Contents

1 Introduction ........................................................................................................................................................... 1
  1.1 Requirements and supported software versions............................................................................................. 1

2 Setting up the VetConnect® account .................................................................................................................. 2
  2.1 Managing your practice’s VetConnect account. ............................................................................................... 2
  2.2 Adding staff members ..................................................................................................................................... 2
  2.3 Setting up email preferences .......................................................................................................................... 3
  2.4 Setting result display options .......................................................................................................................... 3
  2.5 Importing patient information........................................................................................................................... 4
    2.5.1 Create a patient file for import .................................................................................................................. 4
    2.5.2 Use the VetConnect patient importer ....................................................................................................... 5

3 Creating electronic test requisitions .................................................................................................................. 7
  3.1 Adding a patient to VetConnect® ..................................................................................................................... 7
  3.2 Creating a requisition for an individual test order ............................................................................................ 8
  3.3 Creating a requisition for a batch order ......................................................................................................... 11
  3.4 Reopening a draft requisition ........................................................................................................................ 12
  3.5 Viewing a completed requisition .................................................................................................................... 13
  3.6 Creating a favorites folder ............................................................................................................................. 14

4 Using VetConnect® services to work with test results ................................................................................... 15
  4.1 Viewing test results ....................................................................................................................................... 15
  4.2 Trending and graphing test results ............................................................................................................... 16
  4.3 Printing test results ........................................................................................................................................ 17
  4.4 Requesting additional tests or consultations ................................................................................................. 17
  4.5 To learn more................................................................................................................................................ 18
1 Introduction

With IDEXX VetConnect® online services, your practice can save time and create a more efficient test-ordering work flow by generating IDEXX Reference Laboratories test requests electronically and viewing test results online.

VetConnect services let you:

- View the most up-to-date list of IDEXX Reference Laboratories tests and test information.
- Create LabREXX® bar-coded test requisitions, with automatic error checking for improved accuracy.
- Eliminate misspelled client, patient, doctor, and staff names in test orders.
- View, print, email, and trend test results from anywhere, at anytime.

This guide explains how to:

- Request a VetConnect account and set up VetConnect preferences.
- Create electronic test requisitions.
- View and work with test results online.

For information on integrating VetConnect online services with your practice management system, please refer to idexx.com/labservices.

1.1 Requirements and supported software versions

All computers used to access VetConnect must have internet access and one of the following browser/operating system combinations:

- Firefox® 3 on Windows® XP or later
- or
- Internet Explorer® 6, 7, or 8 on Windows XP (with service pack 2) or later

In addition, your practice must have:

- An IDEXX Reference Laboratories account
- An IDEXX VetConnect account (see the next chapter)
## 2 Setting up the VetConnect® account

There are two ways to request a VetConnect® account:

- Go to vetconnect.com (U.S.) or vetconnect.ca (Canada), click the **Subscribe Now** tab, and submit the requested information.
- Contact VetConnect 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.

After setting up the account, IDEXX will email your clinic an administrator user name and password.

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

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

### 2.1 Managing your practice’s VetConnect account

One person at your practice will be designated as the VetConnect administrator. Only the VetConnect administrator can:

- Add or remove members from your VetConnect account, reset member passwords, and update member information.
- Update practice information.
- Set VetConnect practice preferences.

### 2.2 Adding staff members

Every staff member whose name will be on electronic requisitions must be a member of the VetConnect account. IDEXX recommends that all staff members be added to your account.

**Note:** Be sure to update the VetConnect account whenever employees join or leave your staff.

**To add members:**

1. Log on to vetconnect.com (U.S.) or vetconnect.ca (Canada), using the VetConnect administrator user name and password.
2. Select the **Account Administration** tab, and click the **Practice Administration** link.
3. In the Practice Members area, click **Add New Member**.

4. In the New Account information area, fill in the required fields (marked with asterisks), and click **Create**.

5. In the Permissions area, select the permissions for this member. Options include:
   - 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.

6. Click **Save**.

### 2.3 Setting up email preferences

In addition to viewing test results online, your practice can choose to have results delivered by email. You can specify these email options:

- Receive results within the body of the email
- Receive a PDF attachment of results for easy sharing and printing
- Specify the email format (text or HTML)
- Customize the subject line for easy sorting
- Choose to receive final and partial results, or final results only

**To set email options:**

1. Log on to VetConnect, using the administrator user name and password.
2. Select the **Account Administration** tab, and click the **Practice Administration** link.
3. To receive results by email, select **Email Results** in the Preferences area (below Practice Members).
4. Select the email options. (Make sure that a valid email address has been entered in the Practice Administration area.)
5. Click **Save**.

### 2.4 Setting result display options

You can include the following information on your VetConnect results, in addition to standard result data:

- Client first and last name
- Test codes
- Patient ID
To set result display options:

1. Log on to VetConnect, using your VetConnect administrator user name and password.
2. Select the Account Administration tab, and then click the Practice Administration link.
3. In the Preferences section, select the result display options you want.

2.5 Importing patient information

Before you can order tests for a patient, the patient record must be in the VetConnect database. If your practice is new to VetConnect, the fastest way to add patients is to use the patient importer to upload all your patient information at once.

- To use the patient importer, you must have administrator privileges in VetConnect.
- You’ll have a chance to review all patient information before the import is finalized, and you can cancel at any time.
- After records are in VetConnect, they cannot be removed, but they can be deactivated.
- After you’ve imported your current patient information, you’ll add new clients and patients individually using the Add New Patient link within VetConnect.

There are two steps to importing patient information:

1. Create a patient file for import.
2. Use the VetConnect patient importer tool to match the data in your file to the fields in the VetConnect database, verify the records, and then upload the data.

Each step is explained below.

2.5.1 Create a patient file for import

Use your practice management system or patient database to create a file containing the information below for each patient. Valid file formats are .csv, .xml, or .dbf.

Required information:

- client first name
- client last name
- patient name
- patient ID
- patient species
- patient gender
- patient date of birth OR patient age

The file can also include this optional information:

- patient breed
- client ID
- staff pet flag

Any other information in the file will not be imported.
2.5.2 Use the VetConnect patient importer

1. Log on to VetConnect using your VetConnect administrator user name and password.
2. Select the **Account Administration** tab, and then click the **Practice Administration** link.
3. Click the **Import Patients** link to start the patient importer tool. The Select Patient File page opens.

4. In the Choose File box, click **Browse** and then find and select the patient file you previously created; click **Next**.

   The patient importer reviews the data in your file, identifies the fields, and then determines how the information should be stored in VetConnect. Results are displayed for review.
5. Make sure that the data from your file will be stored in appropriate VetConnect fields. Select different VetConnect fields, if needed.

6. When you are confident that the data will be stored in appropriate VetConnect fields, click **Next**.

   All the records from your patient file are now displayed for review. Highlighted cells indicate missing or invalid data.

   ![Screen Shot of Review Patient Data](image)

   7. Click a highlighted cell to see options for correcting the data. To exclude a record from import, click the X at the beginning of a row.

   8. When ready, click **Import Patients** to begin the import.

     When the import is finished, a confirmation window displays the results.

   ![Import Confirmation Screen](image)

   9. To review any records that could not be imported, click "Download list of patients that were not imported."

   10. Click **Done**.
3 Creating electronic test requisitions

Everything you need to order tests is at your fingertips with LabREXX® electronic test requisitions. You don’t need to flip through the paper test directory to find test codes. You can easily search the full test menu, review your practice’s top 20 tests, and set up a favorites list.

3.1 Adding a patient to VetConnect®

Enter your patients into the VetConnect® database just once to store the information for use in LabREXX requisitions. There’s no need to fill out the same patient and practice information time after time, as you do with handwritten forms.

To add a patient to the database:

1. On the Lab Services tab, click the LabREXX link.

2. Under Create a Requisition, click the Add a New Patient link.

3. In the Add New Patient box, enter information into all required fields.
4. If the pet owner is a staff member, be sure to select the **Veterinary Staff** option (“Client is a staff member”). This allows the laboratory to apply a staff discount, if available.

**Note:** If IDEXX Reference Laboratories is the clinic’s primary laboratory, IDEXX offers a courtesy discount on tests for pets belonging to doctors and staff. The discount applies to all tests except cytology, histology, and send-outs. For questions about the discount, contact your IDEXX Reference Laboratories sales consultant.

5. Click **Save**.

### 3.2 Creating a requisition for an individual test order

After adding the patient, you are ready to create an online test requisition.

**To create a requisition:**

1. On the VetConnect Home page, click **LabREXX Requisition**.
2. On the **Patients & Staff** page, search for patients any of these ways:
   - Enter a patient or client name or ID (1)
   - Select the species (2)
   - Select **Show Full List** to display all patients (3)

3. To select the patient, click the **Select** link at the end of the patient row.

**Tip:** If you need to change patient information, click **Edit**.

4. In the **Select the Staff** box, select the doctor and the staff member submitting the form.

**Note:** If the staff names are not in the lists, ask your VetConnect administrator to add the staff to the VetConnect account. See “Adding staff members.”
5. Click **Next**.

6. On the Tests page, click a **Select** link to add a test to the requisition. Find tests on these tabs:
   - **Top 20**: Lists the tests your practice orders most often.
   - **Search Tests**: Lets you search by test name, code, or category.
   - **Add-ons**: Lists tests that can be added to a test you have already selected.
   - **Favorites**: Lets you select from lists of favorite tests (see “Creating a favorites folder”).

7. Click **Next**.

8. On the Specimen Details page, enter any additional information, as needed.

**Tip:**
If an active "Print and Finalize" link appears at the bottom of the page, the requisition has sufficient information for IDEXX to process the test order. If you do not want to add any additional information or review the form, click the link to print the requisition now.
9. Click **Next**.

10. On the Review Form page, make sure all information is correct, and then click **Print and Finalize**.

After you finalize the requisition, you can no longer make changes. If you need to make changes, create a new requisition.

**IMPORTANT**: Include the printed requisition when you send the specimens to your IDEXX reference laboratory.
3.3 Creating a requisition for a batch order

A batch order requests the same test for several patients at once. You can create batch orders for Canine Heartworm Antigen, Fecal Ova and Parasites, and many more tests.

1. On the VetConnect Home page, click **Batch Requisition**.

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

3. Under **Select Test**, select the test to order. You can select only one test per batch. A warning is displayed if the test is not appropriate for the species.

4. Under **Select the Staff**, select the doctor’s name and the name of the person submitting the requisition.

5. When finished, click **Next**.

**Tip:** To add patients to the batch throughout the day, click the **Save Draft** link to save the incomplete requisition. Reopen and update the requisition later. See “Reopening a draft requisition,” below.
6. When the batch order is complete, click **Print and Finalize** to print the form. **IMPORTANT**: Include the printed form when you send the specimens to your IDEXX reference laboratory.

![Batch Request Form](image)

**3.4 Reopening a draft requisition**

**To reopen a draft requisition:**

1. On the VetConnect Home page, click the **Drafts** tab, find the request you want, and click the link in the Patient column to open the draft.
Or

On the Lab Services tab, click the LabREXX link. Then find the requisition in the Batch Requisitions or the Saved Requisitions list, and click the test name or patient name to open the draft.

2. Complete the requisition, and then click Print and Finalize.

Note: If you exit LabREXX without completing the requisition, be sure to click Save if you want to keep the draft.

3.5 Viewing a completed requisition

All your completed LabREXX requisitions are always available on VetConnect.

To view a completed requisition:

1. On the Lab Services tab, click the LabREXX link.
2. Under Requisition Reports, select one of these options:
   - Yesterday: Displays all completed requisitions for the previous day.
   - Today: Displays all completed requisitions for today.
   - Custom Report: Lets you enter a date range for the requisitions.
3. When the list of requisitions is displayed, click the View link to open a specific requisition.
3.6 Creating a favorites folder

A favorites folder is a custom list of tests. Any VetConnect member can create his or her own favorites folder.

To create a favorites folder:

1. Select the Lab Services tab, and then click the LabREXX link.
2. Under LabREXX Administration, click Favorite Lab Tests.
3. In the Favorite Folders box, click the Add New Folder link, type a name for the folder, and then click Add.
4. Search for and select tests to add them to the folder.
5. Click Save and Close.
Using VetConnect® services, you can view all of your patient results anywhere you have internet access. You can easily view, print, email, or trend your results.

### 4.1 Viewing test results

**To view recent results:**

1. On the VetConnect home page, look for results in the Recent Results list, which displays your last 20 test orders.
2. Click a patient name to open the result report.

**To search all test results:**

1. On the VetConnect home page or on the Lab Services tab, enter search criteria in the Search for Results box, and then click Search VetConnect Results.
2. In the list of returned results, click a requisition number to open the result report.
4.2 Trending and graphing test results

A trend report displays results for multiple instances of the same test, so you can compare the results for a patient over time.

To trend and graph test results:

1. On the VetConnect home page or on the Lab Services tab, search for the test results you want to trend and graph.
2. In the Search Results list, select the check box for each result you want to include.
3. Click Trend. The report displays the test results side by side.
4. To graph the results, select the check box for each test you want to graph, and then click the Graph selections link at the top of the report.
4.3 Printing test results

To print and save test results:

1. Open one or more test results.
2. Click the **PDF link** at the top of the page to generate a PDF file of the result report.
3. Print or save the PDF file.

4.4 Requesting additional tests or consultations

After a test result has been returned, you can request additional tests for the samples at the reference laboratory. You can also request a consultation with an IDEXX board-certified internal medicine consultant.

To request additional tests or a consultation:

1. Open a test result report.
2. To add tests:
   a. Click the **Add Test** link at the top of the report.
b. Select one or more tests from the drop-down lists, or enter your request in the **Comments** section.

c. Click **Add Tests** to submit the request to the laboratory.

3. To request an internal medicine consultation:

   a. Click the **Request Consult** link at the top of the report.

      ![Request Consult](image)

   b. Enter your contact information and the best time for the consultant to call.

   c. Enter your questions and concerns.

   d. Click **Request Consult** to submit the request.

4.5 To learn more

IDEXX Learning Center offers two courses that outline how to use IDEXX VetConnect Online services:

- *Introduction to VetConnect for Users of IDEXX Reference Laboratories*
- *Creating Laboratory Requisitions Electronically Using Online LabREXX*