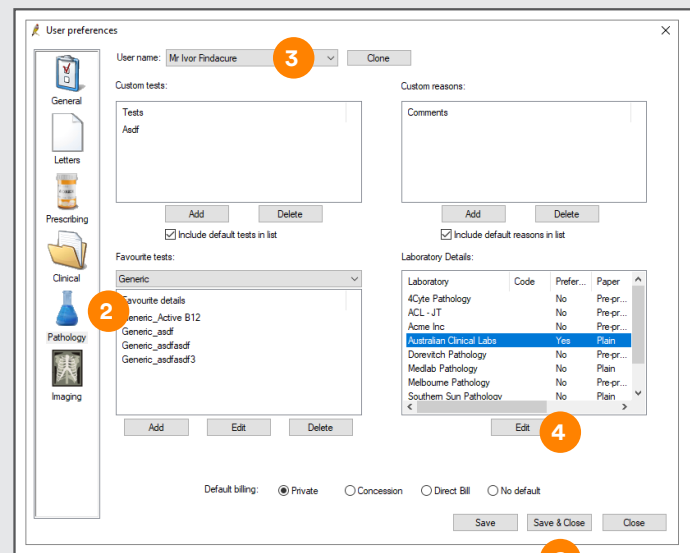
## Choosing ACL as your preferred laboratory

To ensure you have access to the correct and most up-to-date laboratory test list, it is important that you select “Australian Clinical Labs” as your pathology provider. Here’s how to do it:



- 1 From the main screen of Best Practice, click on the Setup drop down menu and select Preferences.

- 2 Select the Pathology icon.
- 3 Ensure the correct User Name is selected.
- 4 In the ‘Laboratory Details’ section, select ‘Australian Clinical Labs’ from the drop down list and click ‘Edit’.



- 5 Check the ‘Preferred Laboratory’ checkbox and click ‘Save’. (Tip: If you are using our request forms ensure ‘Use plain paper’ is unchecked.)
- 6 Once finalised, click ‘Save & Close’.

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## 2. Setting up eDownloads

eDownloads automates the secure, direct transfer of patient pathology results into your Best Practice management software.

To get you started with eDownloads, our Clinical Labs eHealth Support Team will install our SMSC software for you to enable this file transfer. Australian Clinical Labs SMSC transfers pathology result files, in any file format, to your practice management software. Clinical Labs' SMSC is compatible with all known practice management software operating in Australia.

### Get set up in 3 easy steps

Step  
1

Complete the Clinical Labs eHealth registration form using the link below.

Step  
2

Save and email the registration form to [clinic-registrations@clinicallabs.com.au](mailto:clinic-registrations@clinicallabs.com.au)

Step  
3

A member of our eHealth Support Team will be in contact with you shortly to complete installation and setup.

#### eDownloads Registration

Visit: [clinicallabs.com.au/ehealthregistration](https://clinicallabs.com.au/ehealthregistration)  
or scan the QR code



If you would prefer to perform a self-installation of eDownloads, please read the instructions on our website: [clinicallabs.com.au/doctor/edownloads](https://clinicallabs.com.au/doctor/edownloads)

# 3. eOrdering in BP

eOrders differ from regular pathology ordering by allowing BP to interact directly with our laboratory information system, thereby increasing accuracy, reducing data entry / transcription errors and improving overall efficiency for your clinical practice. You can still continue to print a paper referral for your patient.

## Why use eOrdering in BP?

The following features are currently available only through setting up eOrdering in BP:

- Sending of pathology requests to patients via SMS (*eRequests - see page 7*)
- Ensures all tests in BP are correctly mapped to our laboratory test panels, and that results are not returned to unallocated patients in BP
- Access to our clinically recommended test profiles within BP

## How to turn on eOrdering in BP:

To activate eOrders in BP, a quick installation will need to be performed by your local Clinical Labs' client IT specialist. To request an installation, please send your clinic and IT contact details to the following email address:

[eSupport@clinicallabs.com.au](mailto:eSupport@clinicallabs.com.au)

Once eOrdering has been configured, it will automatically be active when you select 'Australian Clinical Labs' as your preferred laboratory (see previous page).

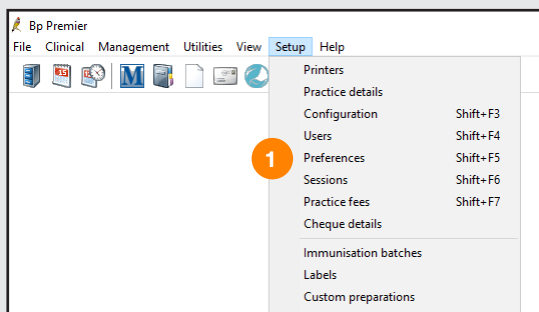
# 4. Creating Favourites

Please note: Best Practice no longer supports Generic Favourites in eOrdering, unless they were selected from the Clinical Labs test list.

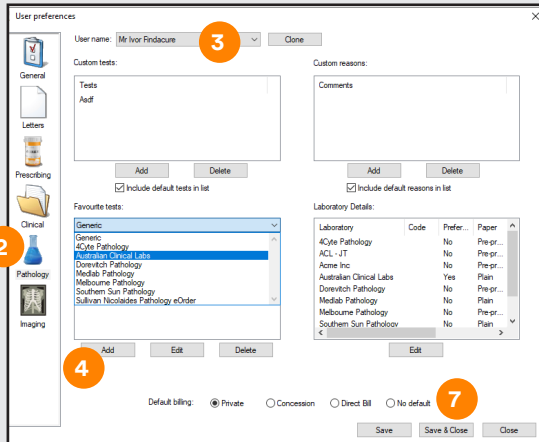
Once you have set up eOrdering in BP, you will need to recreate any of your Generic Favourites in eOrders, so each test is aligned with the corresponding test in the Clinical Labs test list. This will ensure that the test you ordered is matched to the correct panel in our laboratory system.

## How to set up your favourites:

1 From the main screen of Best Practice, click on the Setup drop down menu and select Preferences.

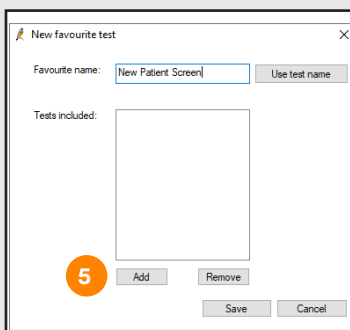


2 Select the Pathology icon.



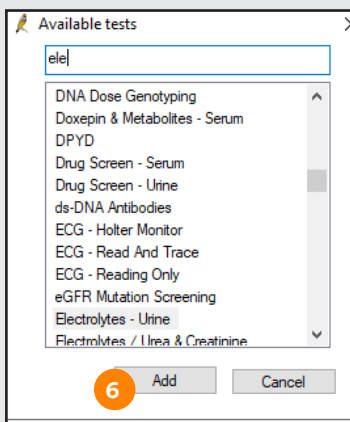
3 Ensure the correct User Name is selected.

4 In the 'Favourite Tests' section, select 'Australian Clinical Labs' from the drop-down list and click 'Add'.



5 Enter the name of your new favourite (e.g. "New Patient Screen") and click 'Add'.

6 Search for your test from our test list then click 'Add'. (Tip: Try varied names for the same test, e.g. U&E's may be "Electrolytes/ Urea & Creatinine").



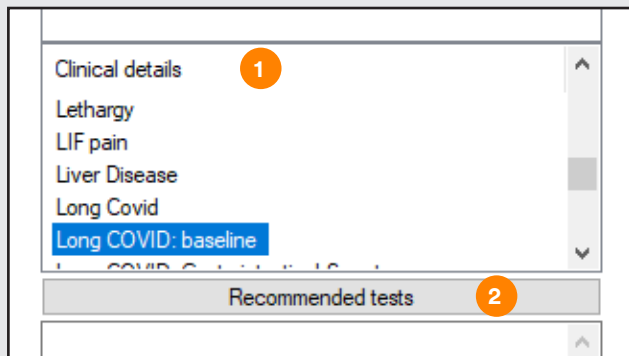
7 To add more tests to your favourite, repeat step 6. Once finalised, click 'Save & Close'.

# 5. Recommended Tests

A popular feature available only with eOrdering in BP is the Recommended Tests. Here, the referring doctor can select a item under the 'Clinical details' list (e.g. Long Covid), and a clinically recommended test profile chosen by our expert pathologists will be available to order with a single click.

The tests that make up our 'Recommended Tests' are taken from our master test list, and are regularly updated. To scroll through our master test list, simply place an asterisk (\*) into the test list search bar.

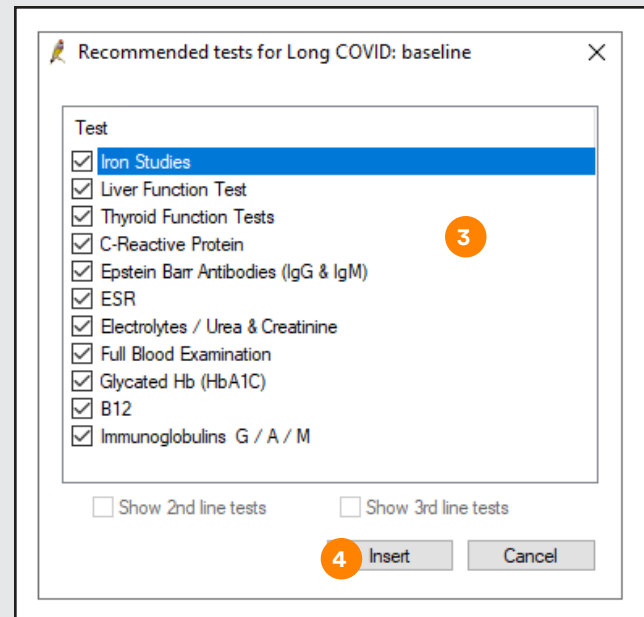
## How to order clinically recommended test profiles



- 1 Once you are on the Australian Clinical Labs pathology ordering screen, search for the relevant clinical category under the 'Clinical details' list.
- 2 Select your category and click the 'Recommended tests' button.

- 3 View the group of recommended tests chosen by our Clinical Labs' expert pathologists. Uncheck any tests that you do not wish to order.
- 4 Click 'Insert' and the selected tests will be added to your order.

*Tip: Our 'Recommended Tests' are also available in our main BP test list, allowing users to locate them via a search. Tests included in each profile can be viewed in the 'Further Information' section.*



# 6. eRequests

Clinical Labs' eRequests enables doctors to send a digital version of the pathology request form to a patient's mobile phone via SMS, at no extra charge. This feature is only available if eOrdering is installed on BP.

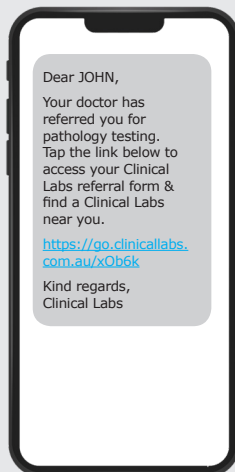
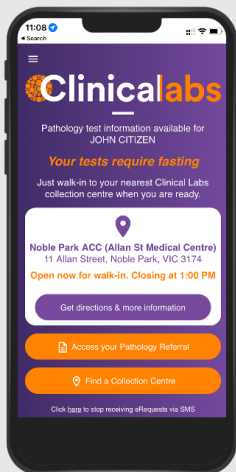
## How does it work?

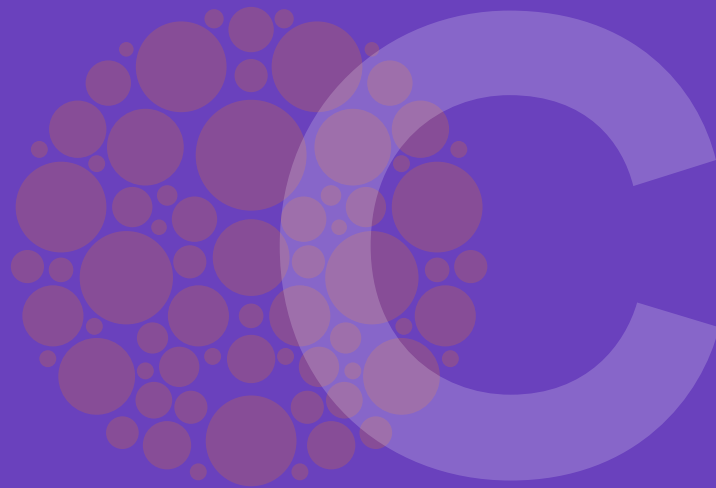
- Ensure eOrdering is activated and Clinical Labs is selected as your preferred laboratory.
- Type 'TELEHEALTH' into the clinical notes and a digital referral will be sent to the mobile number listed in your patient's record in BP. If there is no number available it will be sent to the patient's email instead.
- The patient can then tap the link in the SMS and will be taken to the eRequest home portal, where they can find their nearest Clinical Labs collection centre and present with only the digital request form.
- Your patient will be required to enter their date of birth to access their digital request form (format : DDMMYYYY).



## Turn on Automatic eRequesting

- If you would like eRequests enabled for all your Best Practice pathology requests by default, please email [clinic-registrations@clinicallabs.com.au](mailto:clinic-registrations@clinicallabs.com.au) with your clinic details. Our eHealth team can configure this for your clinic.
- You will still be able to deactivate the SMS if required by typing 'NO SMS' into the clinical notes.
- Please note: eRequests are automatically disabled for the following doctor-collect tests: all histology and fine needle aspirate.





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