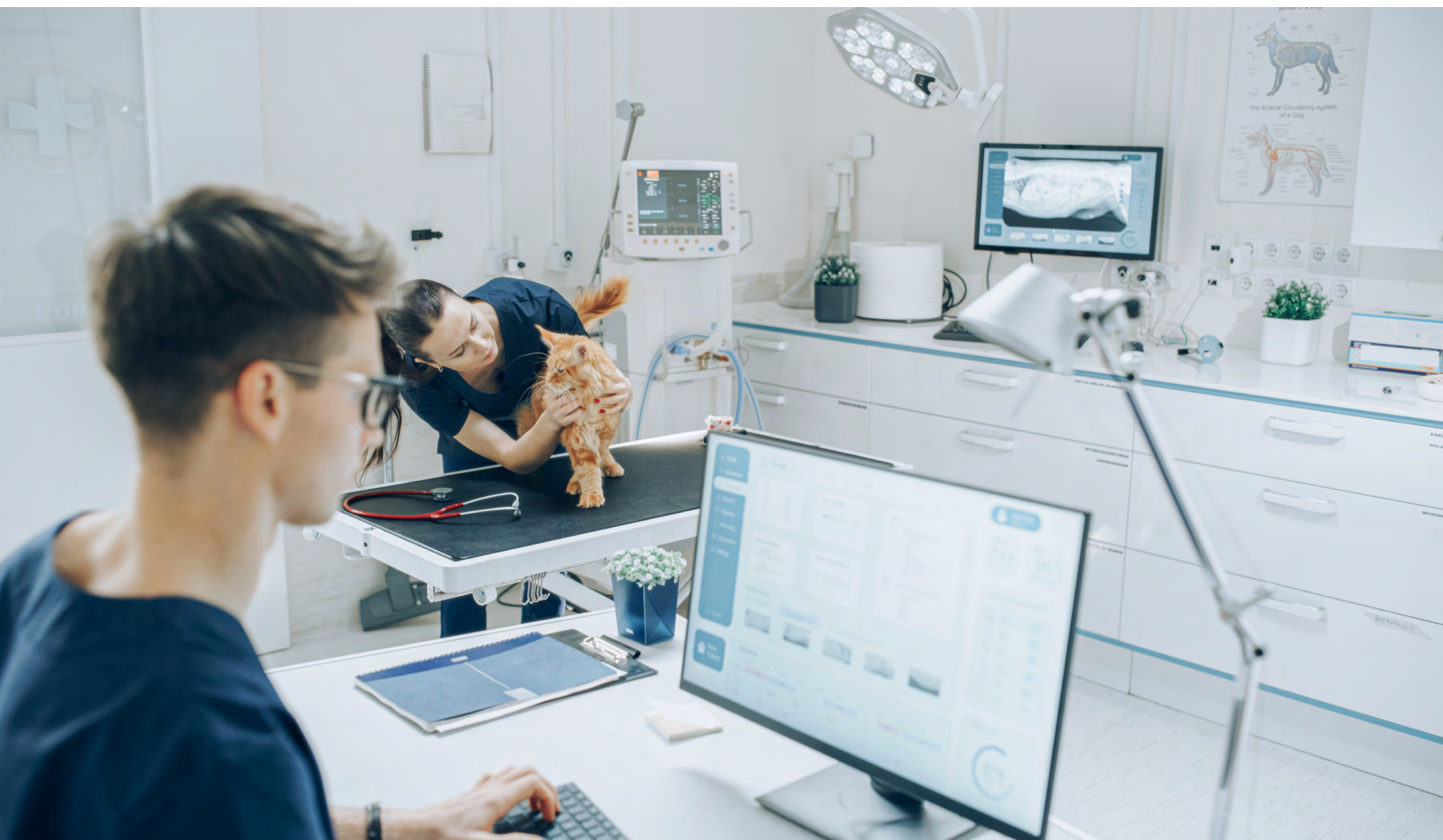




Zoetis[®] Diagnostics

User Guide



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Overview

Zoetis Reference Laboratories provides full-service diagnostics for clinical and anatomic pathology testing covering most species. This guide will aid in the setup and use to take full advantage of this integration with Impromed.

Zoetis Reference Lab Setup

The steps below will describe the setup screens for Zoetis Reference Labs. The setup page is displayed and saved per business.

To begin, click  > **Setup** > **Lab Integrations** > **Zoetis Reference Lab**.

The Zoetis Reference Lab Setup screen consists of five tabs: “**Settings**” | “**Species**” | “**Genders**” | “**Tests**” | “**Clinicians**”. Each tab will be described below.

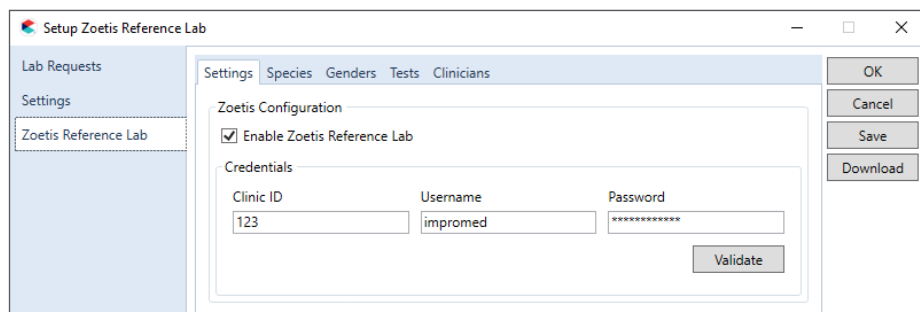
Settings Tab

1. Check the option to Enable Zoetis Reference Lab.
2. Enter your Zoetis Credentials: Clinic ID, Username, Password.
3. Click **Validate** to verify the credentials are correct.
4. When the credentials have been validated, click the **Download** button to pull the latest lab lists from Zoetis (species, genders, tests, clinicians). This button is available on all tabs.



If the option is not enabled, the Credential fields will be disabled.

If the credentials are not valid, contact Zoetis at 888-965-9652.



Species Tab

The Species tab is where you map the Impromed species with the Zoetis species.

Setup Zoetis Reference Lab

Lab Requests

Settings

Zoetis Reference Lab

Settings

Species

Genders

Tests

Clinicians

Species	Zoetis Species
Avian	Avian
Bovine	Bovine
Canine	Canine
Equine	Equine
Feline	Feline
Mustelid	Ferret
Other	Unknown
Reptile	Reptile

OK

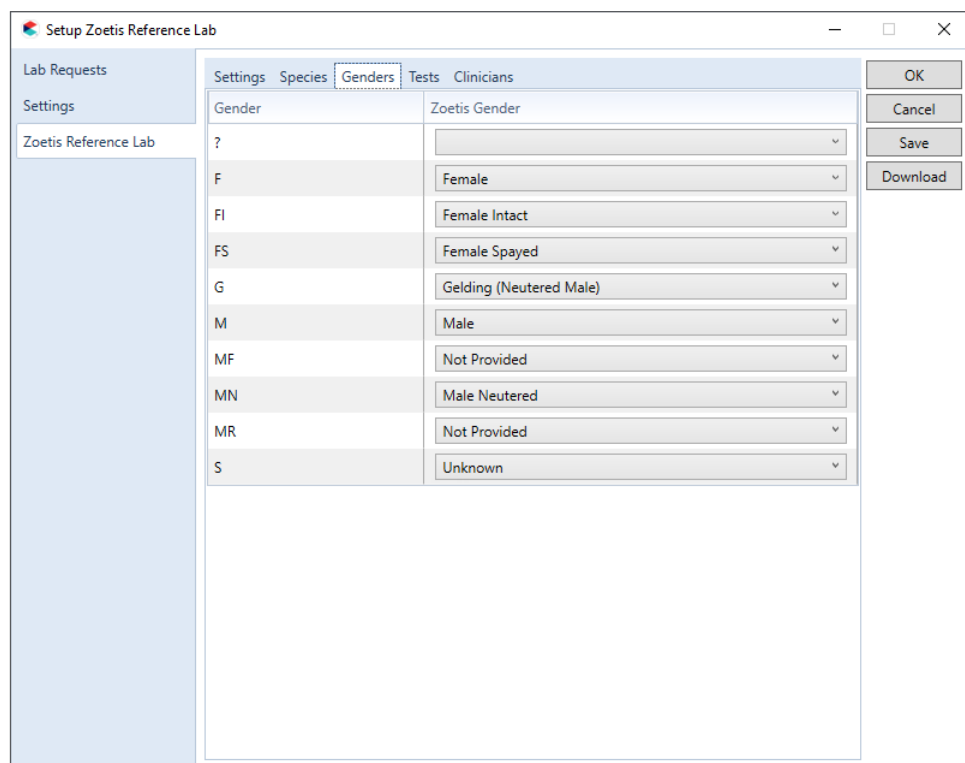
Cancel

Save

Download

Genders Tab

The Genders tab is where you map the Impromed genders with the Zoetis genders.



Gender	Zoetis Gender
?	
F	Female
FI	Female Intact
FS	Female Spayed
G	Gelding (Neutered Male)
M	Male
MF	Not Provided
MN	Male Neutered
MR	Not Provided
S	Unknown

Tests Tab

On the Tests tab, map the Impromed products to the Zoetis tests. Impromed products mapped to Zoetis will be the products that appear for selection when setting up product attachments for lab requests or creating the Zoetis travel sheet.

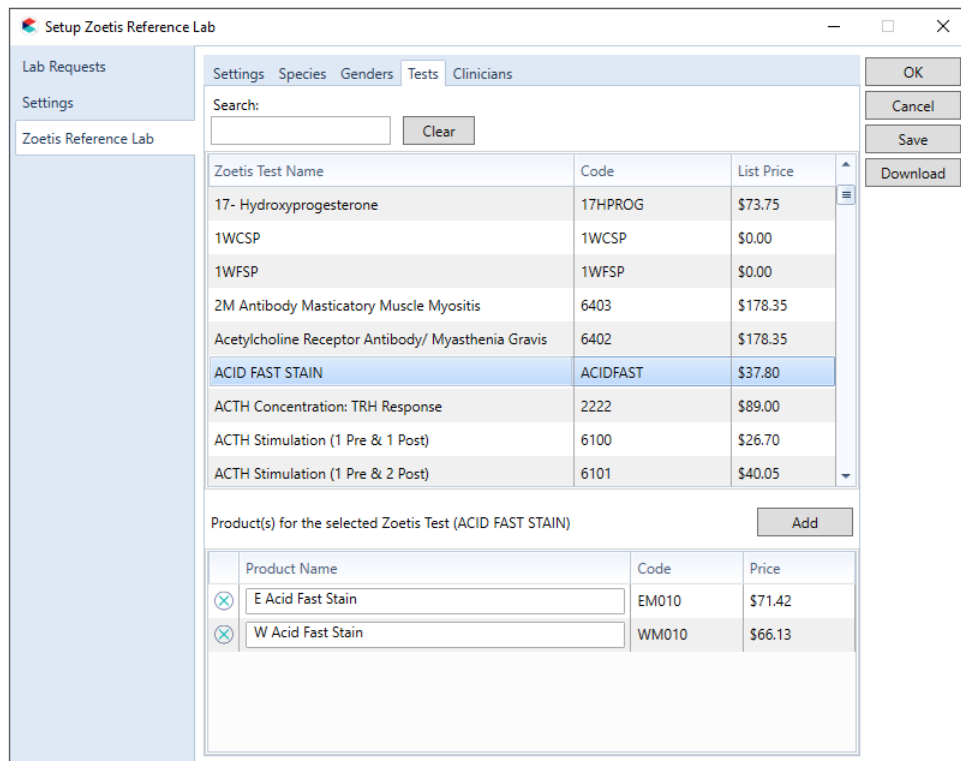
Code List

Search - Allows the user to search by Zoetis test criteria which filters the table as they type.

Zoetis Test Name - Test name provided by Zoetis.

Code - Code associated to the test provided by Zoetis.

List Price - The list price associated with the test code provided by Zoetis.



Setup Zoetis Reference Lab

Lab Requests
Settings
Zoetis Reference Lab

Settings Species Genders Tests Clinicians

Search:

Zoetis Test Name	Code	List Price
17- Hydroxyprogesterone	17HPROG	\$73.75
1WCSP	1WCSP	\$0.00
1WFSP	1WFSP	\$0.00
2M Antibody Masticatory Muscle Myositis	6403	\$178.35
Acetylcholine Receptor Antibody/ Myasthenia Gravis	6402	\$178.35
ACID FAST STAIN	ACIDFAST	\$37.80
ACTH Concentration: TRH Response	2222	\$89.00
ACTH Stimulation (1 Pre & 1 Post)	6100	\$26.70
ACTH Stimulation (1 Pre & 2 Post)	6101	\$40.05

Product(s) for the selected Zoetis Test (ACID FAST STAIN)


Product Name	Code	Price
<input type="checkbox"/> E Acid Fast Stain	EM010	\$71.42
<input type="checkbox"/> W Acid Fast Stain	WM010	\$66.13

OK
Cancel
Save
Download

Linking Products

By selecting a test code in the Tests table, the user is able to use the product grid below the table to add or remove product links.

Add button - Clicking will add a new row to the bottom of the Product link grid. Search for an Impromed product to link to the selected Zoetis test.

 **button** - Remove a product link/row.

Product Name - Name of the product in Impromed.

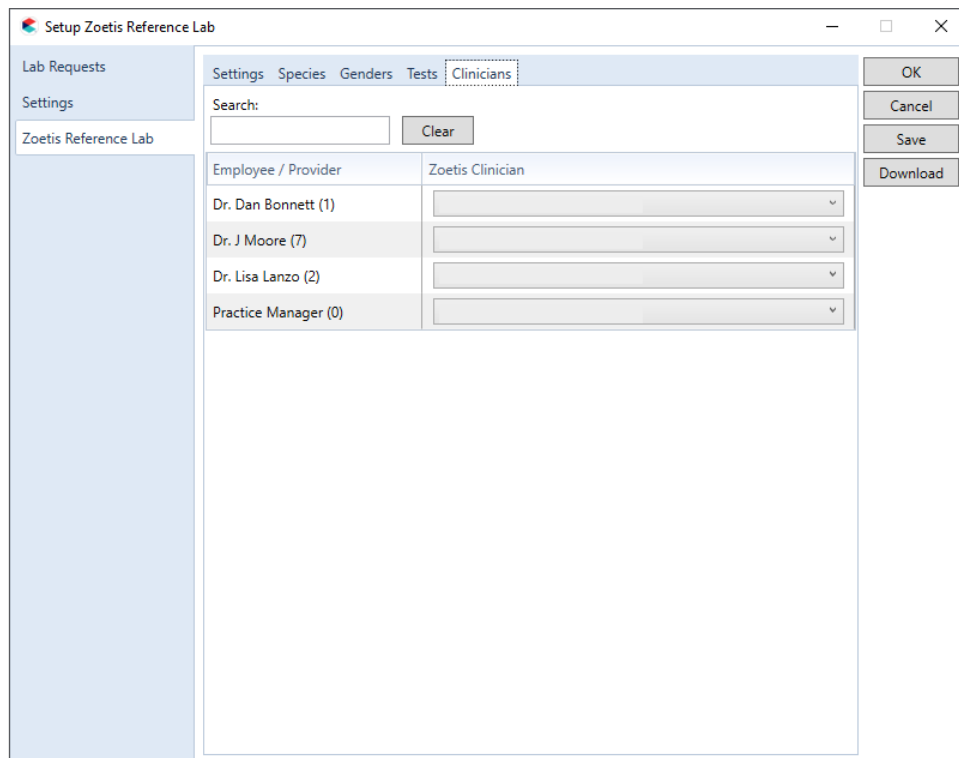
Code - Code associated to the product in Impromed.

Price - General/base price of the product in Impromed.

- Now that the Zoetis price is displayed, the users can compare it to the product price and adjust pricing as needed for markup purposes.
- Zoetis pricing would be updated anytime a new list is retrieved.

Clinicians

For ordering labs through Zoetis, it is required to send up a clinician ID. For that reason, we download and store the list of Zoetis clinicians and allow the business to map the clinician to an Impromed employee/provider. That way, as mappings are made, commonly utilized employees tied to the order will automatically send up their associated Zoetis clinician ID.



Setup Zoetis Reference Lab

Lab Requests

Settings

Zoetis Reference Lab

Settings Species Genders Tests **Clinicians**


Search:

Employee / Provider	Zoetis Clinician
Dr. Dan Bonnett (1)	<input type="text"/>
Dr. J Moore (7)	<input type="text"/>
Dr. Lisa Lanzo (2)	<input type="text"/>
Practice Manager (0)	<input type="text"/>

- **Search** field allows the list of Employees/Providers in Impromed to be filtered. The search is handy for larger businesses.
- **Employee/Provider** column displays a list of Impromed employees who are currently set as providers for Lab Screens.
- **Zoetis Clinician** drop-down list displays a list of Clinicians for the associated Clinic ID. The list will display first name, last name, and the ID in parentheses, for reference.

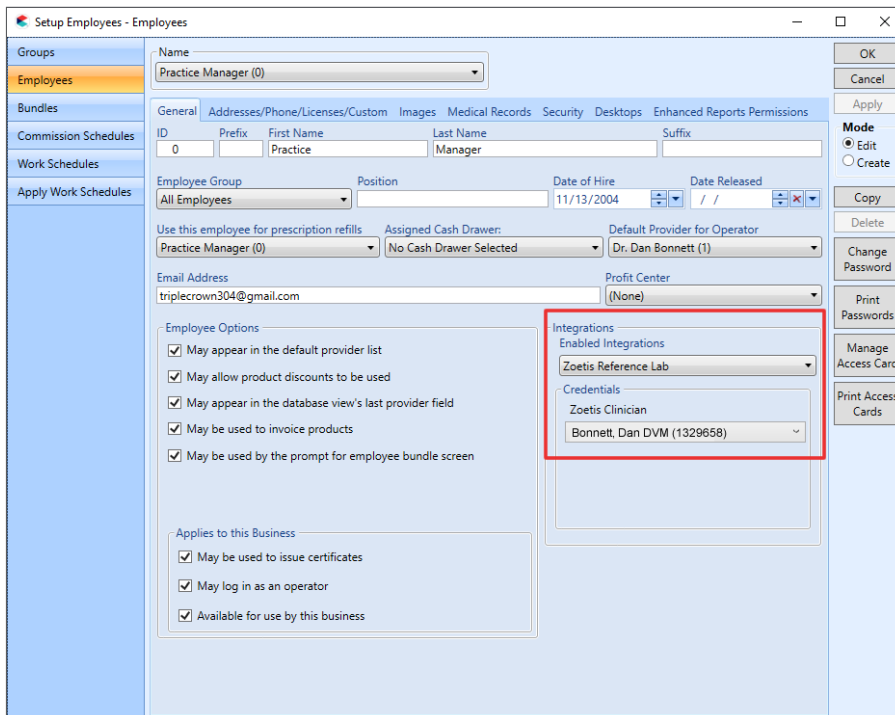
Employee Setup

If the business is using Zoetis Reference Labs, the employees/providers submitting tests must have the integration for Zoetis selected in their employee profile.

1. Click  > **Setup** > **Employees** > **Employees**.
2. Select the employee/provider from the **Name** drop-down list.
3. Under **Integrations**, select **Zoetis Reference Lab**.
4. Select the Zoetis Clinician name from the drop-down list.



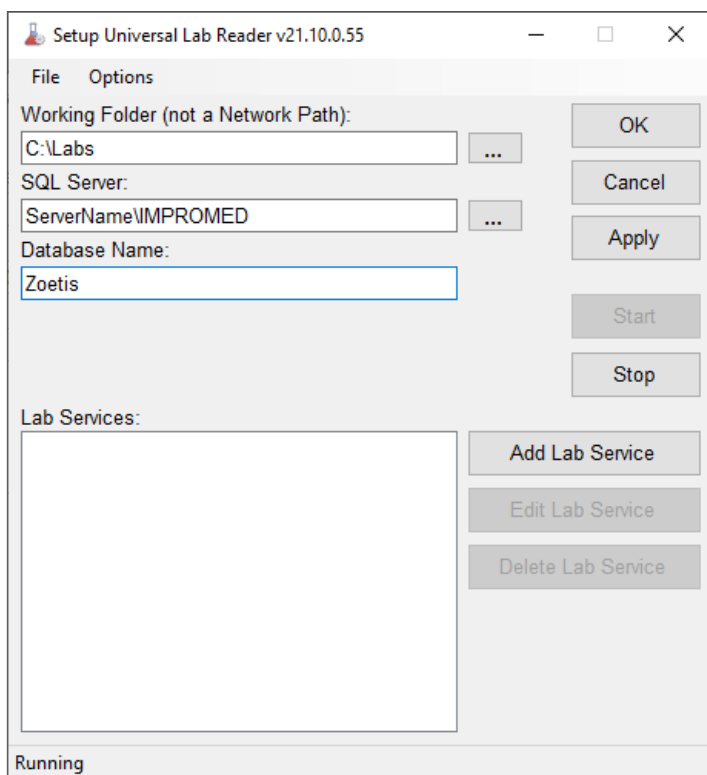
- If a mapping was not set under Zoetis Setup, the drop-down list will default to empty.
- If mapping was done under Zoetis Setup, the Zoetis Clinician should default to the Clinician in Employee Setup.
- If the Employee selected is not set as a Provider for Lab Screens, the drop-down list will be disabled and it will display a tooltip stating the employee must be marked as a provider.
- If any changes are made on Setup Employee, when Save/Apply is clicked, it will update the mapping in Zoetis setup, the Clinician mapping page.



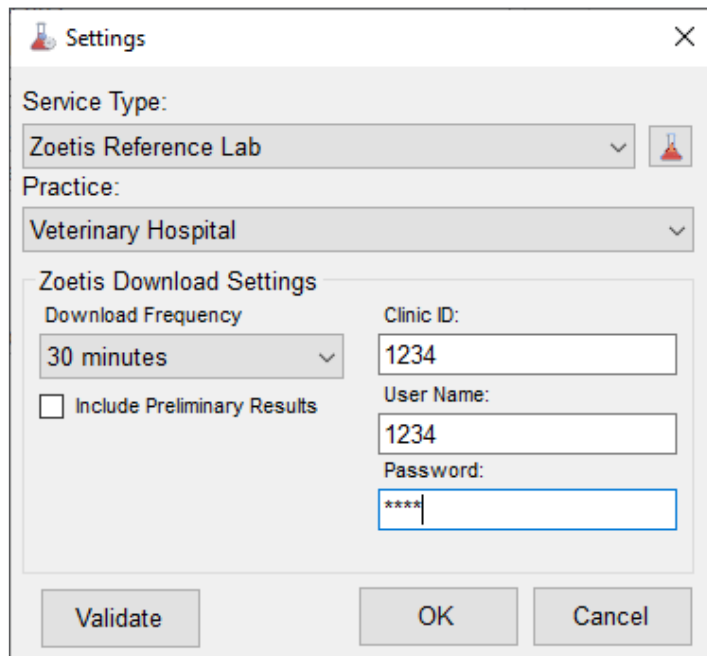
Zoetis IULR Setup

Zoetis Reference Lab is now a lab service in the Impromed Universal Lab Reader.

1. From the Windows® **Start** menu, go to the **Impromed Universal Lab Reader** folder > **Configure ULR**.



2. Verify the **Working Folder**, **SQL Server**, and **Database Name** have been configured. If not, those fields need to be filled in before proceeding.
3. Click **Add Lab Service**.



4. Select **Zoetis Reference Lab** from the **Service Type** drop-down list.
5. Select the **Practice**.
6. Select the **Download Frequency**.
7. Enter the **Clinic ID, User Name, Password**. These must be the same credentials for the business entered under Zoetis Setup in Impromed.
8. Check the option to **Include Preliminary Results**, if preferred.
9. Click **Validate** to verify the credentials are correct.
10. Click **OK** to save changes.




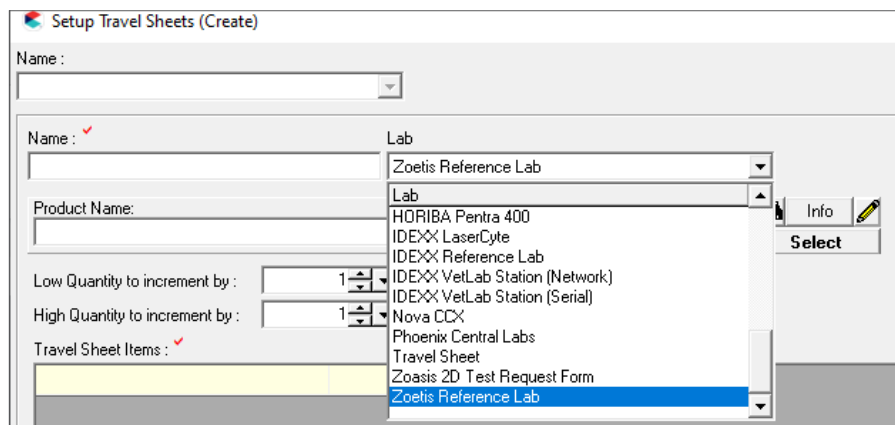
The Zoetis Reference Lab service will only be compatible with an Impromed (database) version that has the Zoetis Reference Lab integration.

If you attempt to add the service to a database that does not contain the appropriate Zoetis schema in the database, you will be given a message stating that the service cannot be added to the IULR due to incompatibility with the version you are on.

Travel Sheet Setup for Zoetis Reference Labs

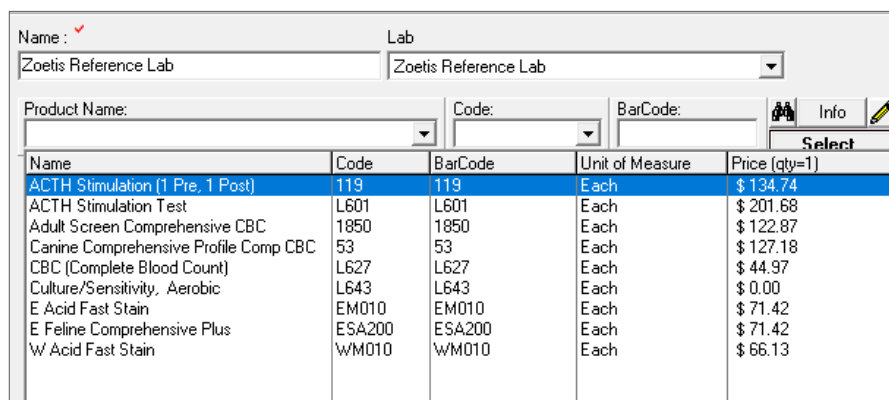
Follow the steps below to create a travel sheet for Zoetis Reference Lab tests.

1. Click  > **Setup** > **Travel Sheets**. The Setup Travel Sheets window opens.
2. Click **Create** under Mode.
3. Enter the **Name** for the travel sheet.
4. Under **Lab**, select **Zoetis Reference Lab**.



5. From the Product Name, Code, or BarCode, select the product for the Zoetis test.

Note: The products in the drop-down list are products linked to a lab code from “Linking Products”.




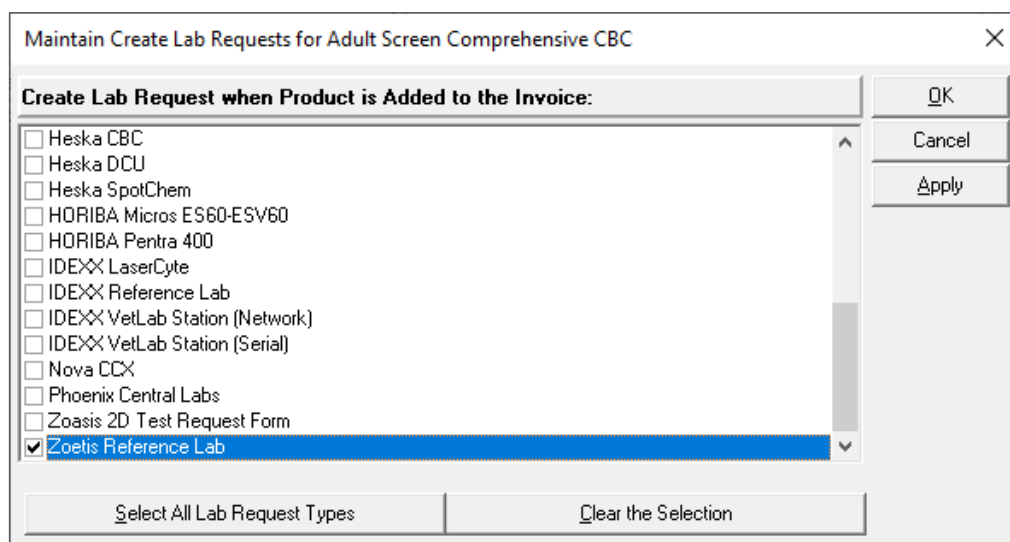
Name	Code	BarCode	Unit of Measure	Price (qty=1)
ACTH Stimulation (1 Pre, 1 Post)	119	119	Each	\$ 134.74
ACTH Stimulation Test	L601	L601	Each	\$ 201.68
Adult Screen Comprehensive CBC	1850	1850	Each	\$ 122.87
Canine Comprehensive Profile Comp CBC	53	53	Each	\$ 127.18
CBC (Complete Blood Count)	L627	L627	Each	\$ 44.97
Culture/Sensitivity, Aerobic	L643	L643	Each	\$ 0.00
E Acid Fast Stain	EM010	EM010	Each	\$ 71.42
E Feline Comprehensive Plus	ESA200	ESA200	Each	\$ 71.42
W Acid Fast Stain	WM010	WM010	Each	\$ 66.13

6. Click **Add to Sheet** then repeat the steps to add additional products.
7. Click **Apply** to save changes. Click **OK** to save changes and close Setup Travel Sheets.

Zoetis Reference Lab Product Attachment

Setup products to create a Zoetis lab request using Product Attachments.

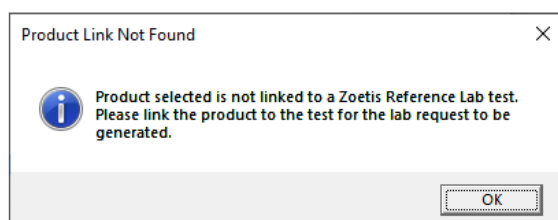
1. Click  > **Setup** > **Products** > **Product Attachments**.
2. Choose a Product.
3. Click the **Attachment Type** drop-down menu.
4. Choose **Create Lab Requests**.
5. The request will be made **When the Product is Added to the Invoice**.
6. Click **Maintain**. The Maintain Create Lab Requests for [product] dialog box opens.



The dialog box is titled "Maintain Create Lab Requests for Adult Screen Comprehensive CBC". It features a list of products with checkboxes. The "Zoetis Reference Lab" option is selected and highlighted in blue. To the right of the list are buttons for "OK", "Cancel", and "Apply". At the bottom of the dialog are two buttons: "Select All Lab Request Types" and "Clear the Selection".

7. Select **Zoetis Reference Lab**.
8. Click **OK**.
9. Repeat the steps to attach additional products to the Zoetis Reference Lab.

If the product selected is not linked to Zoetis Reference Lab, the following error will appear:




The error dialog box is titled "Product Link Not Found". It contains an information icon and the following text: "Product selected is not linked to a Zoetis Reference Lab test. Please link the product to the test for the lab request to be generated." There is an "OK" button at the bottom right.

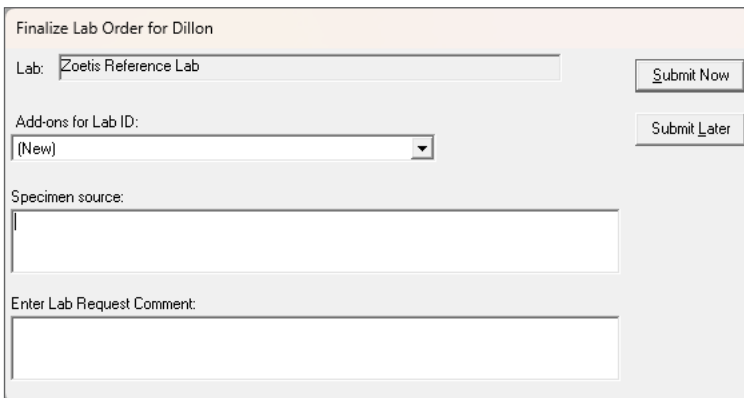
Zoetis Workflow for Ordering Labs

Lab ordering can be done from the Travel Sheet or invoicing through Product Attachments. Both options are covered below.

Product Attachment Workflow

If a product has a create lab request attachment for Zoetis, you are able to order through Invoicing. If you have not created product attachments to create lab requests, follow the steps on the “[Zoetis Reference Lab Product Attachment](#)” on page 13.

1. Click  > **Modules** > **Invoices**.
2. Select the patient.
3. Add the products with product attachments to create Zoetis Lab Requests.
4. Click **OK**. The option to **Submit Now** or **Submit Later** will appear.



5. Clicking **Submit Now** will show the PDF request which you can print or save.



If the operator forgets to Submit Now at any time, concluding the invoice will automatically create the submission for the lab and generate the PDF.

reference
laboratories
by zoetis

LAB USE ONLY

ORDER MANIFEST

Clinic Info	Patient Info	Order Info
Clinic ID: 900 ZZZTest Hospital 1 123 Main Street - Suite B (Hosp) Chula Vista, CA 91913 ☎ (212) 555-1212	Family: Hughes Pet: Pudding Age: 2 years, 2 months Sex: Female Species: 1400Canine Breed: Labrador Retriever	Order Date: 09/15/2023 Specimen Date: 09/15/2023 Doctor: A New Doctor Requisition Number:  1642555

TEST ORDERED

#	Test Code	Test Name	Source
1	2000	Basic CBC, Canine/Feline (healthy, non-geriatric)	-
2	25001490	Canine Respiratory PCR Panel	-

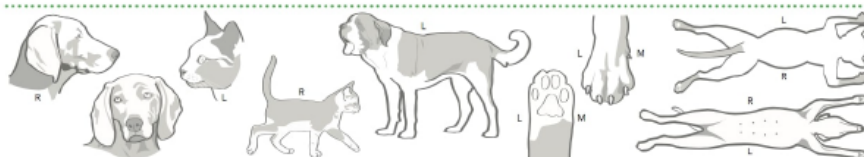
*EMPLOYEE PET: ☐

FOR CASES WHERE THIS INFORMATION IS IMPORTANT

Please provide a brief clinical history for this case: _____

What anatomic location has been sampled in this case? _____

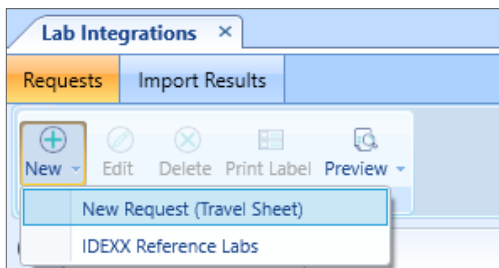
What is your clinical differential diagnosis? _____



*To qualify for free employee pet testing, a Zoetis Reference Laboratory customer must spend more than \$2,000 per month on Zoetis Reference Laboratory services (up to 10% of spend).

Lab Integrations (Travel Sheet) Workflow

1. Click > **Modules** > **Lab Integrations**.
2. From the Lab Integrations module, click the **New** button, choose **New Request (Travel Sheet)**.



3. On the Lab Requests screen, select the **Zoetis Reference Lab** sheet you had previously created. If you have not created a Zoetis travel sheet, refer to the [“Travel Sheet Setup for Zoetis Reference Labs” on page 12](#).


The screenshot shows the 'Lab Requests' window. The 'Lab Request for' field is 'Folsum, Grace'. The 'Status' is 'Creating'. The 'Selected Sheet' dropdown menu is open, showing 'ZOETIS Reference Lab' selected. Other fields include 'Practice: Veterinary Hospital', 'Destination: Invoice', 'Provider: Dr. Dan Bonnett (1)', 'Lab ID', 'Date Performed: 06/06/2023', and 'Time: 10:05 AM'. A list of lab tests is shown below, including '119 ACTH Stimulation (1 Pre, 1 Post)', '1850 Adult Screen Comprehensive CBC', '53 Canine Comprehensive Profile Comp CBC', 'ESA200 E Feline Comprehensive Plus', and 'WM010 W Acid Fast Stain'.

4. Verify the other fields have been filled in correctly. **Note:** If the Provider selected on the travel sheet is not linked to a Zoetis Clinician, a prompt will appear.
5. After the order is sent successfully, a PDF will be presented, allowing the business to print/save. The PDF can also be referenced by opening the created lab request, and clicking the **Show Web Order** button.


Workflow Using Bundles

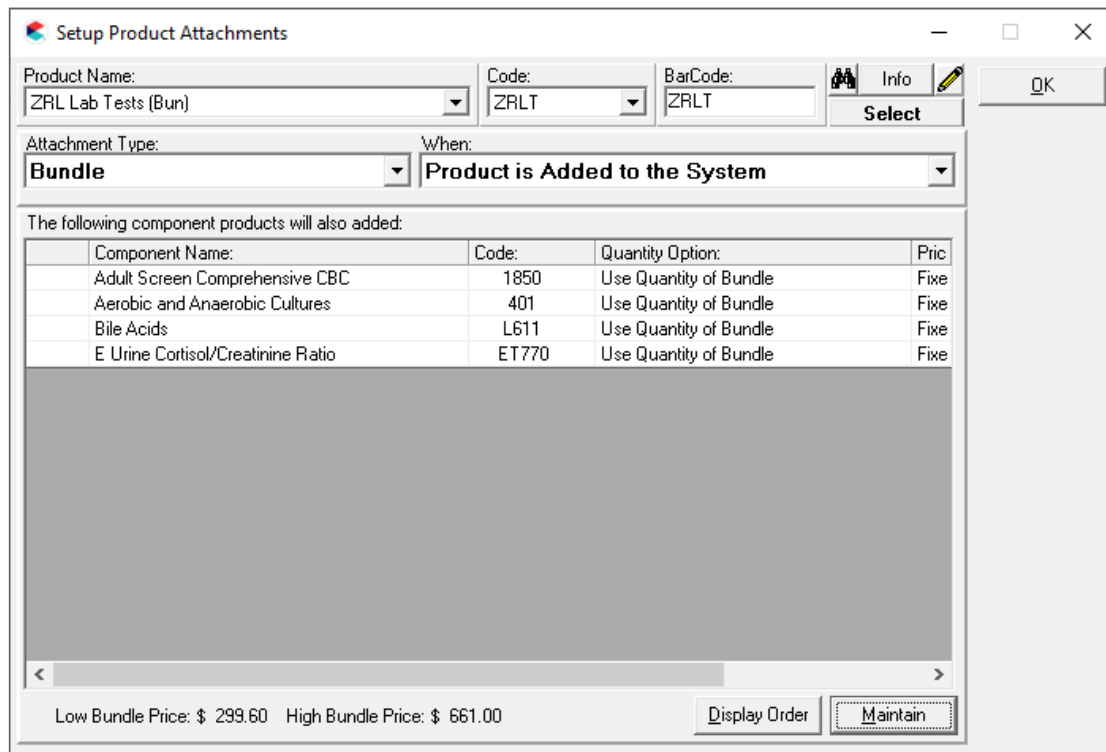
Create lab requests by bundling the Zoetis lab tests under one product. This begins with setup. Follow the steps on [page 7](#) to link Impromed products to a Zoetis test. Make sure you use Product Attachments to create lab requests for the Impromed products as described on [page 13](#). Next, create a product for the Zoetis tests.

Create a Product

1. Click  > **Setup** > **Products** > **Product Items**.
2. Switch to **Create** Mode.
3. Give the product a name. In our database, the name is ZRL Lab Tests.
4. Proceed with giving the product a code and filling out all other fields on the General tab and any other tabs, as needed.
5. Click **Apply/OK**.

Create a Bundle

1. Click  > **Setup** > **Products** > **Product Attachments**.
2. Select the product created for Zoetis lab tests.
3. With **Bundle** selected as the Attachment Type, click **Maintain**.
4. From **Product Name**, select a lab test linked to Zoetis.
5. Verify all options fit the product such as the Pricing Options.
6. Click **Apply** to save.
7. Continue selecting products linked to Zoetis tests and click Apply to save.
8. When finished, click **OK**.



Setup Product Attachments

Product Name: ZRL Lab Tests (Bun) Code: ZRLT BarCode: ZRLT Info Select OK


Attachment Type: Bundle When: Product is Added to the System

The following component products will also added:


Component Name:	Code:	Quantity Option:	Pric
Adult Screen Comprehensive CBC	1850	Use Quantity of Bundle	Fixe
Aerobic and Anaerobic Cultures	401	Use Quantity of Bundle	Fixe
Bile Acids	L611	Use Quantity of Bundle	Fixe
E Urine Cortisol/Creatinine Ratio	ET770	Use Quantity of Bundle	Fixe

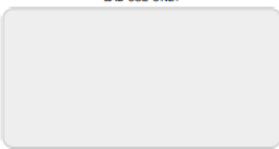
Low Bundle Price: \$ 299.60 High Bundle Price: \$ 661.00 Display Order Maintain

Create Lab Request from Bundle


1. Click on  > **Modules > Invoices**.
2. Select the patient.
3. On the **Invoices** module, click **Add**.
4. Select the Zoetis Lab product bundle (i.e., ZRL Lab Tests (Bun)).
5. Select the Employee who is a Zoetis clinician.
6. Click **OK** to add to the invoice. The Move Products screen will appear.
7. On **Move Products**, uncheck any tests not needed for the selected patient.
8. Click **OK**.
9. On the **Finalize Lab Order**, enter a Specimen source and/or Lab Request Comment for the request.
10. Click **Submit Now** or **Submit Later**.
11. If **Submit Now** was selected, confirmation the lab request has been made will appear. Click **OK**.

12. The Zoetis order will also be created.



LAB USE ONLY


ORDER MANIFEST

Clinic Info	Patient Info	Order Info
Clinic ID: 900 ZZZTest Hospital 1 123 Main Street - Suite B (Hosp) Chula Vista, CA 91913 📞 (212) 555-1212	Family: Thorn Pet: Bucky Age: 10 years, 6 months Sex: Male Species: 1400Canine Breed: Pug	Order Date: 11/15/2023 Specimen Date: 11/15/2023 Doctor: A New Doctor <div style="text-align: center;"> <small>Requisition Number</small>  1766693 </div>

TEST ORDERED

#	Test Code	Test Name	Source
1	A6180	[ADD ON] Bile Acid Pre/Resting	-
2	A7157	[ADD ON] Anaerobic ID	-
3	ACBCCUP	[ADD ON] CBC Comprehensive Upgrade	-


***EMPLOYEE PET:** ☐

FOR CASES WHERE THIS INFORMATION IS IMPORTANT

Please provide a brief clinical history for this case: _____

What anatomic location has been sampled in this case? _____

What is your clinical differential diagnosis? _____



*To qualify for free employee pet testing, a Zoetis Reference Laboratory customer must spend more than \$2,000 per month on Zoetis Reference Laboratory services (up to 10% of spend).

13. Conclude the invoice.

Add Additional Tests to Completed Orders



This feature requires Impromed version 24.20.0 or higher.

Improvements have been made to the existing requisition workflow so operators can easily adapt to adding tests to orders after they were created. In addition to this, there is also the ability to capture charges for orphaned lab results during the import process and the ability to save a lab order for submission later during the invoicing process.

Test Add-ons from Invoice (Product Attachments)

Before adding on tests to a request already sent to Zoetis, the add-ons, or Impromed product, must be mapped to a Zoetis test and setup under Product Attachments (see [“Tests Tab” on page 6](#) for more details). Once the mapping has been achieved, follow the steps below to add on additional tests.

1. Select the patient.
2. Open **Invoices**.
3. Add the product(s) mapped to Zoetis tests and were setup as a product attachment.
4. A prompt will display to select the existing lab request to add the additional test(s) to.

Finalize Lab Order for Floyd

Lab: Zoetis Reference Lab Submit Now

Add-ons for Lab ID:
30293301 Submit Later

Specimen source:

Enter Lab Request Comment:

5. Add the Specimen source and/or comment, as necessary.
6. Click **Submit Now** if ready to send the request to Zoetis. Click **Submit Later** if other tests may be added later and you would prefer to send all requests at the same time.



If the operator forgets to Submit Now at any time, concluding the invoice will automatically create the submission for the lab and generate the PDF.

- Confirmation will appear indicating the lab request has been created showing the patient's name and the Lab Request ID.

Lab Request(s) Created

The following lab request has been created:

OK

Patient Name	Lab Sheet	Lab Request ID
Floyd	Zoetis Reference Lab	3029301

- Click **OK** to close.

- Click on  > **Modules** > **Lab Integrations**.

- On the **Requests** tab, with the lab selected, **right-click** > **View Request**. The Add-ons will show.

Lab Request

Request ID: 3029301

Show Web Order

Floyd Folsum #30F (Reminders Due)

Client: Grace Folsum #30

Species: Canine

Breed: Newfoundland

Gender: MN

Age: 10 y (05/22/2014)

Provider: Dr. Dan Bonnett (1)

Lab/Machine: Zoetis Reference Lab

Request: Zoetis Reference Lab

Date Performed: 12/05/2024

Time Performed: 2:39 PM

Lab Request Comments:

Products Invoiced:

Test SIMULATE

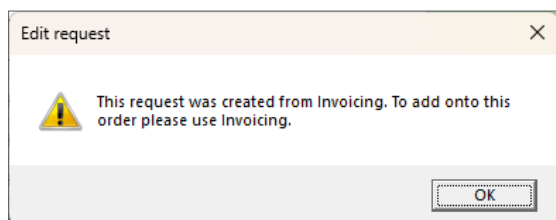
Add-ons:

Creatinine
ZRL Simulation

- Click **Show Web Order** to view the order sent to Zoetis.




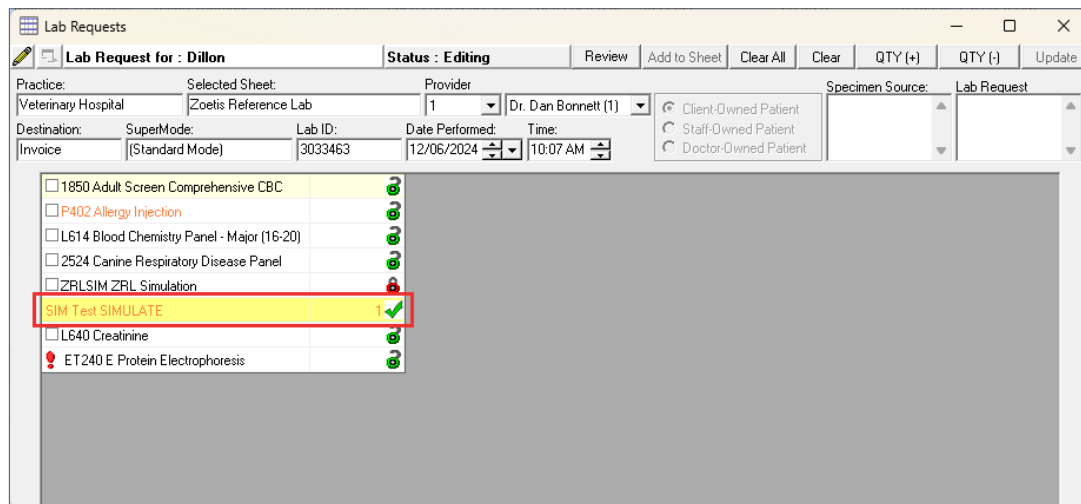
If you choose **Edit Request** from the right-click menu to add additional tests to the selected request, a prompt will appear to let you know the add-ons must be done through the Invoice because that is how the original request was made.



Test Add-ons from a Travel Sheet

Before adding on tests to a request already sent to Zoetis, the add-ons, or Impromed product, must be mapped to a Zoetis test and added to the Zoetis Travel Sheet. Once the mapping has been achieved, follow the steps below to add on additional tests.

- Select the patient.
- Click on  > **Modules** > **Lab Integrations**.
- On the **Requests** tab, click on the Zoetis lab request created from a travel sheet.
- Right-click > Edit Request**. The travel sheet opens with the Zoetis tests. Tests already added will not have the check box.



5. Select the additional test(s) to add to this Zoetis request.
6. Click **Update**.
7. The PDF requisition will display with all of the tests that were ordered.
8. On the selected request **right-click > View Request**.
9. All tests ordered will show.

Lab Request

Request ID: 3033463

Show Web Order

Dillon Thomas #58A

Client:	Matthew Thomas #58	Provider:	Dr. Dan Bonnett (1)
Species:	Canine	Lab/Machine:	Zoetis Reference Lab
Breed:	Shih Tzu Mix	Request:	Zoetis Reference Lab
Gender:	MN	Date Performed:	12/06/2024
Age:	1 y (12/19/2023)	Time Performed:	10:07 AM

Lab Request Comments:

Products Invoiced:

Test SIMULATE

Add-ons:

Creatinine

10. Click on **Show Web Order** to open the PDF.



The Status of requests will change from “Created” to “In Progress”, “Partially Imported”, or “Imported” depending on the progress of the request.

Add-ons from ZoetisDx™

Operators can place an order from Impromed, view the results within ZoetisDx, then add additional tests onto the order. When they do this, updates are sent to Impromed on what was added and allowing the operator to reconcile the additional tests in Impromed so they can still do the charge capture.

1. In **Lab Integrations > Requests** tab, requests with add-ons through ZoetisDx will have the row attribute of bold added.

Lab Integrations											
Requests Results Import History											
New Edit Delete Print Label Preview Update											
Requests											
Practice	Client	Patient	Provider	Lab/Machine	Request	Lab ID	Status	Create Date/Time	Modified Date/Time	Imported	Created By
Another Animal Hospital	Jennifer Janssen #70	Apollo Janssen...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063308	In Progress	10/21/2024 2:16:12 PM	10/21/2024 2:19:27 PM		Dr. Dan Bonnett...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063307	In Progress	10/21/2024 2:11:15 PM	10/21/2024 2:12:43 PM		Dr. Dan Bonnett...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063305	In Progress	10/21/2024 1:23:46 PM	10/21/2024 1:24:12 PM		Dr. Dan Bonnett...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis Reference L...	9063304	In Progress	10/21/2024 1:22:49 PM	10/21/2024 1:22:50 PM		Dr. Dan Bonnett...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis Reference L...	9063303	In Progress	10/21/2024 1:21:07 PM	10/21/2024 1:21:08 PM		Dr. Dan Bonnett...
Another Animal Hospital	Eric Cullen #22	Bailey Cullen #2...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063120	In Progress	10/15/2024 1:32:12 PM			Dr. Dan Bonnett...
Another Animal Hospital	Eric Cullen #22	Bailey Cullen #2...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis Reference L...	9063073	In Progress	10/14/2024 3:33:25 PM			Dr. Dan Bonnett...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063690	Updated	11/4/2024 1:46:43 PM	11/4/2024 1:50:35 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Miscellaneous Sales #0	Miscellaneous...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063430	Updated	10/24/2024 4:58:53...	10/24/2024 5:00:20 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Miscellaneous Sales #0	Miscellaneous...	Hospital Personnel (0)	Zoetis Reference Lab	Zoetis_simulation	9063429	Updated	10/24/2024 4:52:13...	10/24/2024 4:54:25 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Miscellaneous Sales #0	Miscellaneous...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis Reference...	9063420	Updated	10/24/2024 3:50:29...	10/24/2024 3:51:33 PM	10/24/2024 12:50:30 PM	Dr. Dan Bonn...
Another Animal Hospital	Miscellaneous Sales #0	Miscellaneous...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063417	Updated	10/24/2024 3:36:31...	10/24/2024 3:44:10 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Miscellaneous Sales #0	Miscellaneous...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063416	Updated	10/24/2024 3:31:07...	10/24/2024 3:33:12 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Jennifer Janssen #70	Apollo Jansse...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063349	Updated	10/22/2024 10:57:52...	10/22/2024 10:58:52 AM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Gavin McBride #46	Bear McBride...	Dr. Dan Bonnett (1)	National Bio Vet Laboratory	NBV_grey_test	1001241	Updated	10/17/2024 11:58:44...	10/17/2024 12:21:13 PM	10/17/2024 8:58:45 AM	Dr. Dan Bonn...
Another Animal Hospital	Gavin McBride #46	Pixie McBride...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063189	Updated	10/17/2024 11:48:19...	10/17/2024 11:50:27 AM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Gavin McBride #46	Pixie McBride...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063188	Updated	10/17/2024 11:35:40...	10/17/2024 11:39:39 AM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063173	Updated	10/16/2024 4:59:46...	10/16/2024 5:00:31 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063166	Updated	10/16/2024 3:03:36...	10/16/2024 3:04:46 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063165	Updated	10/16/2024 1:58:29...		10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063164	Updated	10/16/2024 1:36:36...		10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063163	Updated	10/16/2024 1:31:11...	10/17/2024 1:17:52 PM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Gavin McBride #46	Bear McBride #...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063187	Imported	10/17/2024 11:22:30 A...	10/17/2024 11:36:30 AM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Gavin McBride #46	Bear McBride #...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis_simulation	9063186	Imported	10/17/2024 11:16:42 A...	10/17/2024 11:20:20 AM	10/3/2021 11:54:16 PM	Dr. Dan Bonn...
Another Animal Hospital	Vernon Augsburg #5	Lee Lee Augsbu...	Dr. Dan Bonnett (1)	Zoetis Reference Lab	Zoetis Reference L...	TEMP_ID	Not Completed	10/21/2024 1:19:20 PM			Dr. Dan Bonnett...



- The status of "Updated" would apply to any and all requests that have been finalized by the lab, imported into Impromed, then more tests (like add-ons) imported as well.
- The result in the medical record history will also have a revision count increased.
- There is a new column in Lab Integrations for when tests get added to reflect the last Modified Date/Time.

- The **Update** button will show the number of requests updated. If more than nine requests were updated, the number will show as 9+:



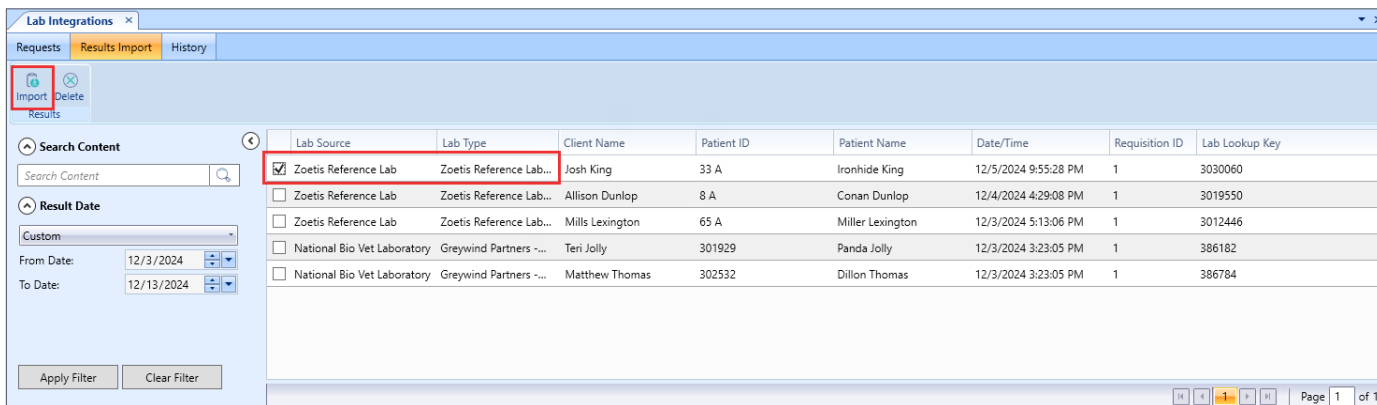
The row being bold is what triggers the count on the Update button, not the status. The row could be bold with In Progress, Partially Imported, or Updated.

- To update a request, select the request and click **Update**.
- From the Update Zoetis Request, you have the following options:
 - Add the requests to an existing invoice.** If this is the option you choose, select the open invoice from the drop-down list.
 - Create a new invoice** will place the add-ons on a new invoice for the client/patient.
 - If you choose, **Do not add to invoice**, nothing is added to the invoice but the “reconciliation” is marked as done...the bold attribute is removed from the row.

Import Orphan Results

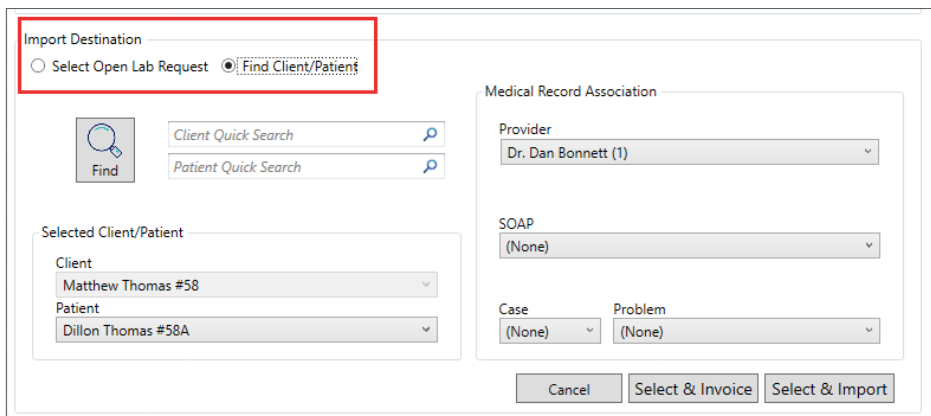
If lab results don't import automatically, manually import them from the Results Import tab and capture charges.

- From the **Ribbon**, click on **Medical Records > Lab Integrations > Results Import tab**.
- Select the result then click **Import**.



3. From **Import Lab Selection: Import Destination**, choose from the following:

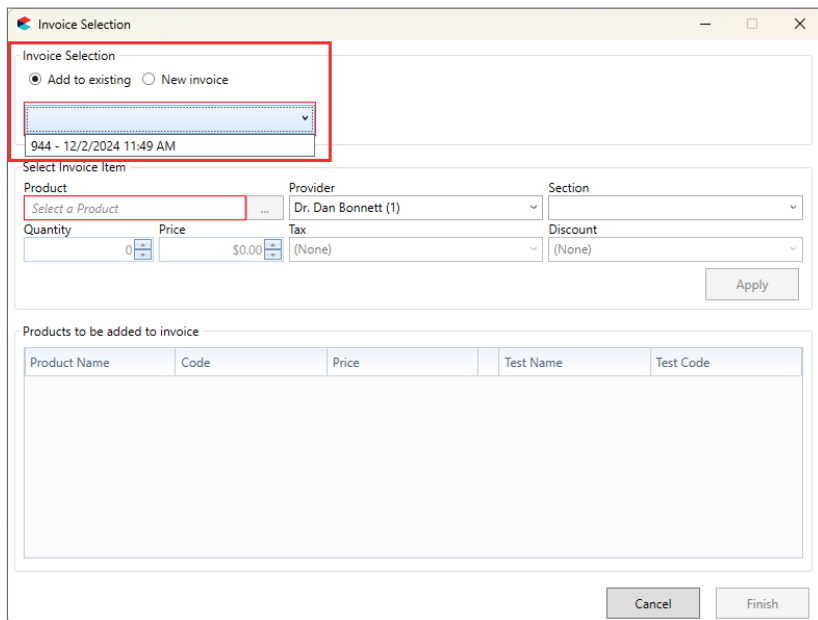
- **Select Open Lab Request** will import the results to the client and patient selected when **Select Request** is clicked.
- **Find Client/Patient** will change the display so you can search for the client and patient. It also provides the option to **Select & Invoice** or **Select & Import**. To capture the charges for the tests, click on **Select & Invoice**.



Select & Invoice

The following occurs when the operator selects the option to Find Client/Patient and Select & Invoice.

1. From the Import Lab Selection, click on **Select & Invoice**.
2. From the **Invoice Selection**, select the invoice from the drop-down list.



Invoice Selection

☒ Add to existing ☐ New invoice

944 - 12/2/2024 11:49 AM

Select Invoice Item

Product: Select a Product Provider: Dr. Dan Bonnett (1) Section:

Quantity: 0 Price: \$0.00 Tax: (None) Discount: (None)

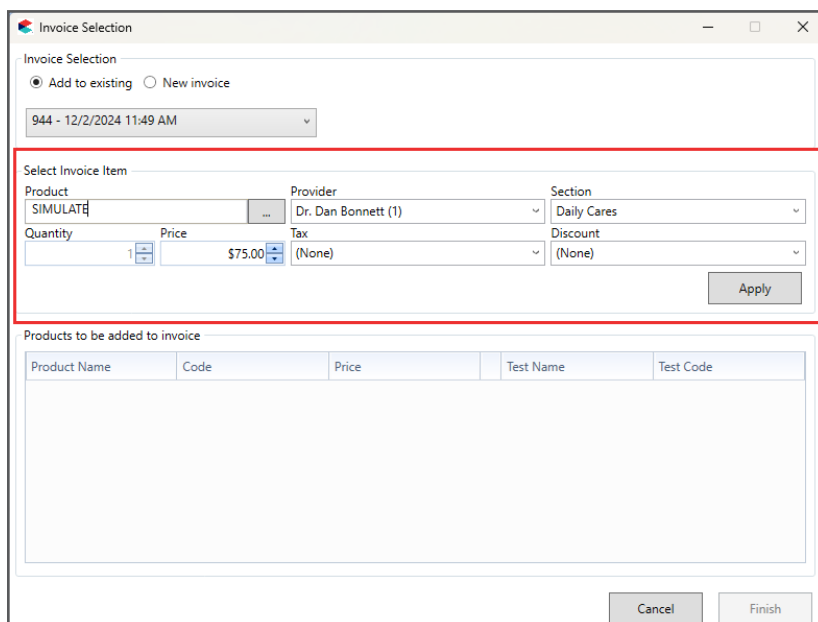
Apply

Products to be added to invoice

Product Name	Code	Price	Test Name	Test Code
--------------	------	-------	-----------	-----------

Cancel Finish

3. Select the product for the lab test to add to the invoice.



Invoice Selection

☒ Add to existing ☐ New invoice

944 - 12/2/2024 11:49 AM

Select Invoice Item

Product: SIMULATE Provider: Dr. Dan Bonnett (1) Section: Daily Cares

Quantity: 1 Price: \$75.00 Tax: (None) Discount: (None)

Apply

Products to be added to invoice

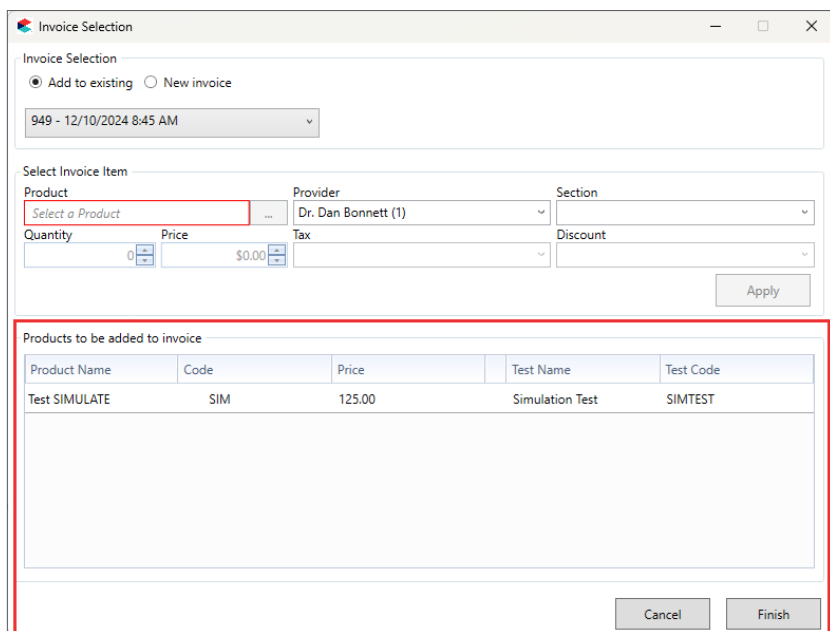
Product Name	Code	Price	Test Name	Test Code
--------------	------	-------	-----------	-----------

Cancel Finish

4. Click **Apply**.

5. Continue adding tests, as needed.

6. Click **Finish**.



Invoice Selection

☒ Add to existing ☐ New invoice

949 - 12/10/2024 8:45 AM

Select Invoice Item

Product: Select a Product ... Provider: Dr. Dan Bonnett (1) Section:

Quantity: 0 Price: \$0.00 Tax: Discount:

Apply

Products to be added to invoice

Product Name	Code	Price	Test Name	Test Code
Test SIMULATE	SIM	125.00	Simulation Test	SIMTEST

Cancel Finish

7. The product(s) will be added to the invoice and the lab results imported to the patient's medical record.

Select & Import

Clicking on the **Select & Import** button will import the lab result to the selected patient's medical record.

Clinic Consult

Zoetis Clinical Consultation Services offer expert advice on diagnostics and individualized treatment plans for veterinary cases. All users can order Zoetis Clinic Consults directly from Impromed and have the results automatically added into the patient's medical record history.




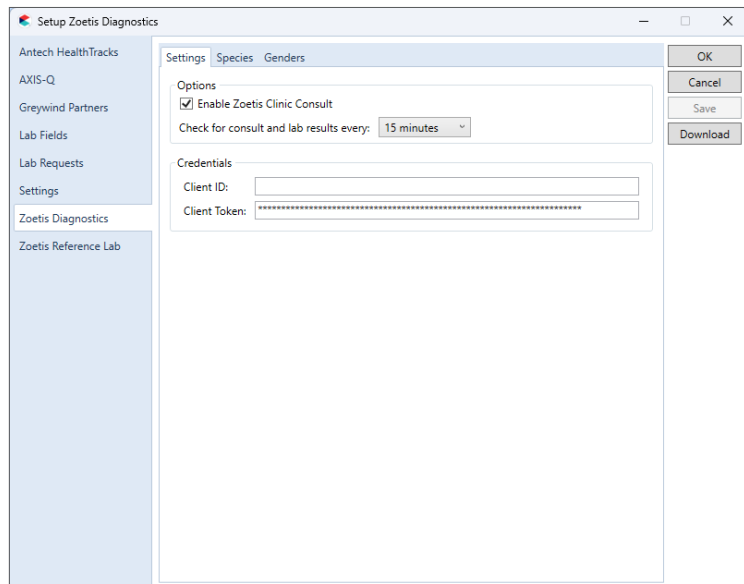
*For quick access to Zoetis Clinic Consults, add the Zoetis Diagnostic button to the Ribbon. Refer to “**Customizing the Ribbon**” on page 35 for steps to customize the Ribbon.*

Setup Zoetis Diagnostics

Follow the steps below to configure Zoetis Diagnostics for your business.

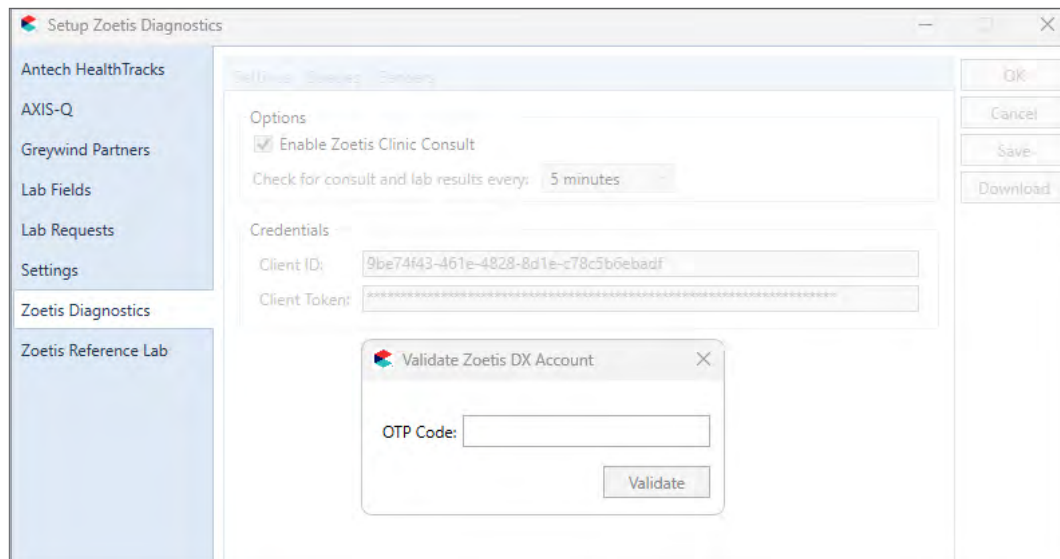
Settings Tab

1. To enable the Zoetis Consultation Service, go to  > **Setup > Lab Integrations > Zoetis Diagnostics**.
2. On the **Settings** tab, check the box to **Enable Zoetis Clinic Consult**.
3. From the drop-down list, select how often Impromed should check for consults.
4. Under **Credentials**, enter the **Client ID** and **Client Token**. These are provided by Zoetis.
5. Click **Save**.



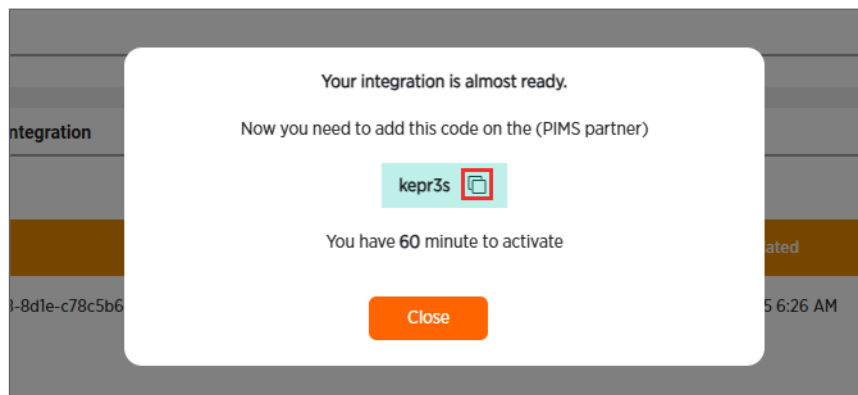
Register with ZoetisDx

After saving the Client ID and Client Token, a prompt will appear to fill in the OTP Code. This code will have to be generated from the ZoetisDx portal, copied, then pasted in the prompt.

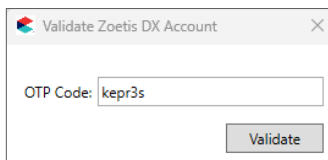


To enter the OTP code:

1. Log into the ZoetisDx portal.
2. In the ZoetisDx portal, go to **Clinic Mgmt > Practice Information Management System (PIMS) Integration**, click **Add Integration**. *Note: It may be necessary to delete the existing PIMS if one is listed.*
3. After entering the Client ID and token, a code will appear. This code can be copied by clicking the icon as shown below.



- Return to Improved and paste the code in the prompt.




Validate Zoetis DX Account

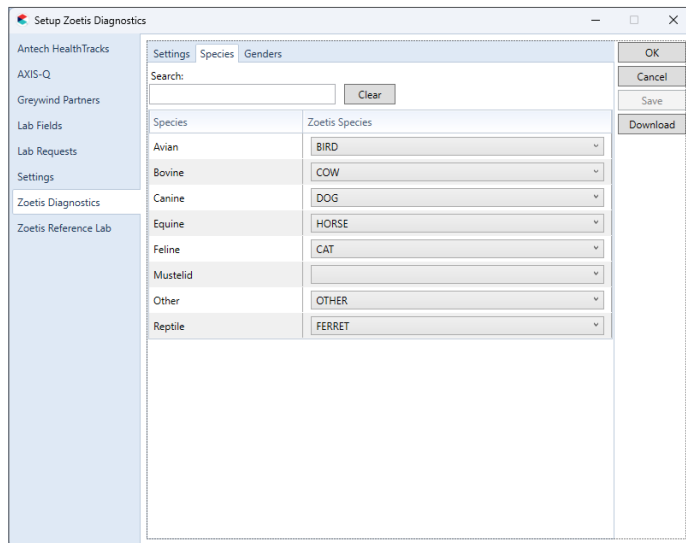
OTP Code:

- Click **Validate**.

Map Species and Genders

After registering with Zoetis, map species and genders manually or using the Download button.

- To pull the species and gender from Zoetis, click on  > **Setup > Lab Integrations > Zoetis Diagnostics**.
- Click the **Download** button.
- If the mapping is incorrect, go to the **Species** and **Genders** tabs and manually select the species and genders that were not mapped or were mapped incorrectly.



Setup Zoetis Diagnostics

Antech HealthTracks

AXIS-Q

Greywind Partners

Lab Fields

Lab Requests

Settings

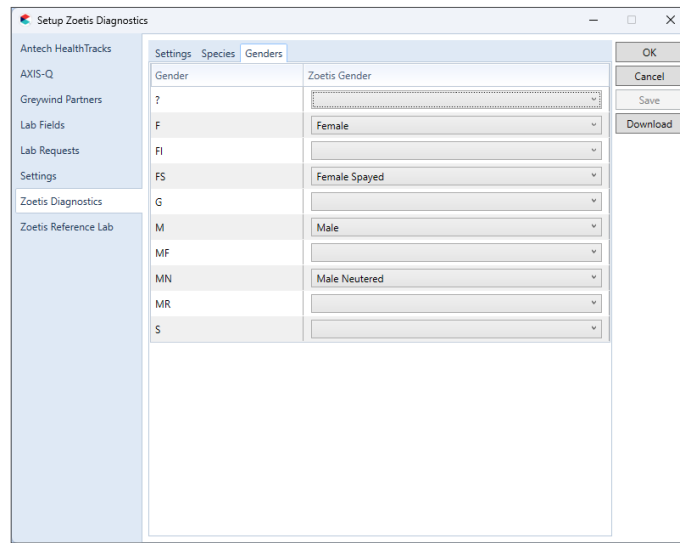
Zoetis Diagnostics

Zoetis Reference Lab

Species

Search:

Species	Zoetis Species
Avian	BIRD
Bovine	COW
Canine	DOG
Equine	HORSE
Feline	CAT
Mustelid	
Other	OTHER
Reptile	FERRET



Setup Zoetis Diagnostics

Antech HealthTracks

AXIS-Q

Greywind Partners

Lab Fields

Lab Requests

Settings

Zoetis Diagnostics

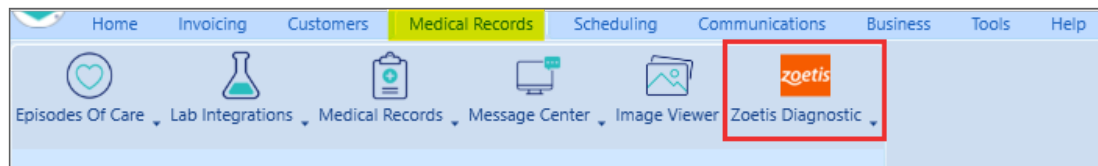
Zoetis Reference Lab

Genders

Gender	Zoetis Gender
?	
F	Female
FI	
FS	Female Spayed
G	
M	Male
MF	
MN	Male Neutered
MR	
S	

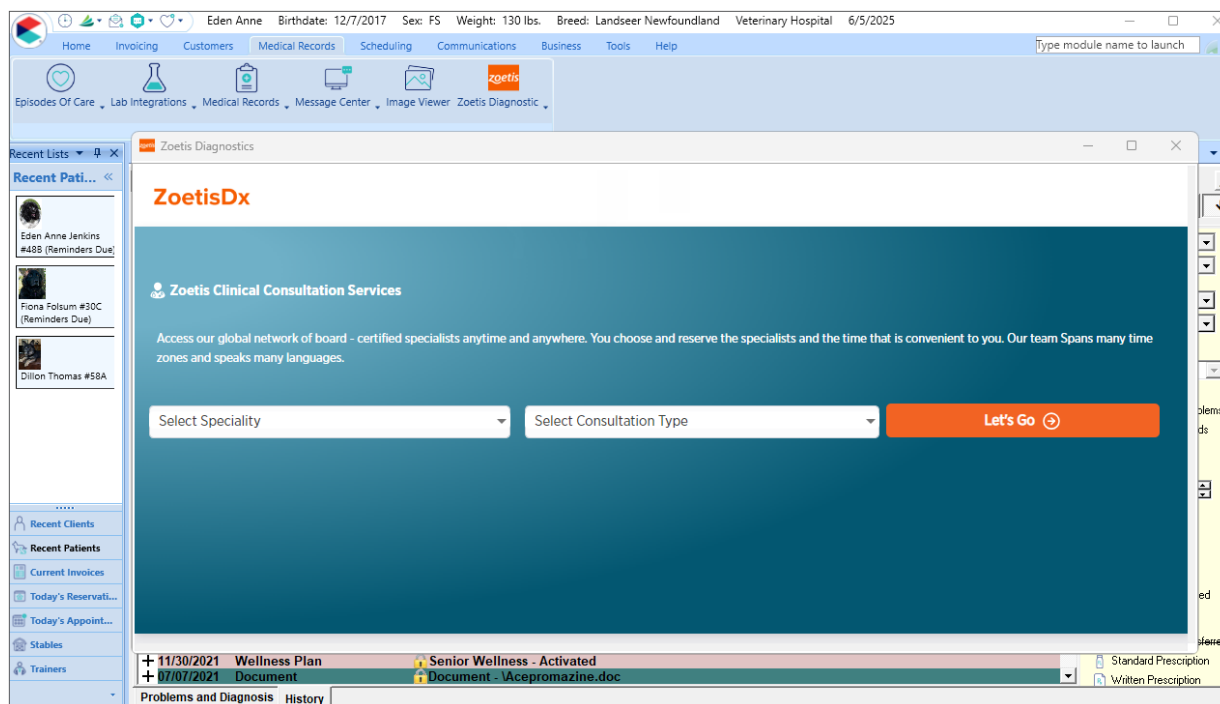
Create a Consultation Request

For quick access, the Zoetis Diagnostics button should have been added to the Ribbon. As shown below, the button was added to the Medical Records tab on the Ribbon.



To create a Consultation request:

1. Select the patient.
2. Click on the **Zoetis Diagnostic** button where it was added on the Ribbon.
3. From the button, click on **Create Clinic Consult**. The ZoetisDx opens to schedule a consult for the selected patient.



4. Follow the screen prompts. Begin by selecting a **Specialty** and a **Consultation Type** (Appointment or Email).

- When finished, the Consult will appear in the patient's medical record. It will show as "Pending" .

06/05/2025	Consult (Pending)	Diagnostic Imaging (Small Animal) Consult
Provider: 0 Practice Manager Operator: 0 - Practice Manager Create/Edit User Name: Owner/OM Create/Edit Date: Thu, Jun 05, 2025 06:20 AM		

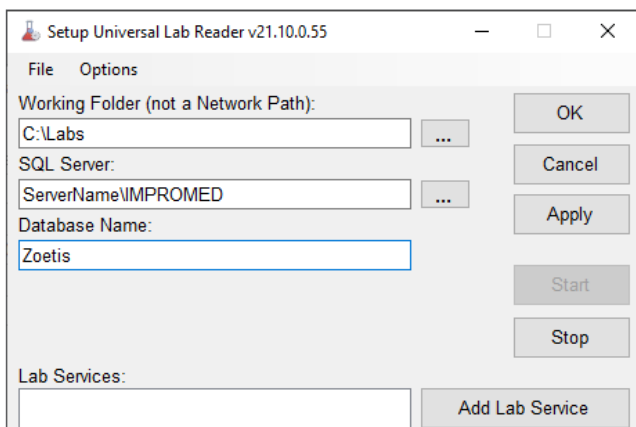
- When the consult is completed, it will show as such in the patient's medical record and the results of the consult as an attachment.

06/02/2025	Consult (Completed)	Behavior Consult
Linked To: ZoetisDX-14A20250602112549.pdf Provider: 1 Dr. Dan Bonnett DVM Operator: 1 - Dr. Dan Bonnett Create/Edit User Name: Administrator Create/Edit Date: Mon, Jun 02, 2025 01:55 PM Revision: 1		

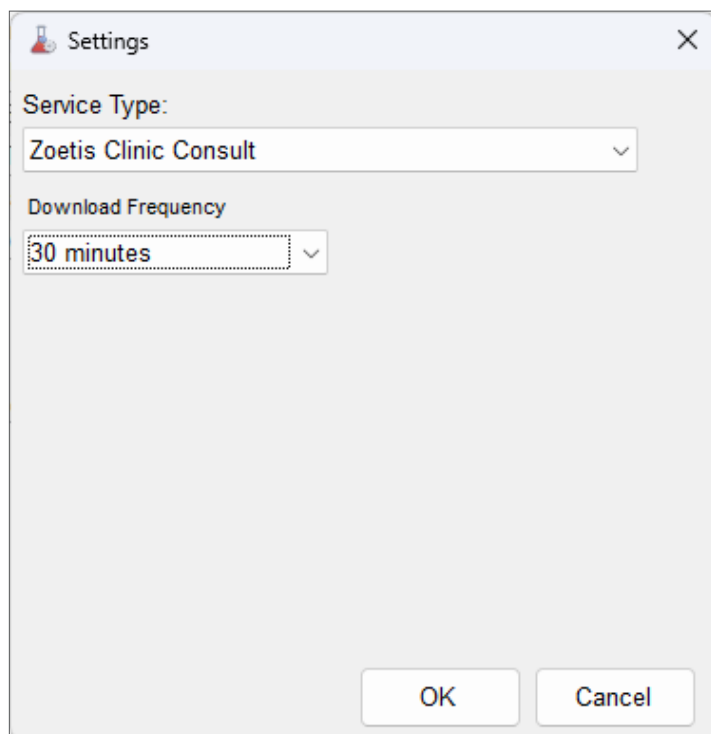
Zoetis Clinic Consult IULR Setup

Zoetis Clinic Consult is now a lab service in the Impromed Universal Lab Reader. This setup is required to download Clinic Consult results.

- From the Windows **Start** menu, go to the **Impromed Universal Lab Reader** folder > **Configure ULR**.



- Verify the **Working Folder**, **SQL Server**, and **Database Name** have been configured. If not, those fields need to be filled in before proceeding.
- Click **Add Lab Service**.
- Select **Zoetis Clinic Consult** from the **Service Type** drop-down list.
- Select the **Download Frequency**.




6. Click **OK** to save changes.

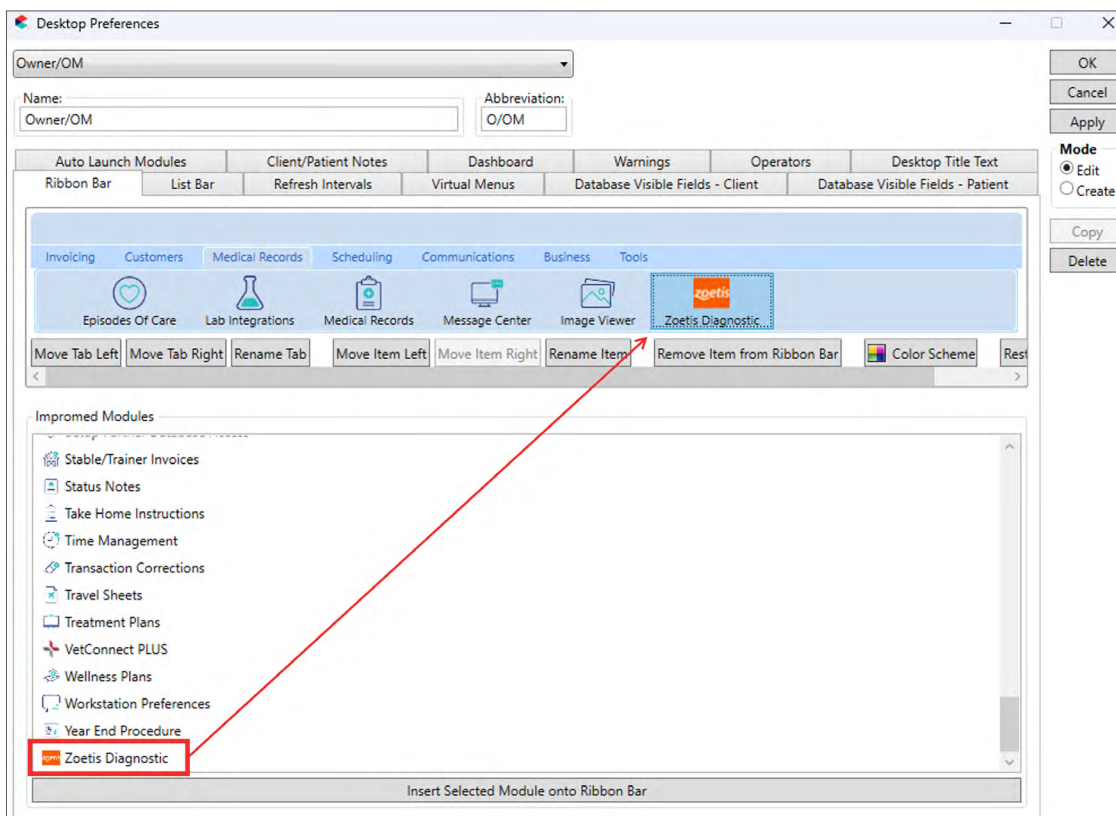
Appendix

Customizing the Ribbon

Impromed uses a Ribbon to easily access many of the program features in lieu of the Impromed button. Follow the steps below to add the Zoetis Diagnostics button to the Ribbon,

To Open Desktop Preferences:

1. Click  > **File** > **Desktop Preferences**.
2. Click on a tab on the Ribbon. For this guide, the Zoetis Diagnostic button was added to the Medical Records tab.
3. From the list of Impromed Modules, **click and drag** the Zoetis Diagnostic button to the selected tab on the Ribbon to add the module.





*Instead of clicking and dragging, click on the Zoetis Diagnostic icon from the Improved Modules list then click **Insert Selected Module onto Ribbon Bar**. This will add the button at the right end.*

4. After the button has been added to the Ribbon, click **Apply** to save changes.
5. Click **OK** to close Desktop Preferences.