



Order Comms – requesting clinicians requirements

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RCHT (and a radiologist, sorry)**



What is Order Comms?

- i A web based method of requesting imaging investigations *AND* getting back the results.



When?

- i The national solution
 - | CSC Lorenzo
 - | Cerner Millenium
- i NPfIT EPR solution “not ready til 2015” – Today Programme, BBC 27/1/2009



Other providers

- i **Anglia Healthcare**
- i **IMS**
- i **Indigo⁴**
- i **Many bespoke/local solutions**



Scope?

- i Order Comms (OCS) an early step in the EPR
- i e-discharge
- i e-prescribing: TTOs etc




E-requesting

- i **What benefits to the clinician?**
 - | No more delays in getting requests to radiology department
 - | No lost request cards
 - | Decision support?
 - | Etc.



Too much software?

- i At RCHT
 - | Bluespier
 - | CORE
 - | webPACS
 - | Clinisys WinPath
 - | Clinical Care

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- i Move towards a common, single point of entry to the patient record
 - | Imaging
 - | Pathology
 - | Other imaging modalities
 - | e-prescribing
 - | Out patient letters
 - | Other speciality systems
 - i Orthopaedic
 - i Antenatal
 - i Theatres etc. etc



Issues

- i No more diagrams
- i No more copied clinic letters
- i No more requesting via discharge summaries
- i Computer dinosaurs



Issues

- i Data input facilities
 - | Are there enough?
 - i P.c.s
 - i Slates
 - i Tablets
 - i PDAs
 - i C.o.w.s
 - | Trust wireless network
 - | Good training, just prior to go-live



Issues

- i Alert me to contemporaneous duplicates or similar requests
- i RBAC?



Issues

- i How do I know my request has been received – tracking system?
- i up to date waiting times for tests
- i Real time booking (!)
- i Change/alter a request
- i Linked requests
- i Order sets (surgical preadmission)



Issues

- i Can I make lists of my patients
- i Can I make lists of patients on the wards
- i I want results based on where the patient is now
- i How am I alerted to new results
- i What about important/serious results
- i Can I push results to another clinical team. I'm not looking after this patient anymore.





Orthopedic surgeons

- i "too busy"
- i "90 patients in # clinic"
- i "No time to use computers"
- i "the nurses fill in the cards, I just sign them"
- i "They don't have this at the private hospital"
- i whinge, whinge, moan etc.



i **“PACS is the best thing ever!”**



Analyse workflow

- i Insist on 100% compliance, no paper
- i But
 - | If a genuine high pressure environment is asking imaging A&C staff to handle the OCS request, is it any different to booking it on to RIS?
 - | (Needs proper justification, policies etc.)



E-receiving

i What benefits to the Organisation?

- | **NPSA SPN 16** Early identification of failure to act on radiological imaging reports

www.npsa.nhs.uk/EasySiteWeb/GatewayLink.aspx?allid=5463



E-receiving

- i Can see who has seen what (unlike webPACS)

Pathology - Results

Pathology Dept (Biochemistry)

Result Demographics

Name: WILSON, RICHARD
DOB: 12/06/1940 Sex: Male
NHS No.:
Hospital No.: 00567234

Order Details

Ordering Location: Wellington Ward
Requested by: Mr Andy Hayers
Resp. Clinician: Dr Suhrud Sardesai
Ordered Date: 31/10/2008 09:18

[View Order Notes](#)

Specimen Details

Path No. 0007C100108
Type: Blood
Collected: 07/08/2008 10:00
Received: 07/08/2008 10:00

Investigation

U & E - Current Status : Updated Result - Result Date: 07/08/2008 10:00

Sodium	142	mmol/L	135 - 145
Potassium	4.2	mmol/L	3.5 - 5
Urea	3.5	mmol/L	1.7 - 8.3
Creatinine	74	umol/L	74 - 110

- Enable Exit
- Mark report as Checked
- Mark report for Review

[Cumulate Result](#)

[Status History](#)

[Print Order Summary](#)

[Print Result](#)





Further issues

- i Single sign on
- i Easy to use – fewest clicks possible
- i Launching other applications (PACS)
- i Context management
- i Primary care
 - | Integration with C&B
 - | OCS –which?