

IntraVet*/IDEXX

Integration User Guide

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Introduction

IDEXX Reference Laboratories and the IDEXX VetLab* Station are now integrated with IntraVet* Practice Management Software. IDEXX integration technology enables data communication among practice equipment, software, and online services, including:

- Test result download from your IDEXX in-house analyzers
- Test ordering and results download from IDEXX Reference Laboratories

Integration improves the flow of information, the pace of work, the quality of medical care, and client loyalty.

- All test results can be downloaded into the patient's electronic medical record and consolidated into a single report.
- Paper file storage and missed charges are virtually eliminated.
- You can more easily share results with clients to increase understanding and compliance.

To learn more, contact your IDEXX Sales Connectivity Consultant (**1-888-321-4339**) or IntraVet software (**1-877-422-8838**).

If you have already signed up for integration, read this document to learn how to set up and start using IDEXX diagnostic integration with IntraVet software.

IDEXX and IntraVet* integration requirements

Your practice must have the following:

- Internet access on all computers used to create orders and view IDEXX Reference Laboratories test results.
- VetConnect account and an IDEXX web services account ID and password. If your practice does not already have these, contact VetConnect customer support. Instructions for obtaining credentials are in ["Appendix."](#)
- IntraVet software version 4.55 or later for IDEXX Reference Laboratories two-way integration or IntraVet software version 350 or later for IDEXX VetLab Station one-way integration.

For results download from your IDEXX in-house analyzers, you must also have the following:

- IDEXX VetLab Station connected to your IntraVet network via a serial connection.
- SmartService* Solutions activated on your IDEXX VetLab Station. Instructions for activating SmartService Solutions are in ["Appendix."](#)

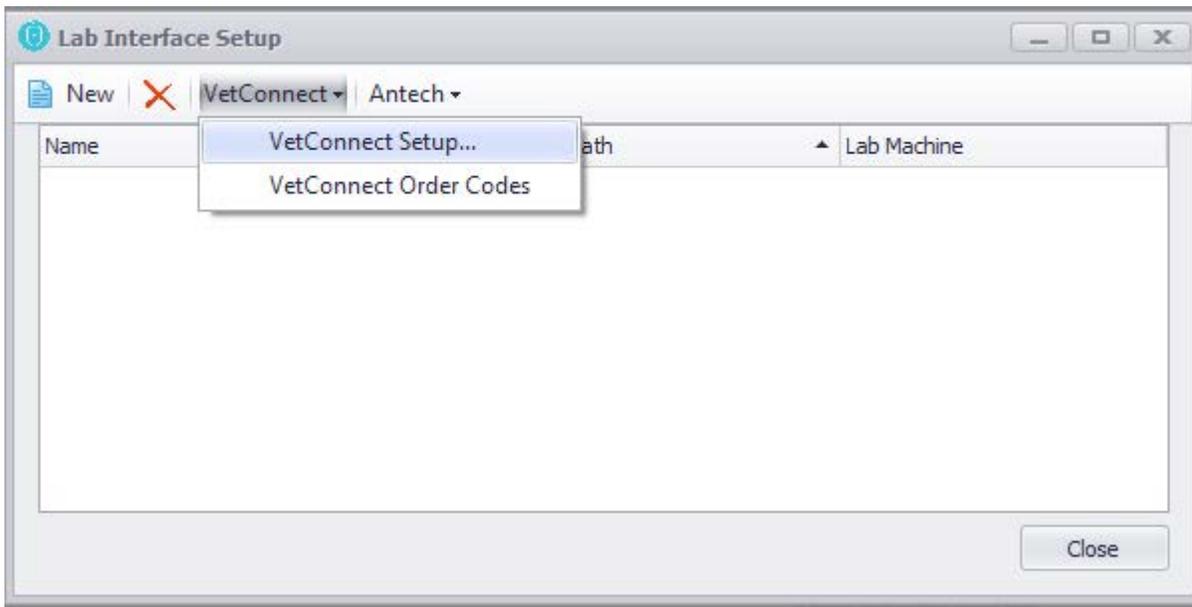
After you have everything you need from IDEXX, you must set up your IntraVet software so that you can use the integrated features, as described in the following sections.

Setting up integration with IDEXX Reference Laboratories

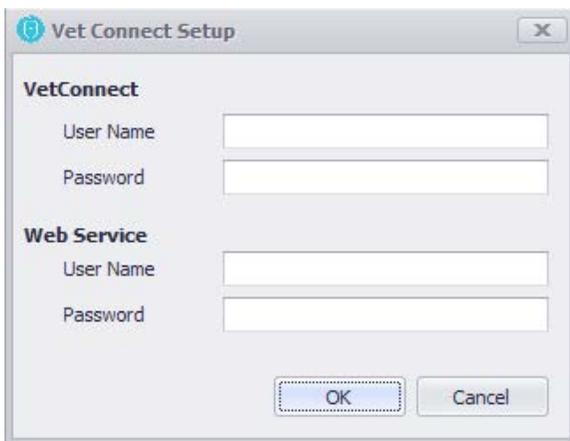
Integration enables both reference laboratory test ordering and results download. After you set up the integration, you will need to align your IntraVet test codes with IDEXX Reference Laboratories test codes.

To set up integration for reference laboratory ordering and result download:

1. Go to **Setup > Lab Interface**.
2. Click **VetConnect > VetConnect Setup**.

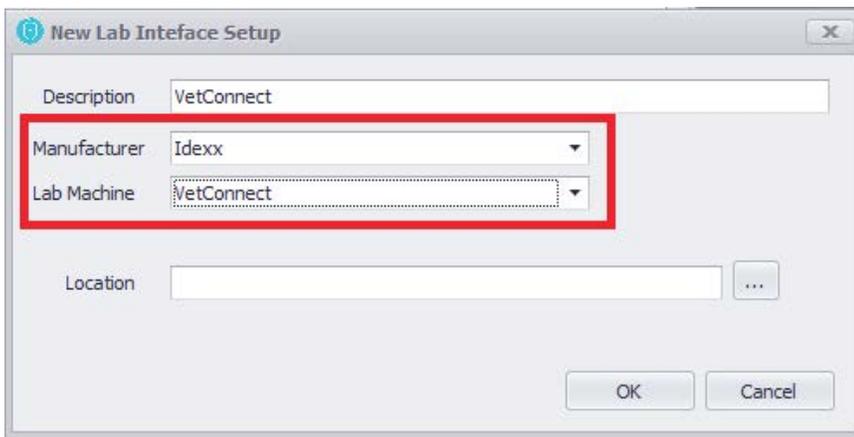


3. Enter the VetConnect user name and password and the IDEXX web services ID and password, and then click **OK**.

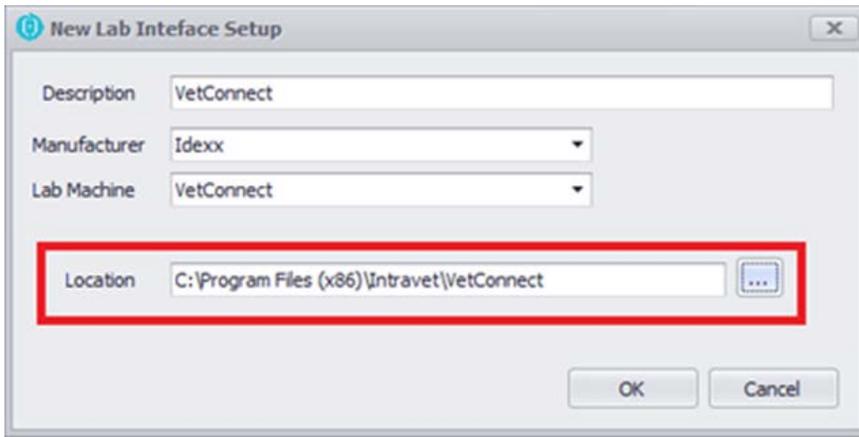


4. Click New.

5. Select **IDEXX** as the manufacturer, and **VetConnect** as the laboratory machine.



6. Click the browse button, and then browse to the location of the VetConnect folder (usually C:\Program Files (x86)\Intravet\ VetConnect).



7. Click **OK**.

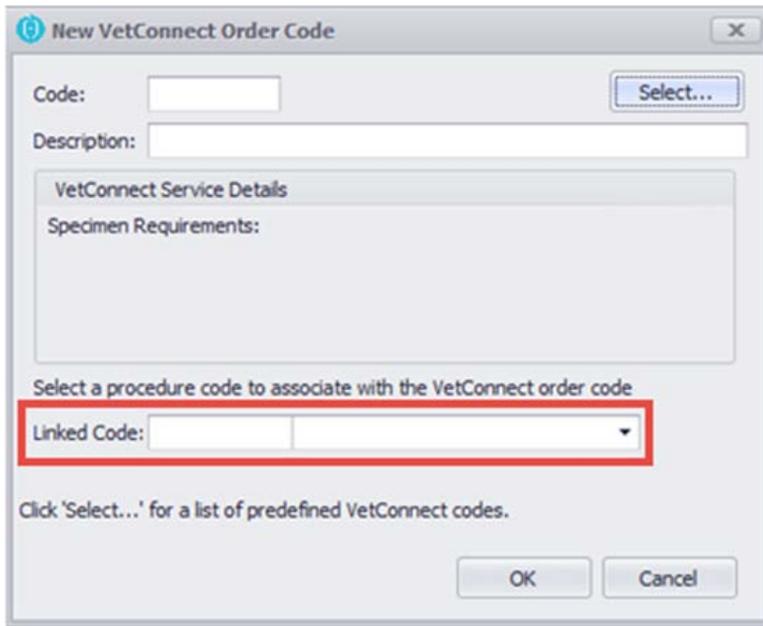
To align IntraVet test codes with IDEXX Reference Laboratories test codes using the Lab Interface Setup window:

Tip: You can also align codes from a new laboratory requisition opened from the Medical History, Control Center, or Lab Results tab.

1. Go to **Setup > Lab Interface**.
2. Click **VetConnect > VetConnect Order Codes**.



3. Click **New**.
4. Click **Select**, and then choose the IDEXX laboratory code you want to use.
5. From the **Linked Code** drop-down list, select your corresponding IntraVet code.



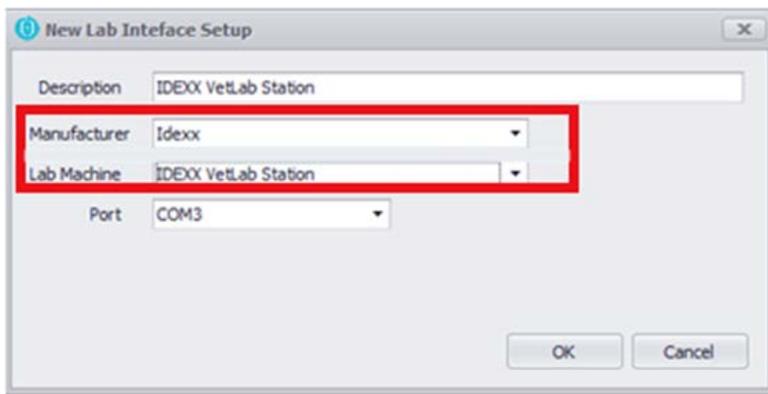
6. Click **OK**.

Setting up integration with the IDEXX VetLab Station

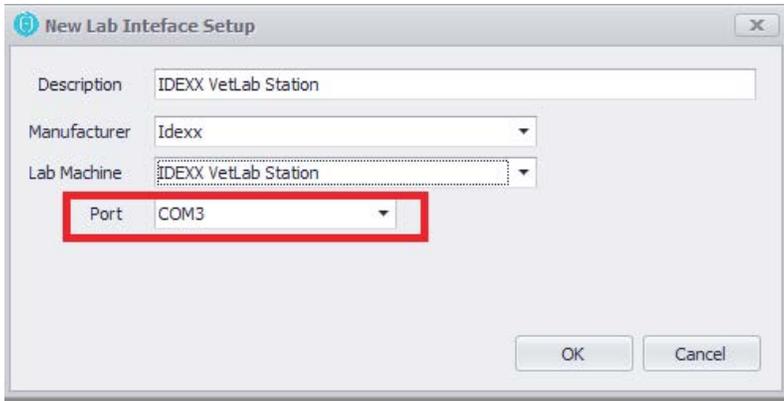
Integration enables automatic results download.

To set up integration with the IDEXX VetLab Station:

1. Go to **Setup > Lab Interface**.
2. Click **New**.
3. Select **IDEXX** as the manufacturer and IDEXX VetLab Station as the laboratory machine.



4. Select the port number the IDEXX VetLab Station is using on the IntraVet workstation.



5. Click **OK**.

Ordering tests from IDEXX Reference Laboratories

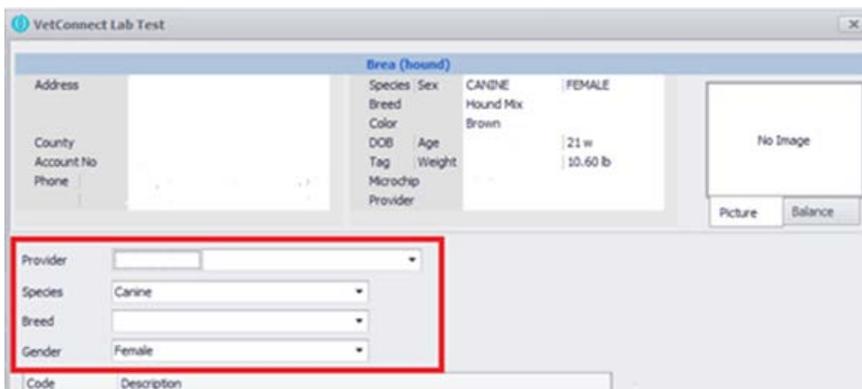
To create a test requisition form:

1. Right-click in the Control Center, Visit, or Lab Results tab, and then choose **Select Lab Tests**. The Lab Test window opens.
2. Click **New > VetConnect Lab Test**.



3. Fill in the following information, if not already provided:

- Provider
- Species
- Breed
- Gender



4. Select your VetConnect order code from the drop-down list and click **Add**.

Charles Abbott
Address: 123 Anystreet
County: Anytown, IL 55555
Account No: 2
Phone: (555) 555-5555

Fluffy
Species: CANINE | Sex: MALE
Breed: Maltese
Color: Black & Tan
DOB: 8/15/2011 | Age: 3 yr
Tag: | Weight: 10.00 lb
Microchip: | Provider: |

Provider: DR | Dr. Doctor
Species: Canine
Breed: Maltese
Gender: Male

Code: | Description: | IntraVet Animal Hospital
123 Anystreet
Anytown, IL 55555
555-555-5555

2889 | Lab 4Dx Plus with Reflex Lyme Quant C6 (If Indicated) | Add | New Order Code

Notes

OK | Cancel

5. Click **OK** to save and print the form.

The laboratory request is now listed in the Lab Test window.

To view or print requisition forms:

1. Right-click the patient name in the Control Center, Visit, or Lab Results tab, and then select **Go to Patient Lab Tests** to open the Lab Test window.

Sample Id	Name	Requested By	Date	Status
6983211	BUN/Creatinine with Thyroid Panel 2	Dr. Doctor	11/13/2014 10:59 AM	Completed

2. Right-click the test, and then select **Edit** to view the request or **Print Requisition Form** to print the requisition.

Sample Id	Name	Requested By	Date	Status
6983211	BUN/Creatinine with Thyroid Panel 2	Dr. Doctor	11/13/2014 10:59 AM	Completed

Context Menu:
Edit
Cancel Lab Requisition
Print Requisition Form

Downloading, viewing, and posting IDEXX test results

To download test results:

Click the **VetConnect** button on the Lab Results window to download reference laboratory results.

In-house results are automatically displayed in the Lab Results window upon opening.

To view reference laboratory or in-house results and post them to a patient record:

1. Click the **Lab Results** button on the main tool bar.
2. Select the appropriate laboratory result from the list, and then click **Post**.

The screenshot shows the 'Lab Results' window with a table of test results. The selected row is for sample ID 6983213, patient Fluffy, test T4, received 11/24/2014 1:32 PM. Below the table, the 'VetConnect' section shows sample and patient information. The test results section displays a T4 value of 5.4 ug/dL, which is highlighted in red, indicating it is above the reference range of 0.8-4.7. A bar graph shows the result is significantly above the normal range. Interpretive ranges and a detailed note about subnormal T4 values are also provided.

Sample ID	Client	Patient	Test Name	Received
6983205	213503 Amy, Amy	Fred	T4	11/24/2014 1:32 PM
6983207	213503 Amy, Amy	Zork	T4	11/24/2014 1:32 PM
6983206	213503 Amy, Amy	Wilbur	T4	11/24/2014 1:32 PM
6983204	113375 Burkhardt, Jen...	VIOLET	CBC COMPREHENSIVE	11/24/2014 1:32 PM
6983213	2 Abbott, Charles	Fluffy	T4	11/24/2014 1:32 PM
6983213	2 Abbott, Charles	Fluffy	FREE T4	11/24/2014 1:32 PM
6983210	2 Abbott, Charles	Coco	BUN:CR RATIO	11/24/2014 1:32 PM

T4
VetConnect

Sample Date:
Sample Info: Client: 2 Abbott, Charles Doctor: IDEXX Integration, IntraVet OperatorID: IDEXX Integration, IntraVet Status: F
Patient Info: Patient: Fluffy Age: 3 yr(s) Sex: Male Species: Canine Breed: Maltese
Test Date: 11/13/2014 12:16:56 PM

Test	Results	Reference
T4	= 5.4 ug/dL	H 0.8-4.7

Interpretive ranges:
<0.8 Subnormal
0.8-4.7 Normal
2.3-4.7 Grey zone in old or symptomatic cats
>4.7 Consistent with hyperthyroidism

Cats with subnormal T4 values are almost exclusively euthyroid sick or over-treated for their hyperthyroidism. Older cats with consistent clinical signs and T4 values in the grey zone may have early hyperthyroidism or a concurrent non-thyroidal illness. Hyperthyroidism may be confirmed in these cats by adding on a free T4 or by performing a T3 suppression test. Following treatment with methimazole, T4 values will generally fall within the lower end of the reference range (0.8 - 2.3).

3. Select the appropriate visit and click **OK**.

The screenshot shows the 'Select Lab Test' dialog box. It has two tabs: 'Existing Lab Test' and 'Create a new Lab Test'. The 'Existing Lab Test' tab is active. It shows a form with 'Account' set to '2 Abbott, Charles' and 'Patient' set to 'Fluffy'. Below this is a table of visits:

Visit Description	Status	Date
Vaccination Appointment	Scheduled	11/13/2014 2:30 PM
Invoice on 12/3/2013	Finalized	12/3/2013 9:21 AM

At the bottom, there is a 'New' button, a checkbox for 'Manually create lab test', and 'OK' and 'Cancel' buttons.

The laboratory results are now available in the patient record.

Viewing IDEXX test results in VetConnect PLUS

VetConnect PLUS provides trending tools and web-based test results from IDEXX Reference Laboratories and the IDEXX VetLab Station.

At this time, IntraVet software does not integrate with VetConnect PLUS. However, you can access all the features and benefits of VetConnect PLUS directly, at vetconnectplus.com

To learn more, navigate to the VetConnect PLUS home page or to the IDEXX Learning Center:

vetconnectplus.com

idexxlearningcenter.com

Contacting support

- IntraVet: 1-800-422-8875
- IDEXX Reference Laboratories and VetConnect PLUS: 1-888-433-9987
- IDEXX VetLab Station: 1-800-248-2483

Appendix

Requesting VetConnect PLUS and IDEXX web services credentials

If your practice does not already have a VetConnect account, contact VetConnect PLUS 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 to a support representative:

1. Your IDEXX Laboratories account number
2. The name of the person at your practice who will administer the account, including their email address
3. The version of your IntraVet 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 these to complete the integration.

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

Connecting your IDEXX VetLab Station to your IntraVet network

Contact IDEXX Customer Support at **1-800-248-2483** for information about connecting the IDEXX VetLab Station to your network using a serial connection.

Activating SmartService* Solutions on your IDEXX VetLab Station

The IDEXX VetLab Station must have SmartService* Solutions installed and activated. SmartService Solutions is an internet-based customer support and service tool from IDEXX Laboratories. It allows our specially trained staff to troubleshoot and resolve many instrument issues to save you time, increase your instrument uptime, and improve practice efficiency. It's like having IDEXX Technical Support right in your clinic. Contact IDEXX Laboratories directly at **1-800-248-2483** to request SmartService Solutions activation.