

# VetConnect\* PLUS

Online Services

User's Guide



**IDEXX**

### Proprietary rights notice

Information in this document is subject to change without notice. Companies, names and data used in examples are fictitious unless otherwise noted. No part of this document may be reproduced or transmitted in any form or by any means, electronic, mechanical or otherwise, for any purpose, without the express written permission of IDEXX Laboratories. IDEXX Laboratories may have patents or pending patent applications, trademarks, copyrights or other intellectual or industrial property rights covering this document or subject matter in this document. The furnishing of this document does not give a license to these property rights except as expressly provided in any written license agreement from IDEXX Laboratories.

© 2016 IDEXX Laboratories, Inc. All rights Reserved. • 101621-03

4Dx, Petly, Pet Health Network, SNAP, VetConnect, and vetconnect.com are trademarks or registered trademarks of IDEXX Laboratories, Inc. or its affiliates in the United States and/or other countries. Microsoft and Internet Explorer are registered trademarks of Microsoft Corporation in the United States and other countries. Android, Google, and Chrome are trademarks of Google, Inc. Mozilla and Firefox are registered trademarks of the Mozilla Foundation. Apple, Safari, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. All other product and company names and logos are trademarks of their respective holders. The IDEXX Privacy Policy is available at [idexx.com](http://idexx.com).

# **IDEXX**

One IDEXX Drive  
Westbrook, Maine 04092 USA  
[idexx.com](http://idexx.com)

# Contents

---

- Introduction to VetConnect PLUS ..... 4**
  - Getting started is easy..... 4
  - Setting up your VetConnect PLUS account..... 4
  - Creating member accounts and setting practice preferences ..... 5
  
- Viewing, graphing, printing, and sharing test results ..... 7**
  - Viewing test results ..... 7
  - Filtering results by veterinarian..... 9
  - Graphing test results over time (trending) ..... 10
  - Printing or saving a test report ..... 11
  - Sharing test results with clients and specialists ..... 12
  - Running a Diagnostic Summary (Requisition) report ..... 14
  - Producing client-friendly summaries..... 15
  
- Ordering tests from IDEXX Reference Laboratories ..... 17**
  - Ordering tests for a single patient..... 17
  - Ordering a single test for multiple patients (batch order) ..... 20
  - Adding tests to an order..... 21
  - Canceling an order or reprinting a test requisition form..... 22
  - Requesting a consultation..... 23
  
- Managing patient information ..... 24**
  - Editing patient and client information ..... 24
  - Finding diagnostic tests within a patient’s history ..... 25
  - Viewing patient communications ..... 25
  
- Get VetConnect PLUS on your mobile phone ..... 26**
  - Downloading and setting up the mobile app ..... 26
  - Viewing results in Apple and Android phones..... 28
  
- Learning more about VetConnect PLUS ..... 32**

# 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](mailto:vccontactus@idexx.com).
- Canada: Call 1-800-667-3411, or email [vccanada@idexx.com](mailto: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.

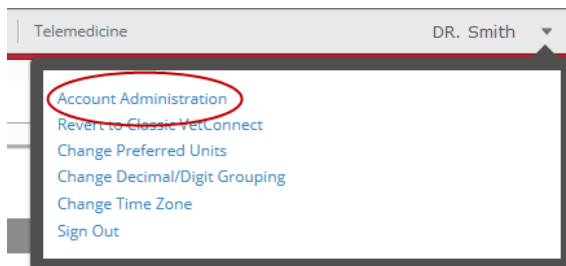
For instructions, see the following section.

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

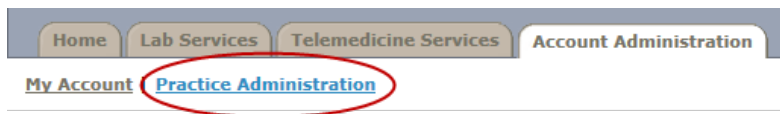
### Creating staff user names and passwords

To create user names and passwords:

1. Log on to [vetconnectplus.com](http://vetconnectplus.com) (U.S.) or [vetconnectplus.ca](http://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.

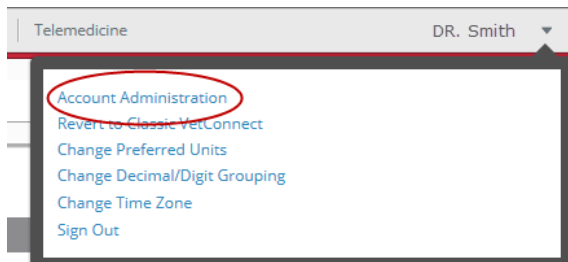


4. In the Practice Members area, click **Add New Member**.
5. Fill in the required fields under **New Account Information**, and then click **Create**.
6. In the Permissions area, select tasks this person will be allowed to perform:
  - **View Lab Reports** (view all VetConnect PLUS laboratory results 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**.

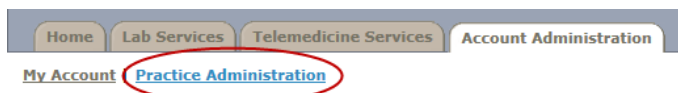
## Setting test-result and regional preferences

### 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.

	10/15/15 3:37 PM		2/10/15 3:35 PM	9/9/14 2:41 PM
RBC	8.91	6.54 - 12.2 M/ $\mu$ 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	11.9 - 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/ $\mu$ L	8.2	6

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

- 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.

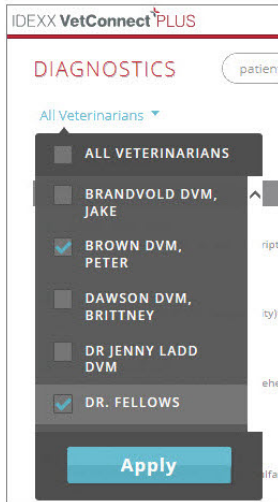


## Filtering results by veterinarian

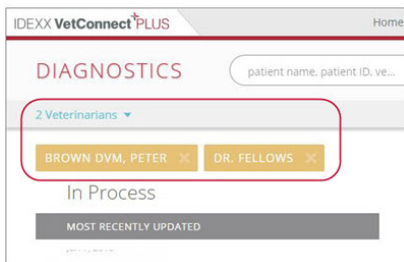
There's no need to search through results for every veterinarian at the practice. You can easily select the doctors whose results you want to see.

### 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.



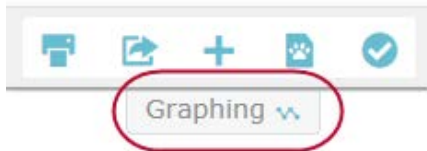
## Graphing test results over time (trending)


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







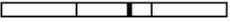
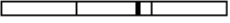
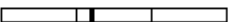

#### ALT










#### ALP



#### Hematology

TEST	RESULT	REFERENCE VALUE		10/23/14	3/18/14
RBC	7.02	5.39 - 8.7 M $\mu$ 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/ $\mu$ L		50	35
WBC	9.2	4.9 - 17.6 K/ $\mu$ L		8.6	7.8
% Neutrophil	59.3	%		64.3	61.6


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

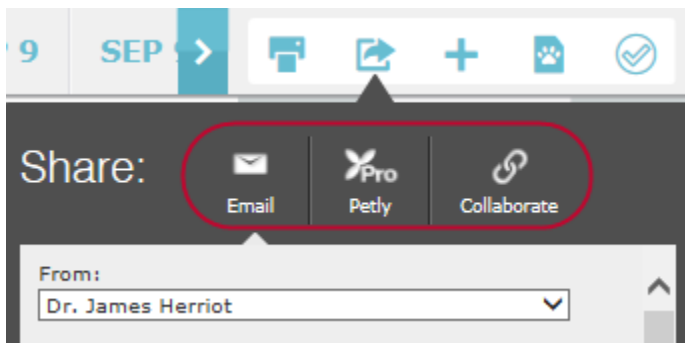
## Sharing test results with clients and specialists

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](http://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.

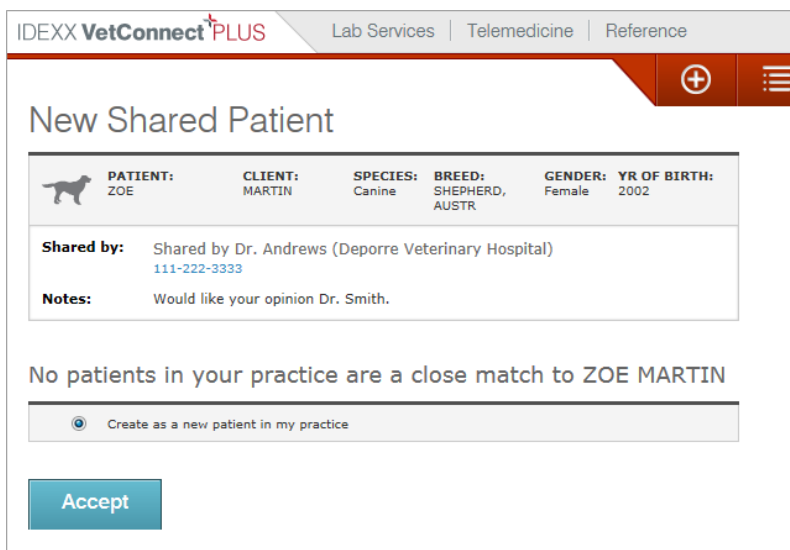
### Here's an example:

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	<b>BLAKE ANDERS</b> 3679k-1 4035 Urine Culture and MIC Susceptibility* 8499 Free T4 by Equilibrium Dialysis		AARON	IN PROCESS
	<b>POLLY PAIGE</b> 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 'Order Diagnostics' section of the VetConnect PLUS interface. A red box highlights the 'Generate Diagnostic Summary' button and a date selection calendar. The calendar is open, showing dates from 7/1/2016 to 7/31/2016. A red arrow points to the 'Generate Diagnostic Summary' button with the text: '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

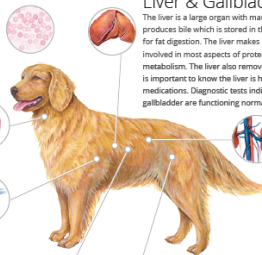
The liver is a large organ with many different functions. It produces bile which is stored in the gallbladder and is important for fat digestion. The liver makes protein and cholesterol and is involved in most aspects of protein, carbohydrate and fat metabolism. The liver also removes toxins from the 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

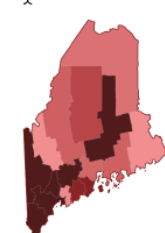
### Mosquito & tick-borne diseases in Maine<sup>1</sup>

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 aching 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](http://www.digandticks.com)
- Review resources about canine wellness: [pethealthnetwork.com/dog-home](http://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](http://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](http://pethealthnetwork.com/cats-home)
- Schedule your pet's next preventive care screening for August 2017

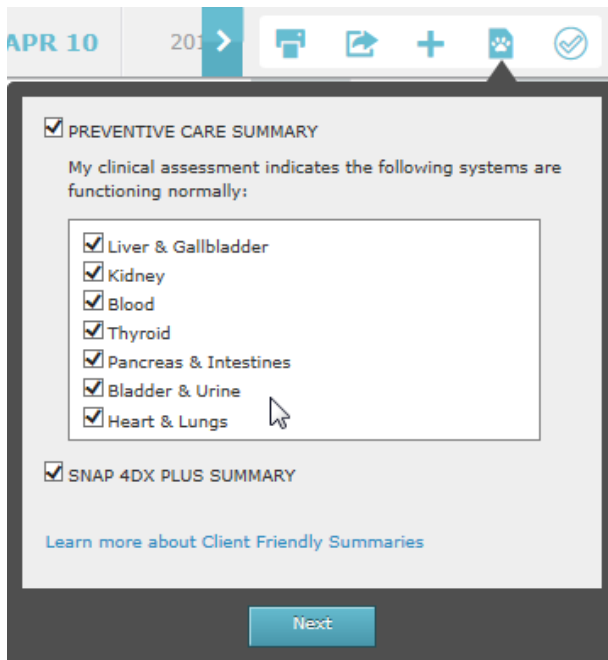
We're here for you and your cat! If you have any questions about your cat's nutrition, behavior or health, we'd be happy to talk with you anytime. (207)556-0200.

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

**IDEXX Demo Practice**  
[www.IDEXX.com](http://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:

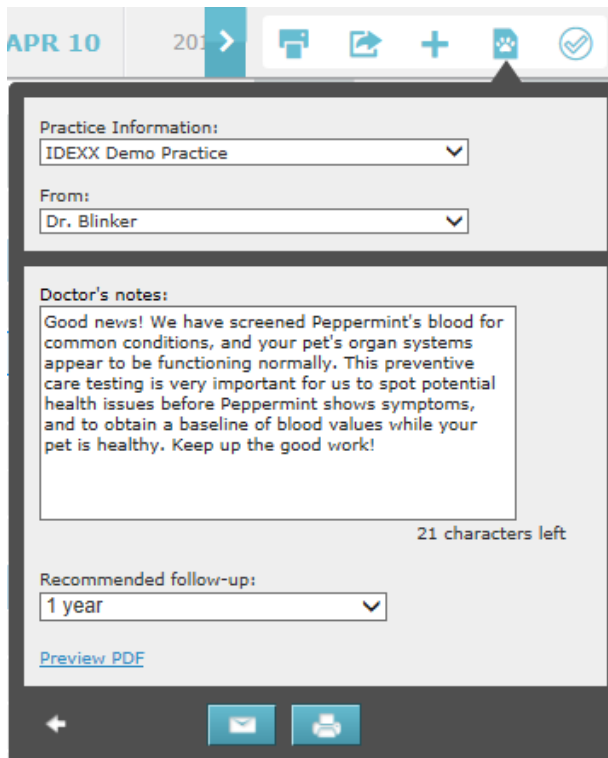
- Liver & Gallbladder
- Kidney
- Blood
- Thyroid
- Pancreas & Intestines
- Bladder & Urine
- Heart & Lungs

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
<a href="#">Add new patient</a>			
Blake Anders	3679k-1		3721p <a href="#">edit</a>
Buffy Kapowski	D12345		<a href="#">edit</a>
Coco Winston	4988R-1		3157V <a href="#">edit</a>
Keno Sanders	3182f-1		4824v <a href="#">edit</a>
Marley Miller	C12345		<a href="#">edit</a>

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

IDEXX Diagnostics **Complete Missing Information**

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)**

Search by test name, code, or components

New Diagnostic Order  
Veterinarian \*  
Please enter  
Selected Tests

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

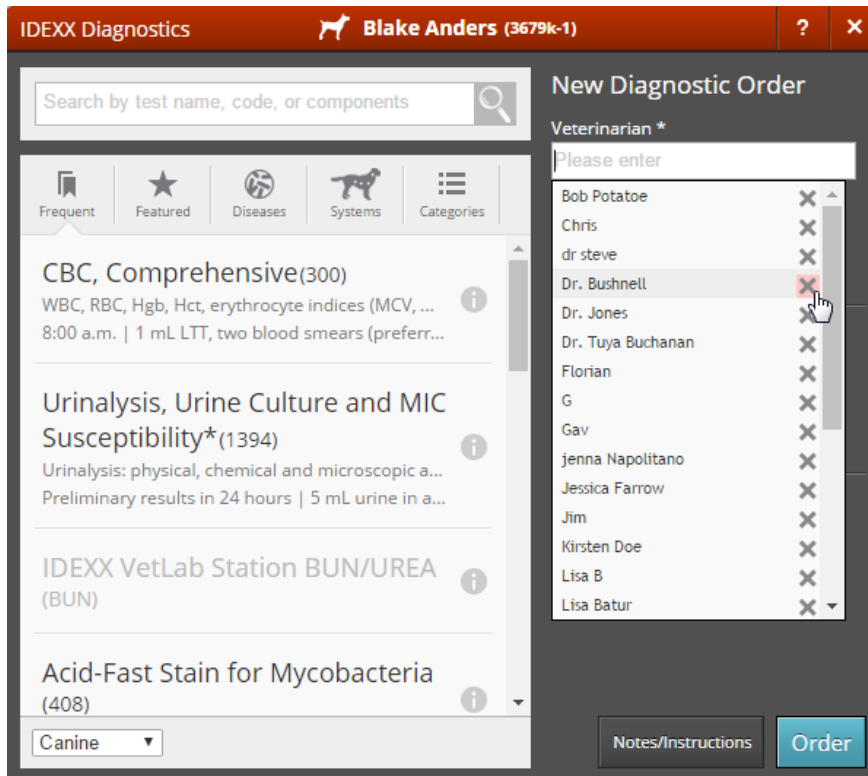
Feline

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)

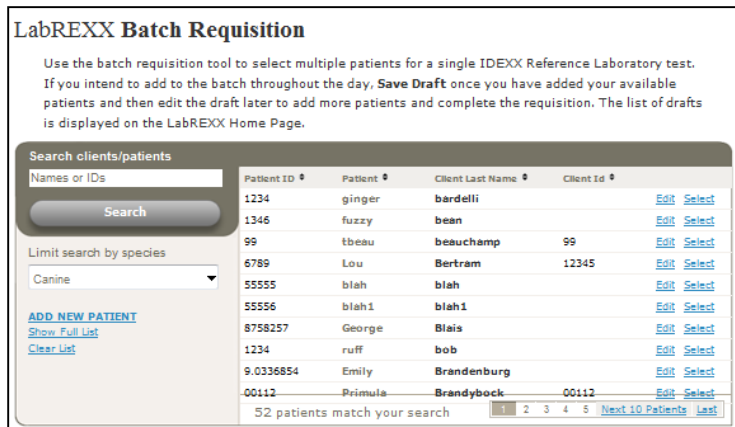
A batch order submits a request for a single test for multiple patients at once. You can create batch orders for Canine Heartworm Antigen, Fecal Ova and Parasites, and many other tests.

### To submit a batch order:

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



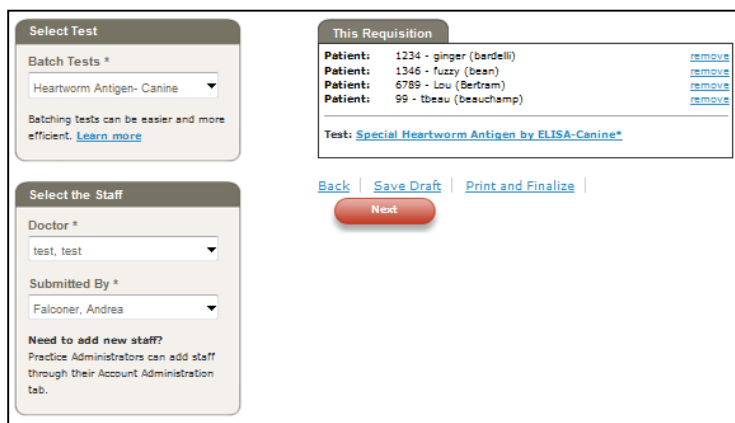
2. Search for and select patients. You must include at least two patients in a batch.



The screenshot shows the 'LabREXX Batch Requisition' interface. It includes a search box for 'Names or IDs', a 'Search' button, and a 'Limit search by species' dropdown set to 'Canine'. Below the search area are links for 'ADD NEW PATIENT', 'Show Full List', and 'Clear List'. A table lists search results with columns for Patient ID, Patient name, Client Last Name, and Client ID. The table contains 12 rows of patient data. At the bottom, it states '52 patients match your search' and includes pagination controls.

Patient ID	Patient	Client Last Name	Client ID	Edit	Select
1234	ginger	bardelli		<a href="#">Edit</a>	<a href="#">Select</a>
1346	fuzzy	bean		<a href="#">Edit</a>	<a href="#">Select</a>
99	tbeau	beauchamp	99	<a href="#">Edit</a>	<a href="#">Select</a>
6789	Lou	Bertram	12345	<a href="#">Edit</a>	<a href="#">Select</a>
55555	blah	blah		<a href="#">Edit</a>	<a href="#">Select</a>
55556	blah1	blah1		<a href="#">Edit</a>	<a href="#">Select</a>
8758257	George	Blais		<a href="#">Edit</a>	<a href="#">Select</a>
1234	ruff	bob		<a href="#">Edit</a>	<a href="#">Select</a>
9.0336854	Emily	Brandenburg		<a href="#">Edit</a>	<a href="#">Select</a>
00112	Primula	Brandybock	00112	<a href="#">Edit</a>	<a href="#">Select</a>

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.



The screenshot shows the 'Select Test' and 'Select the Staff' sections of the requisition form. The 'Select Test' section has a 'Batch Tests' dropdown set to 'Heartworm Antigen- Canine'. The 'Select the Staff' section has a 'Doctor' dropdown set to 'test, test' and a 'Submitted By' dropdown set to 'Falconer, Andrea'. Below these sections are links for 'Back', 'Save Draft', and 'Print and Finalize', and a red 'Next' button.

**Select Test**

Batch Tests \*  
Heartworm Antigen- Canine

Batching tests can be easier and more efficient. [Learn more](#)

**Select the Staff**






Doctor \*  
test, test

Submitted By \*  
Falconer, Andrea

Need to add new staff?  
Practice Administrators can add staff through their Account Administration tab.

[Back](#) | [Save Draft](#) | [Print and Finalize](#) | [Next](#)


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

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

- 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.
- 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:

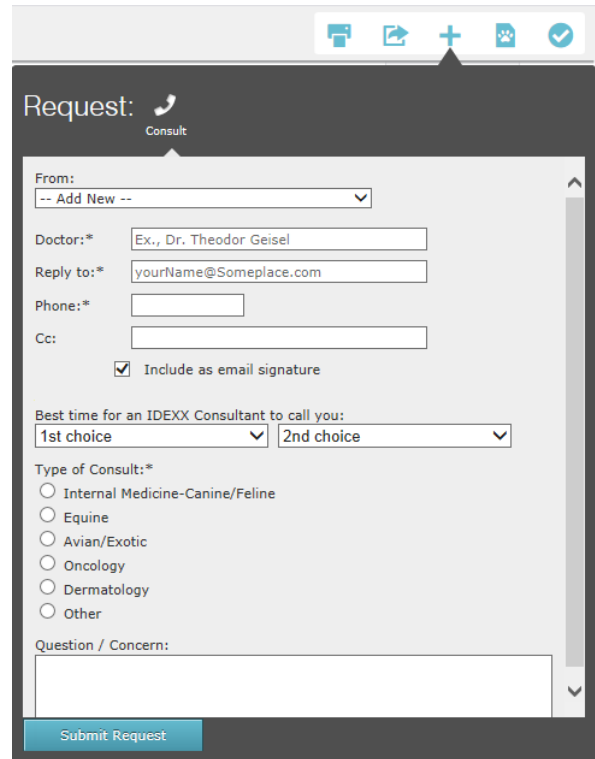
1. On the Home page, find the test in the **In-Process** column.
2. If the blue pencil appears, indicating the **samples have not yet been processed**:
  - To cancel the order, click the **Trash** icon.
  - To reprint the order form, click the **Print** icon.


## 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**.



Request:  Consult

From:

Doctor:\*

Reply to:\*

Phone:\*

Cc:

Include as email signature

Best time for an IDEXX Consultant to call you:

Type of Consult:\*

Internal Medicine-Canine/Feline

Equine

Avian/Exotic

Oncology

Dermatology

Other

Question / Concern:

# Managing patient information

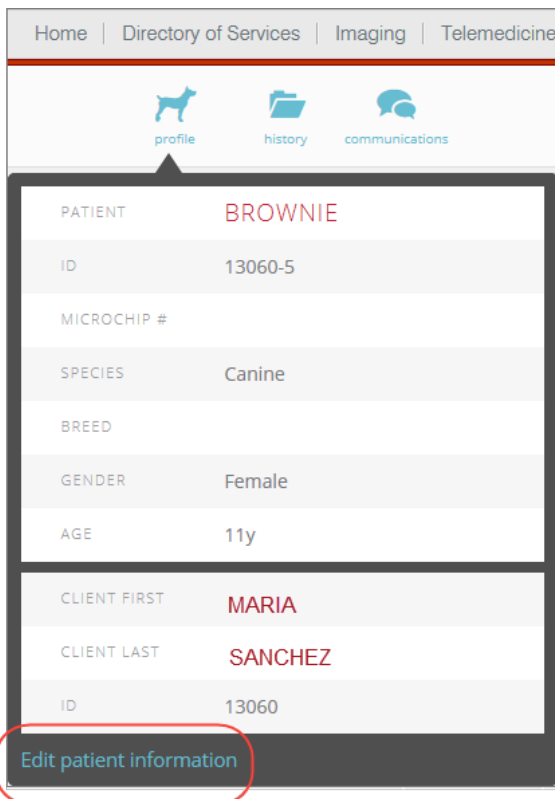
---

## 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**.

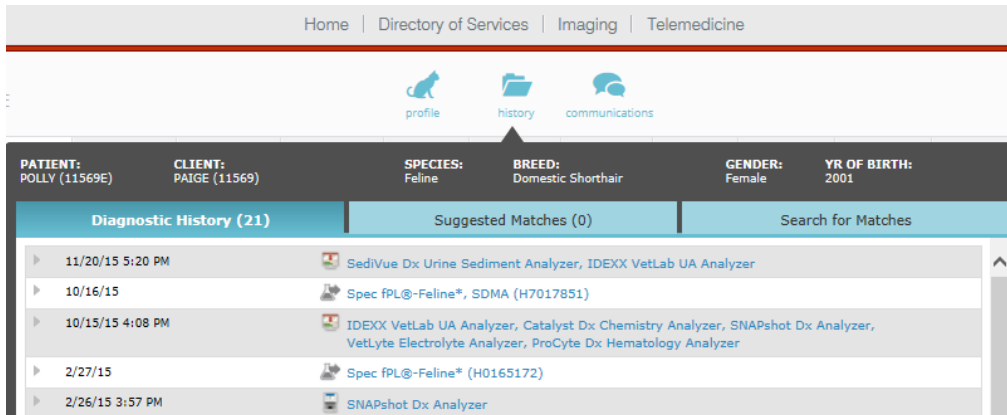


## Finding diagnostic tests within a patient's history

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.



The screenshot shows the top navigation bar with links for Home, Directory of Services, Imaging, and Telemedicine. Below this are three icons: profile (cat), history (folder), and communications (speech bubbles). The patient information section displays: PATIENT: POLLY (11569E), CLIENT: PAIGE (11569), SPECIES: Feline, BREED: Domestic Shorthair, GENDER: Female, and YR OF BIRTH: 2001. The main content area has three tabs: Diagnostic History (21), Suggested Matches (0), and Search for Matches. The Diagnostic History tab is active, showing a list of tests with dates and times, and the test names.

Diagnostic History (21)	Suggested Matches (0)	Search for Matches
11/20/15 5:20 PM		
10/16/15		
10/15/15 4:08 PM		
2/27/15		
2/26/15 3:57 PM		

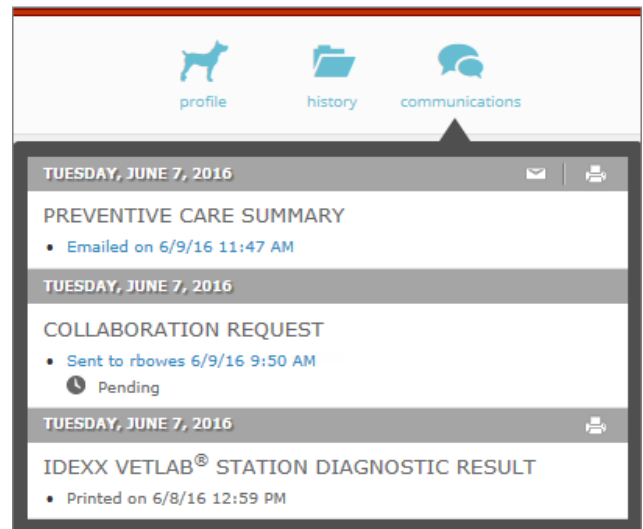
3. If you can't find the test you're looking for, use these tabs to find patients that might have been confused with the current patient:
  - **Suggested Matches** lists any patients that VetConnect\* PLUS recognizes as a close match.
  - **Search for Matches** lets you search for patients with similar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



The screenshot shows the top navigation bar with icons for profile, history, and communications. The communications icon is active. The main content area shows a list of communications for Tuesday, June 7, 2016. The first communication is a PREVENTIVE CARE SUMMARY, emailed on 6/9/16 11:47 AM. The second is a COLLABORATION REQUEST, sent to rbowes on 6/9/16 9:50 AM, with a status of Pending. The third is an IDEXX VETLAB® STATION DIAGNOSTIC RESULT, printed on 6/8/16 12:59 PM.

# 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](https://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](https://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.

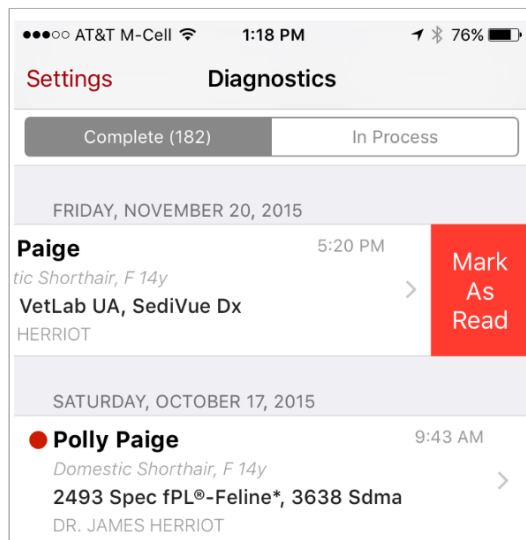
## Viewing results in Apple and Android phones

### 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.

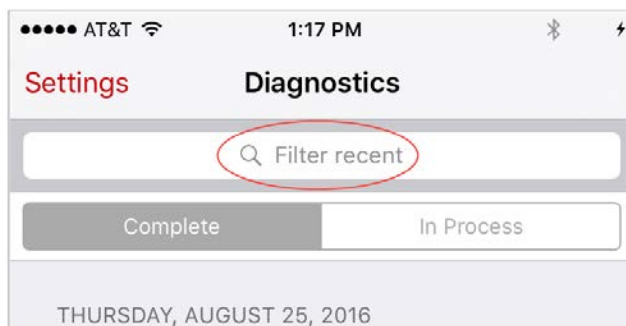


### To search for and open a completed test result:

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.



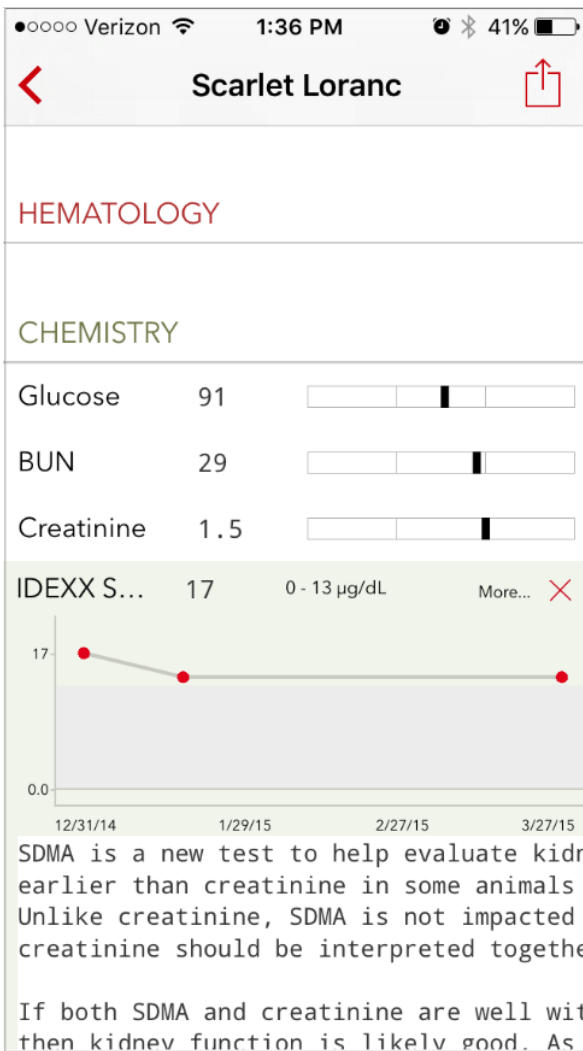
3. Tap the patient name to display the patient's results.

- 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	

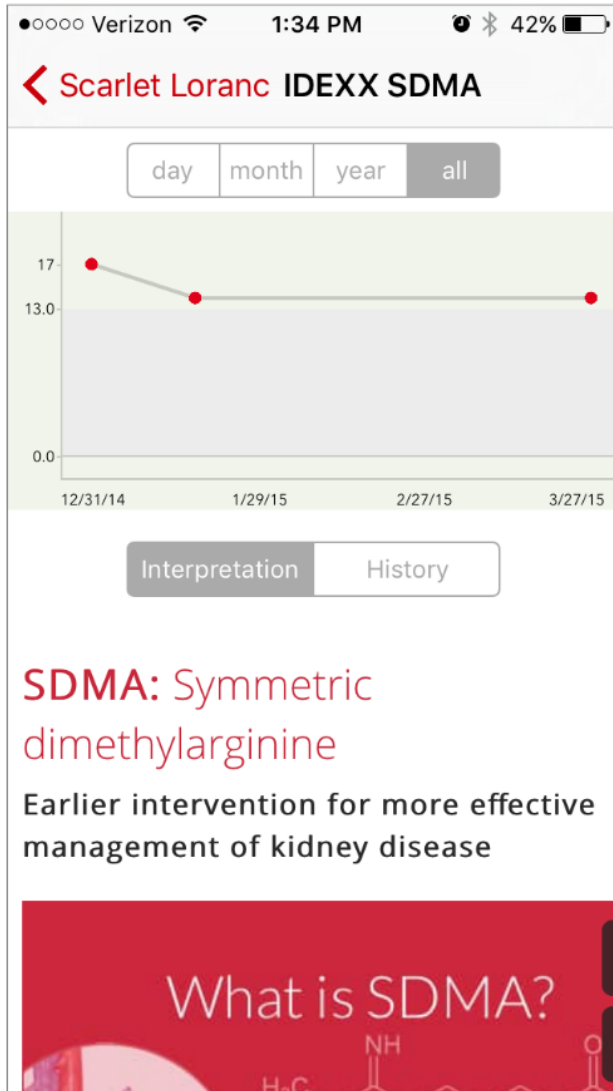
**To view analyte graphs and interpretive summaries:**

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



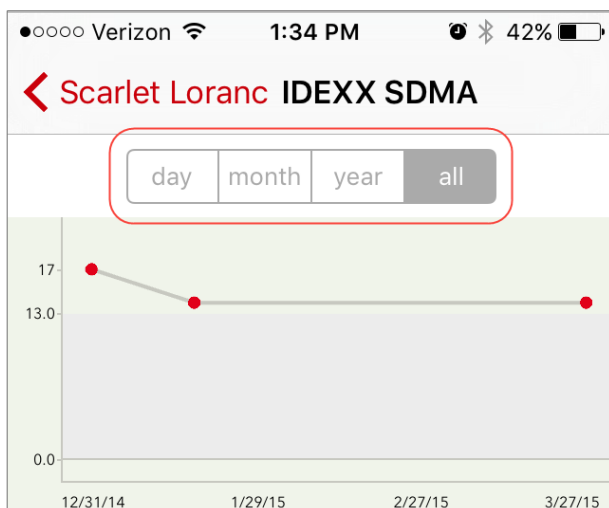
← Analyte graph

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

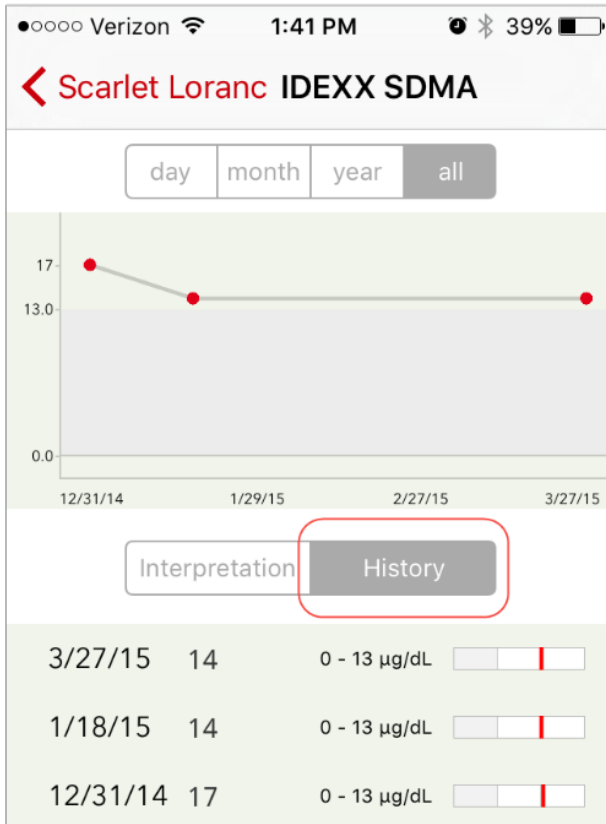


← Interpretive summary

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





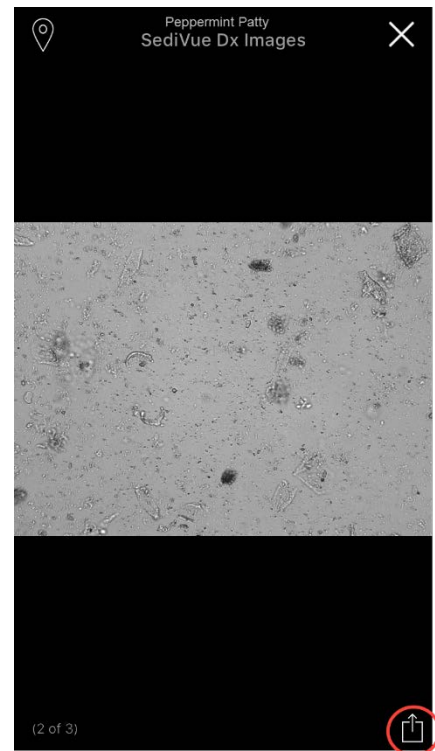
- To see the patient's historical results for this analyte, tap **History**.



- 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](https://idexlearningcenter.com/vetconnectplus).