



IDEXX VetConnect PLUS Integration Guide



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Introduction

The IDEXX VetConnect® PLUS is now integrated with AVImark® software.

Using the VetConnect PLUS service, your practice can:

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

There are several benefits to using IDEXX VetConnect PLUS:

- ✓ Improved order accuracy with bar-coded IDEXX 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 PLUS service in AVImark software, how to use the VetConnect PLUS service to order tests, and how to download IDEXX VetConnect PLUS 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 PLUS account and an IDEXX web services ID and password (instructions for obtaining both are included in this document).
3. AVImark Version 18.10.0 or higher.
4. Actively enrolled in AVImark Technical Support plan (required if a software update or setup assistance is needed).

Requesting a VetConnect PLUS Account

To use VetConnect PLUS services through AVImark software, your practice must have a VetConnect PLUS account and an IDEXX web services account ID and password. If your practice does not already have these, 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 PLUS account for you and a web services account ID and password. Be prepared to provide the following information:

1. Your IDEXX VetConnect PLUS 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 PLUS administrator, and will provide an IDEXX web services account ID and password. You will need all of these in order to complete the integration.



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.



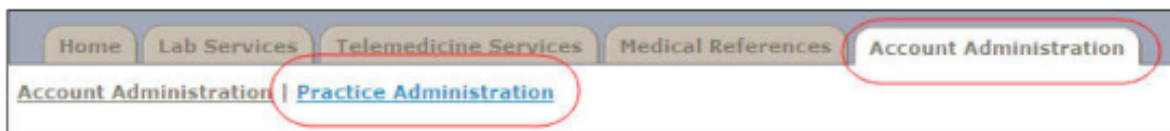
Once you have a VetConnect PLUS account, you can view your IDEXX VetConnect PLUS Laboratories results online at vetconnect.com from anywhere at any time.

Adding Staff to the VetConnect PLUS Account

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

To add members to the VetConnect PLUS account:

1. Go to vetconnect.com (U.S.) or vetconnect.ca (Canada).
2. Enter the VetConnect PLUS 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.



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:
 - o **View Lab Reports:** User can view all laboratory result reports for your practice.
 - o **Order Tests/Consult:** User can request additional testing and internal medicine consultations through vetconnect.com.
 - o **Administer Practice:** User can edit practice information and add or delete account members.
7. Click **Save**.

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

Set Up VetConnect PLUS Services in AVImark


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

Set Up AVImark to Order Tests and Download Results


AVImark has changed the way it handles loading and storing IDEXX results. When you load results using the Load button in the Requisition Management window, all available test results are downloaded from IDEXX and stored in individual XML files in a new folder. Results are acknowledged automatically at the time of download. Results that have been imported to an AVImark patient record are stored in another new folder. These imported XML files are automatically deleted after 45 days.

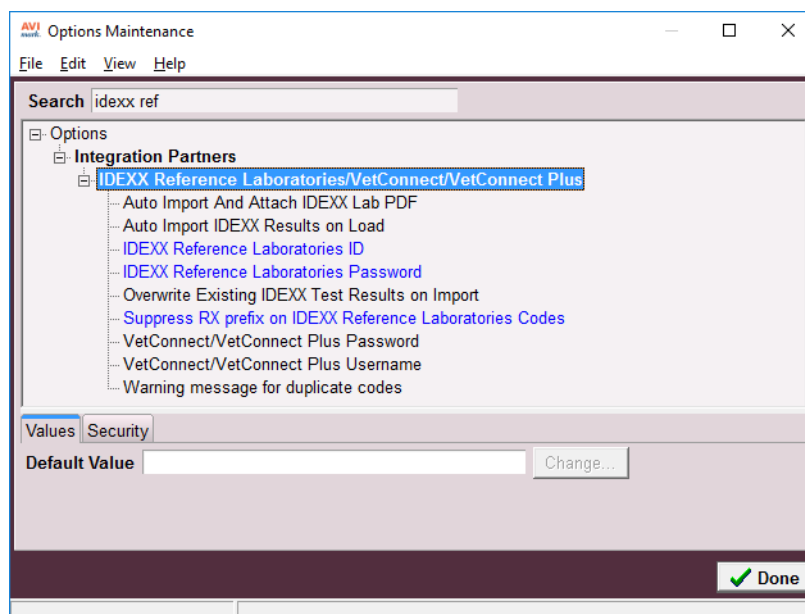
The new folders noted above are created automatically within the AVImark folder. The new folders are:

- ✓ **IDEXX Requisitions** — This folder is created directly within the AVImark folder and contains all downloaded result XML files that have not yet been imported to AVImark patient records.
- ✓ **Imported Results** — This folder is automatically created within the IDEXX Requisitions folder. All results are transferred from the IDEXX Requisitions folder to this location upon being imported to patient records. The XML files reside at this location until 45 days have passed, at which time they are automatically deleted. Automatic deletion helps to prevent the folder from becoming unnecessarily large.

 **Do not rename, move, or delete these folders. There are no options to allow file name or location changes. If these folders are not found, they are automatically recreated each time the Load button is clicked within the Requisition Management window.**

Set Up - Advanced Options

1. From the CID, click on  to open Advanced Options.
2. Type *IDEXX ref* in the Search field.
3. Expand IDEXX Reference Laboratories/VetConnect/VetConnect Plus®.



1. **Auto Import And Attach IDEXX Lab PDF** — Setting this value to True automatically downloads and imports the Lab Result PDF to the IDXREQ entry in Medical History as a File Attachment.
2. **Auto Import IDEXX Results on Load** — Setting this value to True automatically imports results to the Tests window of the IDXREQ line entry in Medical History.
3. **IDEXX Reference Laboratories ID** — This field should contain the IDEXX-assigned account ID (formerly VCAgent User ID).
4. **IDEXX Reference Laboratories Password** — This field should contain the IDEXX account password (formerly VCAgent password).
5. **Overwrite Existing IDEXX Test Results on Import** — Setting this value to True automatically overwrites partial test results with the final test results once they are downloaded.
6. **Suppress RX prefix on IDEXX Reference Laboratories Codes** — This field controls whether or not there is an RX assigned at the beginning of each IDEXX Reference code when imported as an AVImark Treatment.
7. **VetConnect/VetConnect Plus Password** — This field should contain the IDEXX-assigned VetConnect password.
8. **VetConnect/VetConnect Plus Username** — This field should contain the IDEXX-assigned user name.

Set Up - System Tables

There is a new addition in the Breed Table to accommodate AVImark/IDEXX breed matching.

1. From the CID menu, click on **Work with | System Tables**.
2. Select the **Breed Table**.
3. Create a **New** breed entry or **Change** an existing entry.




- ✓ You do not need to make matches in the breed list itself. If an exact breed match is possible, it is done automatically. If necessary, you can match breeds manually when generating the requisition.
- ✓ Species matching is automatic, requires no intervention, and is based on breed assignment.

Aligning Test Codes, Species/Breeds, and Prices

Set Up - Treatment List

IDEXX test codes can be mapped to AVImark treatment codes in multiple ways, as described below.

 **If you are a current IDEXX VetConnect PLUS user, your treatment associations remain in place. There is no need to reassociate codes.**

Mass Mapping

1. From the CID menu, click on **Work with | Treatment List**.
2. From the Treatment List menu, click on **Import Treatments | Import IDEXX Reference Laboratories Treatments**. All IDEXX VetConnect PLUS services are imported into AVImark.

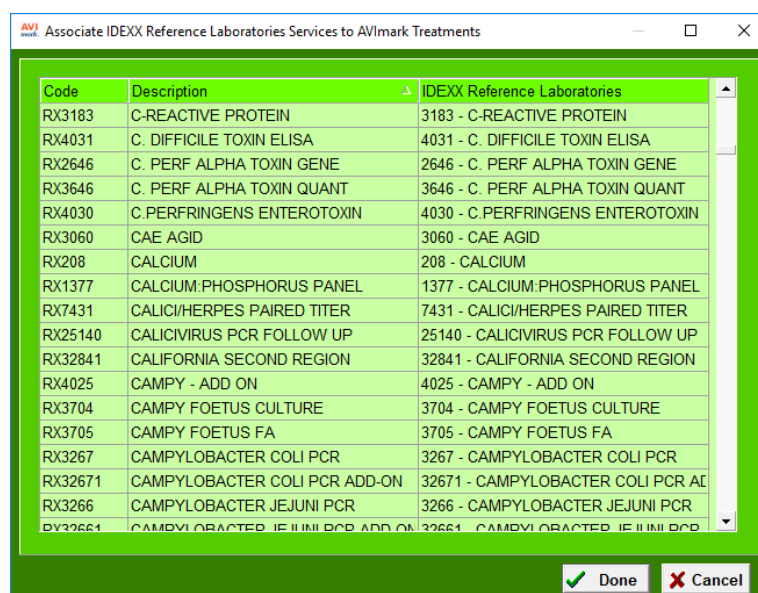
The following improvements have been made to mass mapping:

- o Faster speed
- o Progress bar
- o Cancel button
- o A Markup Percentage field that lets you set the Treatment Price based on the List Price of the tests being added as AVImark Treatments

Associating IDEXX VetConnect PLUS Services

This method displays the entire list of AVImark treatment codes and descriptions, as well as a column of IDEXX VetConnect PLUS codes and descriptions. If an AVImark treatment currently has an IDEXX test code associated, it will be displayed in the IDEXX Reference column.

1. From the Treatment List, click on **Import Treatments | Associate IDEXX Reference Laboratories Services**.
2. To associate an IDEXX code with an AVImark treatment, click in the IDEXX column and select the IDEXX code from the drop-down list, or begin typing in the field to filter selections.



Mapping by AVImark Treatment Category

This method loads only the AVImark treatments within a category, where IDEXX VetConnect PLUS can be added, changed, or removed.

1. To map a single AVImark Treatment Category, **right-click** the desired AVImark Treatment Category, and select **Associate this category with IDEXX Reference Lab Services**.
2. Associate individual treatments with VetConnect PLUS.

Map AVImark Treatments to IDEXX VetConnect PLUS Lab Codes

1. Select the treatment in the Treatment List.
2. **Right-click | New** to create a new treatment or choose **Change** to open the Change Treatment window for the AVImark code.
3. Select **Laboratory | Labs | New**, and make the new entry association.

Enable Employee Discounts for VetConnect PLUS Tests

IDEXX offers a professional courtesy discount to practices that use IDEXX VetConnect PLUS as their primary laboratory. Doctors and staff qualify for discounts on tests run at an IDEXX VetConnect PLUS for their personal pets. This discount applies to all tests except cytology, histology, and send-outs. For doctors and staff to receive the discount, the test requisition form must clearly indicate that the patient is an employee pet.

If you have questions about your practice discount, please contact your IDEXX VetConnect PLUS sales consultant.

Set Up Employee Discounts For IDEXX

A new **Action Code** has been added to the Patient Area to mark a patient as an In-House Pet. The "@" Action Code lets you designate specific patients as In-House, instead of being required to do so for each IDEXX VetConnect PLUS requisition generated for those animals.

The image shows a screenshot of a patient record form for a dog named Fiona. The form is divided into sections: General and Insurance. The General section contains the following fields: Name (Fiona), Species (Dog), Breed (Newfoundland), Color (Black), Age (8y), Sex (F), Birthday (09-22-09), Weight (87 lbs), Rabies (62555), Microchip (1534791), Photo (FIONA), Folder, Added (02-16-16), Allergy (NONE), Certificate (0), ePetRecords ID, Plan (GOLDWP 01-20-18), Class (Discount Client Class), Wellness Discount (Gold Wellness Plan), Reminded (04-20-17), Suspend Until, and Deceased. The 'Codes' field is highlighted with a red box and contains the '@' symbol.

Setting Up Doctor Discounts for VetConnect PLUS

Doctor discounts are setup in Users and Security by selecting the doctor's client account in the Change User window.

1. From the CID menu, click on **Work with | Users and Security**.
2. Select the user then **right-click | Change** to open the Change User window.
3. The option, **User is a Doctor**, must be selected.
4. Click on the ellipses in the **Account** field to search and select the doctor's AVImark client account.

The screenshot shows the 'Change User' window with the following details:

- Category:** Hospital Administrators
- First:** David, **Last:** N. Sharp, DVM
- ID:** DNS, **Password:** *****, **Cell Phone:**
- Type:** Full time vet, **E-mail:**
- Report:**
- Commission Group:** Doctors
- Inactive:** **User is a Doctor** (highlighted with a red box)
- DEA:** MO109515, **DEA Exp:**
- License:** MO3839, **License State:**
- License Exp:**, **NABP:**
- NPI:**
- National Accreditation Number:**
- Employee ID:**
- User Appears on Appointment Calendar:**
- Appointment Color:** (Blue)
- Group:** Doctors
- Clocks In:** **Track Overtime by Day**
- Period Start:**
- Daily Hours:** 0.00
- Client Account Access:** **Account 18** (highlighted with a red box), **Access Type:** Full access

Buttons at the bottom: Next, Prior, OK, Cancel.



If the AVImark client account is linked to a doctor's user account in Users and Security and a patient on the client account has the @ action code, the patient will receive the doctor discount when available.

Create A VetConnect Plus Test Requisition

Creating a Requisition for Individual Test Orders

To generate a requisition:

- ✓ Right-click | Requisitions... | Create New Requisition from the Patient or Medical History area of the CID.

OR

- ✓ Enter the IDEXX VetConnect Plus treatment code into the patient's medical history.

Generating a requisition adds an IDXREQ line entry, containing unique requisition identifiers, to Medical History. Results will be imported for this line entry when they are returned by the lab.

The screenshot shows the AMV Client Information Display software interface. The top window displays client information for Tim Grodon, including name, address, phone, and insurance details. Below this, the patient information for Felix (121) is shown, including name, birthday, breed, color, and species. The Medical History section contains a table with the following data:

Date	Time	Dr.	Type	Code	Description	Qty	Amount	Attachments
12-20-17	4:19p	CL	S (n)	IDXREQ	IDEXX Requisition #108296974	1	0.00	
12-20-17	4:19p	CL	T (n)	RX22	T4 ADD-ON	1	44.92	C
12-20-17	3:31p	CL	T	RX1013	TOTAL HEALTH	1	127.65	JI
12-20-17	3:29p		N (n)	APPTS	Appointment notes for 12-20-17	1	0.00	
12-20-17	3:29p		V (nm)	VISIT	Patient check-in			JI

The bottom of the window shows a navigation bar with tabs for Chronological, Diagnoses, Diet, Injections, Lab, Rx, Reminder, Surgery, Vaccs, X-Ray, SOAP, and Photo.

If add-ons are available for the requested test, a secondary "Create Requisition " window is displayed, from which the add-ons can be selected.

IDEXX Add-On Functionality

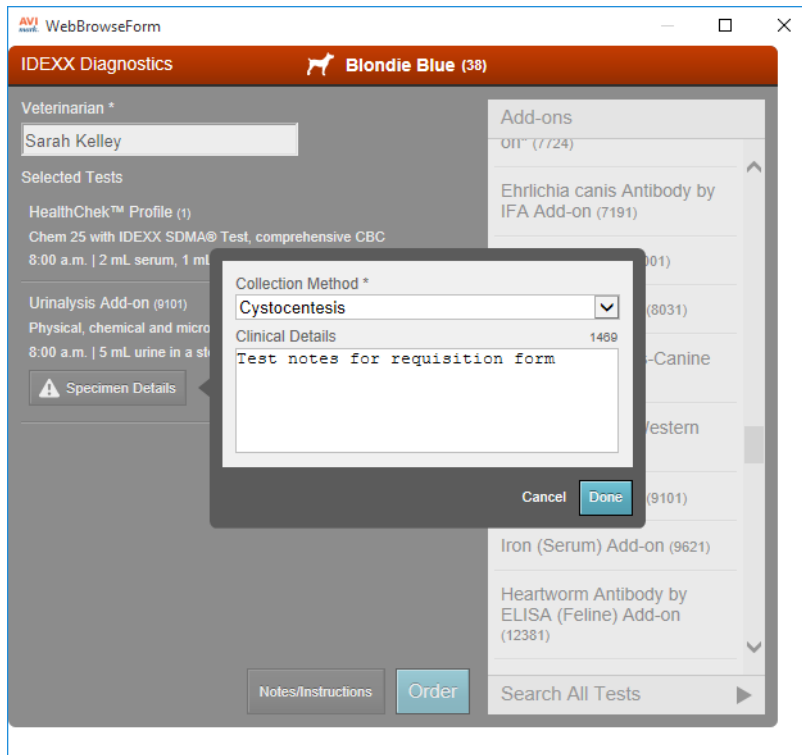
When an IDEXX VetConnect PLUS Requisition is created, the IDEXX Add-On window will open.

- ✓ The doctor selected in AVImark will be the Veterinarian in the WebBrowserForm. However, you may type in whatever doctor you need to associate with the test.
- ✓ A list of available IDEXX tests will be displayed on the right and can be added to the existing requisition. These codes will then be placed in Medical History for that patient, preventing missed charges.

The screenshot shows a web browser window titled "WebBrowseForm" with a sub-header "IDEXX Diagnostics" and a patient name "Felix Grodon (77)". The form is divided into several sections:

- Veterinarian *:** A text input field containing "Chris L'Heureux, DVM".
- Selected Tests:** A list of tests with their details:
 - Total Health™ Profile (1013)
Chem 27 with IDEXX SDMA® Test, comprehensive CBC
8:00 a.m. | 2 mL serum, 1 mL LTT
 - T4, Total Add-on* (22)
8:00 a.m. | 1 mL serum
- Add-ons:** A scrollable list of available add-on tests:
 - on (9281)
 - Heartworm Panel (Feline) Add-on (12391)
 - Thyroid Panel 1 (Equine) - Add-on (15131)
 - FeLV Antigen by ELISA Add-on (18)
 - T4, Total Add-on* (22)
 - Free T4 Add-on - Canine/Feline (850)
 - FIV Antibody by ELISA Add-on (1043)
 - FIV Antibody by IFA Add-on (1047)
- Buttons:** "Notes/Instructions" and "Order" buttons are located at the bottom of the form.

- ✓ If a test requires specimen details, the window will look like the one below:



When finished, click **Order**. The Requisition form will open:



IDEXX VetConnect PLUS Code Exists in AVImark

The IDEXX VetConnect PLUS treatment code is entered in the patient's Medical History.

PATIENT: Felix (121) No. 77

Name: Felix Codes: Sex: M 12-20-17 Out Patient Checked In 3:29p

Birthday: 02-03-09 Age: By Rabies: Plan: Weight: 55.00 in lbs Allergy: (none)

Breed: American Bull Terrier

Color: Brindle

Species: Canine

Reminders / Follow-ups / Estimate / Ownership / Schedule

Medical History							Attachments	
Date	Time	Dr.	Type	Code	Description	Qty	Amount	
12-20-17	4:19p	CL	S (n)	IDXREQ	IDEXX LabREXX Requisition #108296974	1	0.00	<input type="checkbox"/> Dental Chart
12-20-17	4:19p	CL	T (n)	RX22	T4 ADD-ON	1	44.92	<input type="checkbox"/> Form
12-20-17	3:31p	CL	T	RX1013	TOTAL HEALTH	1	127.65	<input type="checkbox"/> Inventory Used
12-20-17	3:29p		N (n)	APPTS	Appointment notes for 12-20-17	1	0.00	<input type="checkbox"/> Medical Condition
12-20-17	3:29p		V (nm)	VISIT	Patient check-in			<input type="checkbox"/> More Stuff
								<input checked="" type="checkbox"/> Notes

IDEXX VetConnect PLUS Code Does NOT Exist in AVImark

The IDEXX VetConnect PLUS treatment code is created in the AVImark Treatment List, and then automatically placed in the patient's Medical History. An AVImark window will open allowing you to enter a price for the lab work that will be placed on the new treatment before adding it to Medical History. If a price is not entered before clicking OK, the treatment will be created in the AVImark Treatment List and in Medical History with no price.

CORTISOL

CORTISOL does not exist in AVImark.
Cost of test is 60.29
Creating new treatment. Please enter price:

OK Cancel

CORTISOL

CORTISOL does not exist in AVImark.
Cost of test is 60.29
Creating new treatment. Please enter price:

OK Cancel

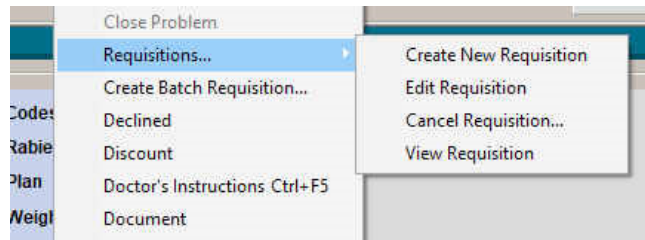
12-20-17	4:59p	ANC	T (n)	RX800	CORTISOL Requisition # 108296974	1	85.99	JL	<input type="checkbox"/> Inventory Used
12-20-17	4:19p	CL	S (n)	IDXREQ	IDEXX LabREXX Requisition #108296974 Specimen URL is https://ordering.vetconnectplus.com/ui?token=a2912005aec6c9	1	0.00		<input type="checkbox"/> Medical Condition
									<input type="checkbox"/> More Stuff
									<input checked="" type="checkbox"/> Notes



This feature will observe AVImark's security function Add New Treatments (TRT01). This means if the user is not authorized to add new treatments, they will be prompted for an administrator's password. If no password is provided, the treatment will not be added to AVImark for billing, but it will still be added to the requisition.

Editing a Pending Requisition

VetConnect PLUS existing requisitions can now be edited until the order has been finalized by the lab. In AVImark, if you enter a lab that allows add-ons and select the requisition line, there is now a **right-click | Requisitions | Edit Requisition** option. The IDEXX Add-On window will open allowing the user to select the test to be added to the existing requisition.



This will only be allowed until IDEXX has changed the status to NOT allow it to be edited.

The WebBrowserForm opens when you choose Edit Requisition. Choose your tests and click the Order or Update button. A message will appear informing you that if you have already sent a requisition and sample to IDEXX, you do not need to send an updated requisition form with the new tests; they get it electronically. If you DO wish to reprint the requisition, you can right-click on it in Medical History OR in Requisition Management and click View Requisition, then print it.

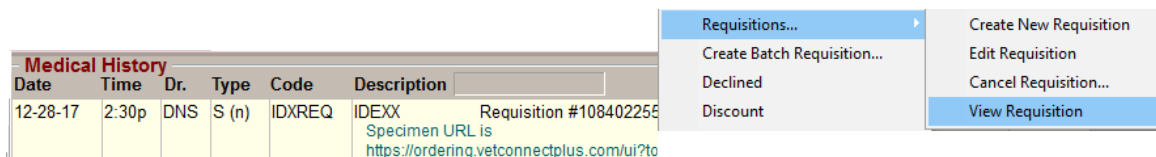
Viewing a Completed or Pending Requisition

To view or print requisitions:

1. Go to **Services | Requisitions Management | Requisitions** tab.
2. Highlight the requisition and click **Print**. (Click **Preview** if you want to view but not print it.)

To view a requisition from Medical History:

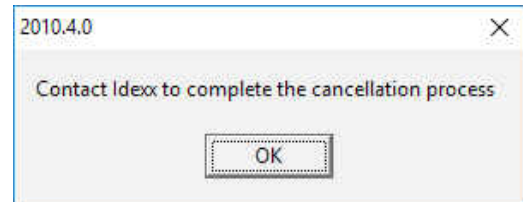
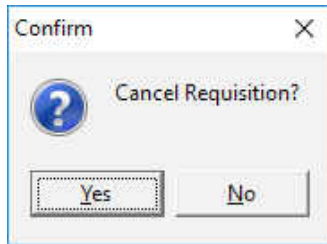
1. Select the requisition line in Medical History.
2. **Right-click | Requisitions | View Requisition**.



Canceling a Requisition

Requisitions may now be cancelled in Medical History. Cancelling a requisition will remove the requisition out of the patient's Medical History and out of the Requisition Management window. However, it will NOT remove the lab treatment out of Medical History.

With the requisition selected in Medical History, **right-click | Requisition | Cancel Requisition**.



The requisition line will be removed from Medical History and the Requisition Management window. To finalize the cancellation process, contact IDEXX to cancel the requisition.

Downloading Test Results

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

Retrieving Results

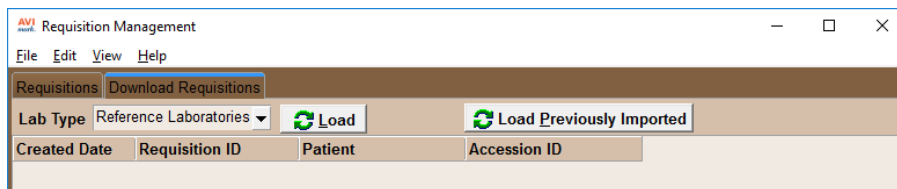
Results are imported to Medical History automatically when the Advanced Options “Auto Import IDEXX Results on Load” is set to True.

1. Select **Services | Requisition Management | Download Requisitions** tab, and click the **Load** button.

Results being returned from the lab are displayed. When a requisition match is made, the requisition entry is displayed in black, indicating the “Imported” status. To display automatically imported results, select the Medical History Requisition entry in Medical History for the imported entries.

Information displayed in orange indicates “orphaned” results, for which no automatic association could be made. These results can be manually associated with the correct entries.

2. To load results that have already been imported to a patient record for viewing or importing, click the **Load Previously Imported**. These results are stored for 45 days after being imported.



Downloading a PDF of Results

Go to **Services | Requisition Management | Download** tab, right-click on the requisition then choose “Download PDF” from the shortcut menu.

This option lets you manually download any result PDF file, whether or not the “Auto Import And Attach PDF” option is set to True. The PDF files will be attached to the requisition line in the patient’s medical history under file attachments.

Viewing Requisitions on the VetConnect PLUS Site

To view test results on the VetConnect PLUS website:

1. In the patient's Medical History, **right-click | Tests**.
2. In the Tests window, select the test result to view.
3. **Right-click | View in WEB Browser**.

The VetConnect PLUS website will open to those test results.