

# e-Referral Set up Guide for Best Practice e-Orders

Please note that all set up and configurations can only be performed on the practice server.

## Add the I-MED Radiology contact to enable e-Ordering and merge contacts

On the Best Practice server computer:

- 1 Open **Best Practice** on the server
- 2 From the home screen Select **View > Contacts > Setup > E-Ordering**

**\*\*Ensure the provider type is set to Imaging (not Pathology).**

The screenshot shows the 'Setup E-Ordering' window. At the top, there is a search bar with 'I-Med' entered. To the right, there are radio buttons for 'Filter by type: Pathology' and 'Imaging', with 'Imaging' selected. Below this is a table with columns for 'Provider', 'Phone', and 'Address'. The first row contains 'I-MED Radiology', 'i-med.com.au', and 'Please visit https://i-med.com.au/find-a-radiology-clinic , ,'. An 'Add' button is located to the right of this row. Below the table, there are three numbered instructions: 3 Search for I-MED Radiology in the Available Providers list (with an arrow pointing to the search bar), 4 Click Add and Save (with an arrow pointing to the Add button), and \*\*Ensure the provider type is set to Imaging (not Pathology). (with an arrow pointing to the Imaging radio button). At the bottom of the window, there is a section for 'Configured Providers' with columns for 'Provider', 'Type', and 'Path'.

If Best Practice detects an existing I-MED Radiology contact, a prompt will appear asking if you would like to merge the contacts.

Select the **checkbox** next to I-MED Radiology, then click **Merge Records**, followed by **Save**.

Once complete:

- The manual entry disappears
- The official I-MED Radiology Online Address Book entry becomes active
- I-MED appears under Configured Providers

## Confirm Setup

- 1 Close **E-Ordering**
- 2 Reopen View **Contacts**
- 3 Confirm the contact now appears as:  
**I-MED Radiology**  
**Your e-Referral pathway is now active.**

## Complete I-MED contact and Add Referral template for e-Ordering

- 1 Locate **I-MED Radiology** in the Available Providers list

- 2 Click **Add**

This will open the Setup E-Ordering screen.

If you are in QLD and use our pre printed paper – Select **I-MED QLD Pre-Printed**

If you are in VIC and use our pre printed paper – Select **I-MED VIC Pre-Printed**

If you are in any other state, The **I-MED General** layout will suit your I-MED forms or plain paper.

### Important!

#### Clinics already using Medical Objects

No further action is required.

#### Clinics not yet using Medical Objects

Medical Objects secure messaging must be installed to enable I-MED e-Referrals.

Please [complete this form](#) – the Medical Objects team will arrange set up.

**Setup E-Ordering**

**I-MED Radiology Network**

**Laboratory Details**

User name:

Preferred laboratory:

Request layout:

Available layouts	
<input checked="" type="checkbox"/>	Plain paper
<input type="checkbox"/>	I-MED QLD Pre-Printed
<input type="checkbox"/>	I-MED VIC Pre-Printed
<input type="checkbox"/>	I-MED General – Plain Paper

Buttons: Add, Edit, Delete

Apply to all users

**E-Order Details**

Enter the path where the exported orders are to be created:

Buttons: Save, Cancel

**Imaging request**

Request date: 20/03/2026 | Laboratory: I-MED Radiology

**I-MED Radiology Network**

Request:  Plain X-Ray

Other test:

Region:  Left  Right

- Abdomen
- Ankle
- Cervical spine
- Chest
- Clavicle
- Coccyx
- Elbow
- Eye
- Facial Bones
- Femur
- Finger, 2nd
- Finger, 3rd

Other region:  Add

Clinical details:

Requests to be printed on form:

Details to be printed on form:

I-MED e-Referrals configured properly will appear like the imaging request below.

**Print & Send**

Cancel

### Support

✉ [ereferral.request@i-med.com.au](mailto:ereferral.request@i-med.com.au)

Our team will assist with setup.

For Best Practice internal Knowledge Base for general setup for practices:

[Set up Imaging eOrdering](#)