

eHealth Services

Advanced digital solutions
from referral to results

- eRequests
- eDownloads
- eResults



Leaders in technology

Clinical Labs eHealth Services have been designed to take doctors on a seamless and intuitive journey, from ordering pathology tests online, through to receiving real-time, paperless patient results in a user-friendly and customisable environment.

Our dedicated eHealth development team have built our digital products from the ground up in conjunction with clinician focus groups, user feedback and the latest in user interface research, ensuring our products enhance our pathology services and provide additional support to our referrers.

The illustration below shows how our three core eHealth products, **eRequests**, **eDownloads** and **eResults**, work together to provide a seamless digital pathology solution. While many of our clinics enjoy using all three, we know that no two medical clinics are the same. You can choose what works best for your practice.

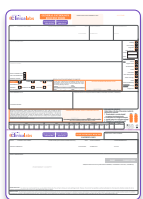
Request Pathology Online



Technology integrated into your practice software that allows you to send your pathology request to your patient digitally via SMS or email at no additional cost.



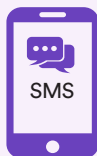
Referral delivery options available via eRequests



Print patient physical referral



Send patient referral via email



Send patient referral via SMS

Telehealth Support

Real-time Paperless Results



Paperless patient results are downloaded directly into your practice management software.



Real-time, 24/7 results from Clinical Labs via desktop viewer or mobile app. Works independently of practice management software and now features full eOrders integration.

It's easy! Register with Clinical Labs eHealth today.

You can register for any or all of our services by filling out the form at the link to the right and following the instructions on the form. After this, a member of our eHealth Support Team will be in contact with you to complete any required installation and setup.

eHealth Registration Form:

clinicallabs.com.au/ehealthregistration or scan the QR code

Support:

E: clinic-registrations@clinicallabs.com.au
T: 1300 669 961 (or 1300 367 674 for WA)



Works with
your practice
software

eDownloads

Real-time results
delivered into your
practice software

eDownloads automates the secure, direct transfer of patient pathology results into your 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

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
or scan the QR code

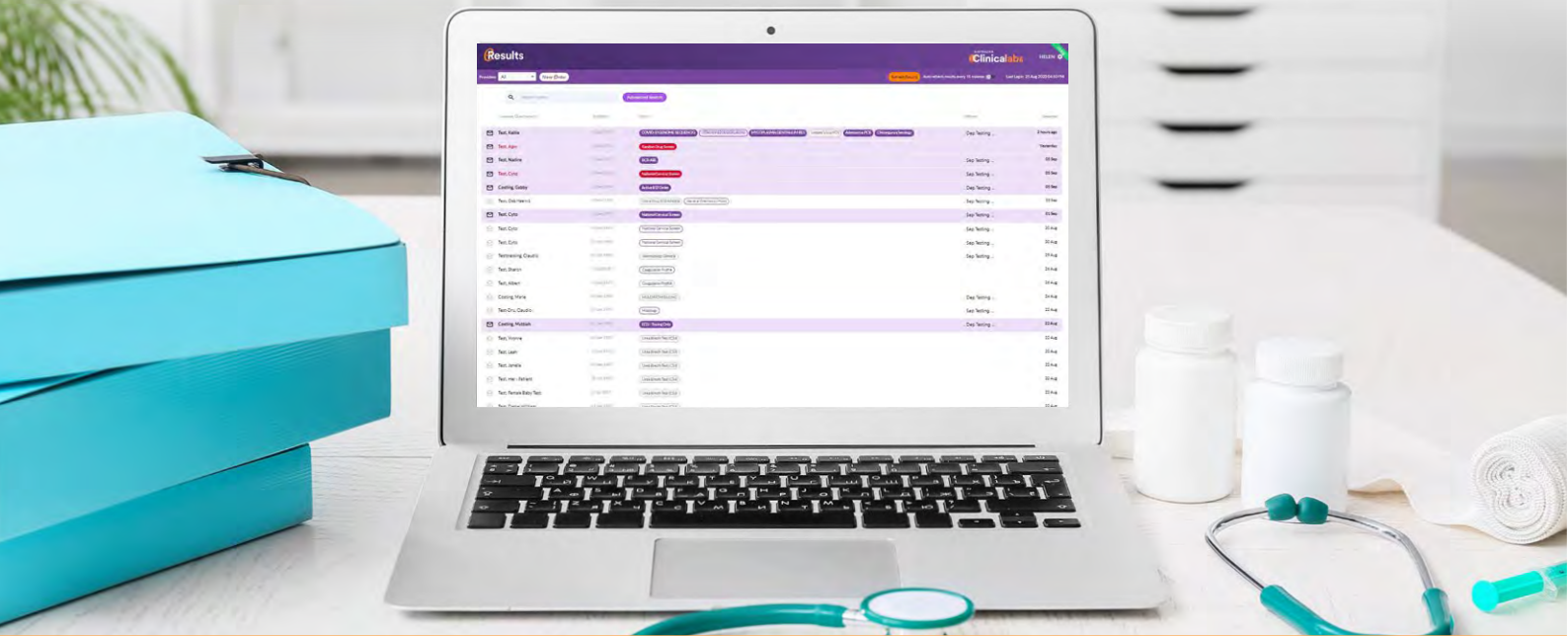


If you would prefer to perform a self-installation of eDownloads, please read the instructions on our website: clinicallabs.com.au/doctor/edownloads

eResults

No practice software required

Just what the doctor ordered.

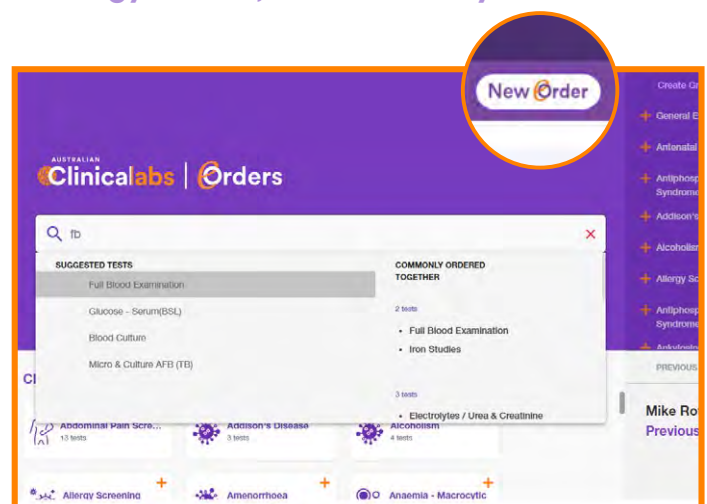


Clinical Labs' eResults is a secure and intuitive web portal and mobile app that provides referrers with remote access to patients' pathology results, 24 hours a day.

Clinical Labs' eHealth team are continually adding enhancements and extra functionality to improve our platform for referrers. Some examples include:

Generate eRequests

With the click of a button, you can open eOrders and order pathology tests for your patients with ease. Our full suite of eOrders features is available via eResults, including eRequesting, My Health Record integration, intelligent test search, clinical recommendations, test favourites and more.

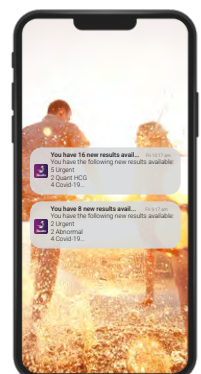
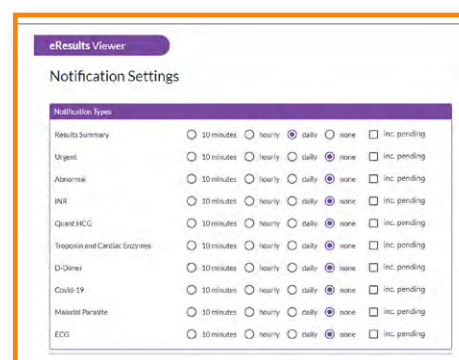


Customise Urgent Notifications

Receive important result updates via SMS, email or in-app push notifications. Customise your notifications by tailoring your result categories and notification frequency.

Report Sharing

Share results back to your practice management software with the click of a button. You can also share results with others via email, or with other eResults clinicians within the platform itself.



Hospital Reports

Your Hospital Reports (e.g. Infection Control, Antibigram, Blood Bank) are now located in eResults. Simply log in, click the main top-right menu and select 'Hospital Reports'.



Test Name	Result	Reference Range	Units
Haemoglobin	15.2	12.0 - 16.0	g/dL
Haematocrit	45.0	37.0 - 47.0	%
Red Blood Cell Count	4.5	4.0 - 5.5	10 ⁶ /mm ³
White Blood Cell Count	10.0	4.0 - 11.0	10 ⁹ /mm ³
Platelet Count	150	150 - 400	10 ⁹ /mm ³
Mean Corpuscular Volume	100	80 - 100	fL
Mean Corpuscular Hemoglobin	33	27 - 34	pg
Mean Corpuscular Hemoglobin Concentration	330	320 - 360	g/L
RDW	14.5	11.5 - 14.5	%
Neutrophils	75	50 - 70	%
Lymphocytes	15	20 - 40	%
Monocytes	5	2 - 8	%
Eosinophils	2	1 - 5	%
Basophils	1	0 - 2	%

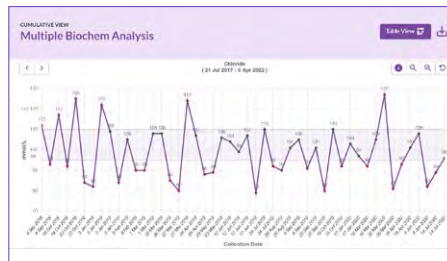
CPD Program Portal

Track your CPD progress by logging into eResults and navigating to the CPD Program Portal. Clinical Labs' current CPD programs can be accessed or registered for within eResults.



Interactive Charts

Toggle between Table View and Chart View when reviewing cumulative patient results, ideal for identifying visual trends in historical patient data. Chart View allows you to cycle through graphs of individual tests within a panel and download your charts as a print-ready pdf.



More features to enhance your practice.

- **Add-on Tests:** Add-on eligible tests to specimens that have been stored in our labs for a predefined time, without requiring the patient to undergo a second test.
- **Download Cardiology Reports:** Download your ECG traces, Holter monitor and blood pressure reports from eResults, instead of receiving them by fax or mail.
- **Cumulative View:** View complete patient history on a single screen.
- **Advanced Downloading/Print Options:** Including the ability to download or print specific panels across multiple episodes.
- **Preview Mode:** Allows you to quickly preview results from the home screen.
- **Multifactor Authentication:** For an additional layer of security.

Download the eResults Mobile App.

As a registered eResults user, you can download our user-friendly eResults Mobile App, giving you the same great eResults experience on your device, including biometric support for an easier login – perfect if you require quick access to results on the go.

The eResults Mobile App is available to download now on the Google Play Store for Android and the App Store for iOS. Simply search for 'Australian Clinical Labs' or 'eResults'.

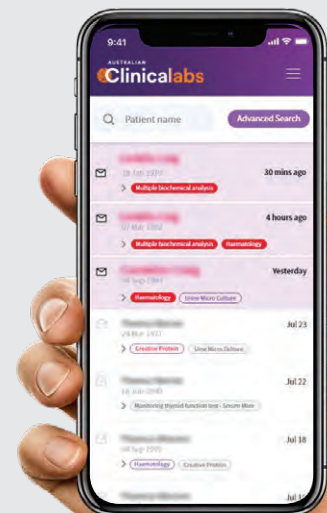
Register for eResults today via our Online Verification Tool



eResults Online Registration

Visit: clinicallylabs.com.au/register/eHealth or scan the QR code

Mobile App Version Available on:



Works with
your practice
software

eRequests

Send electronic referrals with the click of a button.

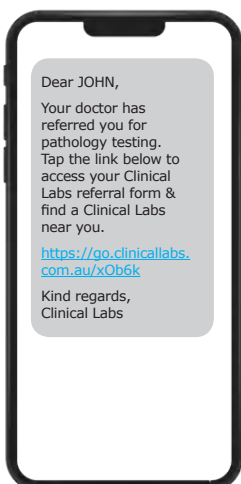


eRequests allow Clinical Labs referrers to easily send patients an electronic copy of their referral to their mobile phone via SMS at no extra charge. This not only saves time but also enhances the patient experience, allowing patients to attend a Clinical Labs collection centre without a printed form.

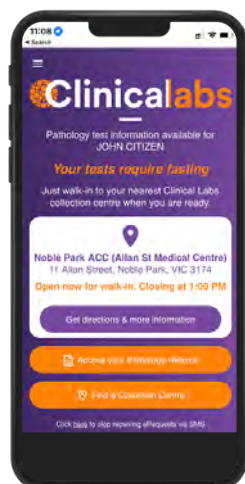
eRequests offer a range of beneficial features for both you and your patients, including:

- Support for telehealth consultations
- Improved accuracy of pathology ordering
- Enhanced convenience for patients
- Time-saving and environmentally friendly
- No additional cost to your practice
- Displays the nearest collection centre, including hours and directions

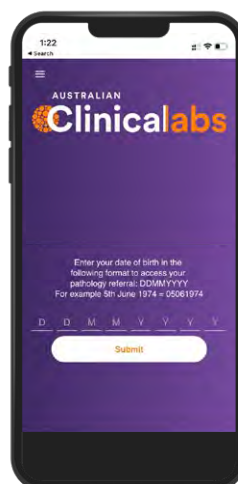
Here's how it works:



1. Receive SMS
Tap the link to proceed to the eRequest Home Screen.



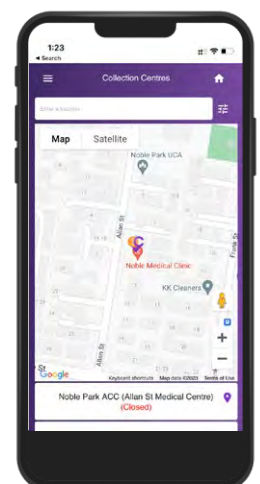
2. eRequest Home Screen
View your nearest Collection Centre based on your location. Tap 'Access your Pathology Referral' to view eRequest.



3. Enter Password
Enter Date of Birth in 'DDMMYYYY' format.



4. Display eRequest
View pathology referral for collection centre visit.



5. Find a Collection Centre
Tap 'Find a Collection Centre' from the home screen and enter suburb into the search bar.

How to send eRequests with Best Practice

1. Ensure eOrdering is activated and Clinical Labs is selected as your preferred laboratory.
2. Ensure your patient's mobile is accurately recorded in the correct field within the Best Practice patient file.
3. Type 'Telehealth' into the clinical notes, and the patient's pathology request form will be sent to them via SMS.
4. 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 the digital request form. If there is no mobile number associated with the patient, the eRequest will be sent to their email address instead.

Turn on Automatic eRequests for Best Practice Users

If you would like eRequests enabled for all your Best Practice pathology requests by default, please email 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.

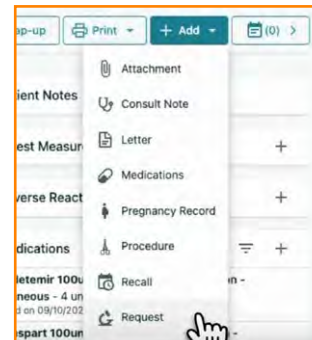
How to send eRequests with MedicalDirector Clinical

1. Ensure eOrdering is activated and Clinical Labs is selected as your preferred laboratory.
2. When completing your eOrder with Clinical Labs, you will see three options for referral delivery: 1. Email referral form to patient 2. SMS referral form to patient 3. Download and print referral form

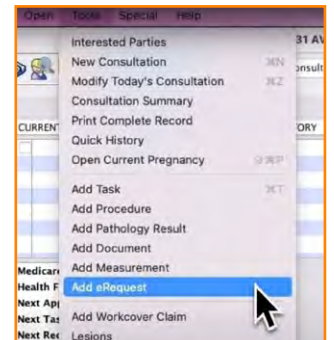
3. Check the box titled 'SMS referral form to patient'. Your patient will shortly receive an SMS with a link to their personalised pathology referral portal.

How to send eRequests with Genie & Gentu

1. Select 'Australian Clinical Labs' as your laboratory provider to ensure you are using the correct test menu.
2. In Genie, navigate to the 'Tools' menu at the top of the page and select 'Add eRequest'. In Gentu, click the 'Add' button and select 'Request' from the dropdown menu.
3. Once you have submitted your eRequest, your patient will soon receive an SMS, free of charge, containing their pathology referral. If you still wish to print out a pathology request form, simply select the 'Print and Send' option.

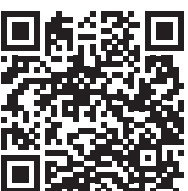


 Gentu



 Genie

Need eOrders?



Best Practice and MedicalDirector Clinical users will need to have eOrders installed before using eRequests. To register for eOrders, visit clinicallabs.com.au/ehealthregistration or scan the QR code.

Once eOrders is installed, please ensure Australian Clinical Labs is selected as your preferred laboratory.

eOrdering offers additional benefits to participating clinics:

- Customisable favourites
- Clinically recommended test profiles
- Improved accuracy

Why should
your clinic
GO PAPERLESS
with Clinical Labs
eHealth
Services?

Continuous updates
and enhancements



Quicker results



Customisable alerts
and notifications



Increased accuracy



Patient
convenience



Enhanced
patient security



Available 24/7



Reduced clinic
printing and fax
costs



Compatible with major
practice management
systems



More environmentally
sustainable



AUSTRALIAN
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If you have any questions, please contact your local Clinical Labs representative.