

# Submitting a case to IDEXX Telemedicine Consultants with IDEXX Web PACS Software

## Submitting a case

There are two different ways to submit a case to IDEXX Telemedicine Consultants from IDEXX Web PACS™ Software:

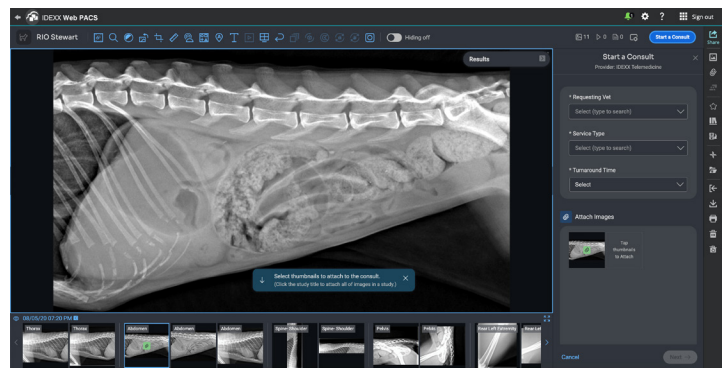
- + Using the **Start a Consult** button ([new](#) process—lets you submit a case without leaving IDEXX Web PACS software)
- + Using the **Share** icon

### To submit a case with the Start a Consult button


1. Open IDEXX Web PACS Software. One way to do this is to log in to [VetConnect® PLUS](#).
2. In the Advanced Viewer, click **Start a Consult** in the upper-right corner of the window.
3. On the right side of the screen, enter **all** information as prompted and use the buttons at the bottom to navigate through the consult.

**Note:** The on-screen prompts may vary depending on the type of image you are sending.

4. When you're finished, click **Submit Consult** to complete the submission process.

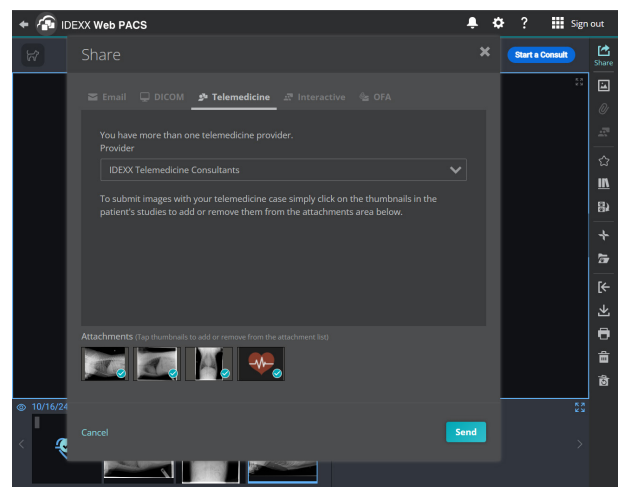


### To submit a case with the Share icon


1. Open IDEXX Web PACS Software. One way to do this is to log in to [VetConnect PLUS](#).
2. Click **Share**  in the patient card and choose to share any image from this study or from the patient history.
3. In the Share window, select **Telemedicine** and then select your VetMedStat™ account from the provider drop-down list.
4. Select or deselect the thumbnails as needed, so the list includes only the images you want to send.

**Note:** If the Advanced Viewer is open, you can select images from the thumbnail bar at the bottom.

5. Click **Send**.
6. Complete the case submission on the [VetMedStat website](#).



## Tracking case status

A paper clip icon  on the patient card or in the Advanced Viewer indicates that a VetMedStat case is linked to the study.

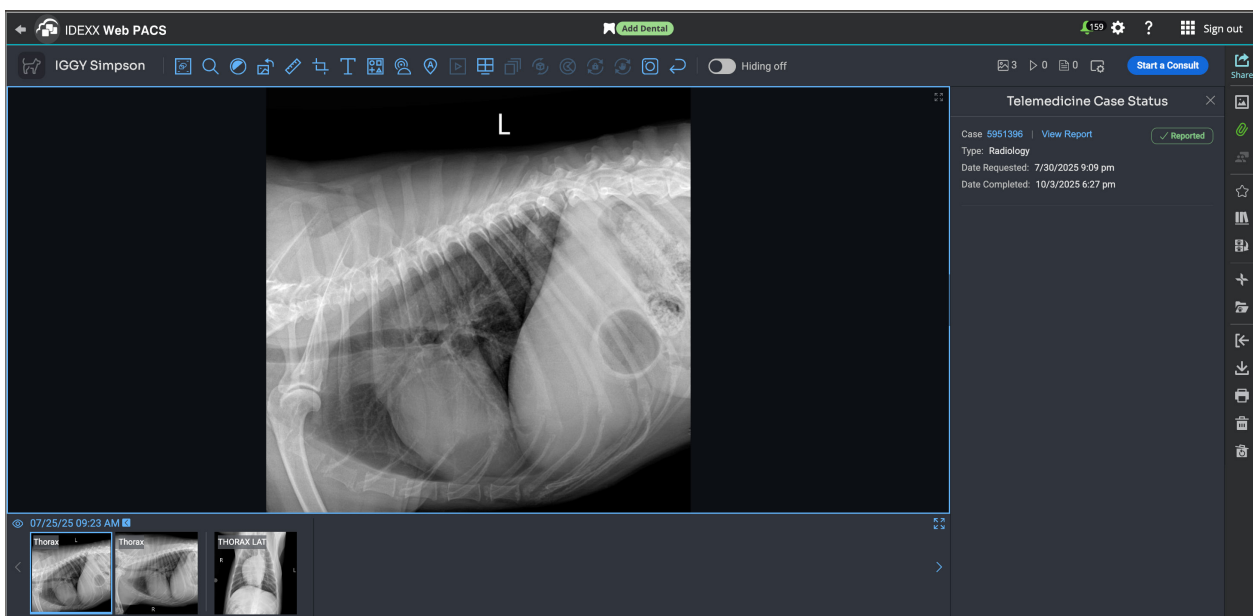
### To view the case status at a glance



The color of the paper clip indicates the case status:

- Yellow:** Created, In Process, Submitted, or Technical Assistance
- Red:** Failed, Incomplete Case, or Needs Attention
- Green:** Reported or Completed
- Gray:** Cancelled

### To view the case details/report




1. Click the paper clip icon on the patient card or in the Advanced Viewer. The Telemedicine Case Status panel appears on the right side of the screen, listing the Telemedicine cases associated with the selected patient.



2. In the Telemedicine Case Status panel, do one of the following:
  - + Click **View Report** to view the report in IDEXX Web PACS. To view or download a PDF version of the report, click the download icon () or the PDF icon (.
  - + Click the case number to open a new browser tab and view the case details in VetMedStat.

## Updating your VetMedStat password in IDEXX Web PACS

Anytime you change your VetMedStat account password, you must update your Telemedicine password in IDEXX Web PACS settings (they are the same password).

1. Open IDEXX Web PACS.
2. Click **Settings**  then **Sending Images**.
3. Find your VetMedStat account and click **Edit** .
4. Update your password and click **Commit** .