AUSTRALIAN Clinicallabs

# SMS eRequests

## Send electronic referrals to your patients via SMS

Available with

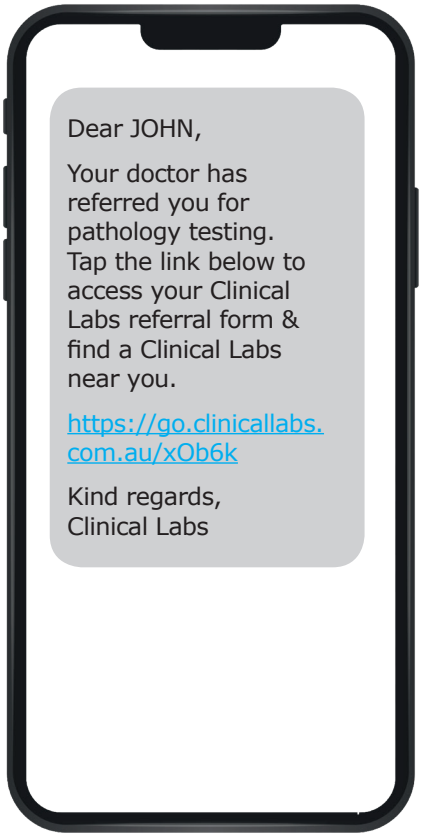
Orders Best Practice

# Send pathology referrals by SMS with the click of a button

With **SMS eRequests**, doctors using Clinical Labs' **eOrders** within Best Practice, can now send patients a secure, electronic copy of their referral via SMS, at no extra cost. Here's how it works:

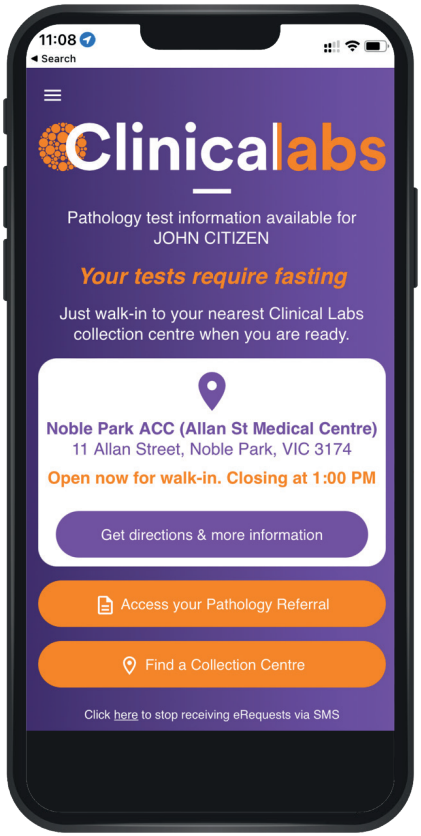
### 1. Complete your Clinical Labs eOrder with Best Practice

Simply ensure your patient's mobile number is accurately recorded in the correct field within the Best Practice patient file, and their pathology request form will be automatically sent to them via SMS. If you have their email address on record, they will also receive an email version. Shortly after, your patient will receive an SMS with a link to their personalised pathology referral portal, as outlined below:



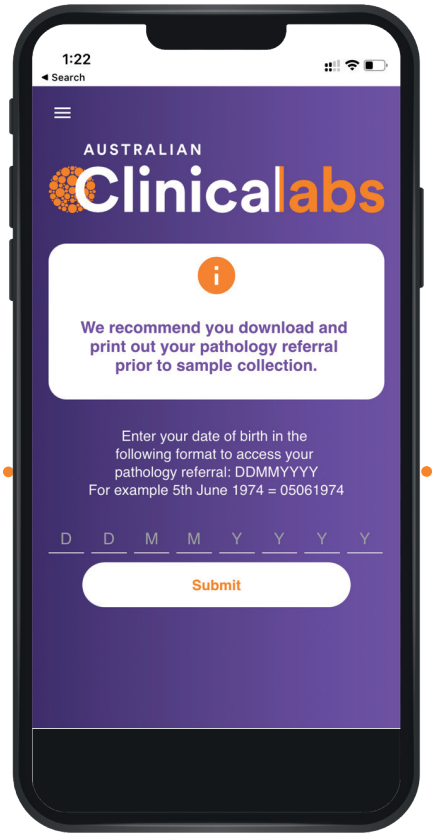

### 2. Patient Receives SMS

Tap the link to proceed to the eRequest Home Screen.




### 3. Enter Home Screen

View the nearest Collection Centre based on your current location. Tap 'Access your Pathology Referral' to view eRequest.
**Note:** *SMS opt-out link at bottom of screen.*



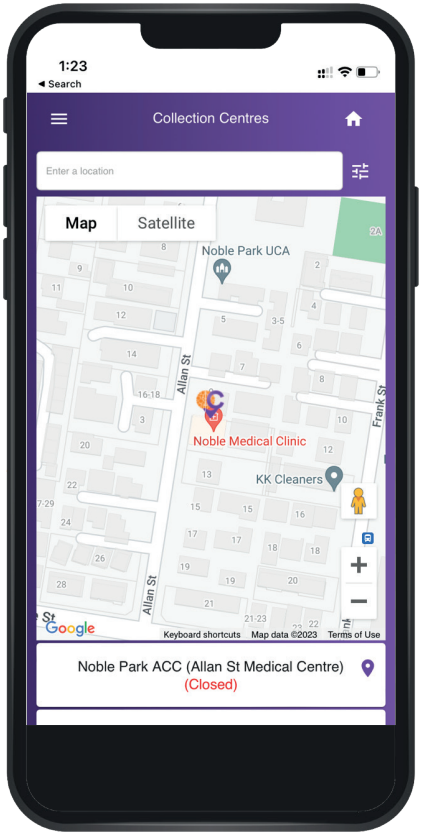

### 4. Enter Password

Enter your Date of Birth in 'DDMMYYYY' format to access your referral.

# Why use SMS eRequests?

- Supports remote/telehealth consultations
- Automatically finds the nearest Collection Centre based on the current location
- eRequest is password-protected and housed in a secure environment
- Provides a digital copy if the hardcopy is misplaced
- Displays up-to-date Collection Centre information, including opening hours, address, phone numbers and directions
- SMS sent at no extra charge
- Improve patient convenience and reduce carbon footprint

**5. Print/Download Referral**
Download the pathology referral for printing prior to collection centre visit.




**6. Find a Collection Centre**
Enter a location and choose from the options available. Tap to display opening hours and other information.

# Need eOrders?

To get started with using eOrders within Best Practice, we will need to install SMSC software for you. This will only take a few minutes.

## 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** Our eHealth Support Team will be in contact to complete the setup

To register, visit:
**clinicallabs.com.au/ehealthregistration**
or scan the QR code

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**1300 134 111**

**clinicallabs.com.au**

If you have any questions or would like to receive some SMS eRequest patient leaflets, please contact your local Clinical Labs representative.

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