

VetConnect* PLUS

Online Services

User's Guide



IDEXX

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IDEXX

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Introduction to VetConnect PLUS

VetConnect* PLUS makes ordering, reviewing, and trending test results easier and faster:

- Get IDEXX in-house and reference laboratory results immediately anytime, anywhere—in your practice management system, on your tablet, or on your mobile phone.
- View in-house and reference laboratory results side by side, with automatic graphs that trend test results over time.
- View digital radiographs and pathology images online (JPGs), in context with the patient's laboratory results.
- Easily share results with clients, and print client-friendly health summaries.
- Collaborate with referral practices in real time, sharing the same VetConnect PLUS patient view.
- Order reference laboratory tests online, with easy-to-read, bar-coded test requisition forms for improved accuracy.

Getting started is easy

To use VetConnect PLUS online services, your practice needs:

- Internet access
- An IDEXX Reference Laboratories account and/or IDEXX in-house analyzers
- A VetConnect PLUS account (see the next section)

VetConnect PLUS supports the following browsers:

- Microsoft* Internet Explorer* version 10 or higher (Version 7 or higher if you access VetConnect PLUS from your practice management system).
- The latest versions of Google* Chrome*; Mozilla* Firefox*; and Apple* Safari*.

Setting up your VetConnect PLUS account

Contact VetConnect PLUS customer support:

- U.S.: Call 1-888-433-9987, or email vccontactus@idexx.com.
- Canada: Call 1-800-667-3411, or email vccanada@idexx.com.

If you think your practice may already have a VetConnect PLUS account but are not sure who the VetConnect PLUS administrator is at your practice, contact customer support, as described above.

Creating member accounts and setting practice preferences

When your account is ready, IDEXX will email you an administrator user name and password. Use the administrator credentials to:

- Create VetConnect PLUS user names and passwords for practice staff.
- Set your practice preferences.

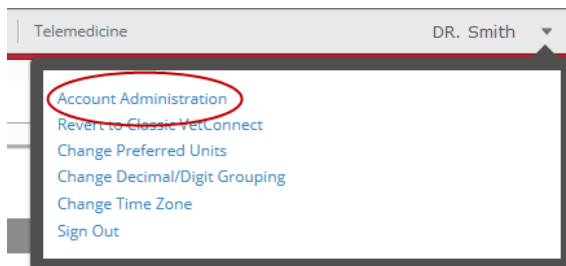
For instructions, see the following section.

Once you have a VetConnect PLUS account, you can view your IDEXX diagnostic results by logging on to VetConnect PLUS anywhere, at any time.

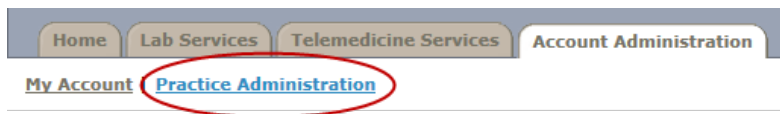
Creating staff user names and passwords

To create user names and passwords:

1. Log on to vetconnectplus.com (U.S.) or vetconnectplus.ca (Canada), using the VetConnect PLUS administrator user name and password.
2. Select the **Account Administration** link from the drop-down menu next to your name.



3. Click the **Practice Administration** link at the top of the next page.

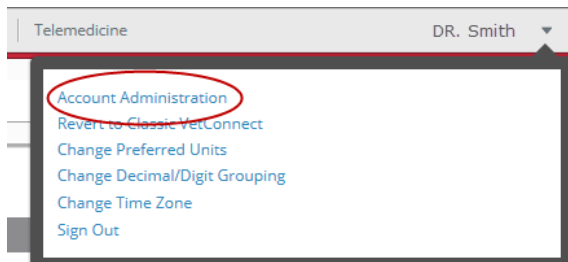


4. In the Practice Members area, click **Add New Member**.
5. Fill in the required fields under **New Account Information**, and then click **Create**.
6. In the Permissions area, select tasks this person will be allowed to perform:
 - **View Lab Reports** (view all VetConnect PLUS laboratory results for your practice).
 - **Order Tests/Consult** (request additional tests and internal medicine consultations through VetConnect PLUS).
 - **Administer Practice** (edit practice information and add or delete members).
7. Click **Save**.

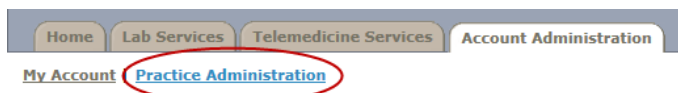
Setting test-result and regional preferences

To set preferences related to test results:

1. Log on to vetconnectplus.com (U.S.) or vetconnectplus.ca (Canada), using the VetConnect PLUS administrator user name and password.
2. Select the **Account Administration** link from the drop-down menu next to your name.



3. Click the **Practice Administration** link at the top of the next page.



4. Navigate to the Preferences area, located below the Practice Members area (you may need to scroll down), and set preferences for these options:

- **Batch heartworm format:** Apply a single barcode to a batch of heartworm tests, or apply a separate barcode to each test in a batch.
- **Email:** To receive test results by email, select **Email Results**, and then choose from the email options displayed.

Note: Results can be mailed to only **one** email address.

Tip: The results will be emailed to the address specified in the Practice Administration area on the left side of this page.

- **Results Display:** Choose any additional information you want to include on your VetConnect PLUS results: test code, client ID, patient ID, and/or client first name.

5. Click **Save**.

To set regional preferences (units, decimal indicators, time zone):

1. Log on to vetconnectplus.com (U.S.) or vetconnectplus.ca (Canada), using the VetConnect PLUS administrator user name and password.
2. Click your name in the upper right corner of the page, and then select from the following menu options:
 - Change Preferred Units
 - Change Decimal/Digit Grouping
 - Change Time Zone
3. When finished, click your name to close the menu and apply your changes.

Viewing, graphing, printing, and sharing test results


You can view all of your patients' results for IDEXX in-house and reference laboratory tests side by side in VetConnect* PLUS, along with IDEXX radiographs (JPGs) and pathology images. View results for all doctors or only those you select.

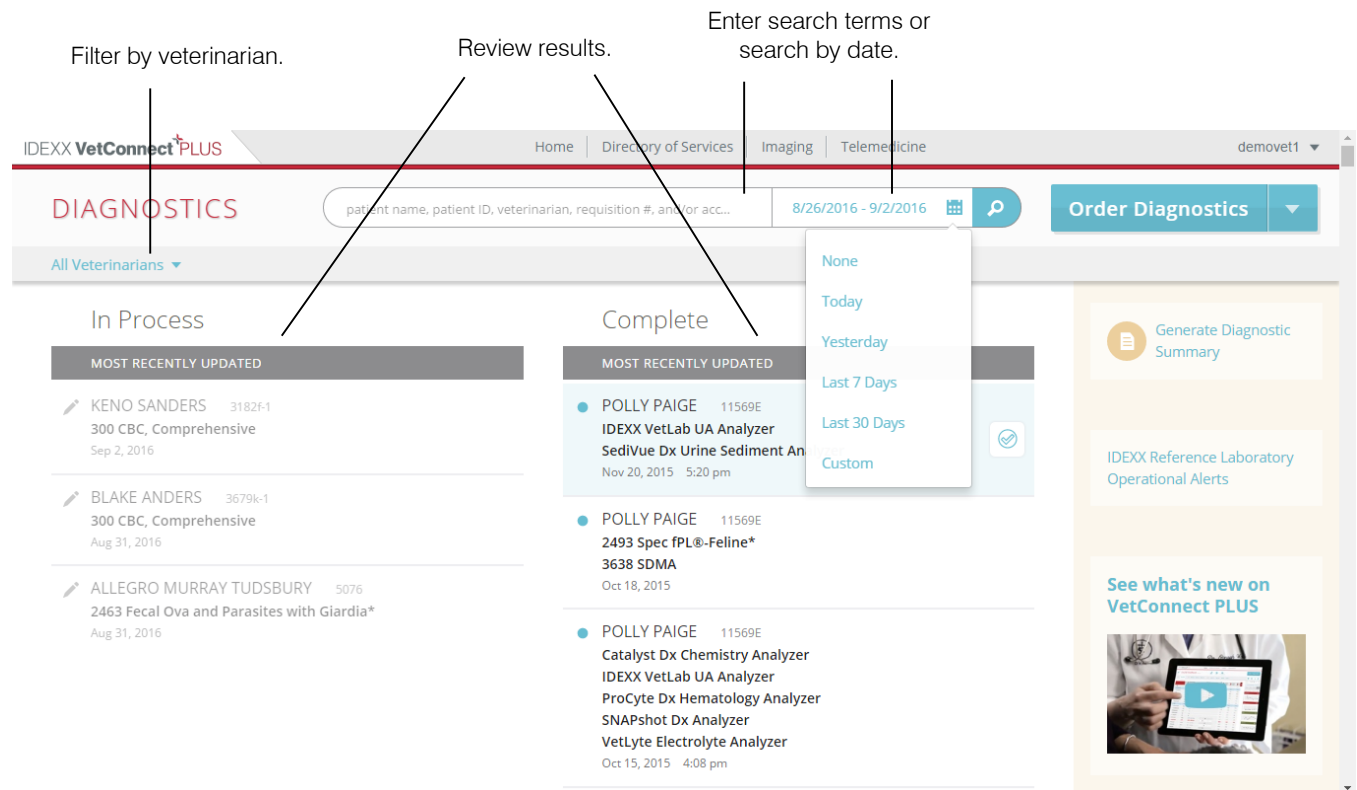
Learn how to easily view, filter, trend, print, report, and share results below.

Viewing test results

Finding test results

1. Locate your most recent test results right on the Home page in the **Complete** column.
OR
Search for a patient or test by entering search terms or a date range at the top of the page.
2. To open the test result, click the patient name in the Complete column or in the search results.

Tip: A blue dot  means the result has not yet been opened.



Filter by veterinarian.

Review results.

Enter search terms or search by date.

IDEXX VetConnect⁺ PLUS

Home | Directory of Services | Imaging | Telemedicine

demovet1

DIAGNOSTICS

patient name, patient ID, veterinarian, requisition #, and/or acc...

8/26/2016 - 9/2/2016

Order Diagnostics

All Veterinarians

In Process

MOST RECENTLY UPDATED

- KENO SANDERS 3182f-1
300 CBC, Comprehensive
Sep 2, 2016
- BLAKE ANDERS 3679k-1
300 CBC, Comprehensive
Aug 31, 2016
- ALLEGRO MURRAY TUDSBURY 5076
2463 Fecal Ova and Parasites with Giardia*
Aug 31, 2016

Complete

MOST RECENTLY UPDATED


- POLLY PAIGE 11569E
IDEXX VetLab UA Analyzer
SediVue Dx Urine Sediment An
Nov 20, 2015 5:20 pm
- POLLY PAIGE 11569E
2493 Spec fPL®-Feline*
3638 SDMA
Oct 18, 2015
- POLLY PAIGE 11569E
Catalyst Dx Chemistry Analyzer
IDEXX VetLab UA Analyzer
ProCyte Dx Hematology Analyzer
SNAPshot Dx Analyzer
VetLyte Electrolyte Analyzer
Oct 15, 2015 4:08 pm

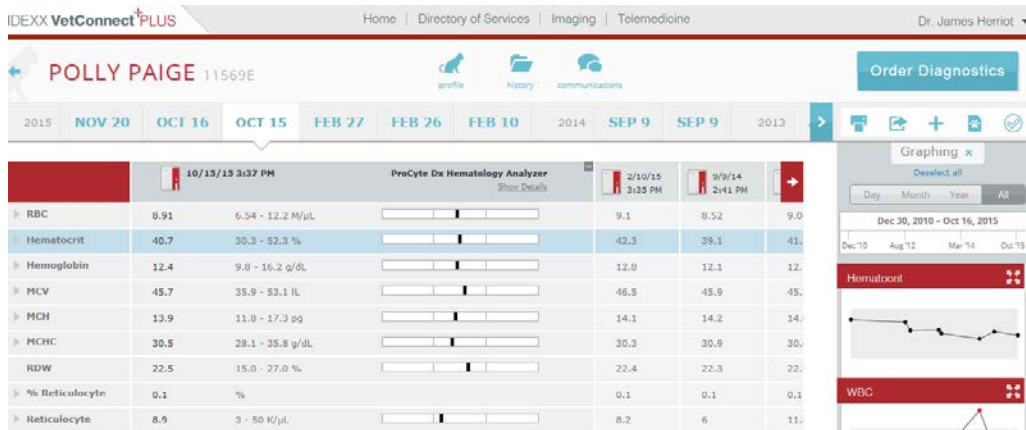
Generate Diagnostic Summary

IDEXX Reference Laboratory Operational Alerts

See what's new on VetConnect PLUS

Understanding the test result display

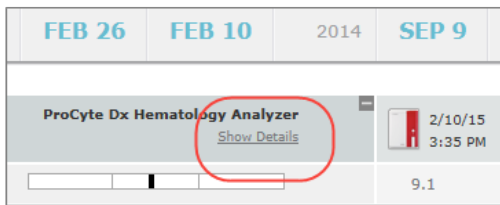
- Results are color-coded by test category (such as red for hematology); an icon indicates the source of the test result, such as the analyzer icon  for the ProCyte Dx* Hematology Analyzer.



The screenshot shows the IDEXX VetConnect PLUS interface for patient POLLY PAIGE (ID 11569E). The interface includes a navigation bar with 'Home', 'Directory of Services', 'Imaging', and 'Telemedicine'. Below the patient name, there are icons for 'profile', 'history', and 'communications', and an 'Order Diagnostics' button. A date selector shows '2015' with tabs for 'NOV 20', 'OCT 16', 'OCT 15', 'FEB 27', 'FEB 26', 'FEB 10', '2014', 'SEP 9', 'SEP 9', and '2013'. The main content area displays a table of test results for the ProCyte Dx Hematology Analyzer. The table has columns for the test name, current value, reference range, and a visual bar chart. The 'Show Details' link for the ProCyte Dx Hematology Analyzer is circled in red. To the right, there is a 'Graphing' section with a 'Deselect all' button and a date range selector for 'Dec 30, 2010 - Oct 16, 2015'. Below the graphing section, there are two line graphs: 'Hematocrit' and 'WBC'.

Test Name	Current Value	Reference Range	Visual Bar	2/10/15 3:35 PM	9/9/14 2:41 PM
RBC	8.91	6.54 - 12.2 M/ μ L		9.1	8.52
Hematocrit	40.7	30.3 - 52.3 %		42.3	39.1
Hemoglobin	12.4	9.8 - 16.2 g/dL		12.0	12.1
MCV	45.7	35.9 - 53.1 fL		46.5	45.9
MCH	13.9	11.0 - 17.3 pg		14.1	14.2
MCHC	30.5	28.1 - 35.8 g/dL		30.3	30.9
RDW	22.5	15.0 - 27.0 %		22.4	22.3
% Reticulocyte	0.1	%		0.1	0.1
Reticulocyte	8.9	3 - 50 K/ μ L		8.2	6

- To view order information, such as requisition ID and collection date, click the **Show Details** link below the analyzer name.



The close-up screenshot shows a card for the ProCyte Dx Hematology Analyzer. The card includes a date selector with tabs for 'FEB 26', 'FEB 10', '2014', and 'SEP 9'. Below the date selector, the analyzer name 'ProCyte Dx Hematology Analyzer' is displayed, followed by a 'Show Details' link circled in red. To the right of the link, there is a date and time stamp '2/10/15 3:35 PM'. Below the link, there is a visual bar chart showing a value of 9.1.

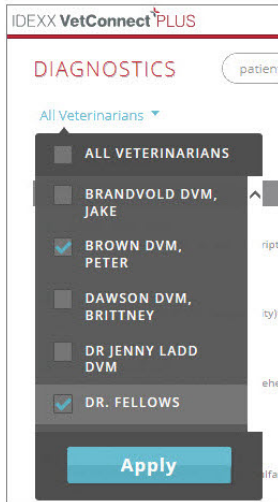
- If other results exist for the same analyte, they are displayed in columns to the right, for easy comparison with the current result.
- Graphs on the right display analyte trends over time; see "Graphing test results over time (trending)," below, for more information.
- To view other available test results by date, click a date tab at the top of the page.

Filtering results by veterinarian

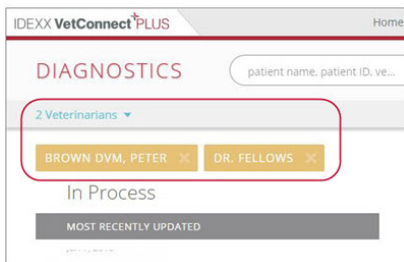
There's no need to search through results for every veterinarian at the practice. You can easily select the doctors whose results you want to see.

To filter results by veterinarian:

1. On the left side of the Home page, above the In Process list, click the down arrow next to **All Veterinarians**.



2. Select the check boxes for the veterinarians whose results you want to see, and then click **Apply**. The selected veterinarian names are displayed above the test results, and the results are filtered to patients for those veterinarians.



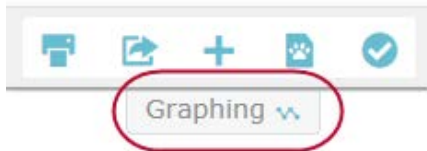
Graphing test results over time (trending)


Interactive trending graphs make clinically relevant changes easier for clients to understand.

To display trending graphs:

1. Open the test result, and then view the trending graphs on the right. Six analytes are automatically graphed.

Tip: If you don't see the trending graphs, click **Graphing** in the upper right.




2. To add more graphs, click the analyte names on the left.
3. To work with a trending graph:
 - Click the expansion icon  in the upper right corner of the graph to expand the graph and display it in the center of the page; click the X in the upper right corner to minimize the graph again.
 - Click a data point in the expanded graph to see the associated data values in the graph header:




4. To close the graph completely, click the analyte name again.

Printing or saving a test report

To generate a test report:

1. Open the test result, and then click  in the upper right corner of the window. A test report PDF is displayed in a new browser tab.
2. From the menu bar at the bottom of the report, click **Save** or **Print**.



PEPPERMINT PATTY


PET OWNER: **PATTY**
SPECIES: **Canine**
BREED:
GENDER: **Female**
AGE: **11 Years**
PATIENT ID: **A12345**

IDEXX VetConnect Plus Sales Account US
One IDEXX Drive
800-248-2483
ACCOUNT #: **85273**
ATTENDING VET: **HOHENHAUS, DVM, ANN**


LAB ID: **2200048949**
ORDER ID: **841984**
DATE OF RECEIPT: **3/13/15**
DATE OF RESULT: **3/13/15**

IDEXX Services: **Total Health™ with Lab 4Dx® Plus**


Hematocrit




WBC




BUN




Creatinine







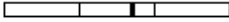
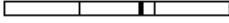
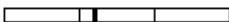

ALT










ALP



Hematology

TEST	RESULT	REFERENCE VALUE		10/23/14	3/18/14
RBC	7.02	5.39 - 8.7 M μ L		7.13	6.9
Hematocrit	45.9	38.3 - 56.5 %		46.0	44.0
Hemoglobin	17.4	13.4 - 20.7 g/dL		17.3	16.5
MCV	65	59 - 76 fL		65	64
MCH	24.8	21.9 - 26.1 pg		24.3	23.9
MCHC	37.9	32.6 - 39.2 g/dL		37.6	37.5
% Reticulocyte	0.4	%		0.7	0.5
Reticulocyte	28	10 - 110 K/ μ L		50	35
WBC	9.2	4.9 - 17.6 K/ μ L		8.6	7.8
% Neutrophil	59.3	%		64.3	61.6


Generated by VetConnect® P     1 / 4    Page 1 of 4

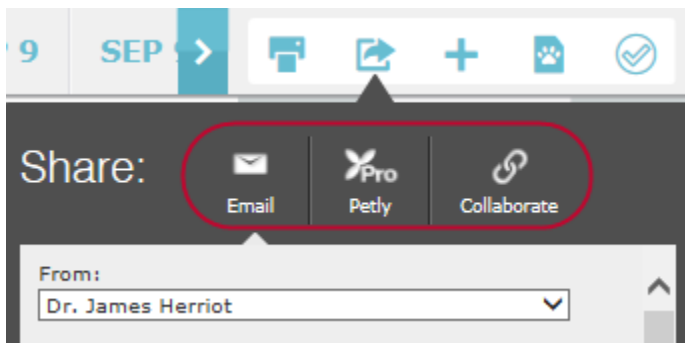
Sharing test results with clients and specialists

You can easily share test results with clients or other hospitals three ways:

- **Email:** Send a PDF file of the current test report.
- **Petly*:** If you use IDEXX Pet Health Network* Pro, place results on the patient's Petly online pet page. To learn more, visit pethealthnetworkpro.com.
- **Collaborate:** Share test results with another VetConnect PLUS practice.

To choose your sharing method:

1. Open the patient test result.
2. Click **Share**  and then click the sharing method (Email, Petly, or Collaborate).



3. Provide the requested information:
 - To select a different sender, choose a name from the drop-down list, or click **Add New** in the drop-down list to create a new sender.
 - Enter the recipient's email address; for the Collaborate option you can also select the recipient from the drop-down list, click **Add New** in the drop-down list to create a new recipient, or click **Edit** to change the current recipient's information.

Note: Only someone with administrator credentials can add new recipients to the list of collaboration recipients. Other users must select from the existing recipients in the list.
4. Click **Send**.
 - For **Email:** VetConnect PLUS sends a PDF of the current test report to the recipient.
 - For **Petly:** The report is placed on the Petly online pet page.
 - For **Collaborate:** The recipient receives an email invitation to accept the shared information. See the next section for details.

Collaborating with specialists

The Collaborate feature lets you share results with another VetConnect PLUS hospital, so both hospitals can see the same consolidated patient history at the same time.

Benefits:

- **Patient's hospital**—You can share test results with a specialist easily, without copying, faxing, or emailing, and you'll see the specialty hospital's test results as soon as they're available.
- **Specialty or referral hospital**—You'll have instant access to the incoming patient's consolidated history for a better diagnostic picture. Support your client hospitals by sharing your test results immediately.

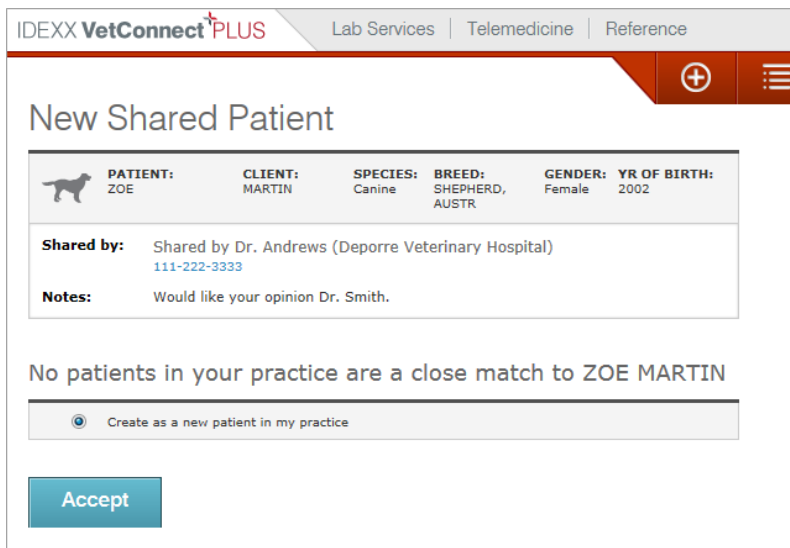
Here's an example:

Practice A plans to refer patient Zoe to Practice B. Both hospitals use VetConnect PLUS:

1. Practice A displays Zoe's test results in VetConnect PLUS and sends a collaboration request (see the previous section).
2. Practice B receives the email invitation, and clicks **View in VetConnect PLUS**.



3. When the VetConnect PLUS logon page opens, Practice B logs on and sees the New Shared Patient page.



- The page contains information about Zoe and lists any records at Practice B that might be a match. In this case there were no matches.
- Practice B clicks **Accept**.

Now Zoe's VetConnect PLUS records are visible to **both** practices in VetConnect PLUS.

- To stop the sharing relationship, contact IDEXX Customer Support. Results already shared will remain visible, but new results will no longer be shared.

Running a Diagnostic Summary (Requisition) report

Similar to the Requisition report in classic VetConnect*, the Diagnostic Summary report lists your IDEXX Reference Laboratories tests by patient and includes requisition number, veterinarian, and test status.

Use the report as a daily checklist or to reconcile patient invoices. You can run the report for today, yesterday, or for any date range.

Order Date	Patient and Test(s)	Requisition #	Veterinarian	Status
Sep 12, 2016	BLAKE ANDERS 3679k-1 4035 Urine Culture and MIC Susceptibility* 8499 Free T4 by Equilibrium Dialysis		AARON	IN PROCESS
	POLLY PAIGE 11569E 300 CBC, Comprehensive		LISA BATUR	IN PROCESS

To run the Diagnostic Summary report:

Click **Generate Diagnostic Summary** in the upper right corner of the Home Page, just below Order Diagnostics.

The screenshot shows the top navigation bar with a search field, date range (7/18/16 to 7/25/16), and an 'Order Diagnostics' button. Below this, a 'Complete' section contains a 'Generate Diagnostic Summary' button. A date selection calendar is open, showing July and August 2016. The calendar has 'From 7/1/2016' and 'To 7/31/2016' fields. A 'Generate' button is visible at the bottom of the calendar. A red arrow points from the text 'Click to choose dates and then generate the report.' to the 'Generate Diagnostic Summary' button.

Click to choose dates and then generate the report.

Producing client-friendly summaries

Send these attractive, informative reports home with your clients to illustrate the value of the preventive diagnostics you provided for their healthy cat or dog.

Choose the health monitoring summary or the SNAP* 4Dx* Plus Test summary or both. Each summary can be customized with patient information and your own observations.

Peppermint

Species: Canine Tested: 3/13/15
Year of Birth: 2004 Report: Preventive Care

PATTY

Good news! We have screened Peppermint's blood for common conditions, and your pet's organ systems appear to be functioning normally. This preventive care testing is very important for us to spot potential health issues before Peppermint shows symptoms, and to obtain a baseline of blood values while your pet is healthy. Also, Peppermint is free of diseases transmitted by mosquitoes and ticks. Keep up the good work with regular tick checks and by following your pet's prevention plan!

Monitoring for potential health problems

This preventive care testing has added to our understanding of what is normal for your best friend, establishing a baseline that we will compare to in the future. When you bring your pet back for testing each year, we will track subtle changes more effectively. This improves our ability to detect disease in your pet even when values are normal, or before any outward signs of illness can be seen. By spotting problems at the earliest possible stage, we may prevent or treat disease with greater success. The more data we have, the better we can support you in providing your pet with a long, healthy and happy life!

Blood

A complete blood count was used to screen for: anemia, inflammation, infection, stress, leukemia, bleeding problems, hydration, and ability to fight infection. Your pet's blood results are normal.

Thyroid

Thyroid hormones control how quickly the body uses energy. Thyroid function can become abnormal and cause illness. Diagnostic tests indicate normal thyroid hormone levels.

Heart & Lungs

Clinical assessment indicates that your pet's heart and lungs are functioning normally.

Pancreas & Intestines

The pancreas is a small organ located near the small intestines and is responsible for producing several digestive enzymes and hormones that help regulate metabolism. The intestines are needed for digestion and absorption of nutrients from food. Clinical assessment indicates normal pancreas and intestine functions. No parasites were found on your pet's fecal examination.

Liver & Gallbladder

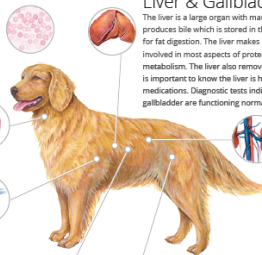
The liver is a large organ with many different functions. It produces bile which is stored in the gallbladder and is important for fat digestion. The liver makes protein and cholesterol and is involved in most aspects of protein, carbohydrate and fat metabolism. The liver also removes toxins from the blood and it is important to know the liver is healthy prior to starting many medications. Diagnostic tests indicate that your pet's liver and gallbladder are functioning normally.

Kidneys

Kidneys are responsible for filtering metabolic waste products, excess sodium, and water from the blood stream, as well as conserving vital electrolytes. Diagnostic tests indicate that the kidneys are functioning normally.

Bladder & Urine

A urinalysis was performed to help assess the health of your pet's kidneys and bladder. Your pet's urine indicates good kidney function, and there is no evidence of inflammation or infection in the kidneys or bladder.



Peppermint

Tested: 3/13/15
Report: Mosquito & Tick Screening

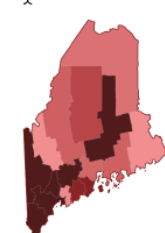
Mosquito & tick-borne diseases in Maine¹

You know your dog better than anyone else. That's why your role as the "watchdog" for these infections is critical. Your dog can be exposed to these infections in almost any outdoor location where ticks and mosquitoes can be found and risk varies from region to region. Review the infection descriptions below, and watch for the most common signs associated with these diseases. Symptoms may be hard to detect in the early stages so we recommend this parasitic disease screen at your dog's annual checkup. Work with us to find infections early, because early intervention is important for a lifetime of good health.

Heartworm

None detected

Maine Risk: 1 out of 10 dogs
Heartworm is a parasitic infection transmitted by mosquitoes. Symptoms may include mild persistent cough, fatigue, being tired after moderate exercise, weight loss, and reduced appetite.



COMBINED INFECTION RISK
No Data Emerging Moderate High

1. Prevalence data for 2012 courtesy of digandticks.com and © 2012 Google

Lyme disease

None detected

Maine Risk: 1 out of 7 dogs
Lyme disease is a bacterial infection transmitted by deer ticks. Symptoms may include lameness, reluctance to move, swollen or painful joints, lack of energy, and vomiting nose.

Anaplasmosis

None detected

Maine Risk: 1 out of 14 dogs
Anaplasmosis is a bacterial infection transmitted by deer ticks and brown dog ticks. Symptoms may include lack of energy, weakness, swollen or painful joints, and loss of appetite.

Ehrlichiosis

None detected

Maine Risk: 1 out of 10 dogs
Ehrlichiosis is a bacterial infection transmitted by brown dog ticks and lone star ticks. Symptoms may include loss of appetite, depression, lameness, swollen or painful joints, bloody nose, and pale gums.

We recommend a follow-up visit in one year

What can you do next?

- Support a healthy lifestyle with proper nutrition and exercise.
- Check for ticks regularly. For info on ticks & removal: www.digandticks.com
- Review resources about canine wellness: pethealthnetwork.com/dog-home
- Follow your veterinarian's instructions for prevention of disease in your dog, including topical treatments, collars and vaccines.
- Schedule your pet's next preventive care screening for August 2017

We're here for you and your dog! If you have any questions about your dog's nutrition, behavior or health, we'd be happy to talk with you anytime. (207)556-0200.

Dr. Blinker
544-122-1212
Cornerstonevet@gmail.com

IDEXX Demo Practice
www.IDEXX.com

Polly

Species: Feline Tested: 10/17/15
Year of Birth: 2001 Report: Preventive Care

Patricia Paige

Good news! We have screened Polly's blood for common conditions, and your pet's organ systems appear to be functioning normally. This preventive care testing is very important for us to spot potential health issues before Polly shows symptoms, and to obtain a baseline of blood values while your pet is healthy. Keep up the good work!

Monitoring for potential health problems

This preventive care testing has added to our understanding of what is normal for your best friend, establishing a baseline that we will compare to in the future. When you bring your pet back for testing each year, we will track subtle changes more effectively. This improves our ability to detect disease in your pet even when values are normal, or before any outward signs of illness can be seen. By spotting problems at the earliest possible stage, we may prevent or treat disease with greater success. The more data we have, the better we can support you in providing your pet with a long, healthy and happy life!

Blood

A complete blood count was used to screen for: anemia, inflammation, infection, stress, leukemia, bleeding problems, hydration, and ability to fight infection. Your pet's blood results are normal.

Thyroid

Thyroid hormones control how quickly the body uses energy. As your cat ages, thyroid function can become abnormal and cause illness. Diagnostic tests indicate normal thyroid hormone levels.

Heart & Lungs

Clinical assessment indicates that your pet's heart and lungs are functioning normally.

Pancreas & Intestines

The pancreas is a small organ located near the small intestines and is responsible for producing several digestive enzymes and hormones that help regulate metabolism. The intestines are needed for digestion and absorption of nutrients from food. Clinical assessment indicates adequate pancreatic and intestinal function.

Liver & Gallbladder

The liver is a large organ with many different functions. It produces bile which is stored in the gallbladder and is important for fat digestion. The liver makes protein and cholesterol and is involved in most aspects of protein, carbohydrate and fat metabolism. The liver also removes toxins from the blood and it is important to know the liver is healthy prior to starting many medications. Diagnostic tests indicate that your pet's liver and gallbladder are functioning normally.

Kidneys

Kidneys are responsible for filtering metabolic waste products, excess sodium, and water from the blood stream, as well as conserving vital electrolytes. Diagnostic tests indicate that the kidneys are functioning normally.

Bladder & Urine

A urinalysis was performed to help assess the health of your pet's kidneys and bladder. Your pet's urine indicates good kidney function, and there is no evidence of inflammation or infection in the kidneys or bladder.



We recommend a follow-up visit in one year

What can you do next?


- Support a healthy lifestyle with proper nutrition and exercise.
- Review resources about feline health: pethealthnetwork.com/cats-home
- Schedule your pet's next preventive care screening for August 2017

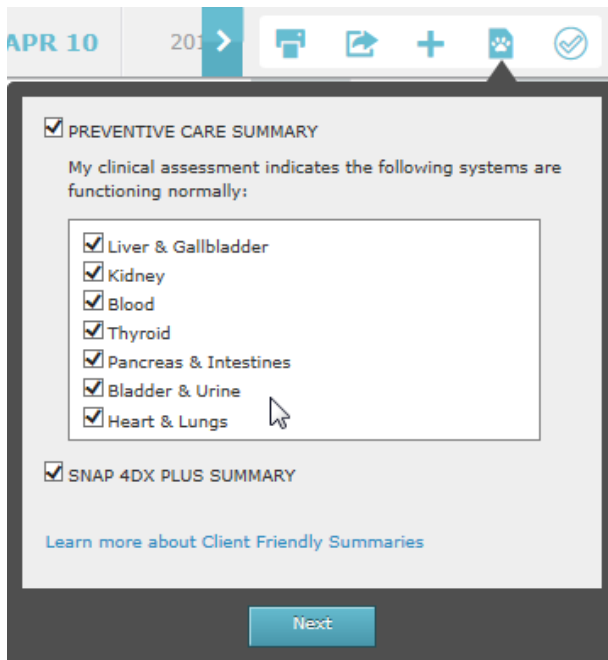
We're here for you and your cat! If you have any questions about your cat's nutrition, behavior or health, we'd be happy to talk with you anytime. (207)556-0200.

Dr. Blinker
544-122-1212
Cornerstonevet@gmail.com

IDEXX Demo Practice
www.IDEXX.com

To produce a client-friendly summary:

1. Open the test result, and then click  in the upper right.
2. Choose the summary you want, select the content, and then click **Next**.



APR 10 2017

PREVENTIVE CARE SUMMARY

My clinical assessment indicates the following systems are functioning normally:

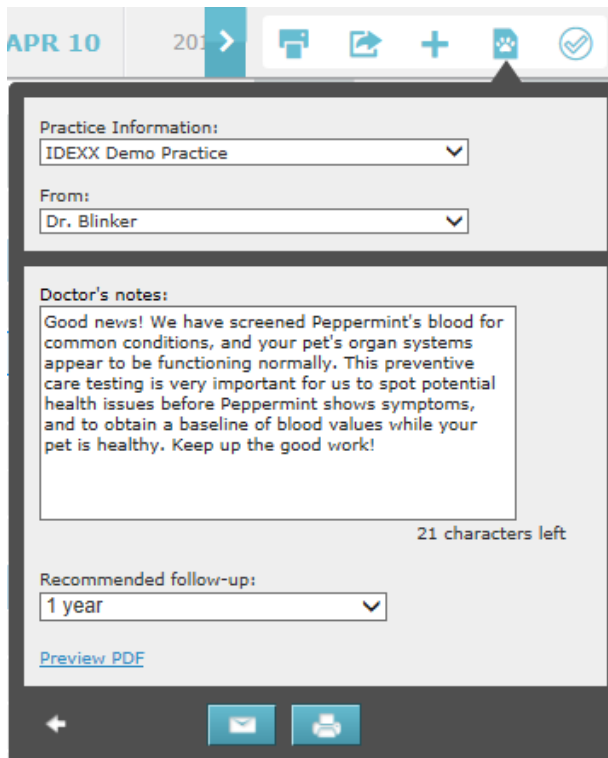
- Liver & Gallbladder
- Kidney
- Blood
- Thyroid
- Pancreas & Intestines
- Bladder & Urine
- Heart & Lungs

SNAP 4DX PLUS SUMMARY

[Learn more about Client Friendly Summaries](#)

Next

3. Enter your own information to personalize the report.



APR 10 2017

Practice Information:
IDEXX Demo Practice

From:
Dr. Blinker

Doctor's notes:
Good news! We have screened Peppermint's blood for common conditions, and your pet's organ systems appear to be functioning normally. This preventive care testing is very important for us to spot potential health issues before Peppermint shows symptoms, and to obtain a baseline of blood values while your pet is healthy. Keep up the good work!

21 characters left

Recommended follow-up:
1 year

[Preview PDF](#)

← [Email] [Print]

4. Use the buttons at the bottom of the window to print or email the report.

Ordering tests from IDEXX Reference Laboratories

Important:

- If you order reference laboratory tests through your practice management system, **continue to do so**. Follow the steps below only if you typically use hand-written order forms or if you've been using classic VetConnect* (vetconnect.com*).
- **Always** include a printout of the requisition form when you send the specimens to your IDEXX laboratory.

Ordering tests for a single patient

To order tests:

1. Click [Order Diagnostics](#) on the Home page or on any test result page.
2. If you started from the Home page, select the patient or add a new patient, and then click **Next: Select Tests**. (If you started from a patient record, the patient is already selected.)

Patient	Patient ID	Breed	Client ID
Add new patient			
Blake Anders	3679k-1		3721p edit
Buffy Kapowski	D12345		edit
Coco Winston	4988R-1		3157V edit
Keno Sanders	3182f-1		4824v edit
Marley Miller	C12345		edit

3. If prompted for missing information, enter the required information and then click **Save and Select Tests**.

IDEXX Diagnostics **Complete Missing Information** [X]

Client First Name: James
Client ID: 123
Client Last Name*: Smith
Client's Practice Affiliation: None

Patient Name*: Missy
Gender*: Please select
Patient ID*:
Birth Date*: 06/17/2012
Species (Animal Group)*: Feline
Age: 3 Years
Breed: Please select
Microchip #:

[Save and Select Tests]

Your most frequently ordered tests are displayed:

IDEXX Diagnostics **Polly Paige (11569E)** [?] [X]

Search by test name, code, or components

Frequent | Featured | Diseases | Systems | Categories

HealthChek™ Profile(1)
8:00 a.m. | 2 mL serum, 1 mL LTT, two blood smears (preferred)

IDEXX SDMA™ Test(3638)
8:00 a.m. | 1 mL serum (preferred) or 1 mL EDTA or heparinized...

T4, Total*(804)
8:00 a.m. | 1 mL serum

Chem 21 with IDEXX SDMA™ Test (1271)
8:00 a.m. | 2 mL serum

Chem 10 with IDEXX SDMA™ Test

Feline

Veterinarian *
Please enter

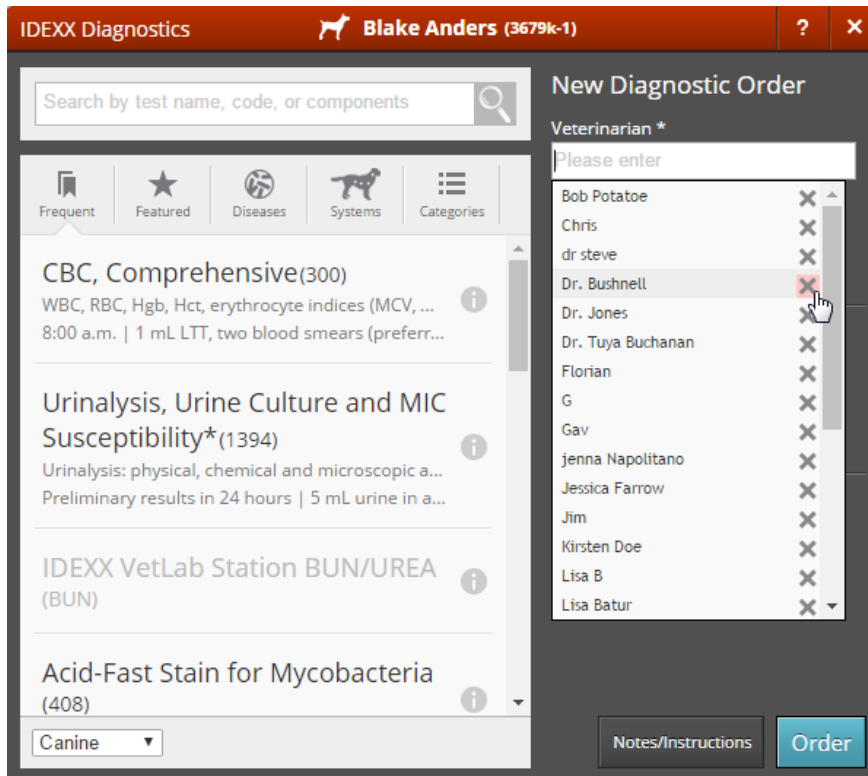
Selected Tests

[Notes/Instructions] [Order]

4. Choose tests any of these ways:
 - Select from your frequently ordered tests in the list.
 - Search by test name, test code, or test component using the search box at the top.
 - Click a tab to choose from featured tests, tests for specific diseases, tests organized by body system, or tests organized by categories such as hematology or chemistry.

Tip: To view test details, click the information icon  to the right of the test name.

5. Enter the veterinarian's name on the right, and then provide any additional information required, such as specimen details or notes and instructions.



Tips:

- To remove a veterinarian's name from the selection list, click the X to the right of the name.
 - If the **Add-ons Available** button is displayed, you can click it to select certain additional tests.
6. When ready, click **Order**.
 A pop-up message will alert you if any required information is missing.
 When the information is complete, the requisition form opens as a PDF file.
 7. Print the form and include it with the specimens you send to the laboratory.

Ordering a single test for multiple patients (batch order)

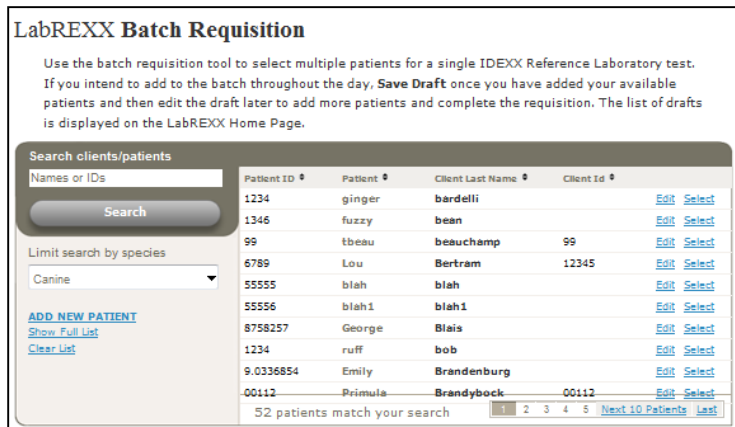
A batch order submits a request for a single test for multiple patients at once. You can create batch orders for Canine Heartworm Antigen, Fecal Ova and Parasites, and many other tests.

To submit a batch order:

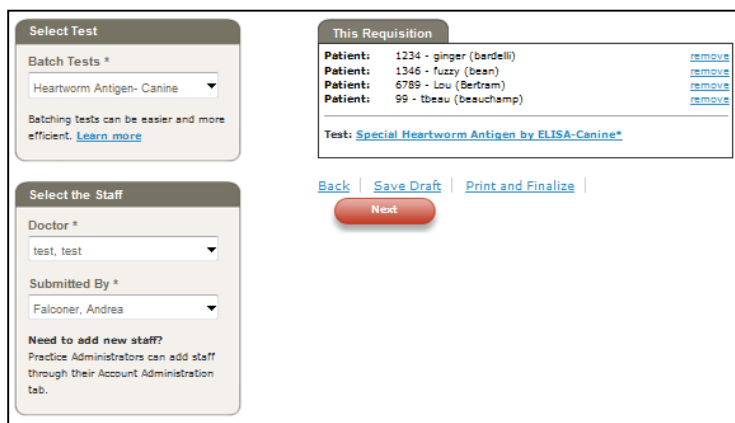
1. Click the down arrow next to Order Diagnostics, and then select **Batch Requisition**.








2. Search for and select patients. You must include at least two patients in a batch.

A screenshot of a web application window titled 'LabREXX Batch Requisition'. The window contains instructions: 'Use the batch requisition tool to select multiple patients for a single IDEXX Reference Laboratory test. If you intend to add to the batch throughout the day, Save Draft once you have added your available patients and then edit the draft later to add more patients and complete the requisition. The list of drafts is displayed on the LabREXX Home Page.' Below the instructions is a search interface. On the left, there is a search box labeled 'Search clients/patients' with a 'Search' button. Below the search box is a dropdown menu for 'Limit search by species' set to 'Canine'. There are also links for 'ADD NEW PATIENT', 'Show Full List', and 'Clear List'. On the right, there is a table of search results with columns for Patient ID, Patient, Client Last Name, and Client Id. The table lists several patients, including ginger (bardelli), fuzzy (bean), tbeau (beauchamp), Lou (Bertram), blah (blah), blah1 (blah1), George (Blais), ruff (bob), Emily (Brandenburg), and Primula (Brandybock). At the bottom of the table, it says '52 patients match your search' and has pagination controls for 1, 2, 3, 4, 5, 'Next 10 Patients', and 'Last'.

3. Scroll down, and then under **Select Test**, select the test to order. You can select only one test per batch.
4. Under **Select the Staff**, select the doctor's name and the name of the person submitting the requisition.

A screenshot of a web application window showing the 'Select Test' and 'Select the Staff' sections. The 'Select Test' section has a dropdown menu for 'Batch Tests *' set to 'Heartworm Antigen- Canine'. Below it is a note: 'Batching tests can be easier and more efficient. Learn more'. The 'Select the Staff' section has a dropdown menu for 'Doctor *' set to 'test, test' and a dropdown menu for 'Submitted By *' set to 'Falconer, Andrea'. Below these is a note: 'Need to add new staff? Practice Administrators can add staff through their Account Administration tab.' To the right of these sections is a 'This Requisition' section showing a list of selected patients: 'Patient: 1234 - ginger (bardelli)', 'Patient: 1346 - fuzzy (bean)', 'Patient: 6789 - Lou (Bertram)', and 'Patient: 99 - tbeau (beauchamp)'. Below the list is a 'Test: Special Heartworm Antigen by ELISA-Canine*'. At the bottom of the window are buttons for 'Back', 'Save Draft', 'Print and Finalize', and a large red 'Next' button.


5. When finished, click **Next**.
6. Click **Print and Finalize** to print the form.

		Batch Request Form US Reference Labs Test Account 1 IDEXX Drive Westbrook, ME 04111	
Phone: 207-558-8867 Fax: 207-558-8867 Email: john-ellingsworth@idexx.com Antrim #: 13682 Doctor: t. test Staff: A. Falconer	Batch Test: 7723 Special Heartworm Antigen by ELISA-Canine* Requisition #: 5079005 Date Collected: November 15, 2011 Patients: 4		
1. ginger bardelli <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin: 5px 0;">Lab Use: Accession Sticker</div>  <small>13682 5079005 7723 Special Heartworm Antigen by ELISA-Canine* Lab Use: 11/15/2011, P3 Canine, C3D</small>			
2. fuzzy bean <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin: 5px 0;">Lab Use: Accession Sticker</div>  <small>13682 5079005 7723 Special Heartworm Antigen by ELISA-Canine* Lab Use: 11/15/2011, P3 Canine, C3D</small>			
3. Lou Bertram <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin: 5px 0;">Lab Use: Accession Sticker</div>  <small>13682 5079005 7723 Special Heartworm Antigen by ELISA-Canine* Lab Use: 11/15/2011, M3 Canine, C</small>			
4. tbeau beauchamp <div style="border: 1px solid gray; padding: 2px; width: fit-content; margin: 5px 0;">Lab Use: Accession Sticker</div>  <small>13682 5079005 7723 Special Heartworm Antigen by ELISA-Canine* Lab Use: 11/15/2011, M3 Canine, C</small>			


Important: Include the printed form when you send the specimens to your IDEXX reference laboratory.

Adding tests to an order

You can add tests to an order two ways:

- From the In Process column on the Home page, if the test samples have not yet been processed (accessioned). The order will display a pencil  icon.
- From a test result for a completed order, if enough appropriate sample remains at the laboratory.

To add tests to an order in the In Process column:

1. Find the order in the In Process column—the test must display the pencil icon  indicating that the samples have not yet been processed—and then click the test row.
2. When the order dialog box opens, make changes as needed, and then click **Order**.

To add tests to a completed order:

1. Open the test result in VetConnect* PLUS, and then click **Add +** in the upper right. The Request window opens, with the Add Tests option selected.

2. Select up to 3 tests, and then select the requestor's name.
3. Enter any comments or notes, and then click **Submit Request**.

The request is sent to the laboratory. The laboratory will contact you if there is not enough remaining sample to complete the tests or if there are other questions or concerns.

Canceling an order or reprinting a test requisition form

Important: You can cancel an order or reprint the test requisition form until the samples have been processed at the laboratory.

Note: A pencil icon  next to the test on the Home page indicates the test has not yet been processed (accessioned).


To cancel or reprint an order:

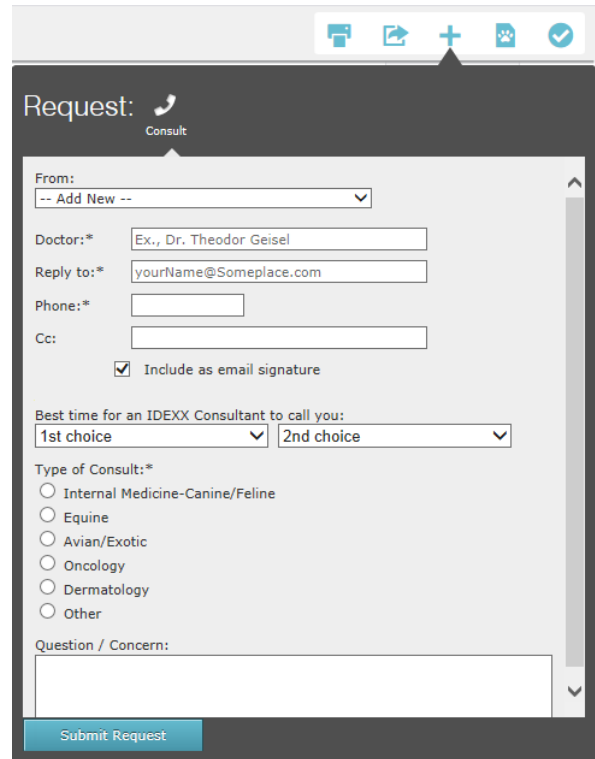
1. On the Home page, find the test in the **In-Process** column.
2. If the blue pencil appears, indicating the **samples have not yet been processed**:
 - To cancel the order, click the **Trash** icon.
 - To reprint the order form, click the **Print** icon.

Requesting a consultation

From within VetConnect PLUS, you can submit a request a consultation with an IDEXX board-certified internal medicine consultant.

To request a consultation:

1. Open the test result in VetConnect PLUS.
2. Click **Request a Service**  at the top of the page to display the Request box.
3. Provide the requested information and click **Submit Request**.



The screenshot shows a web form titled "Request: Consult". At the top right, there are icons for a printer, a share icon, a plus sign, a paw print, and a checkmark. The form fields are as follows:

- From:** A dropdown menu with "-- Add New --" selected.
- Doctor:*** A text input field containing "Ex., Dr. Theodor Geisel".
- Reply to:*** A text input field containing "yourName@Someplace.com".
- Phone:*** An empty text input field.
- Cc:** An empty text input field.
- Include as email signature**
- Best time for an IDEXX Consultant to call you:** Two dropdown menus, the first set to "1st choice" and the second to "2nd choice".
- Type of Consult:*** A list of radio button options: "Internal Medicine-Canine/Feline", "Equine", "Avian/Exotic", "Oncology", "Dermatology", and "Other".
- Question / Concern:** A large text area for entering the reason for the request.
- Submit Request** button at the bottom.

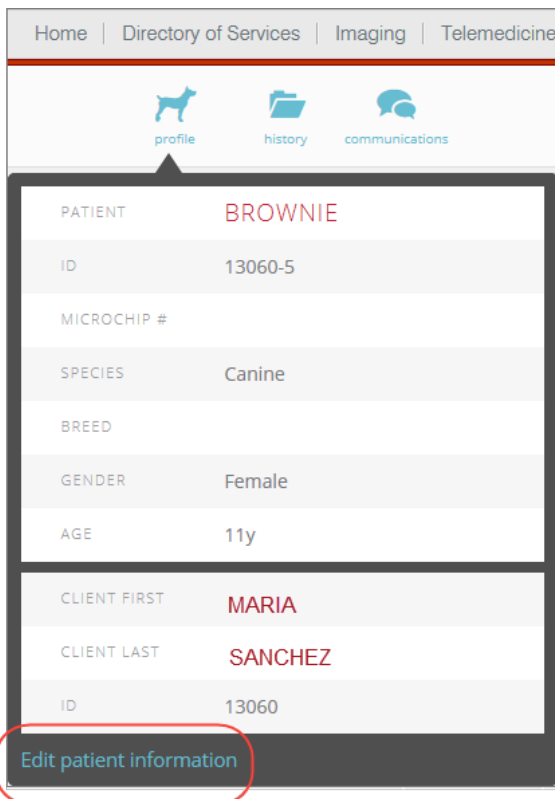
Managing patient information

Editing patient and client information

Important: Only users with administrator privileges can edit client and patient information.

To edit patient/client information:

1. Open a test result for the patient.
2. At the top of the page, click **Profile**, and then click **Edit patient information** at the bottom of the box.



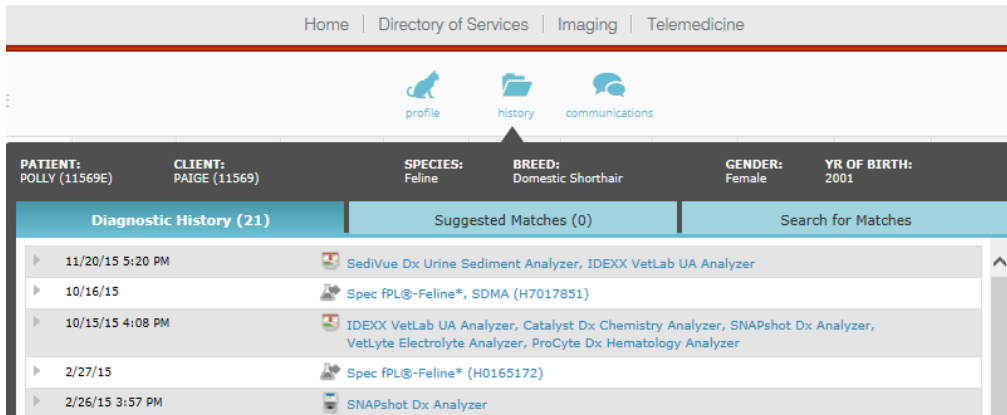
3. Make the changes, and then click **Save**.

Finding diagnostic tests within a patient's history

The Patient History tool lists diagnostic results by date, so you can quickly locate past test results.

To find diagnostic tests:

1. Open a test result for the patient.
2. At the top of the page, click **History**, and then review the Diagnostic History list.



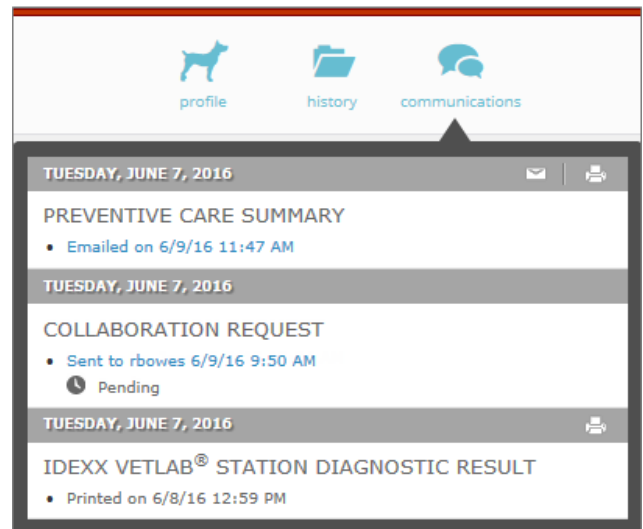
3. If you can't find the test you're looking for, use these tabs to find patients that might have been confused with the current patient:
 - **Suggested Matches** lists any patients that VetConnect* PLUS recognizes as a close match.
 - **Search for Matches** lets you search for patients with similar names, IDs, etc.

Viewing patient communications

Patient communications include collaboration requests, emails, and print requests.

To view a communication history for a patient:

1. Open a test result for the patient.
2. At the top of the page, click **Communications**.



Get VetConnect PLUS on your mobile phone

The VetConnect* PLUS mobile app is available for both Apple* and Android* mobile phones. The mobile app displays results for both in-house and IDEXX Reference Laboratories tests.

Downloading and setting up the mobile app

Follow the instructions below to download and set up the VetConnect PLUS app on an Apple or an Android mobile phone.

To download the app on an Apple iPhone:

Tip: Prefer to see the download and setup steps? Watch [this quick snippet](#).


1. On your iPhone, tap  (or go to appstore.com).

Tip: If reading this PDF file on your phone, you can just tap the icon below.



2. Search for VetConnect PLUS.

3. Tap  .

4. When the download is finished, tap .

5. Sign in with your VetConnect user name and password. You only need to sign in the first time.

6. Tap **Learn How** > .

7. Tap the onscreen items, as prompted, to see a quick tour of VetConnect PLUS features.

8. Tap **Next**, and then tap **Take me to the app**.

9. Tap **OK** to personalize your notifications.

10. Tap **OK** again to receive notifications. The Settings screen opens.

Important: You must tap OK in order to receive test result notifications for your patients.

11. To personalize your app, tap **Settings** at the top left and then set these options as needed:

- Days to Sync: The number of days of test results you want to see in your inbox.
- Personalization: Lets you filter test results to specific doctors. Be sure to select all variations of a doctor's name.
- Alerts for new results: Green means you clicked OK to receive test result notifications. If the option is **not** green, tap the round slider to turn alerts on now.

12. Tap **Done** in the upper right. Your Diagnostics inbox opens, displaying your patients' most recent test results.

Tip: You can change any these settings by tapping **Settings** in the upper left corner of the screen.

The app is now ready to use. Look for the VetConnect PLUS icon  on your desktop.


To download the app on an Android phone:

Tip: Prefer to see the steps? Watch [this quick snippet](#).

1. On an Android phone, tap **Play Store**  or go to play.google.com/store

Tip: If reading this PDF file on your phone, you can just tap the icon below.



2. Search for VetConnect PLUS.
3. Tap **INSTALL**, and then tap **ACCEPT**.
4. When the download is finished, tap **OPEN**. The app is added to the App Drawer on your phone.
5. Tap the App Drawer , select the app, and then sign in with your VetConnect PLUS user name and password. You only need to sign in the first time.
6. Tap **See what's new**.
7. Tap the onscreen items, as prompted, to see a quick tour of VetConnect PLUS features.
8. Tap **Next** and then tap **Take me to the app**.
9. To personalize your settings:
 - a. Tap **Days to Sync** and then choose the number of days of test results you want to see in your inbox.
 - b. Set the **Alerts for new results** option to On (green). This ensures you'll be notified every time an in-house or reference laboratory test result is returned.
 - c. Use the **Personalization** setting to filter test results to specific doctors. Be sure to select all variations of a doctor's name.
 - d. Tap **Done** when finished.

Tip: You can change any these settings by tapping **Settings** in the upper left corner of the screen.

The app is now ready to use. Look for the VetConnect PLUS icon  in your app drawer.

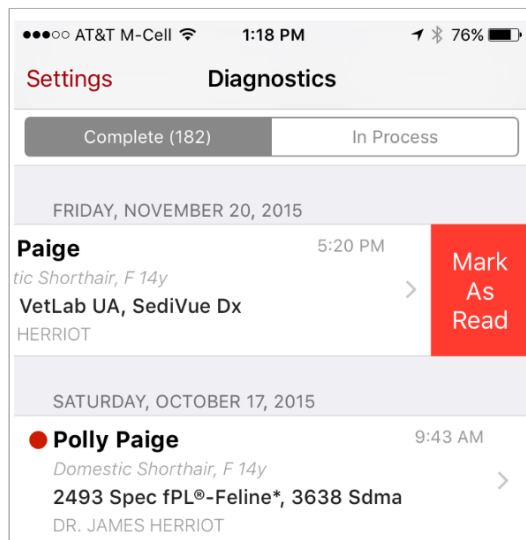
Viewing results in Apple and Android phones

To see completed results:

Completed results for both in-house and reference laboratory tests are displayed by default.

A red dot next to a patient name means you have not yet opened the test result.

Tip: To quickly mark a test result as read (or unread) on an iPhone, swipe the test result left and then tap the red button.



To see in-process results:

Tap the **In Process** tab to see the current status of the test, from beginning to end, including individual test results as they become available.

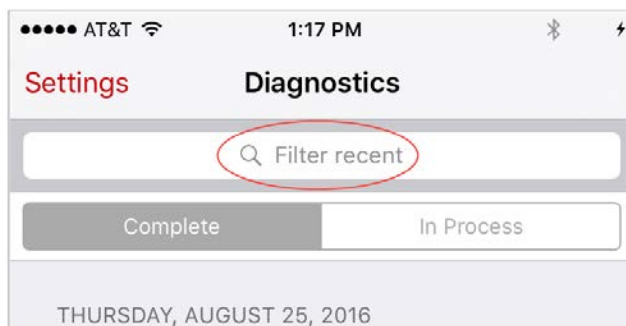


To search for and open a completed test result:

1. In an iPhone, swipe the top of the screen down to reveal the **Filter recent** search box.
or

In an Android phone, tap **Filter** .

2. Enter your search criteria.



3. Tap the patient name to display the patient's results.

- If historical results are available, you'll see overlapping "card edges" on the right and a small date and arrow above—tap the cards or the arrow, or swipe left to display the historical results.

HEMATOLOGY				10/23/14 <
RBC	7.02		7.13	
Hematocrit	45.9		46.0	
Hemoglo...	17.4		17.3	
MCV	65		65	
MCH	24.8		24.3	

To view analyte graphs and interpretive summaries:

- To graph an analyte, tap the analyte name. The graph opens within the list of results.

HEMATOLOGY

CHEMISTRY

Glucose	91	
BUN	29	
Creatinine	1.5	

IDEXX S... 17 0 - 13 µg/dL More... X

17
0.0

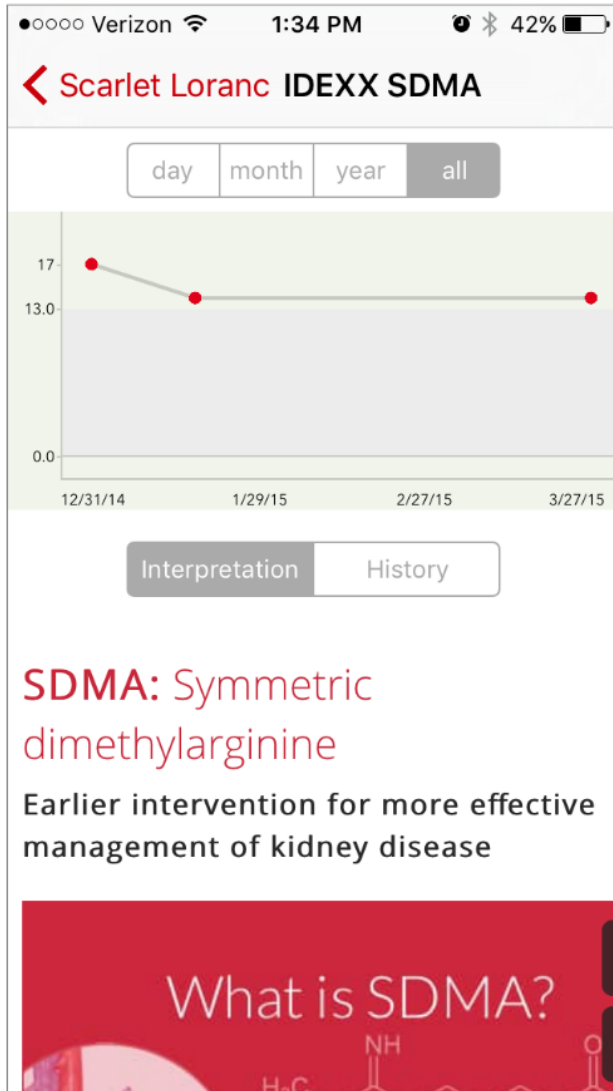
12/31/14 1/29/15 2/27/15 3/27/15

SDMA is a new test to help evaluate kidney function earlier than creatinine in some animals. Unlike creatinine, SDMA is not impacted by muscle mass. SDMA and creatinine should be interpreted together.

If both SDMA and creatinine are well within reference ranges, then kidney function is likely good. As

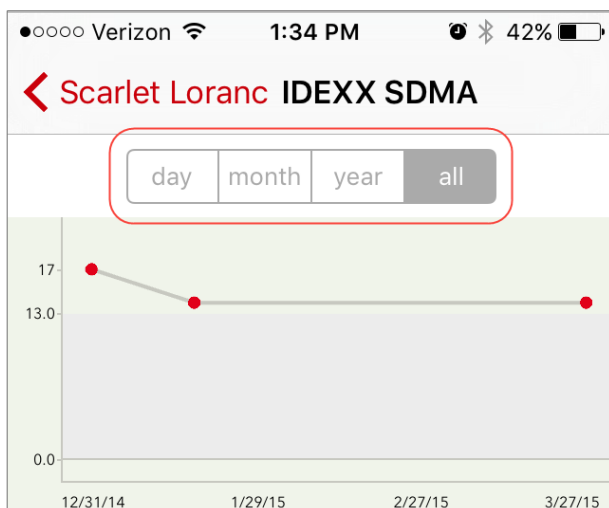
← Analyte graph

- To view an interpretive summary of analyte information, tap the graph.

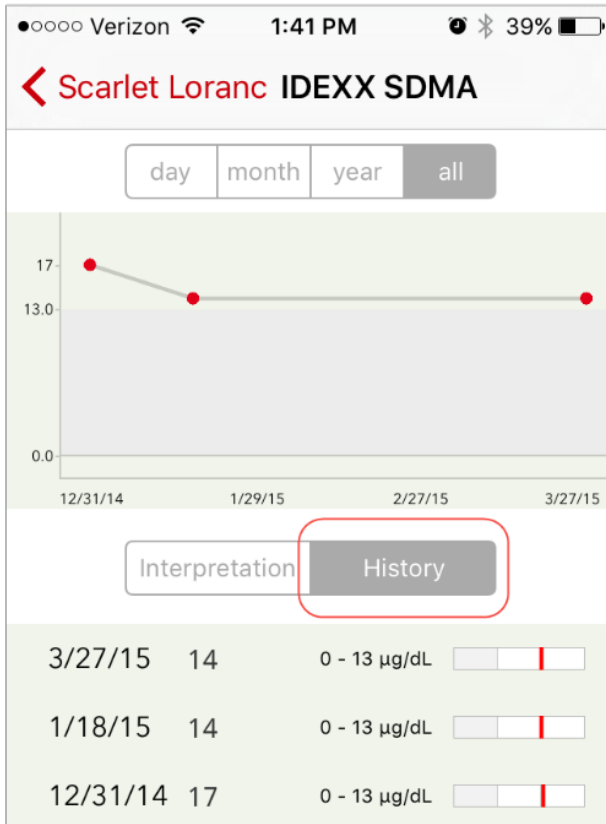


← Interpretive summary

- Use the filters above the graph to display data points for specific time periods.





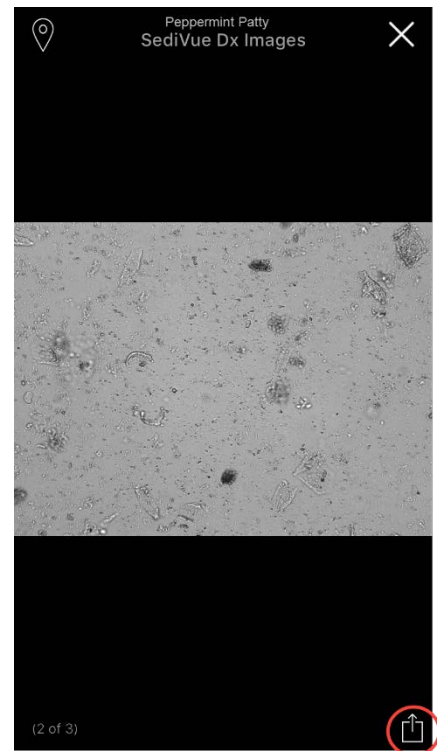
- To see the patient's historical results for this analyte, tap **History**.



- To return to the result list, tap **<** at the top; to close the graph, click the **X** in the upper right corner of the graph.

To view images (from pathology, radiology, SediVue Dx, etc.):

- Tap the patient name to open the test results.
Images, such as those in results from the SediVue Dx* Urine Sediment Analyzer, are displayed as thumbnails.
- Tap a thumbnail to display the image in the full-screen viewer, where you can zoom and pan the image, or scroll through multiple images.
- To share the image with others, tap  (iPhone) or  (Android).
- Tap the **X** to close the image and redisplay patient results.



Learning more about VetConnect PLUS

Get up to speed quickly with tutorials and short videos at idexlearningcenter.com/vetconnectplus.