



When the future arrives, you'll be more than ready.

We want this to be as easy as you do. That's why we're going to make sure everything goes smoothly from the moment we install your new IDEXX inVue Dx™ Cellular Analyser to long after it's up and running.

Your IDEXX Veterinary Diagnostic Consultant is available to guide you through our diagnostic tools and programs, helping you make the most of your setup. Our Professional Service Veterinarians can provide you with the latest medical information, while our Field Service Representatives can provide hands-on training and technical support. This will ensure that everyone on your team will be confident on how the IDEXX inVue Dx analyser works and what it can do for your patients.



What to expect.

Before installation

When your shipment arrives, find a safe spot to store the boxes until your IDEXX team arrives for installation day.

Installation visit

Our team will come in, set everything up, and train your staff with practice runs to build confidence. Therefore, it's important to have your whole team participate. In about 4-8 weeks, we'll be back to walk you through maintenance training and answer any questions.

After installation

We're not going anywhere. From extra training to case reviews, we'll work closely with you to address your practice's unique needs.

Before setup.

- + Pick someone from your team to be the 'IDEXX inVue Dx Champion' who helps lead the transition and ensures everything runs smoothly.
- + Encourage your staff to take advantage of learning opportunities at idexxlearningcenter.com—they're quick, easy, and incredibly helpful.
- + Make sure to have fresh blood and ear samples on installation day for practice runs, so encourage staff to bring in their pets for testing.
- + Set goals for how this new analyser will improve your practice, and work with your the IDEXX team to make them happen.
- + Consider any new treatment codes or visit types you may need set up in your practice management system to support blood morphology and ear cytology protocols.
- + Let your clients know about your upgraded services with our easy-to-use social media toolkit.
- + Keep a list of cases or questions to review with our team during follow-ups.

We're here to make this transition as seamless as possible and to help your team feel confident about what's ahead. Visit idexx.com.au/invuedxresources for more.

IDEXX