

## Hive EPR – Frequently Asked Questions

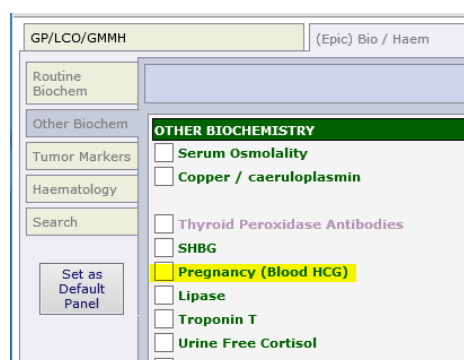
### ICE Requesting

To support GP Practices in using ICE for requesting now that Hive EPR is live at MFT, we have created a frequently asked questions document. This follows any issues that may have been raised by individual Practices and work undertaken by the new Task and Finish Group looking to address issues related to diagnostics, pathology and radiology.

**These FAQs will be reviewed regularly and updated as required.**

#### Q: How do I request a Urine Pregnancy test?

**A:** We stopped offering urine pregnancy tests a while ago at hospitals on the Oxford Road Campus, Trafford General Hospital and Wythenshawe Hospital. You can order a hCG (pregnancy) test which is displayed on the 'Other Biochemistry' screen.



#### Q: Where can I find Urine ACR?

**A:** Urine ACR is available to request on the main Biochemistry screen, you can also search for this test under the code CACR.

#### Q: I am unable to locate Serum Amylase?

**A:** Serum Amylase has been replaced by Serum Lipase. Lipase is placed on the 'Other Biochemistry' screen. You can also search for this test under the code LIP.

#### Q: How do I request hemochromatosis screening or HFE genotyping tests?

**A:** This test is in the process of being added onto to ICE. In the meantime, please can you use our paper request form you can find at the following location: <https://mft.nhs.uk/nwqlh/documents/test-request-forms/>.

The form is called 'NW GLH Genomic Testing Request Form – Rare Disease'. Please use the R95 clinical indication code and write any clinical details in the box provided.

#### Q: Where can I find High vaginal, Low Vaginal, Thrush or BV swab tests?

**A:** These swabs are available to request in Genital swab test on the Genitourin page as shown in screenshots below.

GP/LCO/GMMH	(Epic) Bio / Haem
Viral Serology	
Viral Molecular	
HEP / HIV / STS	
ANC Screen	
Genitourin	<input type="checkbox"/> Urine MC&S <input type="checkbox"/> Urine for Schistosomiasis
Other Bact.	
MRSA Screens	<b>GENITAL SWAB</b> <input checked="" type="checkbox"/> Genital Swab
Search	

#### Genital Swab

Please select Site from the list

- Vaginal swab (High-vaginal)
- Vaginal swab (Low-vaginal)
- Vulva
- Labia
- Penis
- Urethra
- Endocervix
- Intra Uterine Contraceptive Device (IUCD)

OK

### Q: How do I request hepatitis C test?

A: Acute viral hepatitis screen includes hepatitis A, B, C & E as shown below.

Viral Serology	Contains Hepatitis A, B, C & E	
Viral Molecular		
HEP / HIV / STS	<b>Hepatitis A</b> <input checked="" type="checkbox"/> ACUTE VIRAL HEPATITIS SCREEN	<b>HIV</b> <input type="checkbox"/> HIV Screen
ANC Screen	EPIC HIV VIRAL LOAD PCR	
Genitourin	EPIC HIV antiviral resistance	
Other Bact.		
MRSA Screens		
	<b>Hepatitis B</b> <input type="checkbox"/> Hepatitis B virus surface antigen <input type="checkbox"/> Hepatitis B virus surface antibody <input type="checkbox"/> Hepatitis B viral load PCR - EDTA blood	

### Q: Can I order 'Immunoglobulins' test on its own?

A: The only Immunoglobulin that can be requested alone is IgG- which is mainly utilised for patients on IVIG.

For Adult Immunoglobulin requests (patients >24 years old), they will always get an electrophoresis result alongside the Immunoglobulins.

If the patient is <24 years, we do offer the Immunoglobulins alone, but the system will automatically select the correct profile depending on the patient's age.

### Q: Is Faecal Elastase still offered to GPs?

A: This test is not available on ICE, however it is still a server that the lab offer, you can request this test by phoning or e-mailing the duty biochemist - adult or paed depending on the age.

### Q: I am unable to find test for "plasma metanephrines"?

As pheochromocytoma is a very rare tumour, If the GPs have a concern they should ask for an urgent referral for the patient to the endocrinologists for investigation on site.

### Q: I am having issues with my Zebra printer, who do I contact?

A: Please contact Greater Manchester Shared Services Helpdesk on **0161 765 6688**

**Q: I am unable to log into ICE?**

**A:** Please email [labs.sd@mft.nhs.uk](mailto:labs.sd@mft.nhs.uk) with a screenshot of your error message and the labs team will be in touch.

**For further information and detailed documents on using the ICE system, please visit our website via the following link: <https://mft.nhs.uk/the-trust/other-departments/laboratory-medicine/information-for-gps/using-the-ice-system/>**

