



Overview

You can place online orders through myHealth for the tests that are available to all doctors in private practice and that are processed by the Pathology Department at Mater Dei Hospital (MDH). (Please see DH circular 124/2010; present policy is that no other tests can be ordered online.)

You can order tests for patients linked with you through myHealth, as well as for unlinked patients, as long as they possess a Maltese ID number or Residence Permit and exist in the Patient Master Index (PMI) at MDH. (Please direct all communications related to the PMI to the Medical Records department: mrd.mdh@gov.mt).

When an online order is placed in myHealth, it is transferred to iSOFT Clinical Manager (iCM), i.e. the program used to handle orders in Government hospitals and Health Centres; there it shows under an Administrative episode dated 1/1/1980. The order will wait in iCM until (if applicable) samples are collected at a Health Centre and (always) the Lab receives the relevant samples. The order then continues to be processed in iCM.

While the order is processed, myHealth displays its status, as reported by the IT systems at Mater Dei Hospital. Test results are transferred from iCM to myHealth once a day, usually early in the morning. Therefore, results appear in myHealth the day after they are released to iCM.

Process

To place an order:

1. Log into myHealth.
2. In case of a linked patient: find the patient, click on 'View' to enter the record, click on green button 'Patient Menu', click on menu item 'Laboratory Test Requests', and click on green button 'Place New Requests' (patient details will normally auto-populate).
In case of an unlinked patient: click on the tab 'Laboratory Test Requests', click on green button 'Place New Requests', enter patient ID number and date of birth, and press tab or click on another field such as Name.
(NB: If there is an ID no/DoB mismatch, please check the patient's identity card to make sure the correct data was entered. If the mismatch persists, it means that the patient is not in the Patient Master Index; in this case, please contact the Medical Records Dept: mrd.mdh@gov.mt.)
3. Enter Reason for Request. (This reason will be applied to all the tests by default; if you wish to customise it according to the test, click on the 'down arrow' at the side.)
4. Tick all applicable tests and fill in any further requested details.
5. Choose whether you will be taking the samples yourself or not.

6. If you won't be taking the samples yourself, you have an option to send an SMS that the patient can show at the Health Centre or Lab as 'proof' that tests were ordered online. (Please take care to enter a correct mobile number to prevent data being sent to the wrong person.)
7. Click on green button 'Submit Request' (or you may save as draft).
8. If you're taking the samples yourself: the next page shows what samples are required, as guidance. After taking note, click on the green button 'Confirm Request' and the blue button 'Place and Print Request'. A 'Request Summary' PDF is generated which you can keep for your records and optionally print out and include with the samples. NB: If you don't include a Request Summary print-out with the samples, **please make sure to insert something in the samples bag clearly indicating that you're the doctor who ordered the tests** (e.g. a business card, or compliments slip, showing name and Med Reg No).
If you're not taking the samples yourself: click on the green button 'Confirm Request' and the blue button 'Place Request'. You may optionally choose to also print a 'Request Summary' PDF.

To monitor the progress of your orders, please go to the myHealth home page and click on the tab 'Laboratory Test Requests'.

Important:

- 1) If you don't take samples yourself, please remember that phlebotomy appointments may be several weeks in the future. As long as an order is 'waiting in iCM' it is unlikely that samples have reached the Lab.
- 2) When you order tests for an unlinked patient, if Health Centre or Lab staff process the order or part of it using an iCM order that is different from the one you raise, part or all of the results **will not reach you** through myHealth; in this case, please arrange directly with the Lab for the results to be delivered to you through a different route.
- 3) Please report any difficulties encountered in the myHealth portal to myhealth@gov.mt.