



# COVID-19 Testing

## Eclair eOrdering Solution for Paperless Swabbing:

### Training Material

Version 5.4

11 November 2021

#### Contents

Swab Ordering

Swab Collection

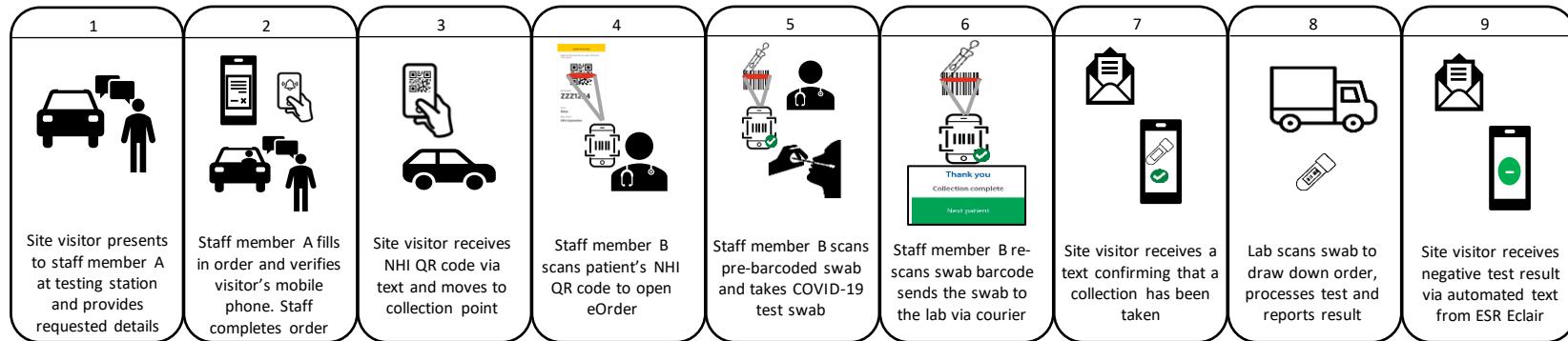
Clinical oversight and review of swabs

Support is available between 9:00am and 5:00pm, Monday to Friday. Please call 0800 ESR CDR (377 237) or email [CDRsupport@esr.cri.nz](mailto:CDRsupport@esr.cri.nz). After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.

# Introduction to Paperless Swabbing

Eclair eOrdering improves the efficiency and accuracy of COVID-19 testing by limiting the need for manual processes.

The graphic below shows the end to end steps in the process from personal presenting themselves for testing to being notified of the result of the test.



Video Demo - Short Version (less than 2 min) - <https://vimeo.com/627828988>

Video Demo - Long Version (5 min) - <https://vimeo.com/627829324>

There are **three distinct stages** to the Eclair eOrdering and Paperless Collection Process. More detail on each of these stages is provided in this document.

## 1. Order a Swab - using the Eclair Website

Used by Site Leads and Administrators to place COVID-19 swab orders.

Training Material in **Swab Ordering Information Pack (Slide 3)**

## 2. Collect the Swab - using Eclair Touch Application/Android Phone

Used by staff members to scan and collect COVID-19 swabs from patients.

Training Material in **Swab Collection Information Pack (Slide 9)**

## 3. Clinical oversight and review of swabs – using the Eclair Website

Used by Site Leads to ensure swabs eOrders are completed correctly and results reach the site visitors.

Training Material in **Site Lead and Set Up Information Pack (Slide 14)**



# COVID-19 Testing

## Stage 1 - Ordering a Swab

Support is available between 9:00am and 5:00pm, Monday to Friday. Please call 0800 ESR CDR (377 237) or email [CDRsupport@esr.cri.nz](mailto:CDRsupport@esr.cri.nz). After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.

# Ordering a Swab

## Step 1: Identify and search for the patient



1. Create a CTC Order in Eclair Explorer.
  2. Enter patient information using either Option A or B, do not enter both.  
Option A – Ask the patient for their NHI number and enter it; OR  
Option B – Enter patient details Last name, First name and Date of Birth into Eclair. (This information must be an exact match).
  3. Click search
- If you cannot find the patient using this search – see Slide 8: What happens if I can't find the patient's NHI

Eclair Explorer

Lara Hopley Log Off

Work Area

Order Release

Create Order

Patient Search

1

Create CTC Order

Create MIF Order

Help

2

Enter at least the patient's ID or name plus date of birth to find your patient. A list of matching patients will be shown unless you know the exact patient ID.

A

NHI

B

Last name

Date of birth

1-Jan-1990

First name

f

Sex

Unknown

3

Search Recent Clear

For faster date entry – type the date manually e.g. 22/02/2011

# Ordering a Swab

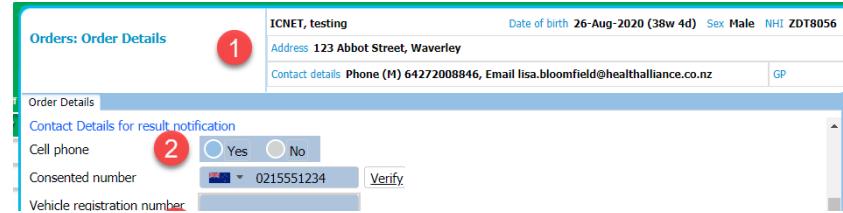
## Step 2: Verify the patient's NHI information and their preferred contact method



1. Confirm the patient's information has been pulled from the search correctly. Do not worry if the address is old.
2. Ask the patient if they can provide their cell phone number and consent to receiving their COVID-19 result via text.

- a) **If yes**, enter their given cell phone number.
- b) **If no**, another contact method must be entered. The alternative contact method **must** provide enough detail for the **Site Admin** to be able to reach the patient and communicate the result.

**Note:** Do not put any special characters in the text field as it will affect the activity report.



ICNET, testing  
Date of birth: 26-Aug-2020 (38w 4d) Sex: Male NHI: ZDT8056  
Address: 123 Abbot Street, Waverley  
Contact details: Phone (M) 64272008846, Email lisa.bloomfield@healthalliance.co.nz  
GP

Order Details  
Contact Details for result notification  
Cell phone  Yes  No  
Consented number: 0215551234  
Vehicle registration number:



Contact Details for result notification

Cell phone  Yes  No

Contact method

Vehicle registration number

### We have a responsibility to ensure results are communicated, via cell phone or not.

Good examples of alternative contact methods are:

- Call landline number: 09 234 5678; or
- Inform patient to contact their GP or Healthline as no landline available

The patient can consent to have the text sent to any phone (i.e. caregiver or next of kin). It does not have to be their personal one. However, the patient must be aware that we will be texting the negative result to that number.

# Ordering a Swab

## Step 3: Where possible, verify the patient's mobile number



3. If the patient has provided a consented number and has that cell phone with them, the number can be verified as the correct number.
  - Click the "Verify" option next to the consented number field.

1

ICNET, testing Date of birth 26-Aug-2020 (38w 4d) Sex Male NHI ZDT8056

Address 123 Abbot Street, Waverley

Contact details Phone (M) 64272008846, Email lisa.bloomfield@healthalliance.co.nz GP

Orders: Order Details

Contact Details for result notification

Cell phone  Yes  No 2

Consented number 3  Verify

Vehicle registration number

Verify Patient Mobile No.  
Enter the verification code sent to this mobile number  
3659

OK Cancel Resend

Consented number  ✓

COVID-19 Test Pass

Show this QR code when you get to the front of the queue.

QR code

NHI Number ZDA9173

17:11 4204 Text Message Today 10:10  
7306  
<https://api.ctc-uat.mn.health.nz/cJevTYWbJnsySyM5Uf9KfohZSnqBL3kK9rhq41Ws>

Verifying the patient's cell phone number ensures that numbers are correct and results are sent to the correct person. For this reason we do not send QR codes to un-verified phones. Once a phone has been verified against a person it stays verified for future orders.

# Ordering a Swab

## Step 4: Complete remaining patient information



4. Enter the patient's vehicle registration number if applicable.
  - This helps staff identify the patient on the **Collection List** when they drive on to be swabbed.
  - If not applicable, enter a dot (i.e. ".") You must enter something into this field to progress.
5. Ask the patient about their symptoms and date of onset.
6. Type or choose a surveillance code, i.e. Where they might have been exposed. Please note you have the ability to type in **either the code or the description**.

Select a surveillance code  or choose from the options below

None SURV-TM18CH1  
 Case or Cluster AOG Church Mangere

7. Add any comments as needed.
8. Click **next**. You will be prompted to a new page.
9. Review patient information and **place order**.

Let the patient know that they can now proceed to the Swab Collection point and provide them with an estimate of their wait time.

1 ICNET, testing Date of birth 26-Aug-2020 (38w 4d) Sex Male NHI ZDT8056  
Address 123 Abbot Street, Waverley Contact details Phone (M) 64272008846, Email lisa.bloomfield@healthalliance.co.nz GP

2 Cell phone  Yes  No  0215551234 Verify 3

4 Vehicle registration number

5 Triage COVID-like symptoms?  Yes  No Date of onset dd/mm/yyyy

6 Possible COVID exposure Select a surveillance code  or choose from the options below

None  
 Case or Cluster  
 High Risk Workplace (cor)  
 High Risk Exposure as th  
 Travel Origin

7 Comments

8 Reports Next >> Change Patient

9 Order Progress - Review Order Print Change Order Place Order Cancel

Unite against COVID-19

Name: lisa.bloomfield@healthalliance.co.nz  
NHI: ZDT8056  
DOB: 26 Aug 2020  
Contact: 021627089

Sex: M  
Email: lisa.bloomfield@healthalliance.co.nz

Location: Crowne Plaza (F3M932-D) Scheduled date/time: 23 May 2021  
Orderer: Hopley, Lara Ordering clinician: ZHENG MICHAEL (29BJUD)  
Contact: SURV-GEN Surveillance code: SURV-GEN

Test: SARS-CoV-2 (Site not specified)  
Symptoms: Asymptomatic

# Swab Ordering – Finding NHI numbers



## What happens if I can't find the patient's NHI?

If you cannot find the patient's NHI number using Éclair, **keep calm**.

- Please call the MoH NHI team on **0800 855 066**. They are available from 8:00am to 6:00pm, 7 days a week.
  - At the first prompt, press 1.
  - At the second prompt, press 2.
- Tell the person over the phone the **patient details**, i.e. first name, last name, date of birth etc.
- The person will search this information in their system and find the patient's NHI for you.
- Proceed with the test as usual.

It is extremely important that you identify the patient's NHI. You must not send samples to the lab without this information.

**While you wait,  
please consider  
trying to find your  
NHI number**

- Check any old scripts or doctor's letters.
- Check on your pill bottles.
- Check on your GP portal.

Also, please have your phone ready to receive a verification text.

If you are unable to find your NHI number, call **0800 855 066** for help.

Our team are also able to help. Keep safe.

You can encourage site visitors to search for their own NHI number in the queue to make your process easier.



# COVID-19 Testing

## Stage 2 – Collecting the Swab

Support is available between 9:00am and 5:00pm, Monday to Friday. Please call 0800 ESR CDR (377 237) or email [CDRsupport@esr.cri.nz](mailto:CDRsupport@esr.cri.nz). After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.

# Collecting a Swab

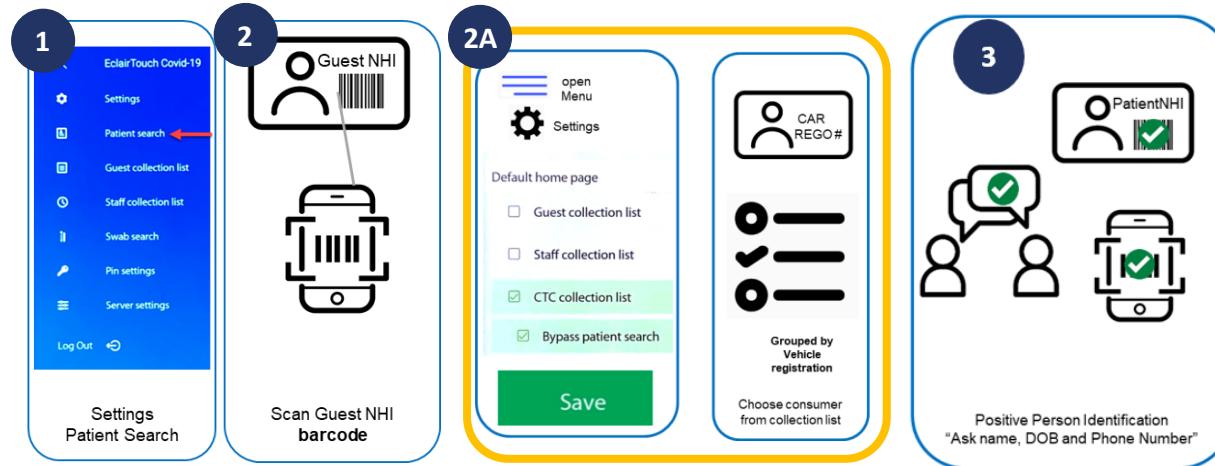
## Step 1: Identify the patient using their NHI QR Code or the Collections List

1. Open Eclair Touch and select Patient Search.
2. Scan patient's verified NHI QR Code.

2A. If the patient **does not** have a NHI QR Code, you can use the Collection List.

To use the Collection List, first bypass the Patient Search in Settings. Then choose patient from Collection List using their patient details or vehicle registration number.

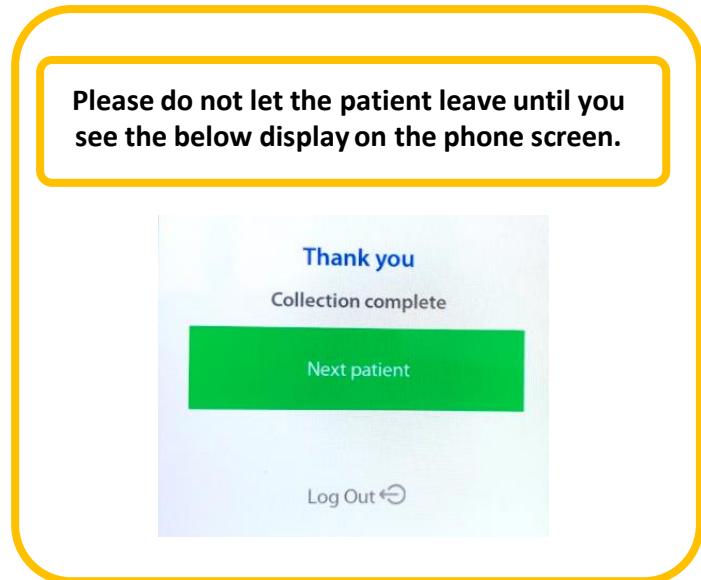
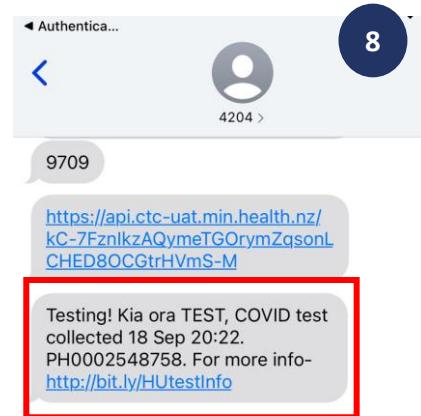
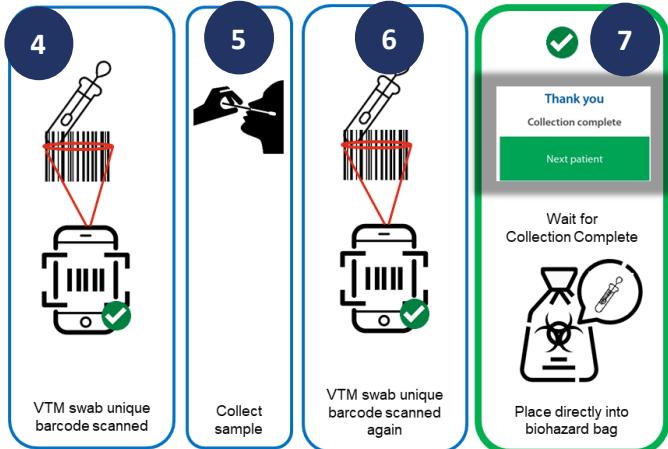
3. Ask the patient to confirm their first name, last name and contact details to ensure we have the right person.



# Collecting a Swab

## Step 2: Scan, Swab, Scan

4. Scan the swab's unique barcode (on the vial).
5. Swab the patient and place the swab back within the vial.
6. Scan the barcode again and **wait for the collection to be marked as completed**.
7. Place the swab in the biohazard bag, and let the patient know they are able to proceed on home.
8. Once the collection has been completed, the visitor will receive a text notification to confirm this. This text can be used as proof of collection.



# Collecting a Swab - Frequently Asked Questions (FAQs)

An error has occurred in the Collections Application, what do I do?

## A. Incorrect Scan of Second Sample

- When **two different barcodes** are scanned on the same order, the collection will be cancelled and an error sound will play. Clear the notification.
- The app will return to the workflow/scan PH screen. Tap to rescan the swab.

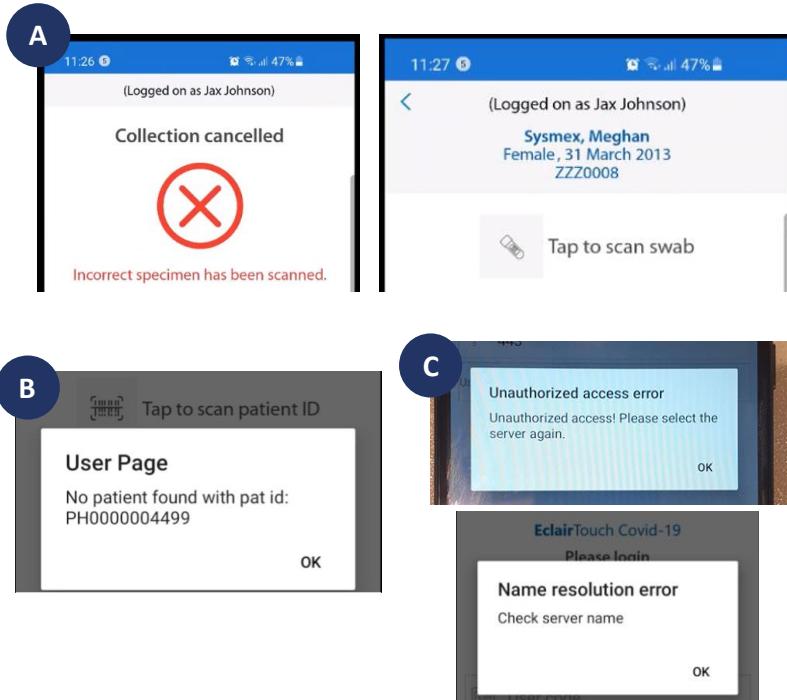
## B. No Patient Found

- Often occurs when a PH Barcode is scanned instead of an NHI Barcode.
- Check that the apps setting are correct e.g. set to Patient Search when scanning NHI Barcodes.

## C. Unauthorised Access or Name Resolution Error

- Often occurs when the previous user hasn't logged out completely.
- Ensure server connection is correct and login with your own credentials.

If you experience an error that is not listed about, please contact the Eclair Service Desk.



Once you have swabbed the patient you must not touch the phone again. To resolve errors please have someone at your site help you with the phone.

Support is available between 9:00am and 5:00pm, Monday to Friday. Please **call 0800 ESR CDR (377 237)** or **email CDRsupport@esr.cri.nz**. After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.

# Collecting a Swab - Frequently Asked Questions (FAQs)

## What happens if I cannot complete the electronic collection?

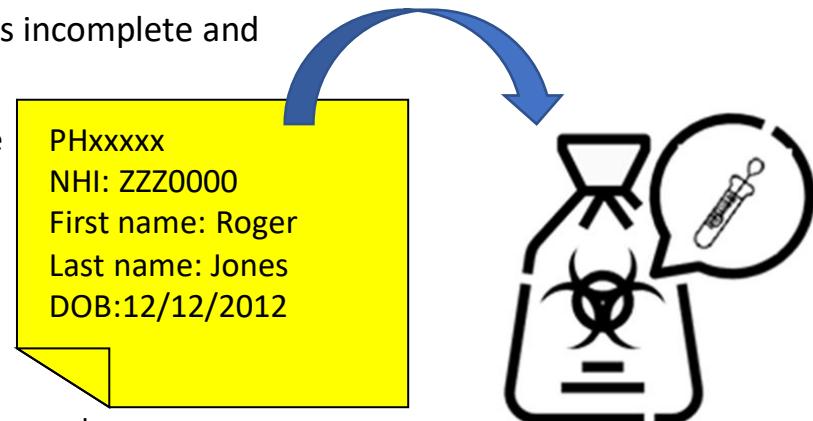
If you cannot complete both scans of the PH label on the vial the order is incomplete and the Lab will not receive the electronic record.

1. **Keep Calm**, record the below patient details on a piece of paper and place these details in the biohazard bag sleeve, with the swab still inside the bag:

- **PH number (PHxxxxx)**
- **NHI number**
- **First name**
- **Last name**
- **Date of Birth**
- Place the specimen bag in a separate chilly bin or container, so that these samples can be separated from the non-problematic ones.

2. At the end of the day, or when the workload is not high:

- i. Pick the person off the CTC Collection list.
- ii. Double check the patient identifiers against the details on the paper, then press confirm.
- iii. Check and then Scan the PH label on the vial as normal: Wait for the collection complete message to display.
- iv. If the sample still does not successfully scan again, please call the eclair helpdesk for assistance.



**Do not, under any circumstances, send a sample to the lab without the phone displaying the "Collection complete" confirmation.**



# COVID-19 Testing

## Stage 3 – Clinical oversight and review of swabs

Support is available between 9:00am and 5:00pm, Monday to Friday. Please call 0800 ESR CDR (377 237) or email [CDRsupport@esr.cri.nz](mailto:CDRsupport@esr.cri.nz). After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.

# Clinical oversight and review of swabs

## Monitoring Site Activity

**CTC Activity** is an Eclair function that enables authorised staff to observe the activity at sites you are associated with.

**Eclair Explorer**

Lara Hopley  Log Off

Work Area ▾

- [Guest Collections](#)
- [CTC Activity](#)
- [Staff Activity](#)
- [CTC Collections](#)
- [Staff Collections](#)
- [Follow-up List](#)
- [Search](#)

**CTC Activity**

Select a location  All  AirNZ AOH AKLBNZ  AirNZ AOH AKLD Domestic terminal  AIRNZ AOH AKLI International Airside  AirNZ AOH AKLI International Terminal  Airport CTC  Auckland Airport Pop Up  Auckland Hospital  Ai  Avondale College Pop Up  Balmoral CTC  Bay Plaza Hotel  Birkenhead Pop Up  CBAC Taranaki Street  CentrePort CTC  Chateau on the Park  Christchurch Airport Testing Centre  Commodore Hotel Christchurch  Crowne Plaza Auckland  Crowne Plaza Christchurch  Distinction Christchurch  Distinction Hamilton  Eventfinda Stadium  Four Points  Grand Mercure

Date range  Today  Yesterday  Last 7 days  Last 14 days

Location	Ordered Date	Ordered	Pending Collection	Collected	Cancelled	Received by Lab	Final Report	Text Sent
Otara CTC	24-Aug-2021	829	18	811	0	808	0	0
Birkenhead Pop Up	24-Aug-2021	151	4	147	0	145	33	33
Avondale College Pop Up	24-Aug-2021	623	7	616	0	612	226	222
Mt Smart Stadium Pop Up	24-Aug-2021	200	1	199	0	199	0	0
Balmoral CTC	24-Aug-2021	474	11	463	0	0	0	0

- **Pending Collection:** Orders that have not been collected. This could be for one of three reasons:
  - Double orders (i.e. two orders were placed and one was collected).
  - People changed their minds after the order was placed.
  - Unsuccessful swab.

At the end of each day, these should be reviewed and cancelled as required via the Collection List.

**Important:** Pending collections are people who have not had a swab. Any people that remain on this list should be contacted and requested to return for their swab, or have their order cancelled if it is no longer necessary.

# Clinical oversight and review of swabs

## Monitoring Site Activity – How to find orders

The **CTC Collection List** shows all orders that are pending collection and is the same list that exists on the Collection App

Use this list to **investigate pending collections** and determine if the order needs to be cancelled or the person requires swabbing.

- The list shows you the person's identity, registration and contact details
- Shows symptomatic (1) and SURV code (2) to allow identification of the HIS people

Scheduled	Registration No.	NHI	Name	Sex	DOB	Cell phone	Symptomatic	Surv code	Order Id
27-Aug-2021	Feb			M			No	SURV-TM18CC	ESR0000391592
27-Aug-2021	Feb			F			No	SURV-TM18CC	ESR0000391614
27-Aug-2021	Feb			F			No	SURV-ADHB	ESR0000391625
27-Aug-2021	Ewh			M			No	SURV-TM18CC	ESR0000396593
27-Aug-2021	Ewh			F			No	SURV-TM18CC	ESR0000396608
27-Aug-2021	Nbh			F			No	SURV-TM18CC	ESR0000396632

# Clinical oversight and review of swabs

## Monitoring Site Activity – How to Cancel Orders

Click into the person from the **CTC Collections List**.

The screenshot shows the Eclair Explorer software interface. On the left is a sidebar with various work areas like Guest Collections, CTC Activity, Staff Activity, and CTC Collections (which is currently selected). The main area displays a 'Patient Clinical Record' with tabs for Patient Details, Patient Orders (highlighted with a red circle 2), Refine, Print, and Bookmarks. Below this is a section titled 'Current scheduled specimen collections. Choose one to review, change, or repeat.' It lists an order for SARS-CoV-2 by Tangri, Vanshdeep. A red arrow points from red circle 1 (on the sidebar) to the 'Recent Data' dropdown. Another red arrow points from red circle 3 (on the sidebar) to the 'All reports displayed' dropdown. A 'Cancel Collection' dialog box is open on the right, containing fields for 'Collection date' (21-Aug-2021), 'Tests' (SARS-CoV-2), and a 'Reason for cancellation' text area (red circle 5). At the bottom of the dialog are 'Continue' and 'Back' buttons, and a 'Reschedule' and 'Cancel' button on the right (red circle 4).

1. Review the recent reports of the person;
2. Click Patient orders (you will see a record of all recent orders)
3. Check the box next to the scheduled orders;
4. Click the **Cancel** button;
5. Fill in a reason for cancelling; and
6. Click **continue**

If the person still requires a swab you can leave this order open and collect on this, or you can cancel the order and leave a message stating they have been recalled for the swab.

# Clinical oversight and review of swabs

## Monitoring Site Activity – Compare Collected vs Received by Lab

Eclair allows you to check the status of your site's orders. This includes number of orders collected and the number received by lab.

	Date range	<input type="radio"/> Today	<input type="radio"/> Yesterday	<input checked="" type="radio"/> Last 7 days	<input type="radio"/> Last 14 days	Location	Ordered Date	Ordered	Pending Collection	Collected	Cancelled	Received by Lab	Final Report	Text Sent
						Waitemata DHB	26-Aug-2021	82	0	82	0	56	0	0
CTC Activity	Waitemata DHB					Waitemata DHB	25-Aug-2021	95	0	95	0	95	69	69
Staff Activity	Waitemata DHB					Waitemata DHB	24-Aug-2021	134	2	132	0	132	132	131
CTC Collections	Waitemata DHB					Waitemata DHB	23-Aug-2021	214	2	212	0	212	212	212
Staff Collections	Waitemata DHB					Waitemata DHB	22-Aug-2021	147	0	147	0	146	146	146
Follow-up List	Waitemata DHB					Waitemata DHB	21-Aug-2021	330	0	327	0	324	324	324
	Waitemata DHB					Waitemata DHB	20-Aug-2021	808	0	807	1	804	803	799
	Waitemata DHB					Waitemata DHB	19-Aug-2021	3	0	3	0	0	0	0

Orders that have been **collected but not received** in the laboratory could be due to the following:

- Swab is still on site at the collection facility – These should be searched for on site in the first instance.
- Swab was lost between the collection facility and the registration at the lab - If not at the laboratory at 24 hours post collection, then contact the person for a new test.

# Clinical oversight and review of swabs

## Monitoring Site Activity – Compare Final Report vs Text Sent

Eclair communicates negative test results via automated text messages. For the majority of tests, this is successful.

However, there are occasions where these text messages do not reach their destination.

Date range	<input type="radio"/> Today	<input type="radio"/> Yesterday	<input checked="" type="radio"/> Last 7 days	<input type="radio"/> Last 14 days	Location	Ordered Date	Ordered	Pending Collection	Collected	Cancelled	Received by Lab	Final Report	Text Sent
CTC Activity	Waitemata DHB	26-Aug-2021	82	0	Waitemata DHB	25-Aug-2021	95	0	95	0	56	0	0
Staff Activity	Waitemata DHB	24-Aug-2021	134	2	Waitemata DHB	24-Aug-2021	134	2	132	0	132	69	69
CTC Collections	Waitemata DHB	23-Aug-2021	214	2	Waitemata DHB	23-Aug-2021	214	2	212	0	212	212	212
Staff Collections	Waitemata DHB	22-Aug-2021	147	0	Waitemata DHB	22-Aug-2021	147	0	147	0	146	146	146
Follow-up List	Waitemata DHB	21-Aug-2021	330	0	Waitemata DHB	21-Aug-2021	330	0	327	0	324	324	324
	Waitemata DHB	20-Aug-2021	808	0	Waitemata DHB	20-Aug-2021	808	0	807	1	804	803	799
	Waitemata DHB	19-Aug-2021	3	0	Waitemata DHB	19-Aug-2021	3	0	3	0	0	0	0

Results that have come into Eclair however have been unable to be communicated via negative text:

- Spoiled sample (e.g. leaked specimen) – needs to be recollected
- No verified cell phone – must be in the consented box to text - manual follow up required
- No cell phone – manual follow up required
- Positive result

The Follow-Up module, described on the following slides.

# Clinical oversight and review of swabs

## Follow up List: How to identify and uncommunicated results

The **Follow-up list** shows individuals that have not received an automated text with their result. This list also provides actions to help you resolve these situations.

Name ↑	Birthd... ↓	Result ... ↓	Days ↑ ↓	Location ↑ ↓	Category ↑ ↓	Contact ↑ ↓	Comment ↑ ↓	Actions
[REDACTED]	[REDACTED]	[REDACTED]	2	Papakura Pop Up	Delivery failure	[REDACTED]	[REDACTED]	[REDACTED]
LABTEST.John'test u	01-Jan-1978	23-Aug-2021	2	Victoria St Carp...	No mobile phone	09nnnnnnn	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	2	Manukau CTC	Inconclusive	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	2	Hataitai Park P...	Delivery failure	[REDACTED]	[REDACTED]	[REDACTED]

1. Select **Location / Facility Choice** (either 'all' or 'one')
2. Review **Unresolved list**: These require communication of result
3. Review **Category column** for reason the result wasn't communicated
  - Inconclusive result (visitor needs retesting)
  - Message delivery failure (retry)
  - No mobile phone (try alternative method)

4. Take **Action**
  - Add comment
  - Send text from here
  - Resolve to move off the active list

Please view slide 22 for further information on the follow up list.

# Clinical oversight and review of swabs

## Follow-up List: Finding more to help you decide on action

- Click the name from the Follow-up List to see if other results are available.

The screenshot shows the Eclair Explorer interface. On the left, a sidebar lists various work areas, with 'Follow-up List' highlighted. The main area displays a 'Follow-up List' window with a dropdown menu set to 'Location: 92 locations selected'. Below this is a 'Reports' section with tabs for 'Recent Data' and 'Refine'. A tree view shows a report for 'LABTEST.John'test u (ZZZ9994)'. An arrow points to the name 'LABTEST.John' in the tree view. The right side of the screen shows a detailed view of the report, specifically the 'Respiratory Testing' section, with various parameters and details listed.

- Click the name in the document tree to look for contact details for the person, if required.

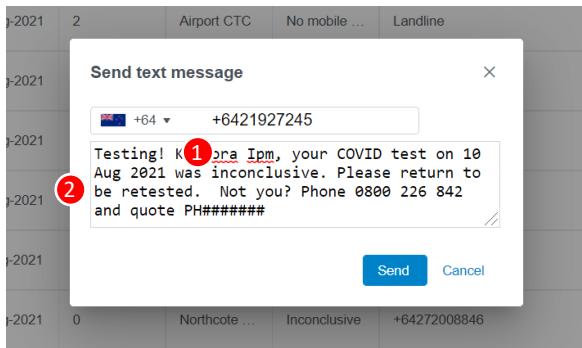
This screenshot shows the same Eclair Explorer interface as above, but the 'Patient Details' tab is active in the 'Reports' section. The 'Details' panel on the right displays patient information for 'LABTEST.John'test u (ZZZ9994)', including name, address, date of birth, sex, and next of kin. An arrow points to the name 'LABTEST.John' in the document tree. The left sidebar shows the 'Follow-up List' area again.

# Clinical oversight and review of swabs

## Follow-up List: Communicating results

There are two ways for you to communicate results:

**1) Send Text Message:** Follow up text messages can be sent from Eclair to communicate results if necessary. This can be for both negative AND inconclusive results.



- Default number:** If a mobile number was entered in the order form it will automatically display in the 'send text message' feature of the worklist. This can be overwritten with a new/alternative mobile number if required. Text messages can be sent from Eclair to both local and international numbers.
- Default message:** The text will be a default message determined by the result (i.e. negative or inconclusive) however it can be overwritten by the user if necessary. Please note the message must contain no more than 160 characters.

Once sent, the item will be automatically moved from the Unresolved Worklist and to the **Resolved** Worklist. If this message fails to be delivered it will reappear on Unresolved List after the failure is known

**2) Alternative Communication:** A follow up text message is not always possible. You may have to communicate via an alternative mode of communication.

Contact ↑		Comment ↑	Actions
+64272008846	Unresolved to use for testing again		<span>View audit</span> <span>Add comment</span> <span>Send text message</span> <span>Resolve</span>
Landline	Unresolved.		
Landline	Called landline and spoke to Test. Test advised "Please TXT my result to 021nnnnnn"		
+6421927245	Observation Report (viewed by clicking patient name) shows "Specimen unsatisfactory for		
+6421927245	Ensure you communicate the result.		

- Contact/communicate:** Use the alternative contact method provided in the order form to communicate the result. This would have been completed by the staff member who created the order.
- Comment/record:** Once the result is communicated, add a comment that details how the result was communicated. This will be visible within an audit history of the order.

**As site lead, encourage and educate your team to leave a suitable contact method.**

**Resolved:** When a result is communicated move it to the **resolved** worklist (see previous slides). It will remain in this worklist for 24 hours in case it needs to be transferred back to **unresolved**.

Support is available between 9:00am and 5:00pm, Monday to Friday. Please **call 0800 ESR CDR (377 237)** or **email CDRsupport@esr.cri.nz**. After hours support for urgent matters is also available from 6:00am until 10:00pm, 7 days a week. Please use the same contact info.