



Smart Connect Pathology eRequesting

Send eRequests seamlessly and securely



Navigating Slides

1. **Side panel** will allow you to jump to the slide you wish to read next.
2. **Main Headings.**
3. Select another **Subheadings.**
4. Indicates the Slide you are on.
5. When using the PDF please open in Window **width or Fit to Width** to allow you to use the Side panel to move across the slides.
6. Select **Browser's menu** to move between slides.
7. Document outline of each slide.
8. Select the logo to be redirected to website.

The screenshot shows a PDF viewer displaying a document titled "Telstra Health MedicalDirector Clinical 4.3 Enhancements PDF.pdf". The document content is titled "Multilocation Login – Adding Doctor/Nurse to Location".

Callout 1: Points to the side panel on the left, which lists the document's slides.

Callout 2: Points to the "Main Headings" section in the side panel.

Callout 3: Points to the "Subheadings" section in the side panel.

Callout 4: Points to the current slide indicator in the side panel.

Callout 5: Points to the PDF viewer's toolbar, specifically the "Fit to Width" button.

Callout 6: Points to the "Browser's menu" (hamburger icon) in the top left corner of the document.

Callout 7: Points to the document outline in the side panel.

Callout 8: Points to the Telstra Health MedicalDirector logo in the top left corner of the document content.

Document Content:

Multilocation Login – Adding Doctor/Nurse to Location

1. Select **User> Setup Users > User Database** window will appear.
2. Click **Add Doctor** or **Add Nurse Practitioner**. If there is no **Add Doctor** button present, please refer to [Multi-User Licensing](#). The **Add Doctor/Nurse Practitioner** window appears.
3. Enter your details.
 - o All details marked with a red asterisk must be completed;
 - o The recording of a Doctor's/Nurse Practitioner's name, address, prescriber number, provider number and qualifications is a legal requirement, as these details appear on prescriptions. The Provider Number is required as it is used on [Pathology/Radiology forms](#) and added to referral letters.
 - o Indicate the doctor's [location](#).
 - o See [Healthcare Identifiers Service](#) for information on the HPI-I number.
 - o The **AHPRA Registration/State Registration No.** fields are optional. For more information, please contact the [Department of Health and Ageing](#) in your state.
 - o If you wish to participate in [My Health Record](#), tick the **Participate in MyHealthRecord** check box and enter your details as you wish them to appear within the My Health Record system.
4. **Optional:**
 - o [ePrescribing](#) is enabled by default and requires that you have registered for [MDEExchange](#) to function.
 - o Indicate whether this practitioner participates in [Real Time Prescription Monitoring](#).
 - o Indicate whether this practitioner wishes to enable [Paperless ePrescribing](#).
 - o Tick the **Auto-Capitalise Name** check box to automatically capitalise the first letter of each word you type. There are numerous windows throughout Clinical that offer this functionality, including the various [Options](#) tabs. The status of this Auto-Capitalise Name check box determines the default for all others.
5. Click **OK** to add the new user to the database and create a password. See [Setting and Changing Your Password](#).
6. Click **Save** to confirm.

Note: Configuring the [user's permissions](#). If you created a new Nurse Practitioner and you run Pracsoft in conjunction with Clinical, you will now need to open Pracsoft and add the Nurse Practitioner to Pracsoft. See [Editing Practitioners and Users](#) within Pracsoft for detailed instructions.

Callout 5: Points to the "New Password" dialog box, which is used to create a password for the new user.

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Sending eRequests

Introducing eRequesting

Create Pathology eRequests

1. Select A Lab Provider

2. Request Test

3. General Details

4. Ordered By Practitioner

5. Share with Patient & E-Sign & Send Request

MedicalDirector Support

Smart Connect

Learning Objectives

In this Smart guide you will learn about:

Smart Connect



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Getting Started with Smart Connect

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Getting Started with Smart Connect



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Introducing eRequests

Use **Smart Connect** to simplify **pathology eRequesting** by using electronic signing and secure sending of requests directly to patients, eliminating the need to print and manually sign pathology requests. You can also edit, add, and delete tests after initiating the workflow.

eRequesting – Overview

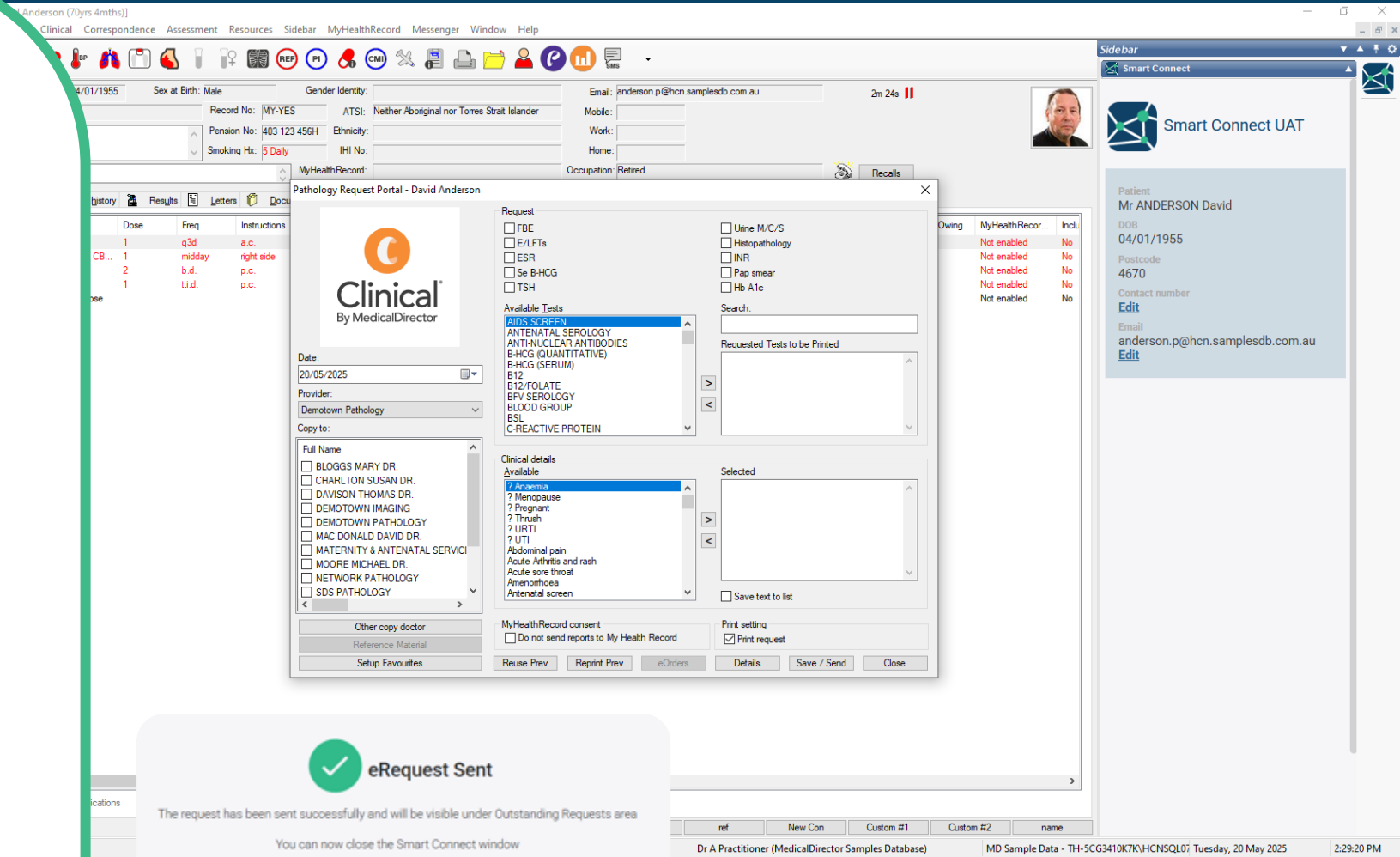
Order pathology and cytology requests electronically.
eRequests is a system for securely ordering pathology and cytology requests electronically via Clinical. eRequesting provides:
A secure mechanism for sending pathology and cytology requests electronically from Clinical.

Although eRequests are sent electronically, you must continue to print and sign a hardcopy version for your patient to sign and take with them when they present at the specimen collection centre.

Get Started with Smart Connect Today!!!



Built directly into your Clinical software to help you write and get things done effortlessly.



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eRequest Journey



- Step 1
Create eRequest

 - Complete the **eRequest** form in MedicalDirector Clinical via **Smart Connect**
 - (Optional)** Print/Email Pathology form
- Step 2
Patient receive an SMS from Healius Pathology

 - Patient receives an SMS Notification as soon as the request is created with a Pathology Reference number, QR code and PDF of the Request.
- Step 3
Patient will find a testing location & book appointment / walk-in to collection centre

 - Patient can book online, via the mobile app or walk-in
- Step 4
Laboratory performs tests and Returns Results

 - Laboratory completes the tests and **returns results electronically** via your Holding File.
- Step 5
Check / Action Results via Clinical Holding File

 - Apply a **notation/action** to the result
 - Return Urgently*
 - Discuss Result*
 - No Action Required*
- Step 6
Recalls Sent & Appointment Booked

 - Automated, Healthengine & Hotdoc can be used to automate this process.
- Step 7
Discuss Results & Treatment

 - Healthcare provider will discuss results and treatment if required.

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Installing Smart Connect

To setup and install Smart Connect via the Smartbar

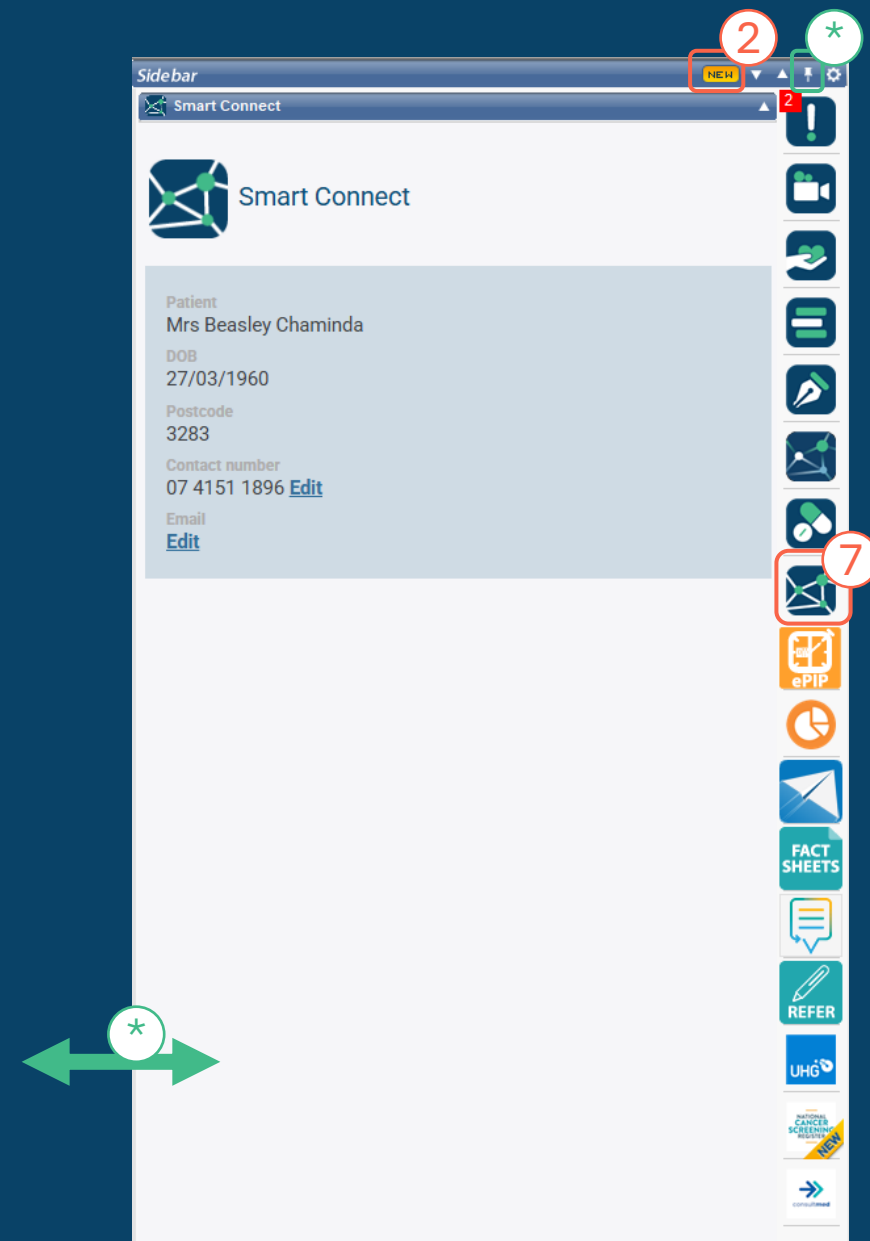
1. Open MedicalDirector Clinical to the Clinical main screen.

To add a widget to the Smartbar:

2. In the Smartbar header, click **New**.
3. In the **Available New and Updated Widgets** window, select  Smart Connect install or update and click **Download and Install**.
4. In the **Widget Access Permissions** window, Select Allow, Deny or Prompt
5. Once you are happy with your permissions click **Save**.
6. Installation is complete window will appear, click **OK**.
7. Smart Connect will be available in your Smartbar

Note:

- If Smartbar is not visible, select **Sidebar > Show/Hide Sidebar**.
- For more information about using **Smartbar**, see [Using the Smartbar](#).
- To keep the widget visible, pin it at the top right of the screen. *
- Adjust the widget size to fit your screen.*



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Default to eRequests & Adding Lab Provider's

Investigations Options

a) Tools > b) Options > c) Investigations Tab.

d) Tick **Default to Smart Connect service for ordering all pathology/cytology tests**.

e) Click **Save**, then close MedicalDirector Clinical and reopen.

Setup Provider Requests

To send and receive Investigations Request data electronically, you must configure Clinical with the correct settings for each of the laboratories you correspond with.

See [Managing Communications](#) for detailed information.

Pathology Company Aliases

Names and aliases of laboratories with which Clinical interacts.

When **configuring Clinical for requesting/downloading Investigations**, the following table lists the names and aliases of available laboratories. Use the full Laboratory Name or the short-form alias in preference to the other alias forms.

Prerequisites for eRequests

- MedicalDirector Clinical 4.4.
- An active Internet connection.
- The eRequesting module can only be accessed by Practitioners and Nurse Practitioners.
- The eRequesting module is **not** supported on computers running Windows XP, or Windows Server 2003

Note:

Access to Options is provided via [user permissions](#). This is a **user** specific function.

The screenshot shows the 'Options' dialog box with the 'Investigations' tab selected. The 'Laboratories' section has 'Company' set to 'Abotts' and 'Doctor' set to 'Dr A Practitioner'. The 'Options' section has several checkboxes, including 'Default to SmartConnect service for ordering all pathology/cytology tests' which is currently unchecked. The 'Save' button is highlighted with a red circle and the letter 'e'. A red note at the bottom of the dialog states: 'Clinical tabs are only displayed if this window has been opened from the main menu!'.

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Managing Investigations Requests

1. Create and send the investigation request
- Open the patient's **Clinical Window**.
 - Complete the investigation **request form** provided inside the patient's Clinical Window.
 - Send the request to the laboratory either:
 - As a **hard copy** (print & post/fax), or
 - Electronically** using the third-party software supplied by your Provider or laboratory.
 - Send any required **patient samples** to the laboratory with the request.
2. Check Outstanding Requests
- From the Clinical front screen go to **Correspondence > Outstanding Requests**.
 - Review the list to confirm the request was logged and to track outstanding tests.
 - Periodically re-check this list to mark tests as received and completed.
3. Laboratory performs tests and returns results
- Laboratory completes the tests and **returns results electronically** via the Provider (or by paper where applicable).
 - Electronic results are **encrypted** by the Provider for transmission.
4. Where results are saved when they arrive
- Results downloaded to your practice are **decrypted** and saved to either:
 - A **custom folder** arranged by your Provider, or
 - The **default Clinical import folder** configured in MedicalDirector Clinical.
 - Default import location** for incoming results (Clinical uses):
C:\Program Files\Health Communication Network\Messages\In
 - Default location** for acknowledgement files:
C:\Program Files\Health Communication Network\Messages\Out
(These default paths cannot be changed.)

Correspondence > Outstanding Requests

2

Outstanding Requests:									
☐ Include deleted requests ☐ Include discarded eOrder requests									
Request date	Status	Tests Requested	Doctor	Laboratory	Clinical details	Send Reports to MyHealthRecord	eOrder No	Request No	Reason for discar
29/10/2025		Urine Trichomonas PCR	Dr A Practitioner	SDS PATHOLOGY		Yes		943333044296	
29/10/2025		BLOOD GROUP	Dr A Practitioner	NETWORK PATHOLOGY		Yes		943334928596	
29/10/2025		B12	Dr A Practitioner	SA PATHOLOGY		Yes		943335441000	
05/11/2025		BLOOD GROUP	Dr A Practitioner	DEMOTOWN PATHOLOGY		Yes		944033555612	
11/11/2025		FBC (Full Blood Count), Cervical Screening Test	Dr A Practitioner	SDS PATHOLOGY		Yes		944648605784	
19/11/2025		BLOOD GROUP	Dr A Practitioner	DEMOTOWN PATHOLOGY	? Pregnant	Yes		945446091896	
19/11/2025		B-HCG (SERUM)	Dr A Practitioner	DEMOTOWN PATHOLOGY	? Menopause, Having hot flushed regularly	Yes		945446303712	
19/11/2025		ANTI-NUCLEAR ANTIBODIES	Dr A Practitioner	DEMOTOWN PATHOLOGY	? Anaemia	Yes		945446751292	
21/11/2025		Urine Trichomonas PCR	Dr A Practitioner	SDS PATHOLOGY		Yes		945634493152	
21/11/2025		FBE, BLOOD GROUP for use	Dr A Practitioner	DEMOTOWN PATHOLOGY	Abdominal pain	Yes		945651375340	
21/11/2025		Urine Trichomonas PCR	Dr A Practitioner	SDS PATHOLOGY		Yes		945651647316	

Delete

Close

Green - eOrder request

Blue - deleted request

Dr A Practitioner (MedicalDirector Samples Database) | MD Sample Data - SCC-MDCPS\HCNSQL07 | Friday, 21 November 2025 | 2:55:43 PM

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5. Manage the third-party download program

- The third-party download program provided by the Provider may be:
 - Automatically activated** by Clinical, or
 - Configured to **request results periodically** on its own, or
 - Run manually** from the Windows desktop if needed.
- If your laboratory uses a **custom folder**, ensure each Clinical workstation is configured to **look in that custom folder** as well as the default folder.

6. Configure Clinical for electronic requests & results

- Ensure Clinical is configured (usually by your Provider) to:
 - Receive electronic requests**, and
 - Import electronic results** from the lab/provider.
- Apply the custom folder settings on **every Clinical computer** where results will be managed.

7. Import results into Clinical (Holding File)

- Clinical scans all configured **IN folders** for new files and moves them to a **central location** for import (the Holding File).
- To import results manually: from the front screen select **Correspondence > Check Holding File** or press **F4**.
- If **Scheduled Document Importing** is enabled, Clinical will import automatically at scheduled intervals.
- Importing may take several minutes depending on the number/size of result files.

8. Acknowledgement files (Optional)

- If the acknowledgement option is active, Clinical can **generate an acknowledgement file** and transmit it electronically to the laboratory (via the Provider's software) to confirm receipt.
- Acknowledgement files are saved to the default **Out** folder noted above.

9. Review imported results from the Holding File

- After successful import Clinical will prompt you to **select the practitioner** whose results you wish to view.
- Clinical displays the **Holding File** with a list of imported results.

Correspondence > Holding File (F5)

MedicalDirector Clinical 4.3a R2 - [Holding File]

File Edit Patient Action Window Help

Preview - Full Hide Preview Clear Filters Move Location Document Details Scan Import Print Print List Delete Refresh Send Via MDX

7 of 7 Records

Date Collected	Patient	Subject	Result	Recipient/Doctor
27/02/2013	ANDREWS, Julie	PROTHROMBIN ORAL AN...		Dr A Practitioner
20/02/2013	ANDREWS, Julie	PROTHROMBIN ORAL AN...		Dr A Practitioner
15/02/2013	ANDERSON, Da...	E/LFT (MASTER)		Dr A Practitioner
15/02/2013	ANDERSON, Da...	LIPID STUDIES		Dr A Practitioner
13/02/2013	ANDREWS, Julie	PROTHROMBIN ORAL AN...		Dr A Practitioner
6/02/2013	ANDREWS, Julie	PROTHROMBIN ORAL AN...		Dr A Practitioner
30/01/2013	ANDREWS, Julie	PROTHROMBIN ORAL AN...		Dr A Practitioner

Start Patient : Anderson, David
61 Wallace St. BUNDABERG QLD 4670
Birthdate: 04/01/1955 Age: Y58 Sex: Male
Telephone: 07 4152 5555

Subject: LIPID STUDIES
Lab. Reference: 84-4688672-LIP-0
Requested: 15/02/2013
Performed: 15/02/2013
Your Reference: 84-4688672
Lab Reference: 84-4688672

Sender/Provider: Demotown Pathology

LIPID STUDIES

Test	Result	Unit	Reference Range
Fasting Cholesterol	4.3	mmol/L	(3.9-5.2)
Triglycerides	1.2	mmol/L	(0.3-2)
HDL Cholesterol	1.3	mmol/L	(0.6-2)
LDL Cholesterol	2.5	mmol/L	(1.5-4)

LIPID STUDIES CUMULATIVE REPORT

Date	15/06/09	15/06/10	15/06/11	15/06/12	15/02/13
Time	01:33	01:33	01:33	01:33	01:33
Lab Ref	71-0576734	74-7064737	78-3578755	82-0127003	84-4688672

Fasting Cholesterol 4.1 4.4 5.1 3.9 4.3
Triglycerides 1.3 1.6 1.5 1.2 1.2
HDL Cholesterol 1.2 1.2 1.7 1.5 1.3
LDL Cholesterol 2.3 1.9 2.7 1.9 2.5

Previous Next Reassign Patient Reassign Recipient Action No Action Discuss Return Urgently Add Recall Add Outstanding Action Add Comment Edit Patient Open Patient View Signature Close

Via the patient's file click on the **Holding File** tab

Mr David ANDERSON (70yrs 10mths)

DOB: 04/01/1955 Sex at Birth: Male Gender Identity: Male

Record No: 403 123 456H ATIS: Neither Aboriginal nor Torres Strait Islander

Allegies & Adverse Reactions: SULFONYLUREAS (ENDOCRINE)

Smoking Hx: 5 Daily

Warnings: MyHealthRecord: Qd scripts

Summary Current Rx Progress Past history Results Letters Documents Holding File Qd scripts Imm Acupuncture Correspondence MDExchange HL HealthLink

2 of 2 Records

Date Collected	Patient	Subject	Result	Recipient/Doctor	Sender/Provider
15/02/2013	ANDERSON, Da...	E/LFT (MASTER)		Dr A Practitioner	Demotown Pathology
15/02/2013	ANDERSON, Da...	LIPID STUDIES		Dr A Practitioner	Demotown Pathology

Start Patient : Anderson, David
61 Wallace St. BUNDABERG QLD 4670
Birthdate: 04/01/1955 Age: Y58 Sex: Male
Telephone: 07 4152 5555

Subject: E/LFT (MASTER)
Lab. Reference: 84-4687074-25T-0
Requested: 15/02/2013
Performed: 15/02/2013
Your Reference: 84-4687074
Lab Reference: 84-4687074

Sender/Provider: Demotown Pathology

E/LFT (MASTER)

Test	Result	Unit	Reference Range
Sodium	138	mmol/L	(137-147)
Serum Potassium	4.5	mmol/L	(3.5-5)
Chloride	100	mmol/L	(96-109)
Bicarbonate	30	mmol/L	(25-33)
Other Anions	13	mmol/L	(4-17)
Glucose	5.5	mmol/L	(3-7)
Urea	5.2	mmol/L	(2-7)
Serum Creatinine	67	umol/L	(40-110)
Serum Uric Acid	0.3	mmol/L	(0.14-0.35)
Total Bilirubin	14	umol/L	(8-20)
Total Alk. Phosphatase	61	U/L	(30-115)
Gamma G.T.	14	U/L	(5-45)
ALT	11	U/L	(0-45)
AST	18	U/L	(0-41)
LD	115	U/L	(80-250)
Serum Calcium	2.38	mmol/L	(2.25-2.65)

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10. Action each result and add to patient record

- Open each result for the relevant patient from the **Holding File**.
- Apply a **notation/action** to the result (examples):
 - *Return Urgently*
 - *Discuss Result*
 - *No Action Required*
- When a notation is applied the result is **added into the patient's record**.

11. View actioned results and manage records

- To see all results that have been checked by a practitioner: **Correspondence > Actioned Items**.
 - This is a **permanent list** and cannot be deleted.
- Individual results can still be **removed from a patient's Clinical Window** if required.

12. Finalise: reconcile Outstanding Requests

- Periodically compare **Outstanding Requests** against **received and actioned results**.
- Mark off tests that have been received and actioned to complete the investigation cycle for that patient.

Actioned Items

Preview - Full | Hide Preview | Clear Filters | Move Location | Document Details | Send SMS | Print | Print List | Delete | Refresh | Holding File | Send Via MDX

Showing Records for: All Records 709 of 709 Records [Select All](#)

Date Requested	Date Collected	Date Reported	Location	Date Imported	Source	Patient
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2003	15/06/2003	15/06/2003	Result	16/06/2003	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/06/2002	15/06/2002	15/06/2002	Result	16/06/2002	SDI	Active
15/02/2002	15/02/2002	15/02/2002	Result	16/02/2002	SDI	Active
21/02/2013	21/02/2013		Result		Application	Active
7/02/2013	7/02/2013	7/02/2013	Result	8/02/2013	SDI	Active
31/01/2013	31/01/2013	31/01/2013	Result	1/02/2013	SDI	Active
24/01/2013	24/01/2013	24/01/2013	Result	25/01/2013	SDI	Active
23/01/2013	23/01/2013	23/01/2013	Result	24/01/2013	SDI	Active
17/01/2013	17/01/2013	17/01/2013	Result	18/01/2013	SDI	Active
16/01/2013	16/01/2013	16/01/2013	Result	17/01/2013	SDI	Active
10/01/2013	10/01/2013	10/01/2013	Result	11/01/2013	SDI	Active
9/01/2013	9/01/2013	9/01/2013	Result	10/01/2013	SDI	Active
3/01/2013	3/01/2013	3/01/2013	Result	4/01/2013	SDI	Active
2/01/2013	2/01/2013	2/01/2013	Result	3/01/2013	SDI	Active
27/12/2012	27/12/2012	27/12/2012	Result	28/12/2012	SDI	Active
26/12/2012	26/12/2012	26/12/2012	Result	27/12/2012	SDI	Active
20/12/2012	20/12/2012	20/12/2012	Result	21/12/2012	SDI	Active

Patient : Andrews, Heather
 Birthdate: 12/05/1963 Age: Y49 Sex: Female
 Telephone: 07 4145 1234
 Your Reference :
 Lab. Reference: 66-0686862
 Medicare Number: 3500265121
 Phone Enquiries: Dr Peter Pathologist 07-9377 8666

Subject: Skin Allergy Tests
Lab. Reference:
Requested: 2/02/2008 **Complete:**
Performed: 2/02/2008
Sender/Provider: Demotown Pathology

Skin Allergy Tests (Positive reactions are reported as the wheal size in mm)

Foods	Pollens	Moulds
Cod 0	Acacia 3	Alt. tenuis 3
Cow's milk 0	Bahia grass H 5	Asp. fumigatus 0
Egg 0	Eucalyptus 0	Hormodendrum H 5
Peanut 0	Pine mix 0	Pen. notatum H 5
Prawn/shrimp 0	Plantain 0	

Previous | Next | Reassign Patient | De-notify | Document Actions | Add Recall | Add Comment | Open Patient | View Signature | Audit History | Close

Patient Journey

1. Receive your pathology request

Healthcare provider may give the patient a printed or emailed pathology request form. Once the request is sent, the patient will also receive an SMS from the pathology provider confirming the request has been created, along with their referral code.

2. Find a testing location

Locate a nearby collection centre and check its opening hours before attending. Some test require bookings.

3. Visit the collection centre

Patients will bring pathology request form with them. If the test requires preparation—such as fasting or medication timing—ensure the patient has followed the instructions provided when booking the appointment.

4. Get Results

Healthcare provider will contact the patient once the results are available to discuss the findings and any next steps.



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(example of patient email):

Hello Melissa

Attached is the PDF copy of your test request.

The file is password protected for security and privacy reasons.

PASSWORD INSTRUCTIONS

The password format is Date and Month of **your (the patient)** Date of Birth (DDMM)

Example: your date of birth is 7 April 1991, Password would be **0704**

Sincerely
Julienne Moore

Note:
Patient receives an SMS Notification as soon as the request is created from Pathology labs

Pathology Request Form

(Note: You can take this request form to your preferred lab)

Requesting doctor:

Julienne Moore

205 Bourbong Street 4670

Phone: 1300 788 802

Fax: 07 4151 1896

Email: practitioner.a@hcn.samplesdb.com.au

Provider Number: 2426621B

Request to:

Laverty Pathology

☒ URGENT
 ☐ FASTING
 ☒ NON-FASTING
 ☐ HORMONE RX
 ☐ PREGNANT

Patient:

Ms Melissa ANDREWS

2 Kennedy Road Bundaberg 4670

Email: kylie.goodwin@medicaldirector.com

04/11/2003

Medicare No.: 3500265121/5

Reference No.: 34

Sex at birth: F

Urgent Contact:

Date & Time:20/11/2025 08:00

Phone Number: 1300 788 802

Fax Number: 07 4151 1896

Email Address: practitioner.a@hcn.samplesdb.com.au

Copy to:

Cytology Info:

Site:

☐ Cervix
 ☐ Vag. Vault
 ☐ Endometrium
 ☐ Other

Apearance:

☐ Benign
 ☐ Suspicious

☐ Post natal
 ☐ Post menopausal
 ☐ Radio therapy
 ☐ IUCD
 ☐ Abnormal bleeding

Request:

Crp Bundaberg, FBE, EDTA, Amylase, Lipase, CRP, pregnancy test (positive/negative), E+LFT, Gliadin Abs IgG, Iron Studies, TTG Abs IgA

Clinical Note

Appendicitis?

Do not send reports to My Health Record

Request Date: 20/11/2025

Billing Detail:

☐ Private
 ☐ Concession
 ☒ Direct

E-Signature

Julienne Moore

Provider No.: 2173711

Electronically signed on 20/11/2025 11:11:56 using MedicalDirector

Sending eRequests
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Smart Connect

Sending eRequests



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Overview of the eRequest Workflow

Once the Pathology Request Portal form is completed and you select Save/Send, the NEW Review workflow moves through the following steps:

- 1. Review Patient Details**
Confirm the patient's demographic and clinical information is correct.
- 2. Review Requested Tests**
Check the tests selected and make any additions or edits as needed.
- 3. Confirm Patient (or Carer) Contact Details**
Ensure the preferred contact method and details are accurate.
- 4. Select Provider**
Choose the appropriate pathology provider for the request if not already selected.
- 5. Add Notes or Special Instructions**
Include any relevant clinical notes, preparation requirements, or special handling instructions.
- 6. Review Practitioner Details**
Verify the requesting practitioner's information is correct.
- 7. Consent**
Confirm that the required patient consent has been obtained.
- 8. Send Request – E-Sign and Submit**
Electronically sign the request and submit it for processing.

Pathology Request Portal - David Anderson

Date: 22/01/2026

Provider:

Copy to:

Full Name

- ☐ BLOGGS MARY DR.
- ☐ CHARLTON SUSAN DR.
- ☐ DAVISON THOMAS DR.
- ☐ DEMOTOWN IMAGING
- ☐ DEMOTOWN PATHOLOGY
- ☐ MAC DONALD DAVID DR.
- ☐ MATERNITY & ANTENATAL SERVICE
- ☐ MOORE MICHAEL DR.
- ☐ NETWORK PATHOLOGY
- ☐ SDS PATHOLOGY

Request

- ☐ FBE
- ☐ E/LFTs
- ☐ ESR
- ☐ Se B-HCG
- ☐ TSH

Available Tests

- ANTENATAL SEROLOGY
- ANTI-NUCLEAR ANTIBODIES
- B-HCG (QUANTITATIVE)
- B-HCG (SERUM)
- B12
- B12/FOLATE
- BFV SEROLOGY
- BLOOD GROUP
- BSL
- C-REACTIVE PROTEIN

Urine M/C/S

- ☐ Histopathology
- ☐ INR
- ☐ Pap smear
- ☐ Hb A1c

Search:

Requested Tests to be Printed

Clinical details

Available

- ☒ Anaemia
- ☐ ? Menopause
- ☐ ? Pregnant
- ☐ ? Thrush
- ☐ ? URTI
- ☐ ? UTI
- Abdominal pain
- Acute Arthritis and rash
- Acute sore throat
- Amenorrhoea
- Antenatal screen

Selected

☐ Save text to list

MyHealthRecord consent

☐ Do not send reports to My Health Record

Print setting

☒ Print request

Other copy doctor

Reference Material

Setup Favourites

Reuse Prev

Reprint Prev

eOrders

Details

Save / Send

Close

Note:
(Optional) Print request *

Smart Connect eRequest

Dear Dr A Practitioner

You can now send an e-request to a radiology or pathology provider if they are using Smart Connect. Select a lab provider from the drop-down or click 'X' to exit without sending.

eRequest Type: Pathology

- 1 Review Patient Details & Tests Requested**

Patient: Mr ANDERSON David DOB: 04/01/1955 Postcode: 4670 Medicare Number: 6288253443/1

Tests to request

 - 1 ☒ A1C test
 - 2 ☒ Fasting plasma glucose test
 - 3 ☒ Cholesterol test

Add new test
- 2 Patient (or carer) contact details**

Contact Number: 0425874125 Email: anderson.p@hcs.samplesdb.com.au

☒ Email PDF copy to patient/carer

Pin Code will be the first 4 digits of patient DOB i.e. DDMM.
- 3 Select Provider**

All labs ☒ Whitelisted labs

QML Pathology
- 4 Add note or special instructions**

Note content: Appearance of Cervix -

Urgent Request ☐ Fasting ☒

Pregnant ☐ Non Fasting ☐

Hormone Rx ☐
- 5 Review Practitioner Detail**

First Name: Kyle Middle Name (Optional): Your Middle Name Last Name: Goodwin

Copy To: DR. SUSAN CHARLTON
- 6 Consent and send request**

I acknowledge that the information provided in this referral is accurate and that I am authorised to make this referral. I have obtained verbal consent from the patient (or their carer) to share their details as per my selections made above and for the lab provider to contact them directly if necessary and where applicable.

☐ Print request

E-SIGN AND SUBMIT

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Sending eRequesting with Smart Connect

Select Patient > Open

Select the patient for whom you want to request a pathology/cytology test. For more information, see [Opening a Patient's Record](#).



Smart Connect

- 1. Pre-loaded Data**
Patients Name, DOB and Postcode.
- 2. Data will be pre-loaded but will be able to Edited**
Contact Number & Email can be edited. This will allow for Alternate emails to be used if or when required.
- 3. Create Pathology eRequest**
Click Pathology eRequest to get started. Continue to next page.

Note:

Before starting ensure all patient details have been updated as any edits from the **Smart Connect** will only be for the current eRequest.

[illegible]

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Create a Pathology Request

Via the Clinical Window

1. Either:

- Click 
- **Shift + F4**
- **Correspondence > Pathology Request**

2. The **Pathology Request Portal** appears.

- a) Provider groups (such as Healius, for example) have requested customised development of the Pathology Request Portal. Keeping this in mind, the Pathology Request Portal as displayed above, may appear differently and have added functionality, depending on the Provider you select from the **Provider** drop-down menu. Therefore, it is important that you have correctly configured Clinical to accommodate for these laboratories, if you use them.

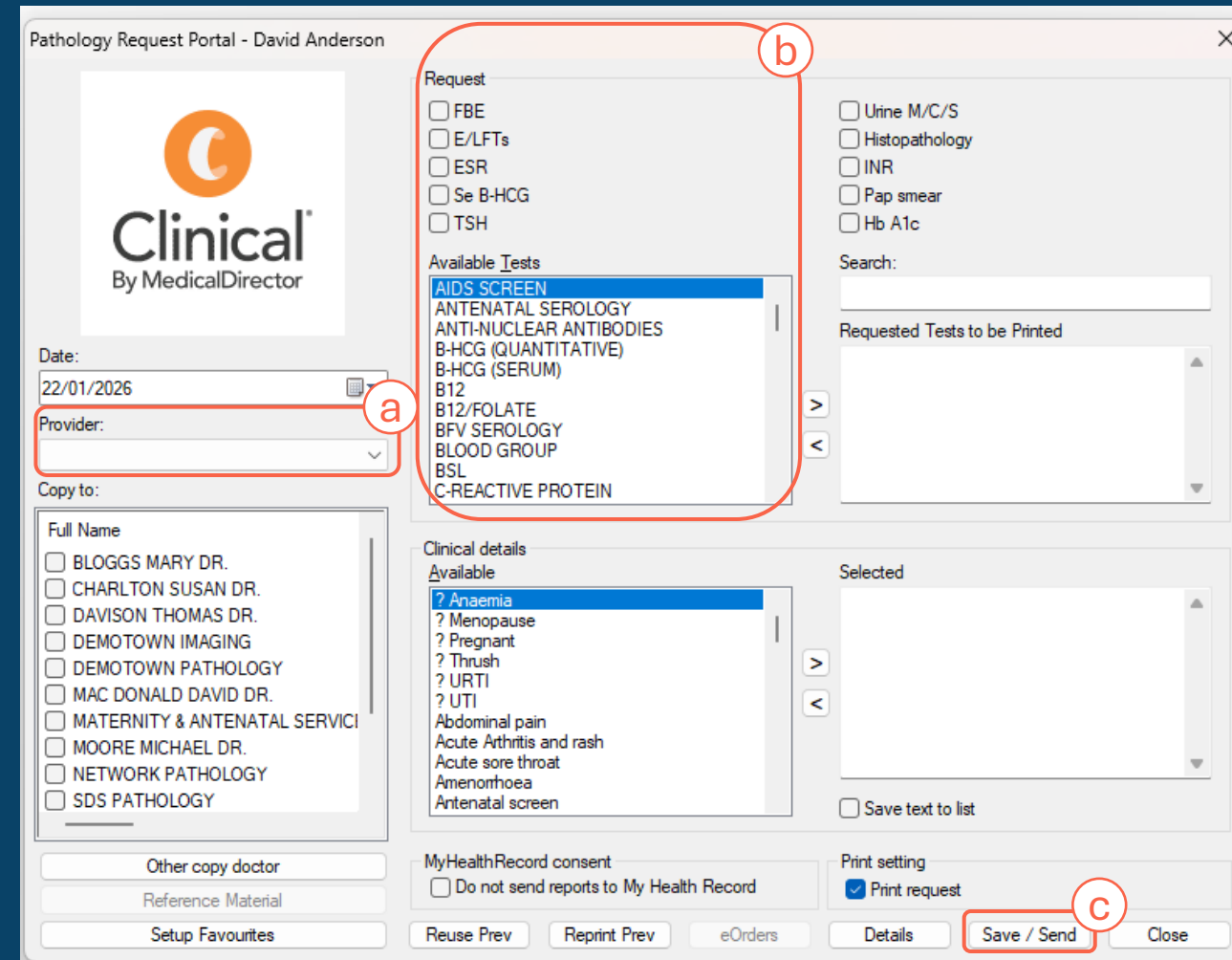
You will find it convenient to select a specific Provider as your default. This is because any settings you select in the Pathology Request Portal will be cleared if you discover you have selected the wrong Provider and choose to select a different one. Setting your most-used provider as the default may save you frustration later.

- b) In the **Pathology Request Portal** window, select the test you want to order for the patient.

- c) The **Print** button may be displayed as **Send/Print** for providers that can also receive requests electronically.

- Before you can send requests in this fashion, you must ensure Clinical is configured correctly.
- You can also configure Requests Print Options for printing pathology requests if desired. If you do not configure a printer specifically for printing requests, your default printer and settings will be used.

Before you attempt to submit any Investigations Requests, it is vital that you have configured Clinical correctly to support the laboratory providers you wish to use. It is equally important that you are familiar with the Investigations Options provided in Clinical.



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Review your eRequest

You can now send an eRequest to pathology provider if they are using Smart Connect

1. Review Patient Details & Test Requested

- a. Pre-loaded patient details are displayed for verification.
- b. Tests already selected by the practitioner appear automatically for review.
- c. **(Optional)** Add a new test if additional investigations are required.
- d. **(Optional)** Edit or delete any selected tests to ensure accuracy before proceeding.

2. Patient (or carer) contact details

- e. Review the patient's or carer's preferred contact information, ensuring phone numbers and email addresses are correct for notifications and follow-up.
- f. **(Optional)** Email PDF copy to patient/carers

3. Select Provider

- g. Your selected pathology provider
- h. Choose the appropriate pathology provider for the request if not already selected.

Note:
(Optional) Do not send to provider – send to patient/ carer only is available in the select provider section.

Smart Connect eRequest

Dear Dr A Practitioner

You can now send an e-request to a radiology or pathology provider if they are using Smart Connect.

Select a lab provider from the drop-down or click 'x' to exit without sending.

eRequest Type: Pathology

1 Review Patient Details & Tests Requested

Patient

DOB

Postcode

Medicare Number

Mr ANDERSON David

04/01/1955

4670

6288253443/1

Tests to request

1 FBE

+

Add new test

2 Patient (or carer) contact details

Contact Number

Email

0425874125

anderson.p@hcn.samplesdb.com.au

☒

Email PDF copy to patient/carers

Pin Code will be the first 4 digits of patient DOB i.e. DDMM.

3 Select Provider

All labs

Whitelisted labs

QML Pathology

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Review your eRequest

- 4. Add Note or Special Instructions**
Any other information you want to send to the pathology provider about this patient or test.
- 5. Review Practitioner Details**
 - a. The details of the practitioner who ordered the test.
 - b. (Optional) Copy To
- 6. Consent and Send Request**
I acknowledge that the information provided in this referral is accurate and that I am authorised to make this referral. I have obtained verbal consent from the patient (or their carer) to share their details as per my selections made above and for the lab provider to contact them directly if necessary and where applicable.
- c. (Optional) Set **Print Request** to print the test request. Set **Email PDF copy to patient/carers** to send the test request in a secure email. The secure email has a PIN code that is the first four digits of the patient's date of birth in the format DDMM.
- d. Click **E-sign and submit**.

4
Add note or special instructions

Note content
Appearance of Cervix -

☐ Urgent Request
☒ Fasting
☐ Pregnant
☐ Non Fasting
☐ Hormone Rx

5
Review Practitioner Detail

First Name
Kylie

Middle Name (Optional)
Your Middle Name

Last Name
Goodwin

Copy To:
DR. Susan CHARLTON

6
Consent and send request

I acknowledge that the information provided in this referral is accurate and that I am authorised to make this referral. I have obtained verbal consent from the patient (or their carer) to share their details as per my selections made above and for the lab provider to contact them directly if necessary and where applicable.

☐ Print request

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Frequently Asked Questions

Q: What is an eReferral/eRequests?

A: An eReferral is a secure, electronic request for pathology testing sent directly from MedicalDirector Clinical —no printing, faxing, or scanning required.

Q: How Do I access eReferrals/eRequests?

A: MedicalDirector Clinical You can send eReferrals through compatible PMS software. Our team will help you get set up and ensure everything runs smoothly.

Q: Can I track referral status and results electronically?

A: Yes. Once integrated, you can monitor referral progress and receive results securely through MedicalDirector Clinical.

Q: Are all Healius laboratories Accredited?

A: Yes. Healius laboratories are **NATA-accredited**, ensuring our laboratories meet rigorous national standards for quality, safety, and reliability.

Q: What Support is available for setup and training?

A: The Healius laboratories team provides onboarding, training, and ongoing support to ensure a smooth transition to eReferrals.

Q: Why use one of Healius laboratories?

A: Healius pathology network, delivering trusted diagnostic services across Australia. Their focus is on supporting clinicians with reliable testing, responsive service, and secure digital tools that fit into everyday practice.

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Healrus Pathology Support

Access essential resources and contact information to support clinicians via [Healrus website](#)



Dorevitch Pathology
Dorevitch Pathology is part of the Healrus pathology network, delivering trusted diagnostic services across **Victoria** and **South Australia**.

Clinical Support
Call (03) 9244 0444

Support
[Dr IT support](#)
(03) 9244 0391
[Contact form](#)
[Send enquiry](#)

Services
[Vaccines](#)
(03) 92440230

Pre-test collection information
[pre-test collection](#)

Location
[Find a Location & Book Appointment](#)



Lavery Pathology
Lavery Pathology is part of the Healrus pathology network, delivering trusted diagnostic services across **New South Wales** and **Australia Capital Territory**.

Clinical Support
[Dr IT support](#)
(02) 9005 7819

Medical
[Added Tests](#)
(02) 9005 7691
[LaverySRASeniors@lavery.com.au](#)
[Result Enquiries](#)
13 39 36

Pre-test collection information
[pre-test collection](#)

Location
[Find a Location & Book Appointment](#)



Abbott Pathology
Abbott Pathology is part of the Healrus pathology network, delivering trusted diagnostic services across **South Australia**.

Clinical Support
[Contact](#)
(08) 8159 7900

Services
[Courier Services](#)
(08) 8159 7900
[Domiciliary Bookings](#)
(08) 8159 7900
[dombooking@abbottpathology.com.au](#)
[Added tests](#)

Pre-test collection information
[pre-test collection](#)

Location
[Find a Location & Book Appointment](#)



QML Pathology
QML Pathology is part of the Healrus pathology network, delivering trusted diagnostic services across **Queensland**.

Clinical Support
[Contact](#)
1800 677 491
[Added Tests](#)
(07) 3121 4950
[Result Enquiries](#)
(07) 3121 4555

[IT support](#)
[Dr IT support](#)
1300 738 448

Services
[Vaccines](#)
(07) 3121 4523

Location
[Find a Location & Book Appointment](#)



TML Pathology
TML Pathology is part of the Healrus pathology network, delivering trusted diagnostic services across **Tasmania**.

Clinical Support
[Dr IT support](#)
1300 738 448

Medical
[Added Tests](#)
(07) 3121 4950
[addedtests@qml.com](#)
[Result Enquiries](#)
(07) 3121 4555
[Request Forms](#)
[enquiries@tmlpath.com.au](#)
[Historical Results](#)
[Request Results](#)

Location
[Find a Location & Book Appointment](#)



Western Diagnostic Pathology
WDP is part of the Healrus pathology network, delivering trusted diagnostic services across **Western Australia** and **Northern Territory**.

Clinical Support
[Dr IT support](#)
(08) 9317 0773

Medical
[Added Tests](#)
(08) 9317 0999
[wdp_dataentryteamleaders@wdp.com.au](#)
[Result Enquiries](#)
13 39 36

Pre-test collection information
[pre-test collection](#)

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Your MedicalDirector Support Team

Support 7 days a week

At Telstra Health, we understand that running your practice efficiently is important. **We're here to support you**, so that you can continue to support your patients.

Our team can be contacted **7 days a week** via phone or live chat available on our website.

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8am – 2pm AEST Weekends

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Thank you



Kylie Goodwin
Practice Consultant
Telstra Health | MedicalDirector