eVetPractice/IDEXX

Integration User Guide

Contents

Introduction

IDEXX diagnostic testing products and services are now integrated with eVetPractice software. In an integrated practice, IDEXX integration technology enables one-way data communication among practice equipment, software, and online services. This improves the flow of information, the pace of work, medical care, and client loyalty.

• All test results are automatically downloaded into the electronic patient record and consolidated into a single report.

• Paper file storage and missed charges can be virtually eliminated.

• You can more easily share results with clients to increase understanding and compliance.

To learn more, please contact your IDEXX Sales Connectivity Consultant (**1-877-256-8457**) or eVetPractice (**1-866-973-3622**).

If you have already signed up, this document explains how to set up and start using the IDEXX in-house and IDEXX Reference Laboratories integration with eVetPractice software.

IDEXX and eVetPractice integration requirements

Your practice must have the following:

1. A Windows* personal computer (PC) with internet access and with IDEXX Interlink* Technology installed

2. A laboratory integration management system (LIMS) account number (IDEXX Reference Laboratories account number) and an SAP number (IDEXX in-house account number)

For integration with your IDEXX in-house equipment, you must also have the following:

• The IDEXX VetLab* Station connected to the same local area network (LAN) as the Windows PC with IDEXX Interlink Technology

• Instructions for connecting the IDEXX VetLab Station to your network (see "Appendix")

Setting up eVetPractice/IDEXX integration

Once you have everything you need from IDEXX, you must set up your eVetPractice software to enable the integration.

Setting up eVetPractice software to download results from IDEXX Reference Laboratories

Note: You must submit your laboratory test requests to IDEXX Reference Laboratories outside of the eVetPractice software, using your standard process.

The IDEXX Interlink application is used to download the test results from your IDEXX Reference Laboratories account. The results are placed into a local folder.

The eVetPractice File Watcher application monitors that folder and uses an internet connection to upload the results into eVetPractice. The patient name and owner last name are used to locate the patient medical record when the results are added to eVetPractice.

To set up eVetPractice software:

Start an online chat with eVetPractice support. The support representative will connect to your PC and will help you accomplish the following steps:

1. Install the IDEXX Interlink application on a Windows PC. You will need to:

    a. Enter your user name and password to connect to the IDEXX Reference Laboratories account, so the IDEXX Interlink connection status is green.

        • username = LIMS number (your IDEXX Reference Laboratories account number)

        • password = SAP number (your IDEXX in house account number)

    b. Set **Safe PDF message** to Off.

    c. Set **Save XML messages** to **On (Final only)**.

    d. Change the location folder to the folder that eVetPractice File Watcher will monitor.

e. Click **Apply Changes**.

2. Install eVetPractice File Watcher. You will need to:

    a. Enter the practice key provided by eVetPractice support.

    b. Enter the directory path to monitor.

3. Set these applications to start when the Windows operating system starts.

Important: You will **also** need to manually create laboratory items within the eVetPractice Lab Management section.

Setting up eVetPractice software to download results from the IDEXX VetLab* Station

The IDEXX Interlink application is used to communicate with the IDEXX VetLab Station and retrieve results from your in-house laboratory equipment. The results are placed into a local folder.

The eVetPractice File Watcher application monitors that folder and uses an internet connection to upload the results into eVetPractice. The patient name and owner last name are used to locate the patient medical record when the results are added to eVetPractice.

To set up eVetPractice software:

Start an online chat with eVetPractice support. The support representative will connect to your PC and will help you accomplish the following steps:

1. Install the IDEXX Interlink application on a Windows PC. You will need to:

    a. Set the **VetLab Station Connection** to **On (Auto-Detect)**.

    b. Establish a green connection with the IDEXX VetLab Station. You will need to:

      • Set the **Practice Management Software** option to **Othe**r.

      • Set the connection to **Network Connection**.

      • Set the N**etwork Connection** to **Auto-Connect**.

      Note: If the connection is still not green, contact IDEXX Customer Service to establish a green connection (U.S. **1-800-248-2483**).

    c. Set Save **XML messages** to **Yes**.

    d. Change the location folder to the folder that eVetPractice File Watcher will monitor.

2. Install eVetPractice File Watcher. You will need to:

    a. Enter the practice key provided by eVetPractice support.

    b. Enter the directory path to monitor.

3. Set these applications to start when the Windows operating system starts.

Viewing IDEXX diagnostic results within eVetPractice Software

After test results have been uploaded into eVetPractice, you can access the results two ways:

• Patient Medical Record

• Lab Order Dashboard page (see image below)

  - The not-viewed result count is displayed in red at the top of the dashboard.

  - Unassigned results are shown first (results for which the patient name and client last name did not match any records on file). You can relocate any unassigned results into a patient medical record as needed.

  - Recent results are shown at the bottom of the page, with the not-yet-viewed results first.

Lab Order Dashboard

Unassigned Lab Results

Assign to Patient	Created	Provider	Patient Details	Test(s) Requested	Delete
	10/19/2014		IDEXX Veterinary Services (Reference Lab) Accession Code: Order Date: 2014-10-18T05:17:41 Panel : 2463 - FECAL O&P + GIARDIA Client Last Name: RENNINGER Patient Name: COOPER Patient Details: CANINE - LABRADOR_RETRIE - Male	FECAL O&P + GIARDIA	✖
	11/11/2014		IDEXX Veterinary Services (Reference Lab) Accession Code: Order Date: 2014-11-08T06:24:23 Panel : 75 - TOTAL HEALTH PLUS Client Last Name: Patient Name: BLACKIE BEAR Patient Details: FELINE - DOMESTIC_SHORTH - Female	TOTAL HEALTH PLUS	✖
				WBC, RBC, HGB, HCT, MCV,	

Recent Lab Results

View	Received	Provider	Viewed	Client	Patient	Test(s) Requested
✎	11/19/2015 8:30 AM		Not Viewed	Mr. Mike (Jennen)	Slim	Panel : 46 - HEALTHCHEK PLUS
✎	11/18/2015 8:44 AM		Not Viewed	Kim Barber	Oakley	Panel : 2463 - FECAL O&P + GIARDIA
✎	11/17/2015 5:19 PM		Not Viewed	Nancy Blunt	Sophie	Panel : 2463 - FECAL O&P + GIARDIA
✎				Mrs Rebecca		P O&P +
✎	1/5/2015 9:31 PM		Viewed	J Balo...	Mew	...el : 46 - HEALTH... lek...
✎	11/13/2015 1:01 AM	Nancy R. Powell D.V.M. (11/11/2015)		Mrs. Nancy Barry	Phebe	Panel : 910 - URINALYSIS
✎	11/5/2015 11:17 AM	Kelly Zepp (11/5/2015)		Mr. Jeff Turco	Penelope	Panel : 1 - HEALTHCHEK

Contacting support

Contact eVetPractice:

- Via live chat
- By email: support@evetpractice.com
- By phone: 1-866-973-3622, ext. 1

Appendix

Requesting a VetConnect* PLUS account

To use VetConnect* PLUS services through eVetPractice software, your practice must have a VetConnect PLUS account. If your practice does not already have VetConnect credentials, 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 a VetConnect account for you. Be prepared to provide the following information to a support representative:
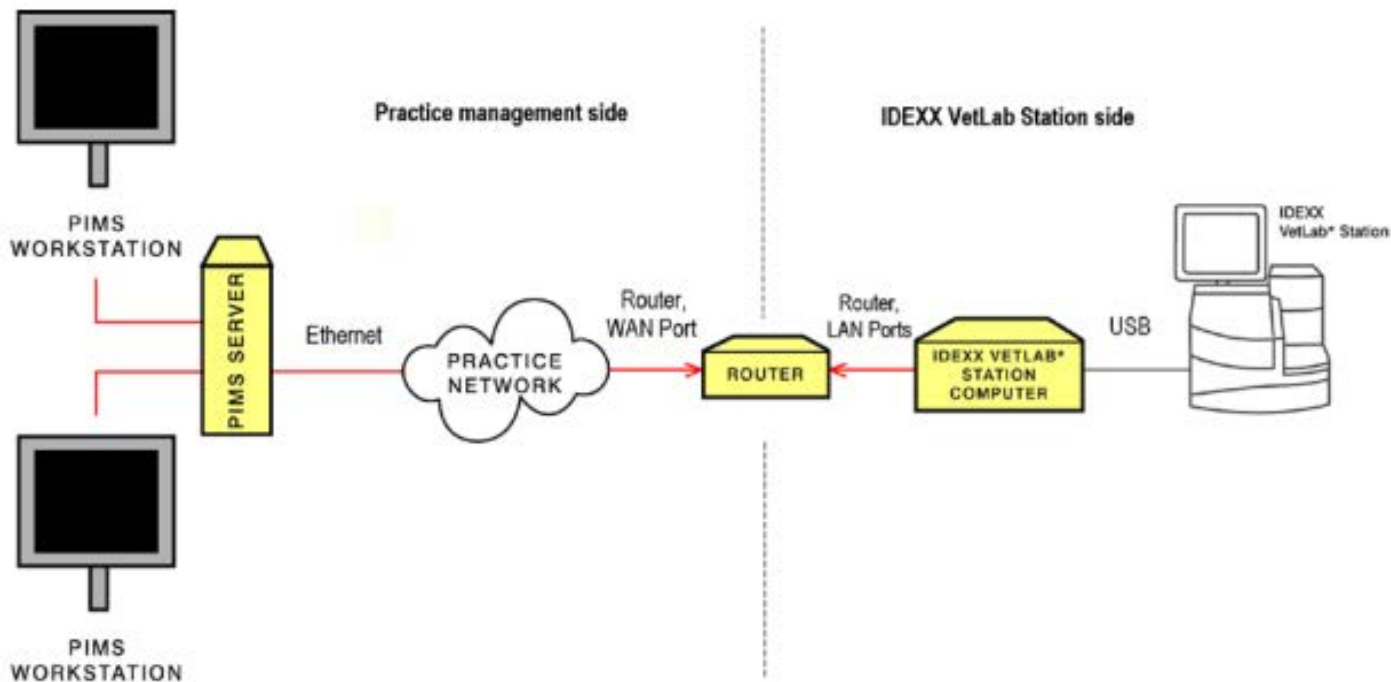
1. Your IDEXX account number

2. The name of the person at your practice who will administer the account, including their email address

3. The name of your practice management software

IDEXX will provide a user name and password for the VetConnect administrator. You will need these to complete the integration.
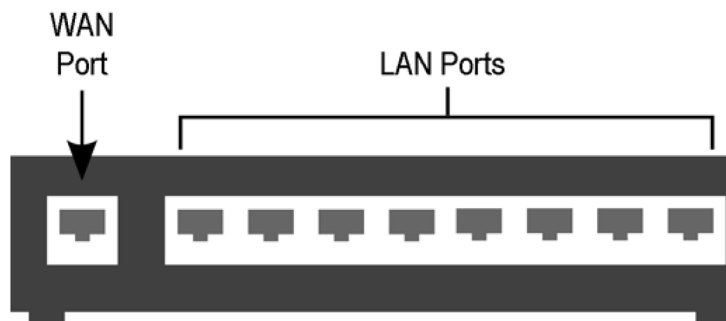
Note: If you think your practice may already have a VetConnect PLUS account but you are not sure who the account administrator is, contact customer support as described above.

Connecting your IDEXX VetLab Station to your network

The following diagram illustrates a practice network with the IDEXX InterLink connection enabled. The practice management side of the LAN connects to the IDEXX VetLab Station through the IDEXX router.

IDEXX router connections

- The practice management side of the clinic's network must connect to the **WAN** port of the IDEXX router.

- The IDEXX VetLab Station and analyzers must connect to the **LAN ports** of the IDEXX router. (The individual analyzers can also be connected directly to the IDEXX VetLab Station computer.)

IDEXX will provide the router and will ensure that the connection between the router and the network functions correctly.

Activating SmartService* Solutions on your IDEXX VetLab Station

The IDEXX VetLab Station must have SmartService Solutions installed. SmartService Solutions is an internet-based customer support and service tool from IDEXX. It allows IDEXX 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 directly at **1-800-248-2483** to request SmartService Solutions activation.