

Comprehensive Guide

Set up and sending
e-Referrals in
Best Practice



**I-MED Radiology
Network**

Comprehensive care. Uncompromising quality.

Key Sections

1. Add the I-MED Radiology contact to enable e-Ordering and merge contacts
2. Complete I-MED contact and Add Referral template for e-Ordering
3. Set up Medical Objects
4. How to send an e-Referral
5. What happens Next
6. Important things to note
7. Support

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

On the Best Practice server computer:

- a. Open **Best Practice** on the server
- b. From the home screen Select **View > Contacts > Setup > E-Ordering**
- c. Search for **I-MED Radiology** in the Available Providers list
- d. Click **Add** and **Save**

****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 and a filter dropdown set to 'Imaging'. Below this is a table of available providers. The first row is highlighted and contains the following information:

Provider	Phone	Address	
I-MED Radiology	i-med.com.au	Please visit https://i-med.com.au/find-a-radiology-clinic , ,	Add

Annotations in the image include: an orange box around the search bar and filter dropdown; an orange arrow pointing from the text above to the 'Imaging' radio button; an orange arrow pointing from the text above to the 'Add' button; and two orange circles labeled 'c' and 'd' with arrows pointing to the 'I-MED Radiology' row and the 'Add' button respectively.

Below the table 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

If you're not prompted to merge contacts when setting up, your practice may have multiple or outdated I-MED entries.

To fix this:

- Go to **View > Contacts in Best Practice**
- **Search I-MED**
- Remove duplicate or outdated contacts, or remove the Imaging Provider/Radiology category from duplicate entries
- Ensure you are selecting **I-MED Radiology** when sending an Imaging request for e-Referrals

This will prevent failed or misdirected referrals.

Confirm Setup

- Close **E-Ordering**
- Reopen **View Contacts**
- Confirm the contact now appears as:

I-MED Radiology
Your e-Referral pathway
is now active.

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

- a. Locate **I-MED Radiology** in the Available Providers list
- b. 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, please choose the **Plain Paper** layout

Setup E-Ordering

I-MED Radiology Network

Laboratory Details

User name: Dr Frederick Findacure

Preferred laboratory:

Request layout: **(b)**

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

Add Edit Delete

Apply to all users

E-Order Details

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

C:\MO\Results\BP\eOrders\B1\ImedORM

Save Cancel

3. Set up Medical Objects

Clinics not currently using Medical Objects

Medical Objects secure messaging must be installed to enable I-MED e-Referrals via Best Practice e-Orders.

Please complete the [Medical Objects registration form](#) – the Medical Objects team will arrange installation and configuration.

Clinics already using Medical Objects

Please confirm Medical Objects is running on the Best Practice server used for e-Referrals.

Check Configuration

1. Log on to the Best Practice server
2. Open Services
3. Confirm a running service called 'Capricorn' is present

Under the current Best Practice e-Orders pathway, Medical Objects is expected to be installed on the same server as the Best Practice database.

If Medical Objects is hosted on a separate results server, the e-Referral pathway must point to that server or e-Referrals may fail to send to I-MED Radiology.

If Capricorn is not present or running, contact Medical Objects:
07 5456 6000
helpdesk@medicalobjects.com

4. How to send an e-Referral

Step 1

- Select I-MED Radiology in the drop-down field titled, 'Laboratory'.
- If your I-MED Radiology Contact is set up for e-Referrals, an I-MED Logo will appear at the top right and it will say 'Print and Send'.

Step 2

Enter clinical information.

- a. Select imaging modality (e.g., Plain X-ray)
- b. Select the Region (e.g., Cervical Spine).
- c. The modality and region will appear in the field 'Requests to be printed on form'.
- d. You can add any special instructions, additional clinical information or urgent requests in the free text field, 'Details to be printed on form'.

Imaging request

Request date: 8/15/2022 Laboratory: I-MED Radiology

I-MED Radiology Network

a Plain X-Ray
 Special X-Ray
 Ultrasound
 Duplex ultrasound
 CT
 MRI
 Mammography
 Bone densitometry
 Nuclear medicine
 User defined

Left Right

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

Other region: Add

Clinical details:
Clinical details
? Avascular necrosis
? Bowel obstruction
? Cholelithiasis
? Crush fracture
? Discitis
? Dislocation
? Fracture
? Greater trochanteric bursitis
? Impingement syndrome

Requests to be printed on form: **c**
Plain X-ray - Chest

Other test:

Details to be printed on form: **d**
Test patient

Add an entry to the actions database Due on: 8/15/2022

Print & Send Cancel

Step 3

Click on 'Print and Send' to finalise e-Referral.

Step 4

A message box will appear that says, 'Ensure that the correct paper is in the printer'.

Click 'OK' to send e-Referral.

Imaging request

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

I-MED Radiology Network

Plain X-Ray
 Special X-Ray
 Ultrasound
 Duplex ultrasound
 CT
 MRI
 Mammography
 Bone densitometry
 Nuclear medicine
 User defined

Left Right

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

Requests to be printed on form:

Other test:

Other region: Add

Clinical details:
Clinical details
? Avascular necrosis
? Bowel obstruction
? Bursitis
? Cholelithiasis

Details to be printed on form:

3

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

Print & Send Cancel

Add an entry to the actions database Due on: 20/03/2026
 Do not send to My Health Record

Print & Send Cancel

Imaging request

4

Ensure that the correct paper is in the printer!

OK Cancel

5. What happens next?

- Once you press 'Ok', your image request is encrypted and sent to us.
- The file is then generated as an image request for the Contact Centre.
- Where a mobile or email was provided, the patient will receive an SMS or email containing a link to view their e-Referral and book their appointment online where available.



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Patient information

Name	Callback Test	Date of Birth	01/01/1970
Email	testpatient@test.com	Gender	M
Phone	0412345678	Worker's compensation	
Address	12 John St, Woodlane NSW 2371		
Pregnancy status		Renal disease	
Contrast allergy		Diabetes metformin treatment	
Medicare number	4133180467		

Exam requested

Clinical details

Referring Practitioner

Name	Frederick Findacure	Provider Number	*****
Requester Number		AHPRA	
Phone	07 11122233		
Practice Name	Sorsix Test ORG		
Address			

Cc Doctor

Name		Provider Number	
Email		Requester Number	
Phone		AHPRA	
Practice Name			
Address			

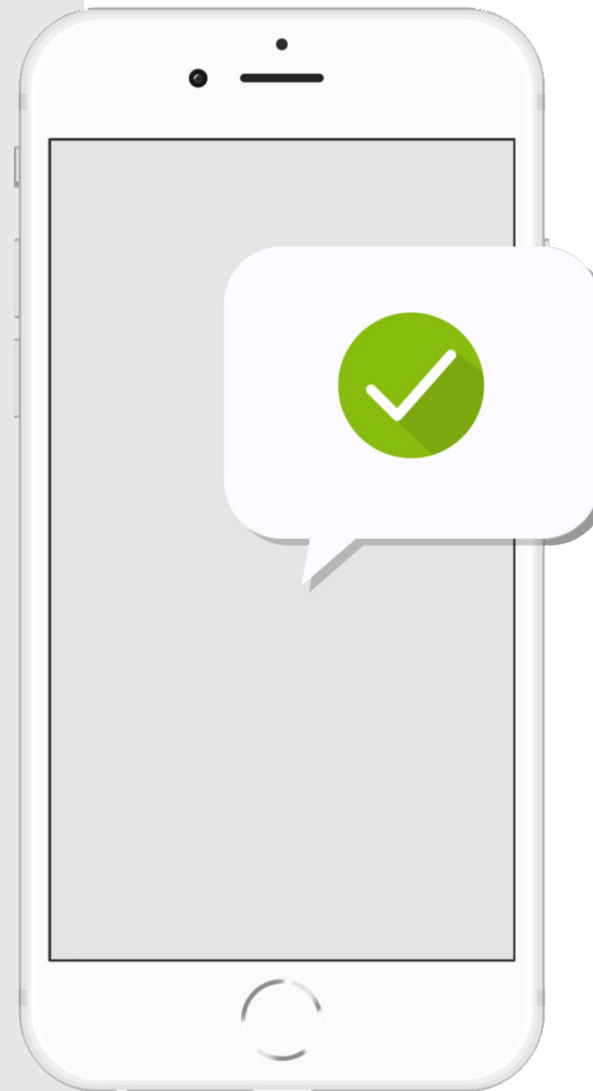
Signature

Name	<i>This digital referral has been submitted via an authenticated channel and is considered to be signed digitally.</i>
Date	24/03/2021

Your doctor has recommended that you use I-MED Radiology Network. You are free to choose your own diagnostic imaging provider. However, if your doctor has specified a diagnostic imaging provider on clinical grounds, a Medicare rebate will only be payable if that diagnostic imaging provider performs the service. You should discuss this with your doctor.

6. Important things to note

- I-MED Radiology will notify your patients by text message (or email if mobile number is not provided) shortly after the e-referral has been sent (i.e., within 10 minutes).
- This message will include a digital copy of the imaging request and a link that integrates with I-MED's booking system, so they can arrange their appointment online (applicable for most examinations).
- Please get in touch if your patients are not receiving their text message/email confirmation.
- I-MED Radiology will make every attempt to follow-up within 48 hours if their appointment has not been scheduled.





7. Support

If you have difficulties setting up your I-MED Radiology e-Referrals with Best Practice, our Referrer Success Team will be happy to help.

Please download TeamViewer (www.teamviewer.com) so that we can assist you remotely.

Make an appointment with our Referrer Success Team by calling **1300 147 852** or emailing us at eReferral.request@i-med.com.au



To support you effectively, we'll need to share your screen - please download TeamViewer before your appointment.

Visit www.teamviewer.com



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