University Hospital Southampton **NHS**
NHS Foundation Trust

Southampton Pathology ICE ~Solent Inform System User Guide

This document describes how to place request on UHS ICE pathology requesting system and print ICE forms with integral labels

University Hospital Southampton **NHS**
NHS Foundation Trust

Contents

Version Information

Version	Date	Notes	Author(s)
0.1	12/01/2016	First issue	Keith Burrill, Tim Williams
0.2	14/01/2016	Updated with Inform screens following visit to RSH 14th Jan 2016	Toby Lamb, Keith Burrill, Tim Williams
1.0	15/01/2016	First publication, web page created and integrated into ICE and user manual	Keith Burrill
1.1	31/07/2017	Updated images of slide label positioning as previous position was too low on tube	Keith Burrill, Rick Allan (Lab)

This manual is available to download via the following link:

http://www.uhs.nhs.uk/HealthProfessionals/Extranet/Services/SUHTPathologyServices/ElectronicRequesting(Solent).aspx

Electronic Requesting (Solent)

The Southampton pathology ICE system and Solent Inform sexual health system are linked for the purposes of requesting and reporting pathology results. This page contains information and user guides in the downloads section to support these services across Hampshire.

Contacts

For pathology support telephone: 023 8120 6821/4355/6705

For Solent ICE requesting, reporting issues and new user requests emai**l: UHS.GPLinks@nhs.net**

Our office hours are Monday to Friday, 9am to 5pm, excluding bank holidays and public holidays.

Solent contacts:
Southampton office: 023 8071 6761

Label ordering:
Labels are ordered from Collector Set Printers ref item SNHS719 ICE LABEL SHEETS (pack 100)

Southampton Solent office have account to order these: contact RSH admin manager office : 023 8071 6761

Configuration and user activation
Before contacting pathology your Inform user account needs to be setup by Solent system administration and your account set to the appropriate site codes

Once users are allocated their user login ID then this can be communicated to UHS pathology to request to add to UHS ICE.

Users must then be trained (this manual) on how to use the ICE application appropriately for Solent and UHS service requirements

To request a Pathology test

1. Log into Inform website: https://live-sh.solent.nhs.uk/informshweb/live/application.htm

2. Logon to Inform : Enter your 'User name' and 'Password'

3. Confirm your current location

4. Select 'Patient Search'

5. Enter Patient's ID number

6. Press 'Search'

7. Double click on Patient's details

8. Select 'Request'

The ICE application is then launched directly into test requesting for the patient

Requesting tabs

Within the ICE system the Pathology tests and investigations are presented within a column of tabs on the LH side. Within each tab are requests for the pathology discipline(s). The first page displayed is labelled 'PHE Southampton', however a user may prefer to select another page and make this the default opening page. To do this display the required page on screen and then select the grey button 'Set as Default Panel'.

Hovering the **mouse over a test name** will show any help text (back text, yellow background)

Combined Chlamydia NAATS and Gonhorroea test on Urine or Swab. Please use sample specific Aptima collection Kit

Molecular Chlamydia/ N.gonorrhoeae	Serology
☐ Combined Chlamydia / GC	☐ HIV Antigen/Antibody
☐ Combined Chlamydia / GC (2)	☐ Syphilis antibody
☐ Combined Chlamydia / GC (3)	☐ RPR/VDRL

Some further information is presented in the form of **external links (URLs)**

These can either be attached to a test , or presented as dedicated information links which are 'non-requestable pseudo tests'.   In either case click on the open book icon and the link will open in a new window

The following items are not tests, click the open book item to access Laboratory Service Information which opens in a new browser window and this is independent to the ICE system

☐ PHE handbook ⇨📖

☐ ICE User Guide ⇨📖

Example link showing some PHE handbook content:

Microbiology (PHE)

Microbiology laboratory services at UHS are managed by Public Health England (PHE) and, as such is also part of the PHE Regional Microbiology Laboratory Network. The laboratory provides a full microbiological service for the diagnosis of infection, which includes bacteriology, virology, serology, parsitology, mycology, molecular epidemiological studies and environmental microbiology to UHS, other NHS Trusts, general practitioners and local authorities

Contents: - click the links or scroll down the page

Key contacts	Specimen transport
About our services	Results reporting
Availability of clinical advice	Telephoning of significant results
Services offered	Quality assurance
Service hours	A to Z of Diagnostic Tests and Investigations
Completion of the request form	Click on downloads section (to the right) for list of reference laboratories
Specimen collection	Using the Laboratory
High risk specimens and safety	

Key contacts

All enquires	023 8120 6408

Downloads

 Directions to PHE reception

 PHE reference laboratories

External links

 Google maps: Southampton General Hospital

 Public Health England

Check the box against a selected test to make a request, or for collections of tests click the named colour bar

Having selected the required test(s) left click the mouse on the green 'Continue with request' button.

If you cannot find test(s) then use the 'Search' function.

Using the search function

Click on the 'Search' button and the search page is displayed.

Enter part of the test name into the 'Test name' field and select 'Search'. All potential matches will be displayed.

Having selected the required test(s) left click the mouse on the green 'Continue with request' button.

Completing the request

After selecting the 'Continue with the request button' the following screen will appear

Select the Requesting consultant/GP from the drop down menu, if only one consultant is available this will be shown

Enter the clinical details in to the free text 'Global Clinical Details' box. — note this is Mandatory
Change the patient category to Out-Patient

Sample collection options

There are a variety of options available for sample collection.

There may be more than one 'Order Details' option to complete.

Sample later

If your clinic wishes to defer sample collection (Postpone) and delay the printing of the request form then select the option 'I wish to collect the sample(s) later' and select 'Accept Request'. This action will place the request on a pending queue and a form will not be printed. ICE patient can be accessed at a later date, and the Patient Sample Queue selected from the ICE services menu. This option is useful when the practice uses a Practice based Phlebotomy service or should the patient return to clinic the next day with the sample. At this point the request is then committed and form printed

Collect now

This option will default today's date and current time into the request ready for when the request form is to be printed now and the sample(s) are to be collected now, remember to write the sampling date and time on the sample tube.

Collect later / Unspecified date and time

This option will NOT set any date and time to the request. The request form is to be printed now and the sample(s) are to be collected later by a Practice or other Phlebotomy service, say when the patient presents with the form.   When these samples are collected the date and time of collection needs to be manually entered on the form and sample tube

To complete the request select the 'Accept Request' button.

Printing the request form

Once the 'Accept Request' button is selected the system will initiate the printing of the hard copy form.
It is important to wait for the printer box to appear before proceeding.
A printer box will appear with the default set to the printer in the room or the printer set-up as a default for the PC.
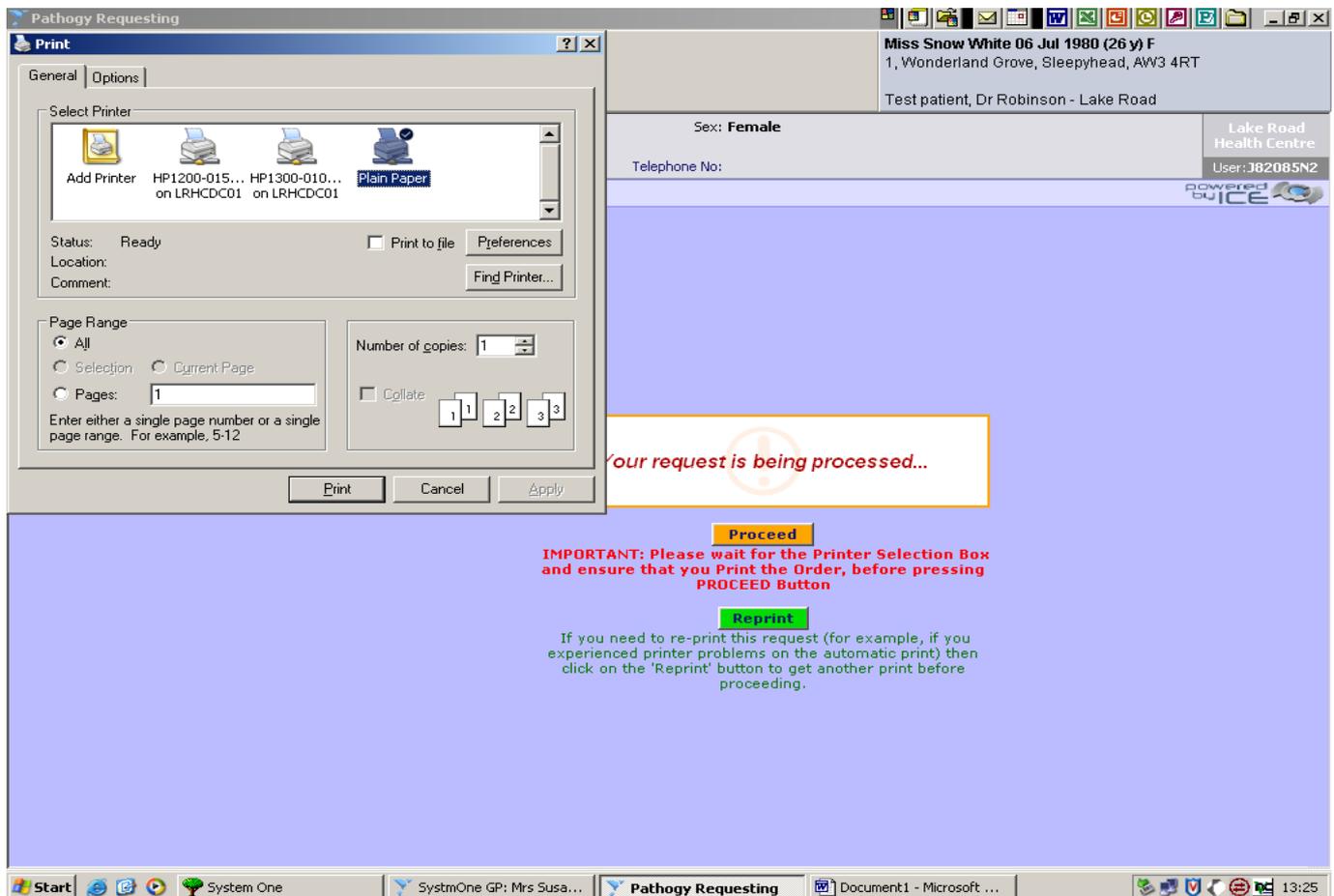
Select the 'Print' button.
Once the form has printed select the orange 'Proceed' button . This records the request against the patient record in Inform.

If multiple forms require printing the print dialogue will re-appear on screen. Repeat the above process ensuring the orange 'Proceed' button is selected after each print action.

When form printing has completed the following screen will display and samples taken will be shown in Inform
NB if the Sample Later option has been selected for some form(s) then the option to print these forms will not
be presented as they will be re-accessed and printed at a later date

inform system message to indicate requesting session has completed
The ICE screen/session can then be closed

Your request is complete when confirmed by your system that the data was filed.
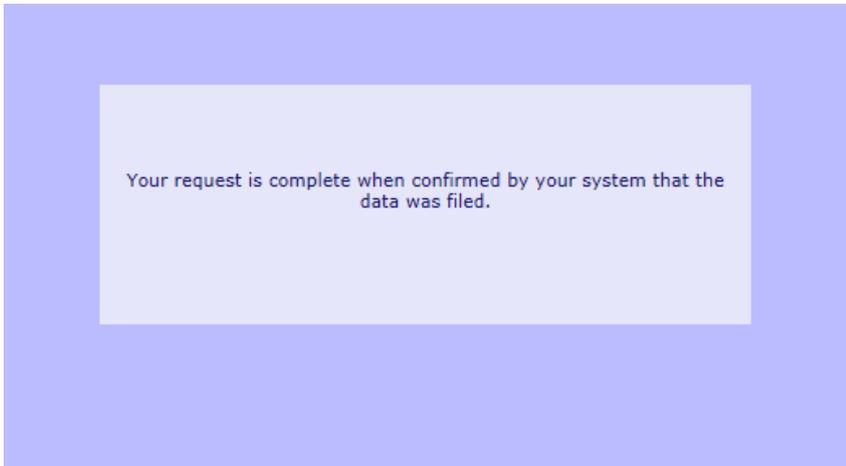
Image of Inform system with some newly placed requests, these are the ones awaiting results:

Editing, Deleting or Reprinting a Pathology Request

If you need to make any changes, or reprint the request form, click on **Services**, **Patient Request List**. Click on the investigation eg HVS and the Rules box will show. You can then either Edit Request, Delete Request or Reprint Request.
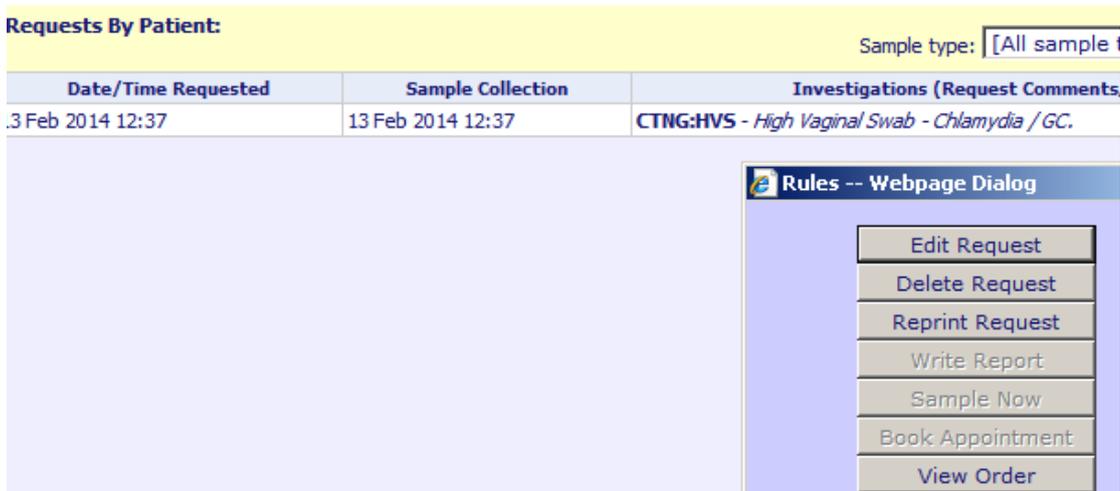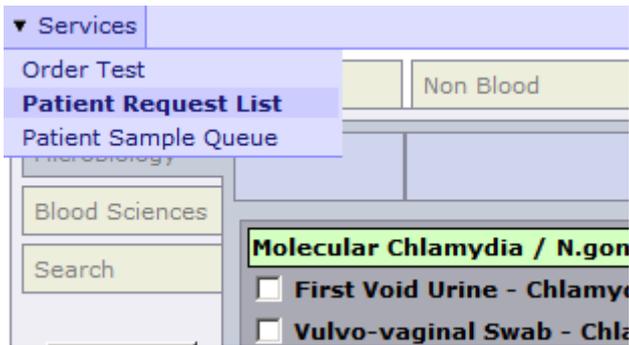
Editing allows users to add to existing requests or remove test(s) which are no longer required.   The request is then re-printed and the old form destroyed

Note reprinting is for where there is printer failure or the form has been lost or damaged – Users must not use re-print or photocopy forms to create 'another request' as each form has unique order sample numbers which are barcoded and hence cannot be duplicated.   Once a request is resulted reprinting option is not available

Taking a sample later

This section describes further how to process requests for samples which were earlier selected to be retained within the system, this was the square box option:

↑ **Immunology**

Tests in this order: Immunoglobulins

☑ I wish to collect the sample(s) later

To find any samples awaiting collection for the patient then connect to ICE and use **the Services menu, Patient Sample Queue.** This will then show the POStponed status requests within ICE, if none are shown then all current patient requests have been committed

Patient Name:	**Sexual Health F12369080**	Ho:
Date of Birth:	**01 January 1985**	NH
Address:	**Sexual Health, F102354, SO14 0YG**	

▼ Services

Order Test		
Patient Report List		
Patient Request List		
Patient Sample Queue	**Sample Collection**	
14 Jan 2016 14:41	14 Jan 2016 14:41	
14 Jan 2016 14:41	14 Jan 2016 14:41	

Where requests of POStponed exist they are show with status POS in far right:

atient Name:	Sexual Health F12369080	Hospital Number: ICE272441	Sex: **Female**			SSH RSH
ate of Birth:	01 January 1985	NHS Number: **No NHS Number**				User:lambt
ddress:	Sexual Health, F102354, SO14 0YG		Telephone No:		View Details	

Services

Powered by ICE

ending Requests:

Date/Time Requested	Investigations (Request Comments, Clinical Details)	NHS No.	Patient	Address	Loc	Ordered By	Status
14 Jan 2016 14:57	VDRL - *RPR/VDRL*		F12369080, Sexual Health	Sexual Health, F102354, SO14 0YG	SCSHS	lambt	POS
14 Jan 2016 14:55	GUMP - *Combined Chlamydia / GC (2)(Specimen=Urine)*		F12369080, Sexual Health	Sexual Health, F102354, SO14 0YG	SCSHS	lambt	POS

Its now a matter of clicking each postponed request in turn and picking the remaining option which if patient was present to collect sample now would be Collect Now

ICE then prompts to print and stores the request in Inform

The process needs to be repeated for any other POStponed requests which should be taken .ie. use **the Services menu, Patient Sample Queue** and repeat the above steps

Patient Report List

Inform system imports results directly from ICE into Inform where they can be reviewed.
If results are not in inform the ICE report view may be a useful reference tool, though users may find multiple result records are not collated as efficiently as on Inform

Employing A4 ICE label sheets

This is guidance for practices using ICE A4 integral label sheets on how to identify and affix the label(s). The label sheets would be placed in the plain A4 tray of your local printer prior to printing ICE forms. Some Laboratory Medicine forms will generate multiple labels, one per sample

Note 1. for each barcoded line indicating test(s) and Tube/Container type there is a corresponding label.<mark>**Please ensure the correct label is selected and affixed to the correct Tube/Container type**</mark>.

The label includes the container type ID plus the code(s) of test(s) requested.

Note 2. the date/time of sample must also be written on the specimen container

1. Deploying A4 label forms

Place these face down with label backing sheet (yellow toned) sheet uppermost nearest the front of the printer tray

Label backing sheet up

2. Labelling the tube
First ensure you pick the correct label for the correct tube type & tests(s), e.g.SST II:

SST II   13975337
Advance

EDITESTPATIENT Two   8303220

9999999476   27 Jan 1925   DOB
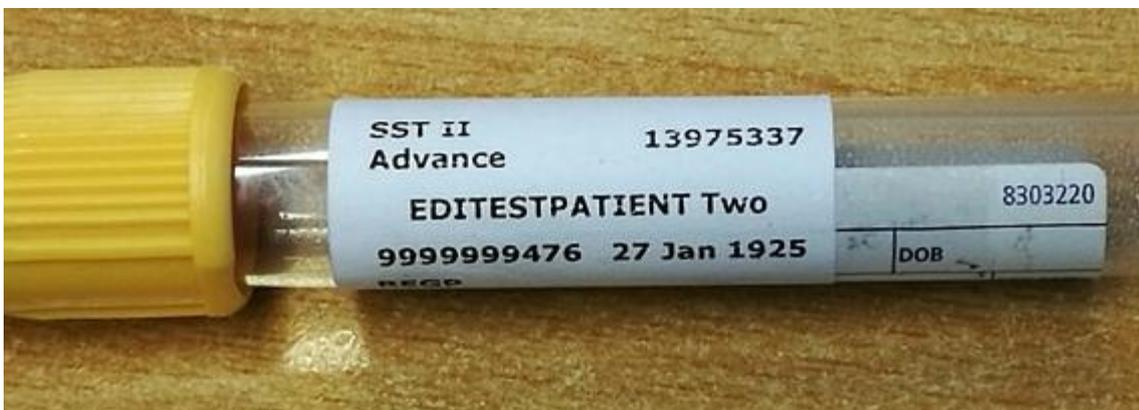
3. Positioning the label

The label needs to be aligned neatly adjacent to the top of the manufacturers label (NO HIGHER) as this ensures Lab analytical instruments can read the barcode when this is applied by the lab, see picture in 2. above.
The label bottom edge should also be aligned to the top of the WARD/TIME/DATE

<mark>NB then write the Date of sample and Time of sample on the tube – bottom of label or in preprinted tube label boxes</mark>

When the sample is taken write the date and time on the sample and on the ICE form – should this be not populated.

Apply label in line with WARD/TIME/DATE as shown
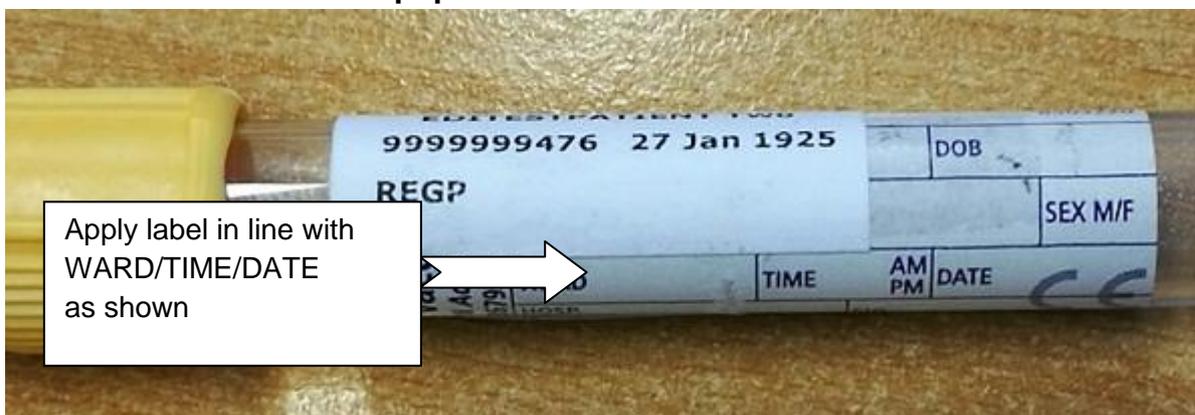
Further container examples

GC culture swab:
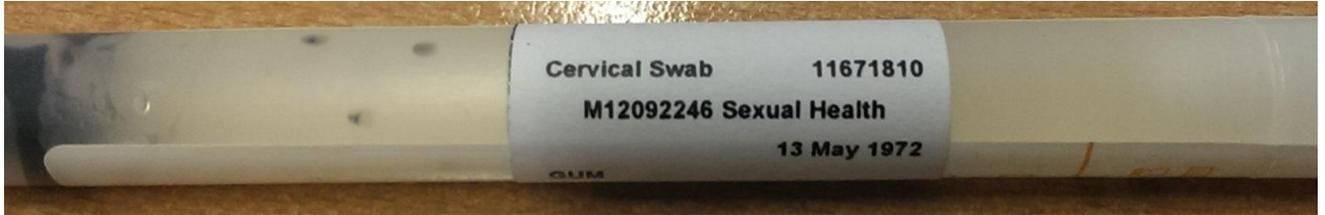
When the sample is taken write the date and time on the sample and on the ICE form if this is not populated.

Apply label in line with Top of Time   Date as shown

------------------------------- **End of User Guide** -------------------------------