IntraVet®/ IDEXX Laboratories 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 result 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 electronic patient 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 (1-877-256-8457) 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 lDEXX Reference Laboratories test results.
- IDEXX VetConnect® logon credentials and IDEXX Web Service logon credentials (also known as VCAgent credentials). Instructions for obtaining credentials are in the 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 result 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.
- IDEXX SmartService™ Solutions activated on your IDEXX VetLab Station. Instructions for activating IDEXX SmartService Solutions are in the Appendix.

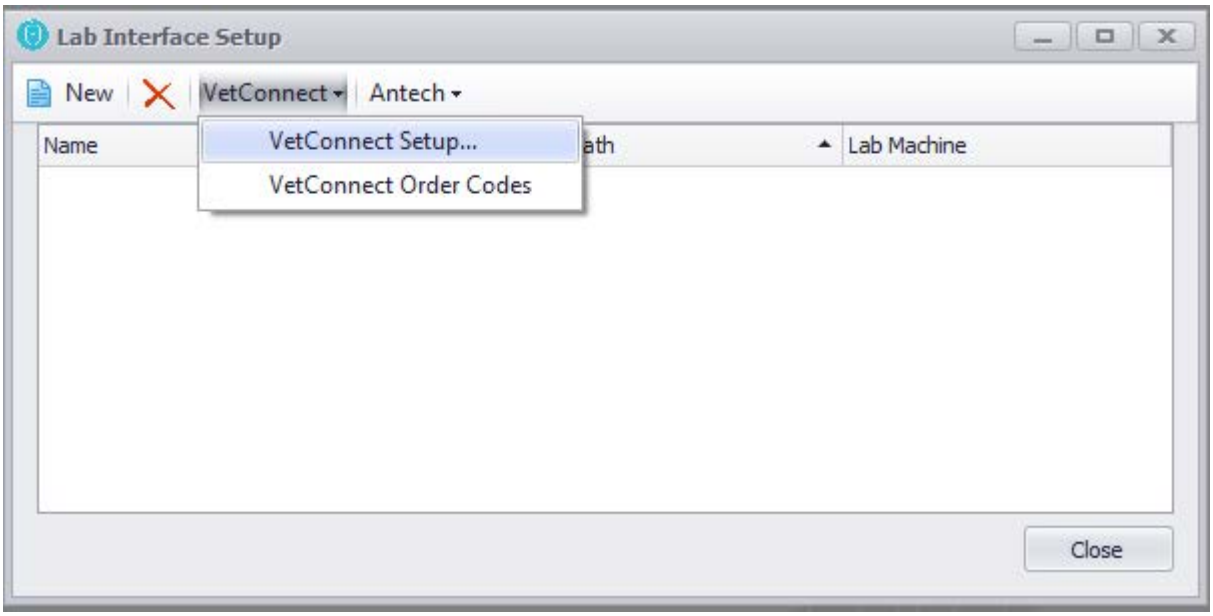
After you have everything you need from IDEXX, you must set up your IntraVet software so that you can use the integrated features, as described in the following sections.

Setting Up Integration with IDEXX Reference Laboratories

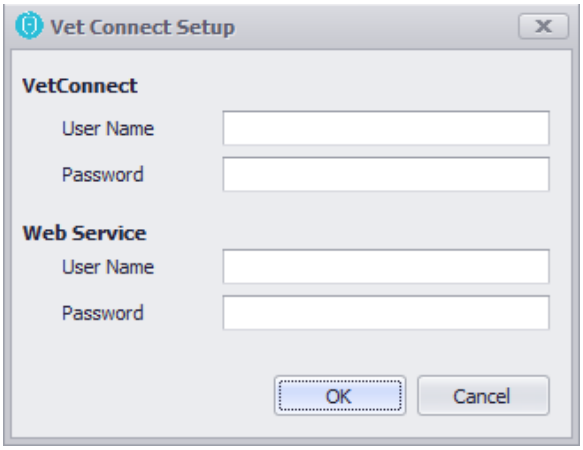
Integration enables both reference laboratory test ordering and result download. After you set up the integration, you will need to align your IntraVet test codes with IDEXX Reference Laboratories test codes.

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

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

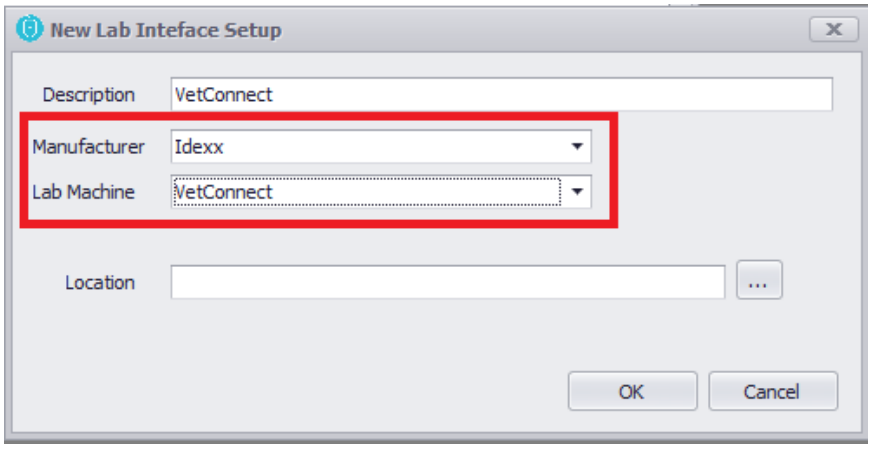


3. Enter the VetConnect user name and password and the IDEXX Web Service user name and password, and then click **OK**.

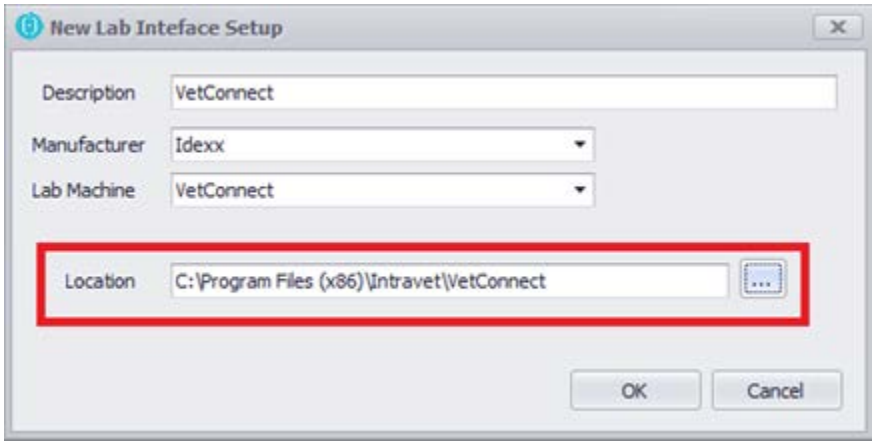


4. Click **New**.

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).

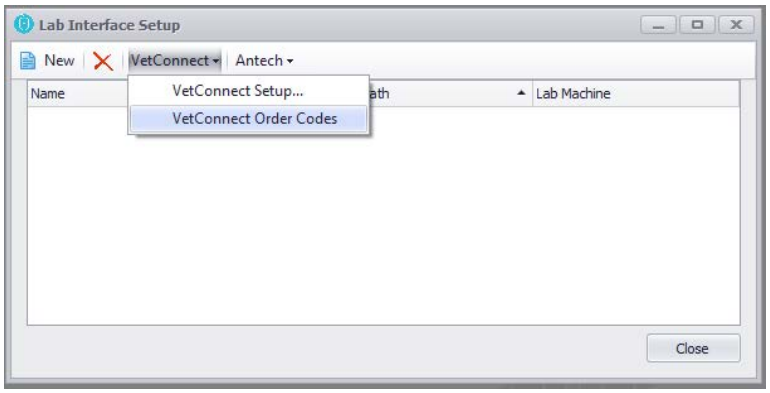


7. Click **OK**.

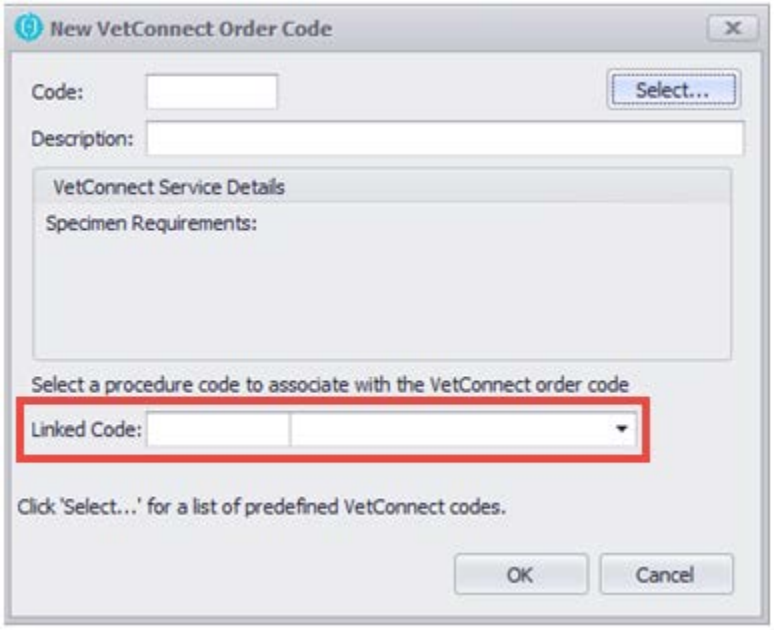
To align IntraVet test codes with IDEXX Reference Laboratories test codes using the Lab Interface Setup window:

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.



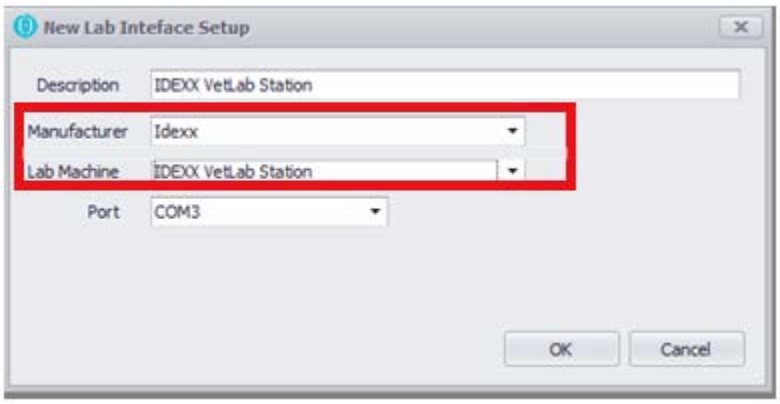
6. Click **OK**.

Setting Up Integration with IDEXX VetLab® Station

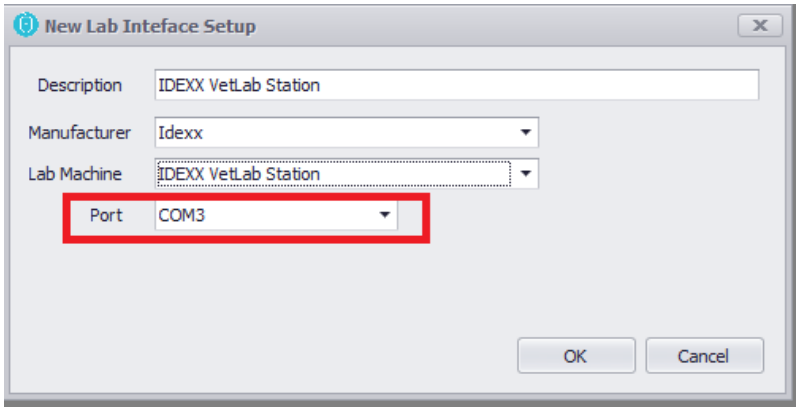
Integration enables automatic result download.

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.

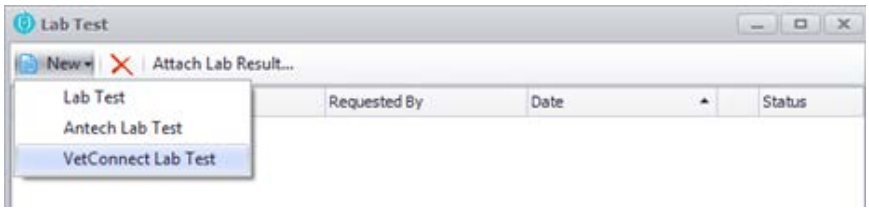


5. Click **OK**.

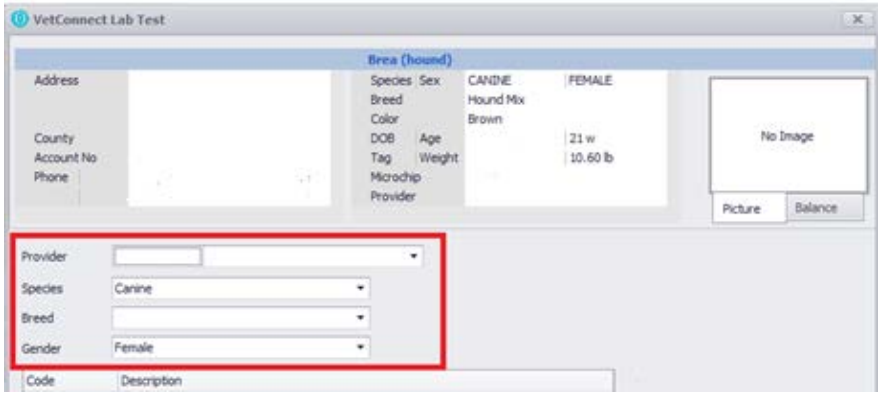
Ordering Tests from IDEXX Reference Laboratories

To create a test requisition form:

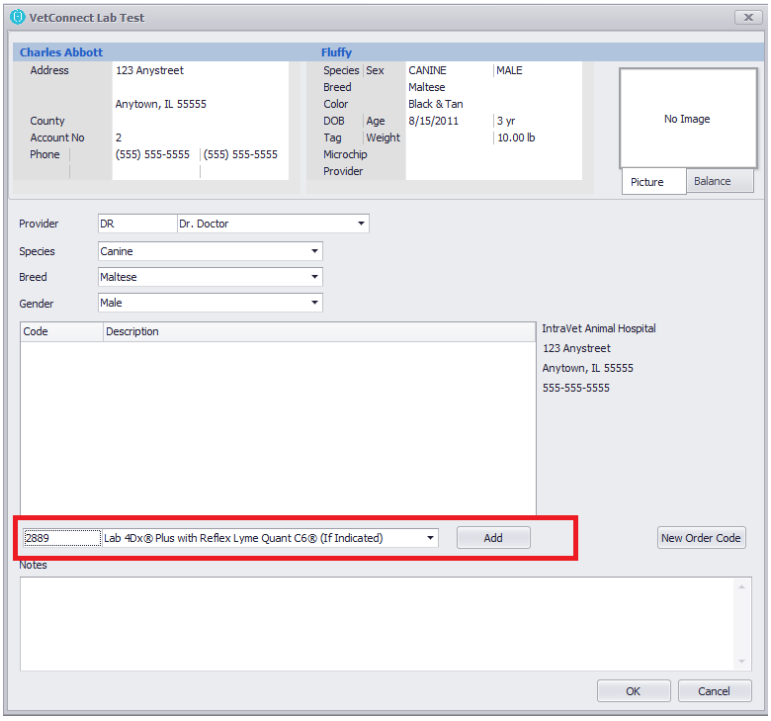
1. Right-click in the Control Center, Visit, or Lab Results tab, and then choose **Select Lab Tests**. The Lab Test window opens.
2. Click **New | VetConnect Lab Test**.



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**.



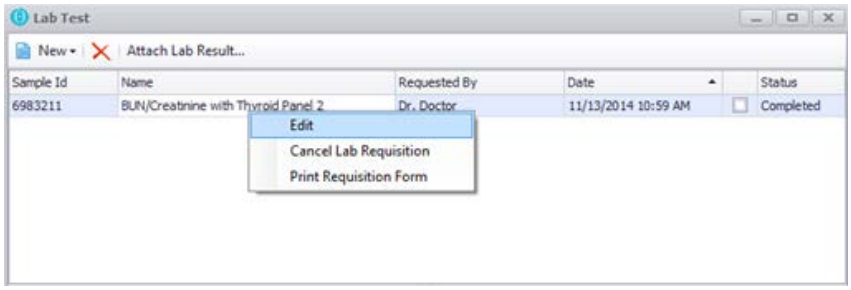
5. Click **OK** to save and print the form.

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.

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



Downloading, Viewing, and Posting IDEXX Test Results

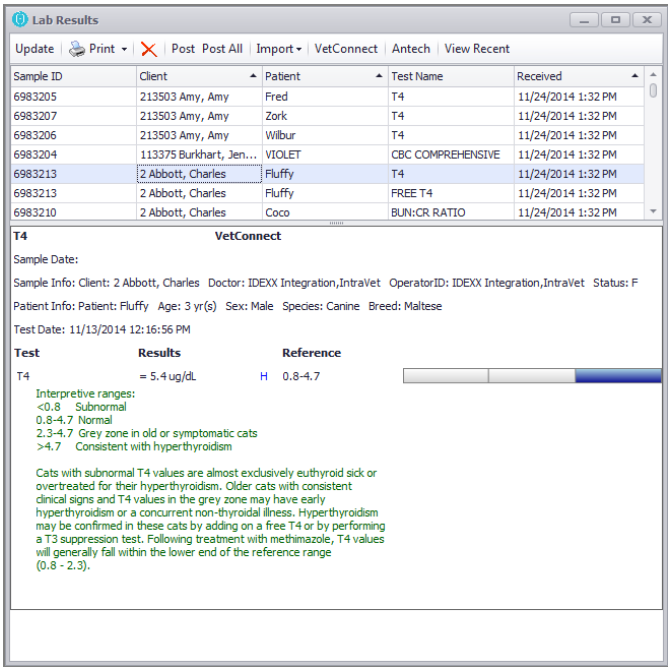
To download test results:

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

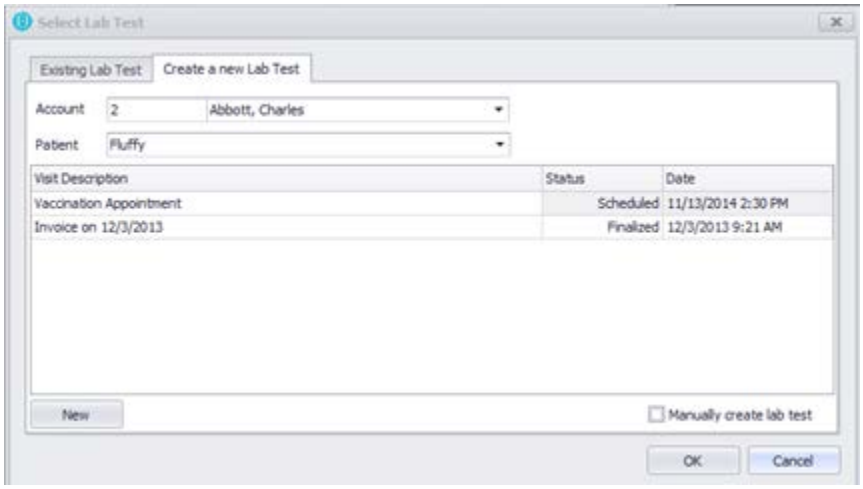
In-house results are automatically displayed in the Lab Results window upon opening.

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**.



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



The laboratory results are now available in the patient record.

Viewing IDEXX Test Results in IDEXX 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 Customer 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 Service credentials

If your practice does not already have a VetConnect account, contact IDEXX 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 a VetConnect account for you and to provide IDEXX Web Service credentials. 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 his or her email address
3. The version of your IntraVet software

IDEXX will provide a user name and password for the VetConnect administrator at your practice. You will need these and the Web Service credentials 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 IDEXX SmartService™ Solutions on your IDEXX VetLab Station

The IDEXX VetLab Station must have IDEXX SmartService™ Solutions installed. IDEXX 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 IDEXX SmartService Solutions activation.