eclinic smsc

Installation & User Guide

Windows Version 3.3.6



 eclinic Pty Ltd

 ABN 80 092 450 274

 657 Nicholson Street

 Carlton North

 Victoria 3054 Australia

 p +61 3 9381 4567

 f +61 3 9381 4657

 e helpdesk@eclinic.com.au

 w www.eclinic.com.au

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Chapter 1 Overview

eClinic SMSC Overview

Overview

eClinic SMSC is a secure messaging network which fully automates the transfer of pathology result files (HL7/PIT) and reports and summaries (in any file format) from Diagnostic Laboratories, securely and directly to the clinic management software (CMS) of Medical Practitioners. eClinic SMSC may also operate independently of CMS via a built-in viewer or via the web with results viewed securely online at the eClinic website. Reports and summaries are presently viewed via the built-in viewer or the eClinic website.

eClinic SMSC is compatible with all known CMS operating in Australia. Its easy-to-use interface allows operators to simply set the retrieval schedule for automatic download of results, reports and summaries or for manual download at any time.

Pathology Requests (eRequests)

Pathology requests may also be sent via eClinic SMSC. The customised requests interface is seamlessly presented to the referring Medical Practitioners when they select the particular Diagnostic Laboratory on their CMS. Output includes both printed test request forms with bar codes and electronic HL7 pathology test requests.

Security

eClinic SMSC utilises PKI x.509 v3 digital certificates with the 128 SSL data transfer, providing highly secure communication, authentication and data integrity for all parties. It is fully supported by an integrated data management system involving professionally maintained servers, extensive back-end audit and account administration systems.

The eClinic SMSC built-in files viewer may be password protected to allow authorised users only to access pathology result files.

Viewing files via the eClinic website is password protected.

Installation & Support

eClinic SMSC is simple to install and is fully supported by qualified and dedicated staff who are involved with all aspects of software development, maintenance and customer support.

Chapter 2

Installation

To install eClinic SMSC double click on the 'Setup.exe' file on the CD supplied or if you have downloaded the installation file, run the 'SMSC.(Version).exe' file from your download directory. This will start the InstallShield Wizard, which breaks down the installation to a series of interactive steps.

Welcome

You should see the 'InstallShield Wizard -Welcome....' screen.

Click 'Next' to continue.

eClinic SMSC - InstallSh	ield Wizard 🛛 🛛 🔀
	Welcome to the InstallShield Wizard for eClinic SMSC
	The InstallShield(R) Wizard will install eClinic SMSC on your computer. To continue, click Next.
2	WARNING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel
eClinic SMSC - InstallSh	ield Wizard 🛛 🛛 🔀
Customer Information	

Customer Information

Select the installation type. Note that hospital installations display the UR No. in the **'Files Viewer'**.

Click 'Next' to continue.

Eustomer Information Please enter your information.		4
Install for:		
Medical Practice		
O Veterinary Practice		
Install this application for:		
Anyone who uses thi	s computer (all users)	
Only for me		
to Bellevilla		
Calibridia		

Destination Folder

The 'Destination Folder' default path is C: Program Files eClinic SMSC.

If you wish to change this click **'Change'** and browse to your selected path.

Click 'Next' to continue.



Installation & User Guide

Security Setup

Enter the 'Activation Code' as provided by eClinic.

Click 'Next' to continue.

If you do not have an Activation Code phone eClinic on 1300 66 99 61.



File Storage

eClinic SMSC can generate $\rm HL7/PIT$ result files for integration with your CMS.

For storage in Medical Director click 'Find MD3'.

For storage within other systems click **'Change**' and navigate to the appropriate directory.

If you have no CMS, leave the checkbox unticked.

Ready To Install The Program

If the setup has been successful you will see the **'Ready To Install The Program'** screen.

Click 'Install' to continue.

InstallShield Wizard Completed

Once the installation is completed you will see the **'InstallShield Wizard Completed'** screen.

Click **'Finish'** to finalise the installation and launch eClinic SMSC software.







Desktop & Tray Icons

After finishing the installation, the eClinic SMSC test tube icon will be placed on your desktop and in the systems tray at the bottom right hand side of the screen.



eClinic SMSC Interface

The installer will finish by launching the eClinic SMSC interface.



Chapter 3 Operation

Interface

eClinic SMSC Interface

After launching the application you should see an eClinic SMSC test tube icon on the desktop and in the systems tray. Double click on either of these icons to open the eClinic SMSC interface.



Downloading Results

To begin downloading results click 'Send/Receive Now'. Following a successful connection eClinic SMSC will request a list of results from the server and display the download status, e.g. 'downloading 1 of 4 files' in the bar at the base of the screen. This will then be replaced with a successful download message, e.g. '4 files successfully downloaded', along with the date and time.

Send/Receive Now	,
06/09/05 10:54 no new reports at	vailable.
06/09/05 10:54 4 files successful	ly downloaded

If eClinic SMSC fails to successfully retrieve results an error message starting with 'Operation Failed....' will be displayed in the text box instead.

If this occurs, phone eClinic on 1300 66 99 61 for assistance.

Configuration

Configuration of eClinic SMSC is done via the 'Settings' panel.

Open the 'Settings' panel by clicking the 'Settings' button located at the bottom of the eClinic SMSC interface.

	Send/Receive Now
eclinic	19/06/08 15:54 no new reports available.
657 Nicholson Street Carlton North Victoria 3054 Australia 1900 66 99 64	
e helpdeskiljeclinic.com.au w www.eclinic.com.au	⊻iew Files

Download Schedule

The 'Schedule' tab in the 'Settings' panel allows you to set eClinic SMSC to download results automatically.

- Upon clicking 'Settings' to open the eClinic SMSC 'Settings' panel, the 'Schedule' tab is displayed by default.
- Select 'Automatically' and set your receipt schedule (based on how often you would like to receive results during the week and during the day) via 'Auto Send/Receive Settings'.
- If eRequest functionality is enabled you need to set the sending pattern for generated eRequests.
- If you are running broadband internet select 'Immediately', otherwise select 'Follow scheduled time'.

Viewer	eRequest	Datab	ase	About
Schedule	Connection	File Storage	Security	Printe
Auto Send/Re Windows Task Active Days: 00:00 00:00 01:00 01:00 01:00 02:00 02:00 02:00 03:00	ceive Settings : Scheduler Integrat ♥ Monday ♥ T ♥ Friday	ton: Delete Ta uesday ♥ Wee aturday Sun taturday Sun taturday 10:30 14 ♥ 11:00 14 11:30 ♥ 15 12:30 16 ♥ 13:00 16 13:30 ♥ 17	sks Creat dnesday day Sel 00 17:30 30 18:00 00 18:30 30 19:00 00 19:30 30 20:00 00 20:30	e Tasks Thursday ect All 21:00 22:00 22:20 22:20 22:30 22:30
Send e Reques	ts: One hour b	atched 🔿 Fol	low scheduler	d time

Internet Connection

The 'Connection' tab in the 'Settings' panel allows you to change the details of your connection to the internet.

Broadband Connection

- Make sure 'Use Dial-up Networking' is NOT ticked.
- Enter 'Proxy Settings' if applicable.
- Click **'Apply'** and **'OK'** to save changes.

Schedule	Connection	File Storage	Security	Printer
Please select	connection type to	connect to the Inte	emet	
Use Dial-u	p Networking			
Dial-up Setti	ngs			
				Add
			B	emove
			S	ettings
Hanguin	when download /re	hetelemonated		
Current Con	mention o	quest completed		
I I III ent Lon				
Current Con	mebaon. D			
Proxy Setting	ps			(100
Proxy Setting O Use Win	gs idows preconfigured	proxy settings in I	nternet Opti	ons (as IE)
Proxy Setting O Use Win O Direct co Use follo	gs idows preconfigured prinect to Internet (n pwing proxy settings:	proxy settings in I o proxy)	nternet Opti	ons (as IE)
Proxy Setting O Use Win Direct co Use follo HTTP/64dd	gs idows preconfigured onnect to Internet (n wing proxy settings:	proxy settings in I o proxy)	nternet Opti	ons (as IE)
Proxy Setting Use Win Direct co Use follo HTTP/Addi	gs idows preconfigured ponnect to Internet (n wwing proxy settings:	proxy settings in I o proxy)	ntemet Optio	ons (as IE)
Proxy Setting Ourient Con Ourient Ourient Con Ourient Ourient Con Ourient Con	gs dows preconfigured printed to Internet (in wing proxy settings: ess	proxy settings in l o proxy) Pc	ntemet Optio	ons (as IE)
Proxy Setting Use Vin Direct cc Use folic HTTP/Addi SSL/Addre: User Name	gs idows preconfigured printect to Internet (in wing proxy settings: tess	proxy settings in 1 o proxy) Pc Pc Passwo	ntemet Option	ons (as IE)
Proxy Setting Use Win Direct cc Use follo HTTP/Addi SSL/Addres User Name	se	proxy settings in 1 o proxy) Pc Pc Passwo	ntemet Optio	ons (as IE)
Proxy Setting Use Win Direct cc Use folic HTTP/Addi SSL/Addres User Name	second contract of the second se	proxy settings in I o proxy) Pc Pc Passwo	ntemet Option	ons (as IE)

Dial-up Connection

- Tick "Use Dial-up Networking'.
- Select your internet service provider in the 'Dialup Settings' box.
- If you require that eClinic SMSC disconnects from the internet after downloading results, tick the 'Hang up when download/request completed' box.
- Enter 'Proxy Settings' if applicable.
- Click 'Apply' and 'OK' to save changes.

VICANCI	eRequest	Datab	ase	About
Schedule	Connection	File Storage	Security	Printe
Please select co	nnection type to c	connect to the Int	emet	
Use Dial-up	Networking	111		
Dial-up Setting	5			
				Add
			H	emove
			S	ettings
Hang up w	hen download/red	quest completed		
Current Conne	iction: n			
Denay Cattings				
 Use Windo 	ws preconfigured	proxy settings in	nternet Optio	ons (as IE)
O Direct conr	nect to Internet (no	proxy)		
O Use followi	ng proxy settings:			
	\$	Po	ort.	
HTTP/Addres		_		=
HTTP/Addres			ort	
HTTP/Addres SSL/Address		P0		
HTTP/Addres SSL/Address User Name		Pasewo	rd 🗌	
HTTP/Address SSL/Address User Name		Passwo	rd	
HTTP/Address SSL/Address User Name		Passwo	rd	
HTTP/Addres SSL/Address User Name		Passwo	rd	

File Storage

The 'File Storage' tab in the 'Settings' panel allows you to specify where you wish the pathology result files to be stored upon downloading.

File Storage Setup

HL7/PIT Files

- Make sure 'Store downloaded HL7/PIT files' is ticked.
- To locate the Medical Director path click 'Find MD3 HCNMSGS' or 'Find MD2 MDVPath' which ever is relevant.
- For other CMS, click 'Browse' and navigate to the appropriate results storage directory.
- If your CMS uses a global inbox or only one pathology lab is being used for results, leave 'Setup different directories for different labs' unticked.

Other Files

- The default path for 'Other Files' 'Enable other files downloads' is C:\Program Files\eClinic SMSC\eClinic\Received.
- If you wish to change the file storage path click 'Browse' and navigate to the appropriate results storage directory.

Viewer	eRequest		Databa	ise	About
Schedule	Connection	File Stor	rage	Security	Printer
HL7/PIT File	es wmloaded HL7/PIT	files			
C:\Data\R	esults				
Find MD3	HCNMSGS Find	MD2 MD	WPath		owse
Setup di	ifferent directories for	r different l	abs	Ad	vanced
C:\Program	n Files \eClinic SMSC	s C\eClinic\F	Received		
File dow	nload email notificati	ions		Br	owse
Log File The log f	ile records communit	cation activ	vities. Tr log list o	ie <u>C</u> lei	ar log file
CORLERIC					

Multiple Storage Paths

- If your CMS does not use a global inbox and you are receiving results from more than one lab, tick the 'Setup different directories for different labs' option.
- Then specify each directory for each corresponding lab.

Setup different directorie	s for different labs	X
Gribbles Pathology		
Victorian Cytology Service		
Other Labs		
	OK Cancel	

Security

Certificates

eClinic SMSC utilises PKI x.509 v3 digital certificates. Digital certificates can be either manually imported or downloaded from the server upon request. The security system uses a combination of certificate and activation code to validate a user. An activation code is only valid for one instance of an install. A new activation code can be obtained from the eClinic Support Team.

Manually Importing A Digital Security Certificate

- Open security settings by clicking 'Settings' from the eClinic SMSC interface and then the 'Security' tab.
- Click the 'Import' button to start the manual import dialogue.
- Click the 'Browse' button and navigate to the certificate file. Click 'Next'.

Certificate Import Wizard	
File To Import	
Specify the file you want to import.	
File name:	
	Browse
Note: Only one certificate can be imported into this certificate store in following format:	the
Personal Information Exchange - PKSC #12 (.PFX, .P12)	
< <u>Back</u> Next> Cancel	Help

- Enter the **'Password'** as provided by the eClinic Support Team. Click **'Next'**.
- Enter the 'Activation Code' as provided by the eClinic Support Team. Click 'Next'.
- If the import was successful you will see a message advising you to exit and reopen eClinic SMSC.
- To exit eClinic SMSC right click on the test tube icon in the systems tray at the bottom right hand side of the screen and select **'Exit'** from the pop-up menu.
- Reopen eClinic SMSC via the test tube icon located on the desktop.

Schedule Connection File Storage Security Pr Certificates User certificates to positively identify yourself, certification and authorities. Import View Beactivation
Certificates User certificates to positively identify yourself, certification and authorities. Import View Beactivation
View Files function is password-protected. To enable this function, provide a even password. To disable this function, provide empty password. You also can modify your password. Enable password protection for View Files <u>Set Password</u>

Type the password for the	private key.	
Password:		
•••••		
Please provide your activat	tion code.	
Activation Code:		
I		
The import was successful. F	Please exit the SMSC and reopen it	t to have the new certificate effective.
Open Settings		
View Files		
eClinic web site Update to new version		
Exit	1:07 PM	eClinic SMSC

Security Reactivation

In some instances eClinic SMSC will require reactivation. This is the process of resetting the digital security certificate and activation code combination. A new activation code will need to be acquired from the eClinic Support team. The digital certificate will be automatically downloaded from the eClinic server.

- To start the reactivation process, open security settings by clicking **'Settings'** from the eClinic SMSC interface and then the **'Security'** tab.
- Click the 'Reactivation button. If a valid certificate already exists you may be prompted with a 'The certificate is still valid....' message. Click 'Yes' to continue.

1	
2	The certificate is still valid. Are you sure you want to continue
-	

Schedule Connection File Storage Security Pr Certificates User certificates to positively identify yourself, certification and uthorities. Import View Beactivation View Files Password Were Files Password To simple this turotion, provide a new password/protected. To enable this turotion, provide a new password/protected. To enable this provide empty password You also can modify your password Enable password protection for View Files Set Password	Viewer	eRequest	Datab	oase	About
Certificates User certificates to positively identify yourself, certification and authorities. Import View Reactivation View Files Password View Files Password View View Password View View View View View View View View	Schedule	Connection	File Storage	Security	Print
Vew Hels function is password protected. I o enable mis function, provide a new password. To disable this function, provide empty password. You also can modify your password.	View Files F	Import	View	Beactivati	on
	fu pr	nction, provide a ne ovide empty passw password protectio	sw password. To d ord, You also can i n for View Files	disable this funct modify your pas	tion, sword. word

 Enter the 'Activation Code' as provided by the eClinic Support team. Click 'Next'.

After entering the activation code you will be prompted with a message asking you to exit and

restart eClinic SMSC.

Click 'Finish' for the reactivation.

Setup Download Certificate	
Please exit and restart SMSC. Then click Send/Receive to download the new certificate online.	
< Back Finish Cancel	Help

Please provide your activation code.

Activation Code:

- To exit eClinic SMSC right click on the test tube icon in the systems tray at the bottom right hand side of the screen and select **'Exit'** from the pop-up menu.
- Reopen eClinic SMSC via the test tube icon located on the desktop.





View Files Password

The built-in **'Files Viewer'** can be password protected allowing only authorised users to access pathology result files.

- To enable password protection on the files viewer, click 'Settings' from the eClinic SMSC interface and then click the 'Security' tab.
- Tick the 'Enable password protection for view files' box and click on the 'Set Password' button.



Enter your chosen password in the **'New password'** field and reenter it into the **'Confirm password'** field.

• Click 'OK' to set.

- Set Password for View Files

 Qld password

 New password

 Confirm password

 Confirm password
- Next time you wish to view pathology result files via eClinic SMSC 'View Files' you will be prompted to enter the chosen password.

Please enter your password:	
	OK Cancel



Printer Settings

There are a number of printing options available.

• For printer options, click the **'Settings'** button from the eClinic SMSC interface and then click the **'Printer'** tab.

- After downloading of files has occurred eClinic SMSC can be enabled to automatically print the result files. If this option is required select the 'Print files automatically after each download' option.
- The default is 'Print manually'.
- The 'Select a printer' option allows the user to specify where to send the print jobs. By selecting the down arrow, available printers are listed.

	Send/Receive <u>N</u> ow				
eclinic					
657 Nicholson Street					
657 Nicholson Street. Carlton North Victoria 3054 Australia p 1300 66 99 61 e helpdeskäreclinic.com.au w www.eclinic.com.au		¥iew Files			

VICTICI	eRequest	Data	ibase	About
Schedule	Connection	File Storage	Security	Printe
Pathology re Print m Print re	sults can be printed anually esults automatically	I manually or auto after each downl	oad	
Select a prin	ter			
Results	System defau	t printer	Pro	perties
Requests	System defau	lt printer	Pro	perties

Viewer Settings

The 'Viewer' screen makes available options specifically for the 'Files Viewer' screen.

- The 'UR No.' option is unique to hospital installations and allows the unique identification of a hospital patient. Tick this option if you would like the UR No. to be displayed.
- The **'Display abnormal results in red in the results list'** option is for displaying abnormal results in red in the **'View Files'** list. Tick if you require this function.



eRequest Options

'eRequest' is for sites that are running Medical Director, Zedmed and MedTech32, and which have enabled the sending of electronic pathology requests.

For more information on eRequest see the eRequest Installation & User Guide.

- To enable the eRequest function, make sure a **'CMS Integration'** option is selected.
- You can send a test request to the printer by selecting the 'Test Printing' button.
- If the request is not properly aligned you can adjust the layout by modifying the margins.

Viewer Enable eRequine PMS Integration	eRequest		Database		About
Enable eRequire PMS Integration	est				
- PMS Integration					
O FileSystem					
Contractor	/COM (MedTec	h32, Zedme	d)		
HUN Med	cal Director 2				
O HCN Med	cal Director 3			Set M	D31 onin
				1	
- Cleanup of Sent	Queued reques	ts			
Delete sent fil	es after 14 👩	days.	<u>D</u> elete qu	eued eR	equests
		-			
Page Setup for F	Printing				
Left margin	0	0			
Bight margin	0	0			
Tan marin	0				
Tob marðin	0				
<u>B</u> ottom margin	0	0		Test	Printing

Database Settings

The database settings options screen allows the database archiving times be set as well as various database maintenance functions.

Database Archive

- If database archiving is required, the 'Archive results.....' option should be ticked.
- This option also allows you to set the archive anniversary in monthly increments.

	Connection	File Storage	Security	Printer
Viewer	eRequest	Data	base	About
Database <u>A</u> Parchiv download	rchive re results in the datal led.	base 3 拿	months afte	r they are
Compact & I Please clo connectin	Repair Database ose all open windows g to the SMSC datat	: in eClinic SMSC base before comp	and all the De act and repair.	sktops
	Compact & B	epair SMSC Data	base	
Reset dat database. Res	abase will delete the All of your data will t et <u>M</u> ain Database	current database be lost Reset /	and create an	i empty ise
Restore Arc Restore a database.	hived Data rchived data will mov	ve data from the a	rchive back to	the main
C	Bestor	Archived Data		
-	1102101			S.A.
	ОК	Cancel	Apply	Help
ISC Inf	OK C	Cancel	Apply	Help
I <mark>SC Inf</mark>	ок С Database ha	Cancel	Apply	Help I repair

Compact & Repair eClinic Database

Clicking the 'Compact & Repair SMSC Database' button will compact and attempt to repair both the main database and the archive database if they have become corrupt.

Note – The viewer and all the desktop clients will need to be closed as this operation needs exclusive access to the databases.

Reset Database

Clicking either **'Reset Database'** button will delete the old database and create the new one if it has become corrupt.

Note – The viewer and all the desktop clients will need to be closed as this operation needs exclusive access to the databases.

Restore Archived Data

Clicking **'Restore Archived Data'** will move the data from the archived database to the main database.





New Versions & Support

New versions of eClinic SMSC are released frequently throughout the year. You can determine the version you are running from the **'About'** tab in the **'Settings'** panel.

• From the eClinic SMSC interface select **'Settings'** to open the settings panel. Then select the **'About'** tab.



The 'About' screen identifies:

- The 'Version' that you are running
- The 'Clinic ID'
- The 'Installation Type'

Also listed are ways to contact eClinic and a **'Help'** button for further online support.

chedule	Connection	File	Storage	Security	Printer
Viewer	eRequest	ľ	Datab	ase	About
Contraction of the second	eclinic	eClini Versi Clinic Instal Copy All rig	c SMSC® on 3.3 Build ID: lation Type: right ©2008 hts reserved	006 Medical Pr eClinic Pty	actice Ltd.
Carlton No Victoria 30 p 1300 6 e helpdesi w www.ecl	th 54 Australia 5 93 61 Geelinic.com.au Inic.com.au	eClini helpo	c on 1300 6 lesk@eclinic	6 99 61 or .com.au	by email at

Chapter 4 Using The Files Viewer

eClinic SMSC has a built-in 'Files Viewer' which can be used to view all downloaded files independently of the Clinic CMS.

- To view result files, click the **'View Files'** button at the eClinic SMSC interface.
- If enabled, enter your password to open the 'Files Viewer'.
- Then click 'OK'.



Below is an example of a results list from within the 'Files Viewer'.

- The result details are listed in columns e.g. 'Patient Surname', 'Lab No.' etc.
- To list by a particular detail, click the corresponding column. A blue arrow will appear indicating either ascending or descending sorting order of detail.
- Note The results in red indicate abnormal test results.
- To view other files click 'Other Files'.

iaw Print I	List Al Acchive Exp	art glose	١	/iew 💿 cum	ent files	archived files O cur	ent & archived files			
🖄 Results	📑 Binary Down	ads								
ient Sumame	Patient First Name	Patient DOB	Dat	Test	Status	Referred By	Lab No.	Reference	Download	Vendor
arch By										
atient Sumame		Referred By			Lab No.					
		12								
ibent First Name		Test								
atient DOB		Date Referred			Clea	AI Search Now				

Main Buttons

When a result is selected in the 'Files Viewer' screen, a number of options become available in the menu bar.

- 'View' Opens the pathology result files for viewing
- 'Print' Sends the file to the printer
- 'List All' Refreshes the results list
- 'Archive' Places the selected result into the result archive database
- **'Export'** Enables the selected result to be exported as a stand-alone 'html' file
- 'Close' Closes the 'Files Viewer' and returns to eClinic SMSC.

Archive Options

Also listed in the menu are the archive options. eClinic SMSC stores results in two separate databases, 'current files' and 'archived files'.

You may select the list is to be viewed or select 'current & archived files' to view the complete list of result files available.

Viewing A Result

To view a particular result select it and click the **'View'** button, or simply double-click it. The example shown is a mocked-up Gribbles pathology result file.

the states was			
Tevious Next D	nt Export glose		
GRIBBL	e s		
	ROUP		
ribbles			
Pathology / Radi	ology 1868 DAMDER	CONGIND CONVERSION OF ADDRESS OF	
atlent: MRGA	VAN LIMJOON	Referred: 05/07/2005	
4/845 BI	JRWOOD RD	Callected: 05/07/2005	
HAWD	HORN EAST VIC 3123	Testel: 0307203 1230	
Medicare No: 3294616	363	Reported 13072001110	
Referred by: DR TAP	RA THYAGARAJAN	Lab No: 05-3287111-HAE-0	
fest: HAE - HAEN	ATOLOGY GENERAL		
HAEMATOLOGY		SPECINEM: WHOLE BLOOD	
Date:	05/07/05	(#Refers to current	
Lab Number:	#3287111	result only)	
HAEMOGLOBIN	153	(130 - 180) a/L	
RBC	5.25	(4.50 - 6.50)×10 ^12 /L	
PCV	0.46	(0.40 - 0.55)	
mcv.	88	(76 - 99) fL	
W.C.C.	** 12.3	(4.0 - 11.0) ×10 ^9 /L	
Neutro	* 9.7	(2.0 - 0.0) ×10 ^9 /L	
Lymph	1.7	(1.0 - 4.0) ×10 ^9 /L	
Hono	0.5	(< 1.0) ×10 ^9 /L	
rosin	0.4	(< 0.6) X10 79 75	
PLAIELETS	692	(120 - 420) X10 7.P	
#3207111 : N11	d neutrophilia. 7 i	(< 11) mm/h nfection or inflammation. Hildly raised	
ESR.			
Film viewed	at Gribbles Centra	1 Laboratory .	
All tests on th	is request have now	been completed	