HVMS/
IDEXX Reference Laboratories
Integration User Guide

Proprietary information

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Introduction

The IDEXX Reference Laboratories VetConnect® service is now integrated with HVMS software.

Using the VetConnect service, your practice can:

1. Seamlessly create electronic LabREXX® test requisition forms for your IDEXX Reference Laboratories test orders.
2. Automatically download IDEXX Reference Laboratories results into your patients' medical records.

There are several benefits to using VetConnect services:

- Improved order accuracy with bar-coded LabREXX forms and automatic error checking
- Elimination of misspelled patient, doctor, and staff names
- Automatic capturing of test fees, to reduce missed charges

This document explains how to set up and start using the VetConnect service in HVMS, how to use the VetConnect service to order tests, and how to download IDEXX Reference Laboratories results into your software.

Requirements and supported software versions

Your practice must provide the following:

1. Internet access on all computers that will be used to create test requisitions
2. An IDEXX VetConnect account and an IDEXX Web services ID and password (instructions for obtaining both are included in this document)
3. HVMS installation must be setup to support LabREXX and must have the HVMS Lab Support Services installed.
4. HVMS version 2.6.23 or higher.

Requesting a VetConnect account

To use VetConnect services through HVMS software, your practice must have a VetConnect account and an IDEXX Web services account ID and password. If your practice does not already have these, contact VetConnect Customer support:

- In the U.S., call 1-888-433-9987, or go to vetconnect.com and click Subscribe now, or email vccontactus@idexx.com.
- In Canada, call 1-800-667-3411, or email vccanada@idexx.com.

Ask customer support to set up both a VetConnect account for you and a Web Services account ID and password. Be prepared to provide the following information:

1. Your IDEXX Reference Laboratories account number
2. The name of the person at your practice who will administer the account, including his or her email address
3. The name of your practice management software

IDEXX will provide a user name and password for the VetConnect administrator, and will provide an IDEXX Web services account ID and password. You will need all of these in order to complete the integration.

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

Tip: Once you have a VetConnect account, you can view your IDEXX Reference Laboratory results online at VetConnect.com from anywhere at any time.

Adding staff members to the VetConnect® account
Before you can start using VetConnect services to create LabREXX test requisitions, the VetConnect administrator must add the practice's staff members to the VetConnect account.

To add members to the VetConnect account:

1. Go to vetconnect.com (U.S.) or vetconnect.ca (Canada).
2. Enter the VetConnect administrator user name and password, and then click Enter VetConnect.
3. Select the Account Administration tab, and then click the Practice Administration link at the top of the page.

| Home | Lab Services | Telemedicine Services | Medical References | Account Administration |

Account Administration | **Practice Administration**

4. In the Practice Members area, click Add New Member to display the New Account information form.

5. Fill in the required fields (marked with asterisks), and then click Create.

6. In the Permissions area, select the permissions for this member:

   • View Lab Reports: User can view all laboratory result reports for your practice.

   • Order Tests/Consult: User can request additional testing and internal medicine consultations through VetConnect.com.

   • Administer Practice: User can edit practice information and add or delete account members.

7. Click Save.

8. Keep a list of the VetConnect user names and passwords because these may be needed in a future step.

Setting up VetConnect® Services in your HVMS system

Now that you have everything you need from IDEXX, you must set up your HVMS software so that you can use VetConnect to create test requisitions and so your software can automatically download test results from IDEXX Reference Laboratories.

This setup must be completed by Business Infusions and will be completed within 72 hours of receiving the request.

To request installation please have your HVMS administrator at your practice contact Business Infusions in one of two ways:

1. By logging a ticket through the HVMS Software Support helpdesk, which is available 24/7.
2. By initiating a HVMS Software Support Live Help chat session and requesting the installation. Chat is normally available between 8:30am and 4:40pm MST, Monday to Friday at www.businessinfusions.com

For both methods, please provide the following information:

1. That you would like for Business Infusions to install the IDEXX LabREXX integration for HVMS.
2. Your IDEXX Reference Laboratory account number.
3. Your web services Account ID and Password.

Supported HVMS Versions – IMPORTANT!

LabREXX is supported in main HVMS only (HVMS Workbench). Any lab request made in HVMS Tablet will save as a 'Pending from Tablet' requisition type that can be processed after replication. Those flagged as 'Pending from Tablet' can only be accessed from the HVMS workbench.

This means any LabREXX items invoiced using HVMS Tablet must be then processed after replication in Main HVMS. Practices will need to adjust their procedures to properly manage those types of lab service requests. It is recommended that a staff member is tasked to process pending requests.
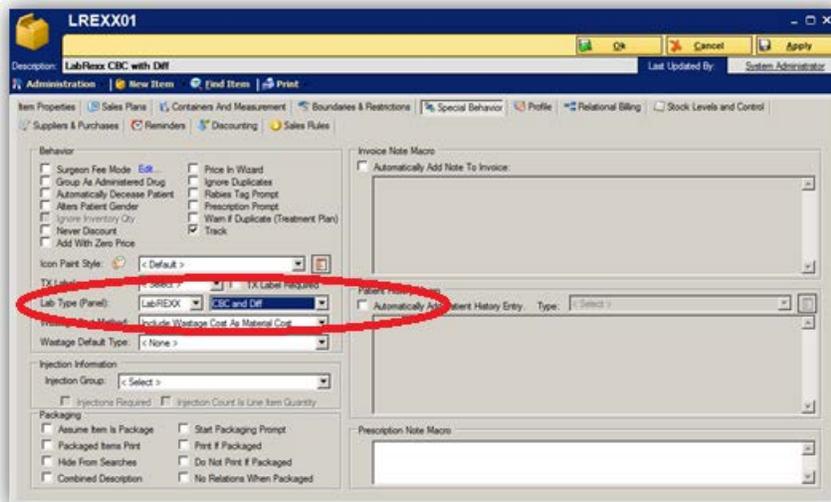
Mapping the Inventory Item

To enable LabREXX support for an inventory item you simply adjust the items special behaviour within the item setup dialog:
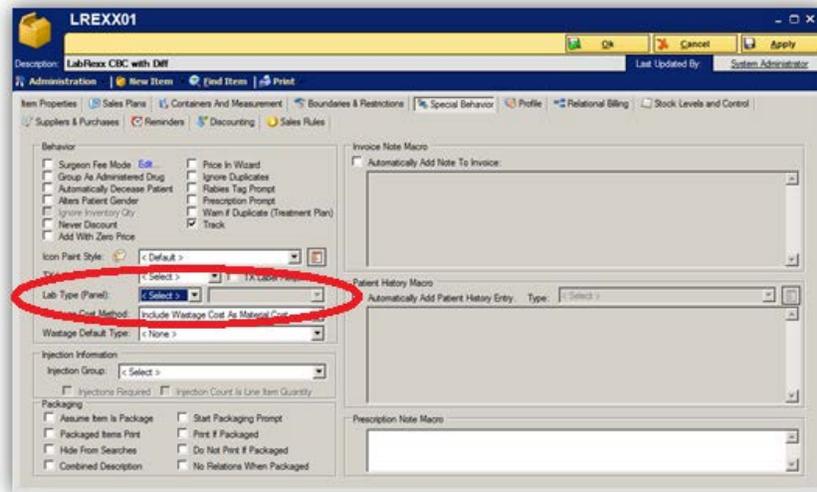

Change the Lab Type to "LabREXX" and then select the desired service from the drop down box right of the Lab Type like below:

Using VetConnect Services® to create a LabREXX® test requisition

Creating a requisition for individual test orders

Creating a LabREXX requisition is done by invoicing for inventory items that are mapped to VetConnect services. When the invoice is saved (using 'Apply', or 'OK'), HVMS will start generating a new requisition by progressing through a series of steps that may or may not require your input. For most of these steps, once a proper value is entered you will not be prompted again.
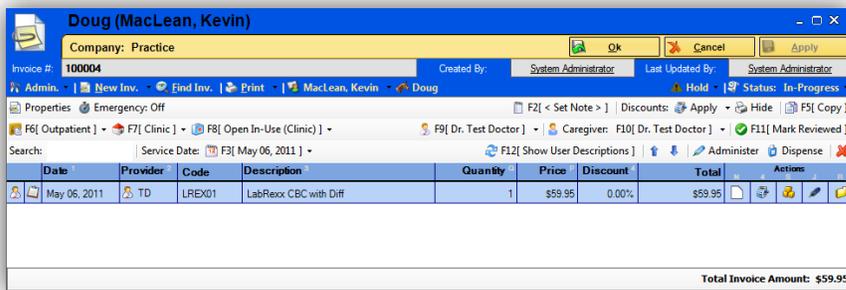
Entering Patient and Client Information

The draft requisition first is populated with the patient and client information. This information is normally pulled directly from the client and patient records, however if information is missing, you may be prompted to provide that missing data. Once you have mapped a patient with the correct fields the information will be automatically saved and will not need to be done the next time testing is ordered. A permanent link will be created between HVMS and IDEXX for the patients' record.

Below is the dialog that will prompt if some of the required patient information is missing. All fields will need to be filled out to complete a requisition.
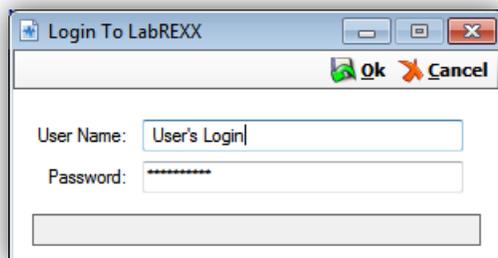
Log In To LabREXX

Each HVMS user that will be creating requisitions in LabREXX needs to have a VetConnect login. This is the same log in that is used to access VetConnect.com. The VetConnect Practice administrator can create user logins for the practice staff. See the steps outline in the "Adding Staff Members to a VetConnect Account". Your practice administrator will provide you with this login information. This login information could be the same for each user but must be entered at least once per user logged into HVMS. HVMS will save your login information once it is entered and will only ask again if that fails.

Validating the LabREXX Test Requisition

Once the login is authenticated, the requisition will be submitted to IDEXX and you will be presented with a LabREXX web page, similar to what you would see if using the VetConnect website directly. From here you can either 'Print & Finalize' the requisition, which tells IDEXX the information is correct and will be processed when received or you can save the requisition as a "draft". It is important that you submit the finalized requisition with the specimens. Once a requisition has been finalized it cannot be edited or changed. If changes need to be made to the order for the patient a new requisition must be created. If there is a possibility that testing will need to be added or changed you can save the requisition in "Draft" mode. This will save the requisition and it can be opened at a later time for completion. A finalized requisition will show as 'Pending Results' within the LabREXX Requisitions module in main HVMS until the results are downloaded into the correct patient record.

Opening a Draft LabREXX Requisition

Once a requisition has been created and is saved as a "Draft" it can be opened again. To do this you should use the LabREXX Requisitions Module. In Main HVMS, under the 'Lab Support' section, you will see an entry for LabREXX Requisitions, click on that to bring up the HVMS search grid for lab requisitions. The information presented will include each lab requisition, their status, and other information to.
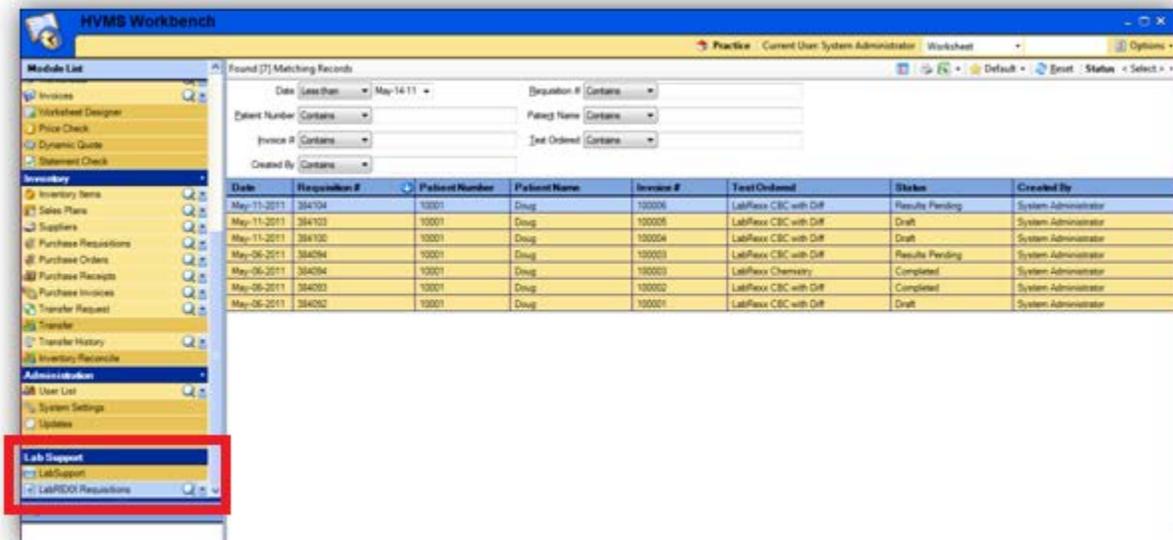
Change the status or adjust your filters to show "Draft" types. Note the status filter is in the top right corner of the search grid. Identify and double click on the desired Draft requisition you wish to open. HVMS will log into LabREXX and retrieve the draft requisition for further processing.
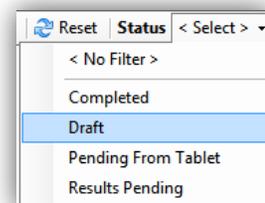
From this point on the functionality is identical to what you experienced in starting a new requisition. All draft requisitions must be printed and finalized before samples are sent to the IDEXX reference lab.

# Viewing a Completed or Pending LabREXX Requisition

If you need to reprint or view a pending or completed lab requisition simply open the LabREXX requisitions module and double click the requisition entry you wish to view. This functionality is identical to opening a draft requisition except that you will not be able to alter any information

Processing Tablet Requisitions

HVMS Tablet cannot not directly create and finalize LabREXX Requisitions because of its field use and lack of internet requirement. Items invoiced using HVMS Tablet still create lab requisitions, however they must be printed and finalized from the HVMS Workbench. If an inventory item tied to a LabREXX service is invoiced on HVMS Tablet the requisition will be saved and flagged as 'Pending From Tablet'.

To process the 'Pending from Tablet' requisitions into LabREXX you need to replicate the Tablet to pull those pending requisitions into the HVMS workbench. Once replicated the pending requisitions will be available from the LabREXX requisitions module listing.
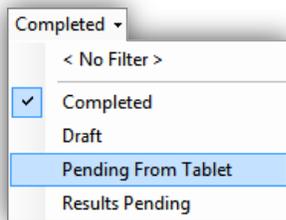
To process any 'Pending from Tablet' items simply double click the desired requisition and HVMS will start a new session with LabREXX using that requisition information. The sequence of events will be identical as if you had invoiced for it on Main HVMS for the 'Start New Requisition' procedure.

Once submitted to LabREXX the requisition will change status to 'Pending Results' if finalized or 'Draft' if simply saved.

Downloading test results

Test results from IDEXX Reference Laboratories can be downloaded automatically to your software and saved to patient records.

If you utilize the IDEXX results download feature, results will be received and attached to the patient's record as soon as IDEXX posts those results into VetConnect.com. This is a "back end" system working with HVMS Lab Support system and is not directly accessible in Main or Tablet HVMS.

Results are displayed through the HVMS Lab Report by double clicking on the result entry on the patient's history tab.

Lab Results

Printed: May-13-2011

123 Main Road, P.O.Box 111, Somewhere, CA 11111-1111 | (111) 111-1111 | www.tba.com

CBC and Diff

Patient #:   10001
Patient Name :   Doug
Primary Owner :   MacLean, Kevin
Doctor: Dr. Test Doctor
Date of Birth: January 1, 2007 12:00 am
Species: Equine
Sex: Stallion
Test Date: May 6, 2011 4:06 am

Test	Results	Unit	Reference Range	Comments
White cell count	9.40	x10E9/L	4.00 - 16.00	
RBC	8.70	x10E12/L	6.30 - 10.80	
Hemoglobin	131.00	g/L	104.00 - 160.00	
Hematocrit	0.39	L/L	0.32 - 0.49	
Mean Corp Vol.	45.20	fl	41.00 - 55.00	
Mean Corp Hemoglobin	15.10	pg	13.50 - 17.30	
MCHC	333.00	g/L	306.00 - 352.00	
RDW	22.50	%CV	10.00 - 26.00	
Hematology Micro Comments	*			*Platelets clumped, this will interfere with the accuracy of the platelet count and underestimate the number of platelets present Platelet numbers are adequate*

Considerations

Multiple Requisitions per Invoice

Once a requisition has been submitted it can't be deleted or voided through LabREXX. As such if a mistake is made on the invoice, or if additional labs are added after the first requisition is created, a new requisition will be created for the items not already submitted.

In this type of scenario you may have more than one requisition on a single invoice. This is all handled by HVMS and is transparent to you, the user, but it is important to understand that you may see multiple requisitions per invoice.

Internet Access & Speed

HVMS must submit information over the internet to use LabREXX. The speed at which the browser segment of the overall process is shown may vary depending on your internet connection speed and configuration. You may notice a pause between saving an invoice and when the browser shows the requisition details.

LabREXX traffic is sent over HTTPS, which is typically port 443. Please ensure any firewall or security software installed on your computer allows HTTPS traffic. HTTPS is very common for secure web sites and it is unlikely this will be blocked, however, if you have trouble accessing LabREXX this may be the cause.

IDEXX InterLink® Technology

IDEXX LABORATORIES