Clinipath Pathology Webster 2 User Manual

Webster Version 2 provides "on-line" access to results via the internet. It is a product that has been developed as a joint project by Pathology and Radiology practices of Sonic Healthcare Limited.

Minimum System Requirements

PC
- Windows 95 or later, with Internet Explorer IE5 or later, 128 bit encryption (IE4x may work, but will require the high-level SSL encryption upgrade).
- Netscape 6.2 or later (earlier versions have been found not to display text neatly, nor graphs).

Apple (MAC)
- Mac OS9 or later, with IE5 or later, 128-bit SSL encryption.
- Netscape 4.7 or later (with the possible need to change font settings if results text does not display neatly).

Webster makes use of 'per session Cookies' – very small **temporary** data files. Your browser's privacy settings must be set to permit such cookies to be received and stored. It will not be necessary to allow permanent/disk-stored cookies to be accepted for correct operation of Webster.

Your browser security settings should also be set to allow Java code to execute.

Security

In order to provide the ultimate in protection to all transmissions between your browser and our Webster servers, we only permit connection by browsers supporting the so-called 'high-level' 128-bit cipher strength SSL encryption.

This causes all transmissions to be encrypted into messages that are virtually unbreakable should they be intercepted.

To ensure the confidentiality of your patients' records, Webster 'times out' following a period of inactivity. You will be required to log in again with your password. This prevents others from accessing Webster on your computer, in your absence, with your access privileges.

Should a member of your practice/hospital no longer be entitled to the access rights allowed by their user account, we can deactivate their username/password immediately. Simply telephone Clinipath Pathology on (08) 9476 5276 or e-mail us by clicking on 'Contact Us' under 'My Webster'.

Webster URL

Access to Webster is gained by entering your username and password into the following URL: https://webster.f3.sonichealthcare.com/cli/htm/login.htm

Or, by browsing to the Clinipath Pathology website: www.clinipath.net
Then select WEBSTER under Online Services by clicking on the green Webster icon.

If you have not yet registered for a Webster account, you can request one from the same webpage.

Username and Password

You will be provided with a username and password to access Webster. These details should remain confidential.

You may wish to change your password if you feel that it has been compromised and this can be achieved, when logged in, by selecting the 'My Password' option under the 'My Webster' tab.

You will be required to re-enter your existing password and then enter your desired password *twice*. Passwords must conform to the following rules:
- Minimum 8 characters.
- Must contain a numeric.
- Must contain at least one upper and one lower case letter.

Confidential Reports

Reports that are considered by us to be confidential, either in response to your referral or based on our own internal criteria, are only available to the referring practitioner and those expressly copied on the referral.

However, if you are able to view a confidential report you will be able to send it to any other Webster user for viewing.

Warning: You will not be able to view confidential reports referred by others in your Practice – even if you can normally view the results of their referrals.
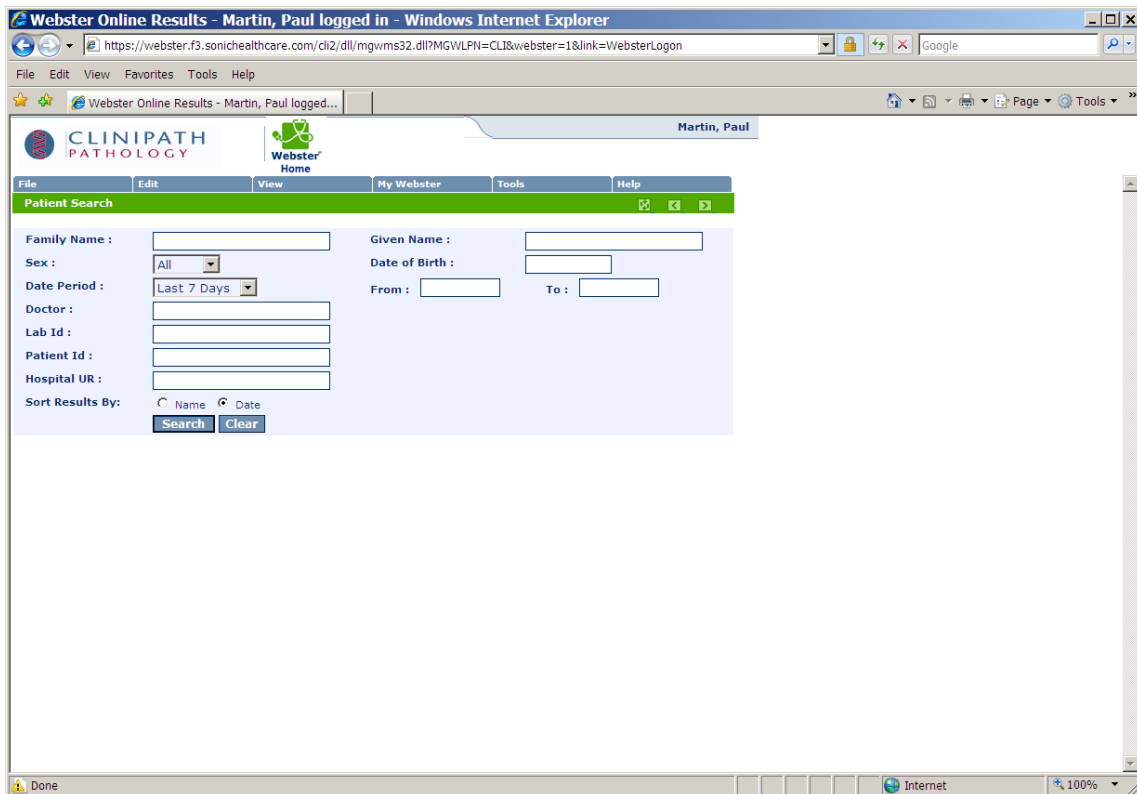
You will be advised on the screen that there was a report that has restricted access.

Getting Started

Home

When you start using Webster for the first time you will find that both the 'Proceed to' button and Webster icon invoke the 'Patient Search' function. This is the 'Home' screen.

Tip: Click the Webster icon at the top of the screen to go 'Home'.

The 'Home' screen can be changed by selecting 'My Settings' under 'My Webster' and changing the Home Page field. The choices here include: Inbox, Patient Search, Messages In, Messages Send and Viewed.

View

View > Search

The result search facility is available by accessing the 'Home' or 'View – Search…' menu items.

A whole name or the leading characters of a name can be used. All names that match the entry will be returned. Full names need not be entered.

All sex filters (All, Male and Female) will also retrieve those patients whose sex was not specified on a referral.

All other search fields are rendered inoperative when an episode number is provided.

To limit the time taken and the amount of data returned, a default date range is provided. Either or both of the default dates can be deleted or altered.
Tip: Entering 'T' in a date field will treat the date as 'today' and 'T-1' as yesterday, etc. **Please Note:** The 'T' is case sensitive and **must** be typed in upper case.

You can choose to view an entire episode or an individual report from the returned list. Click on a report's name to view it – or on the episode date to see all reports for the episode.

Search results show some tests in black and some in grey. The grey tests have results still pending and are provided to help you see the status of the entire episode; what is still to be tested at the laboratory and what was requested.

Tip: It is often quicker to use Viewed Episodes, under the View tab, to access a previously viewed episode as you need not enter all of the search criteria and possibly select from a list of episodes.

Full Demographic and Clinical Details

Whenever an episode's abbreviated demographic details are displayed in the standard three-line header, you can access the full referral details, the 'copy to' addressees, request date etc.

Simply click on the yellow note icon to the right of the episode number.

View > Viewed Episodes

This facility is designed to give you a rapid means of accessing recently viewed results.

It will assist in cases where you may not be sure of a patient's name or the date of the particular episode you were viewing. The list provides a convenient memory prompt.

Viewed episodes are listed in reverse chronological order to most naturally reflect your recent accesses. That is, they are sorted with the most recently viewed reports shown at the top of the list.

The list of viewed reports is divided into sections based on the viewing date.

Warning: Only one entry will exist for a patient episode on any given day, even if it has been accessed repeatedly at different times on the same day.

View > Inbox

The Inbox is intended to be equivalent to the physical desktop in-tray used for hard copy reports. All reports that are addressed to a user, either as the referring practitioner or a 'copy to' recipient, will be delivered to that user's Inbox. They are presented in alphabetical name order.

Please Note: This function is not available for Hospital setups.

Reports will be deleted from the Inbox in only two situations - when they have been sighted (opened) by the user or when the user clicks on the 'Remove All' button. 'Remove All' will empty all results in the Inbox.

This provides an optional but reliable mechanism for users to ensure that they will see all reports.

From the Inbox screen, users can choose to view an entire episode or an individual report. Abnormal results are coloured red to flag attention to them.

Click on an individual report's name to view it – or on the episode date to see all reports for that episode.
Only the Inbox contents that are selected for viewing are removed from the Inbox.

Tip: Go straight to the Inbox function whenever you log on to the Webster service to view any recently reported results.

Warning: Inboxes with many reports in them take longer to display. We recommend regular Inbox processing.

View >Inbox: Accidental Empty

If you accidentally delete your Inbox contents and still wish to process the contents:
- **Do not close your browser session.**
- Click the Back button until you see the list as it was before the inbox was emptied.
- Process, by selecting patients as usual.
- You **must** use the Back button on your browser to go back to the Inbox after each patient.

View > Cumulative

For certain (usually numerically reported) tests, Webster can present you with a table of previous results.

Tables are constructed from most recent episode to the oldest.

Graphing via View > Cumulative

Cumulative report tables can be graphed by selecting rows from the cumulative report tables. Select the analytes you wish to see graphed by clicking the tick-box (es) and click 'Graph' at the bottom of the screen.

It is possible to zoom into densely populated areas of the graph for a clearer picture.

To expand a congested area of a graph, to clarify your view, simply "draw" a dotted box around the area in question by holding down your left-mouse-button. Release the button to zoom in.

To zoom back out, right-mouse-click anywhere on the graph repeatedly. This will return you to normal viewing.

When the mouse is moved over the graphed points, the program will display the full details related to the particular reading.

View > Latest Result

Whenever you are viewing a report for a patient, you can use this feature to open the latest episode with matching demographic details.

Warning: There may be other episodes for this patient with slightly different demographics. They can be located with Search.

View >All Episodes

Whenever you are viewing a report for a patient, you can use this feature to return a list of all episodes with matching demographic details.

View > Activity Log

Webster keeps an audit trail of all accesses. It keeps track of when you have viewed reports and any subsequent actions that may have been performed.

My Webster

My Webster > My Settings

Here you can customise your own Webster Viewing by altering the following options:

- **Inbox Limit** – This is the maximum number of episodes kept in your inbox. The oldest episodes are the first to be removed.
- **Viewed List Limit** – This is the maximum number of episodes kept in your VIEWED list for easy recall.
- **List per Page** – This limits the number of entries returned on pages such as Inbox and Search, to reduce the scrolling required.
- **Colours** – This function allows you to select the colours of various features of your Webster screens individually. You can change the colours of your Foreground (normal text), Background (basic screen) and Abnormal Results.
- **Search Options** – This enables the user to enter a custom period (number of days) to appear in the SEARCH dates drop-down list.
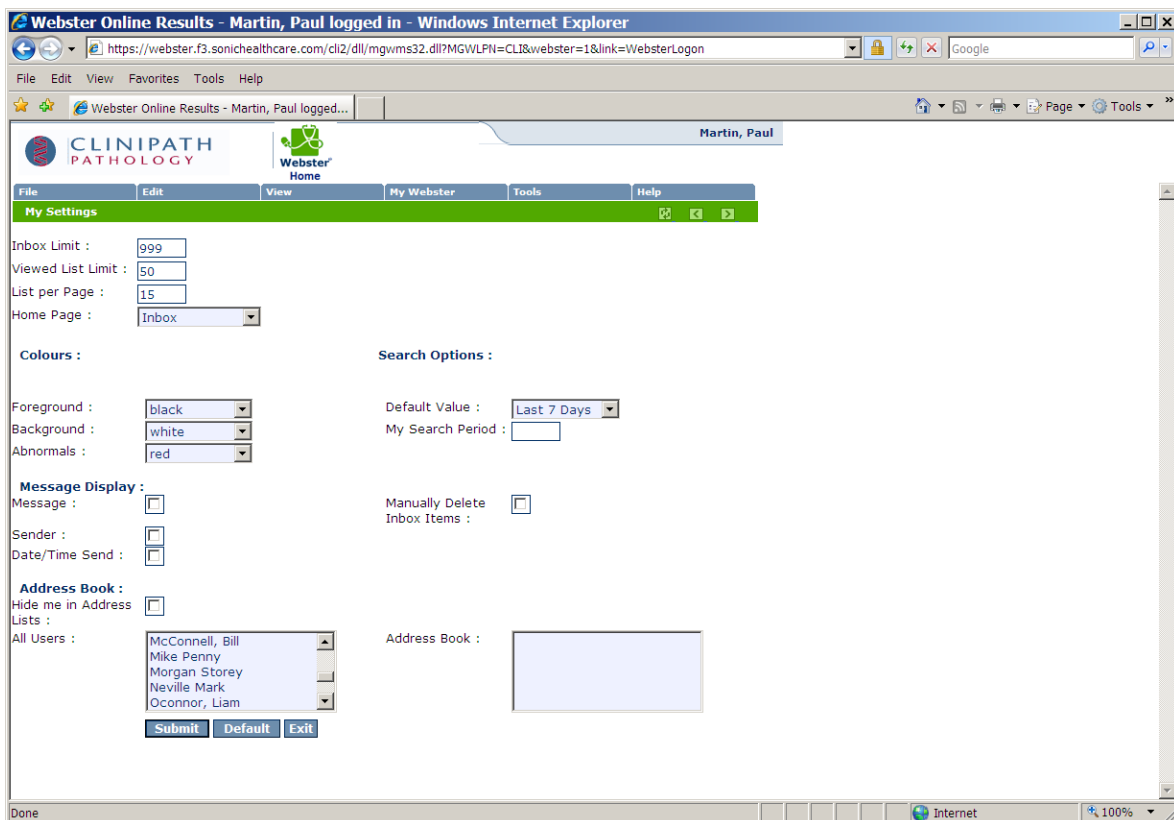
My Webster > My Mailbox

Other Webster users may wish to send a report for you to view. They will use their 'Send To' facility.

An incoming message can be accessed by selecting from the list of all received messages by clicking 'My Mailbox' under 'My Webster' or the icon to the left of your name at the top right-hand corner of the screen.

By moving your mouse over the note icons on the list, you will be able to view any additional messages attached by the users who sent the report.

Received messages remain available until deleted by you. To delete an incoming message, click on the "man with the waste paper basket" icon.

Tip: To reply to the sender of a message simply access File > Send To.

My Webster > My Reminders

Webster has a Reminder Manager to remind you to follow up a patient at a particular time. For example, you may have received significant or equivocal results that indicate further monitoring to ensure that your patient is adequately managed.

While the report or episode is displayed, simply:
- Access 'My Reminders' from the 'Tools' menu drop-down.
- Select a date or number of days, weeks, months or years after which you wish to have this report brought to your attention again.
- Type in a message to remind yourself why you requested the reminder and click 'Submit'.

When the reminder date is reached, you will receive a reminder in the form of 'My Webster' – 'Messages In' from the Reminder Manager.

Edit

Edit > Copy

This feature loads a version of the viewed report to your clipboard to paste into other applications such as Microsoft Word.
Warning: You may have to reformat the text after doing this and the font "Courier New" works well in these circumstances.

File

File > Send To

Webster provides a facility whereby you can send a report (or an entire episode's reports) to another user for review, with an attached message.

Whenever one or more reports are displayed, the 'File' drop-down menu will include 'Send To...'.

You will be presented with a complete list of Webster users. Select a user simply by highlighting him/her. Type in your required message (optional) and click 'Send'. The recipient will be alerted to the incoming message and can access it by selecting 'My Mailbox' under 'My Webster'.

Whatever reports are displayed (i.e. a single report or an entire episode's reports) will be sent.

Warning: Care should be exercised when selecting a recipient for a message to ensure the confidentiality of your patients' reports.

File > Print

Whenever you have reports displayed, you can print them with the print option in the 'File' drop-down menu.

Webster will print a specifically reformatted report with full demographic and request details using a printer available to your browser.

Tip: You will be given the opportunity to select printer options eg. printer, paper tray, portrait or landscape before proceeding.

File > Exit

To quit Webster, leaving it unavailable for others, select 'Exit' under 'File'.

Help

Help > Back

The 'Back' function has been added to provide the functionality of your browser's back button. This allows Webster to be opened in a browser screen without navigation buttons, making the maximum amount of screen space available for the display of your data.

Help > See it done

This feature allows you to view movies of commonly performed functions. Simply select the desired topic from the second level of the cascading menu.

When the movie has completed, simply close the window.

Help > Contact Us

Webster provides an email option, under 'Help' on the drop-down bar, for you to ask any questions or supply feedback on the program.

Tip: Unless you only require an email response, please supply your full name and telephone number as your identity is not always clear from the email address.