

FAQ

VetConnect PLUS provides our customers with connected solutions to support their clinical decision making. Veterinarians can view in-house and reference laboratory diagnostic results anywhere, at any time. We aim to provide the best customer experience possible. With VetConnect PLUS Results Refresh, customers will enjoy a more intuitive, cohesive, functional view of their patient's results.

1. What is VetConnect PLUS Results Refresh? What are the key differences?

VetConnect PLUS Results Refresh is a new look for the website. See below for demonstration:

Demo of key differences

Consolidation of result details

Patient signalment

Graphing Panel

Category names spelled out

Individual graph

Text size is slightly larger

Opens new lightbox

	10/15/15 3:37 PM	2/10/15 3:35 PM	9/9/15 2:41
Hematology			
RBC	8.91	6.54 - 12.2 M μ L	9.1
Hematocrit	40.7	30.3 - 52.3 %	42.3
Hemoglobin	12.4	9.8 - 16.2 g/dL	12.8
MCV	45.7	35.9 - 53.1 fL	46.5
MCH	13.9	11.8 - 17.3 pg	14.1
MCHC	30.5	28.1 - 35.8 g/dL	30.3
RDW	22.5	15.0 - 27.0 %	22.4
% Reticulocyte	0.1	%	0.1
Reticulocyte	8.9	3 - 50 K μ L	8.2
WBC	11.24	2.87 - 17.02 K μ L	10.62
% Neutrophil	66.9	%	74.7
% Lymphocyte	21.4	%	16.7
% Monocyte	4.2	%	3.1
% Eosinophil	6.7	%	4.7
% Basophil	0.8	%	0.8
Neutrophil	7.52	1.48 - 10.29 K μ L	7.93
Lymphocyte	2.41	0.92 - 6.88 K μ L	1.77

A list of the improvements incorporated into Results Refresh is below:

- Patient signalment added to the header
- Easier to find toggle to open and close the graphing panel on the right
- Medical category block names are now spelled out but category colour remains the same
- It's more intuitive to graph a single analyte
- Consolidated result details for the entire result vs. each category block (i.e. accession, sample types, run times, etc).
- All pop-ups have a consistent look and feel as well as interaction (i.e. you can click anywhere outside of a pop-up to close it)
- Graphs can now open in the new larger lightbox
- Overall text size on the results page is slightly larger
- Fast navigation within results with result dates acting as quick links at the top of the table header

2. What are the benefits of VetConnect PLUS Results Refresh?

You can experience a more performant, cohesive, functional view of their patient results that will allow for future rapid innovation. Other benefits include:

- Consistent look: look and feel aligned to the VetConnect PLUS homepage and to an IDEXX-wide software brand standard that will be adopted over time

The screenshot displays the VetConnect PLUS interface for a patient named Polly Paige. The top navigation bar includes 'DIAGNOSTICS', a search bar, and a date range of '10/4/2018 - 1/7/4/2018'. Below the navigation, there are tabs for 'Reference Laboratory', 'In-house Laboratory', and 'All Veterinarians'. The main content area is split into 'In Process' (showing 'No recent diagnostics') and 'Complete' (showing a list of recent diagnostic results for various analyzers). Below the 'Complete' section, the patient's profile is shown, including a timeline of results from 2015 to 2018. A 'Hematology' table is displayed, comparing results from 10/15/15 and 2/10/15. To the right, there are line graphs for Hematocrit and WBC. A sidebar on the right contains a 'Generate Diagnostic Summary' button, 'IDEXX Reference Laboratory Operational Alerts', and a 'Welcome to VetConnect PLUS' message with a video player.

Hematology	10/15/15 3:37 PM	2/10/15 3:35 PM	9/9/ 2:41
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MCH	13.9	14.1	14.2
MCHC	30.5	30.3	30.9
RDW	22.5	22.4	22.3
% Reticulocyte	0.1	0.1	0.1
Reticulocyte	8.9	8.2	6
WBC	11.24	10.62	22.56

- Usability improvements: modern interactions and prioritization of data through hierarchical improvements

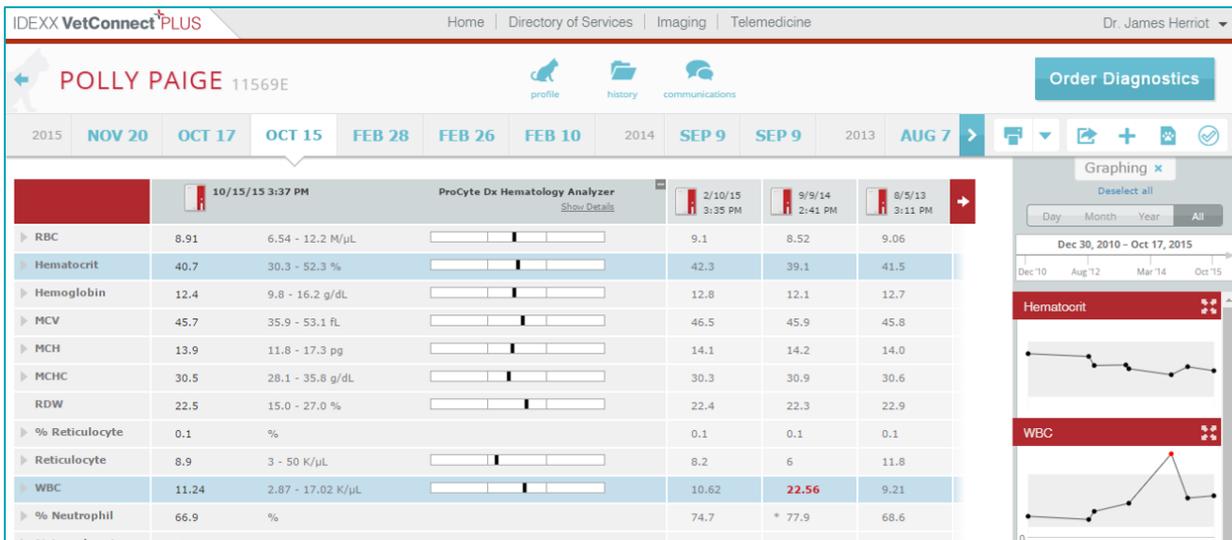
The screenshot displays the VetConnect PLUS interface for a patient named Polly Paige. The top navigation bar includes 'IDEXX VetConnect PLUS', 'Home', 'Directory of Services', 'Imaging', 'Telemedicine', and a user dropdown 'demovet1'. Below the navigation, there are tabs for 'Reference Laboratory', 'In-house Laboratory', and 'All Veterinarians'. The main content area is split into 'In Process' (showing 'No recent diagnostics') and 'Complete' (showing a list of recent diagnostic results for various analyzers). Below the 'Complete' section, the patient's profile is shown, including a timeline of results from 2015 to 2018. A 'Hematology' table is displayed, comparing results from 10/15/15 and 2/10/15. To the right, there are line graphs for Hematocrit and WBC. A sidebar on the right contains a 'Generate Diagnostic Summary' button, 'IDEXX Reference Laboratory Operational Alerts', and a 'Welcome to VetConnect PLUS' message with a video player.

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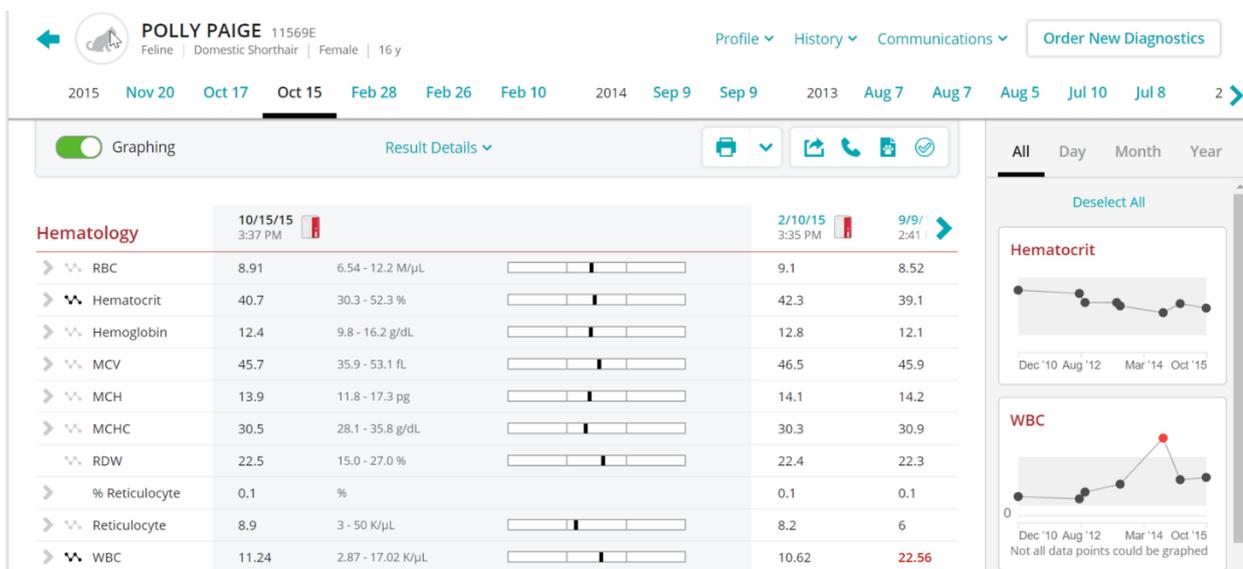
- Software upgrade features: upgrade design that reacts to different size browser windows
- Performance boost: lightning speed navigation between results within a patient record

3. What does VetConnect PLUS Results Refresh look like?

Below is an example of what VetConnect PLUS looked like prior to the Results Refresh upgrade:



Below is an example of how VetConnect PLUS will look with the Results Refresh upgrade:



Command buttons have been readjusted so you can easily:

Command buttons have been readjusted so you can easily:

- Print test results.
- Share results through email or Pety* online pet pages.
- Request a complimentary consult from one of our board-certified internal medicine specialists.
- Access a client-friendly summary to share with a client.
- Mark results as read or unread.

4. Will the VetConnect PLUS view within PIMS also change?

No, the VetConnect PLUS view within PIMS will not change now however, customers will still see banner alerts within their PIMS.

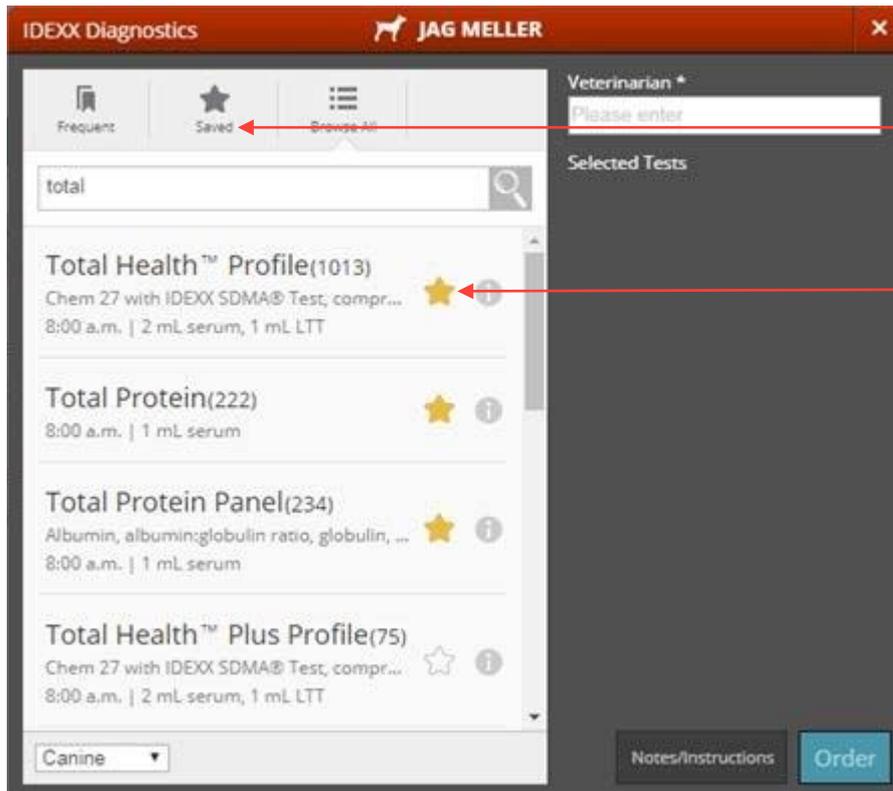
5. Where I can go if I have any questions about VetConnect PLUS Results Refresh?

Customers with questions about VetConnect PLUS Results Refresh should call IDEXX Customer Support directly in Australia 1300 44 33 99 option 2 option 2.

Review other recent improvements below

Save the tests that matter most to you

You can save tests as you order them in the IDEXX Diagnostics window or in the Directory of Services.

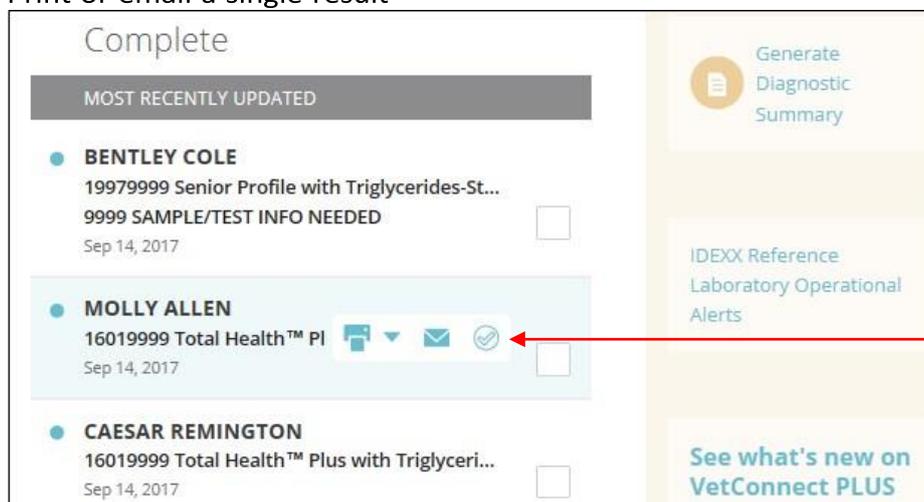


To find and retrieve a saved test, click Saved

Click the star  to save a test. You can save as many tests as you'd like.

Print or email results from the Home page or the search results page

Print or email a single result



Hover the cursor over a test result to display print, email, and mark-as-read buttons.

Print or email multiple results

<input checked="" type="checkbox"/>	KANEL HONTORIA 582-1 SNAPshot Dx Analyzer	OSCAR PAEZ CASTRO	Req: 118	Apr 10, 2013 12:29 pm	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	DUTCH PEREZ 598-1 SNAPshot Dx Analyzer	OSCAR PAEZ CASTRO	Req: 141	May 2, 2013 7:00 pm	<input checked="" type="checkbox"/>
<input type="checkbox"/>	MATHEW DIAZ 634-1 Shih Tzu LaserCyte Hematology Analyzer	OSCAR PAEZ CASTRO	Req: 198	Jul 13, 2013 10:20 am	<input type="checkbox"/>
<input type="checkbox"/>	TOKY MONTES 84-1 Shih Tzu Catalyst Dx Chemistry Analyzer	OSCAR PAEZ CASTRO	Req: 211	Jul 30, 2013 4:20 pm	<input type="checkbox"/>
<input type="checkbox"/>	POLO 18339 TERRY 15128 Yorkshire Terrier Catalyst Dx Chemistry Analyzer	RUBY		Nov 23, 2012 6:55 pm	<input type="checkbox"/>
<input type="checkbox"/>	1 Maltese ProCyte Dx Hematology Analyzer			Sep 3, 2012 1:14 pm	<input type="checkbox"/>

Print Email Mark Read Deselect All

Select up to ten results, and then print, email, or mark as read with one click.

Filter results by diagnostic testing type

IDEXX VetConnect PLUS Home Directory of Services Imaging Telemedicine

DIAGNOSTICS

9/7/2017 - 9/14/2017 Order

Reference Laboratory In-house Laboratory Imaging All Veterinarians

In Process

MOST RECENTLY UPDATED

- JEFFERSON GRESENS**
19979999 Senior Profile with Triglycerides-St...
Sep 14, 2017
Partial

Complete

MOST RECENTLY UPDATED

- BENTLEY COLE**
19979999 Senior Profile with Triglycerides-St...
9999 SAMPLE/TEST INFO NEEDED
Sep 14, 2017

Select an option to filter results by test type.

Track test progress at a glance

In Process

MOST RECENTLY UPDATED

LILLY COOLIDGE 5580-1
4033 Urine Culture and MIC Susceptibility*
Nov 26, 2015
Ordered

MOLLY BOTT 16038-1
VerLyte Electrolyte Analyzer
ProCyte Dx Hematology Analyzer
Catalyst Dx Chemistry Analyzer
Nov 26, 2015
Running

DIVA CHESTER 34910-3
401 Aerobic & Anaerobic Cultures*
Nov 26, 2015
At the Lab

CHARM FOSTER 21277-1
4033 Urine Culture and MIC Susceptibility*
Nov 26, 2015
Partial

- ✓ Hematology
- ✓ Chemistry
- ✓ Urinalysis (updated)
- ☒ Endocrinology (updated)

New status icon keep you up to date on test status

Icon...	Applies to...	Indicates....
Running	IDEXX in-house analyzers	Test is running now; no results available yet
Ordered	IDEXX Reference Laboratories	Order has been created
At the Lab	IDEXX Reference Laboratories	Order received but no results available yet
Partial	IDEXX Reference Laboratories	Some tests complete; partial results available

To view partial test results:

Place the mouse pointer over **Partial** to see which test categories are complete and which are pending. Click any category, partial or complete, to see available test results.

CHARM FOSTER 21277-1
4033 Urine Culture and MIC Susceptibility*
Nov 26, 2015
Partial

- ✓ Hematology
- ✓ Chemistry
- ✓ Urinalysis (updated)
- ☒ Endocrinology (updated)

In this example, three categories are complete and Endocrinology is pending.

Easily find and add tests to samples already at IDEXX Reference Laboratories

Initial results often indicate more testing is needed. We've made it quick and easy to search all IDEXX tests and add those you need.

1. Open the patient's test results in VetConnect PLUS.
2. Click the new Add to Order button at the top. The button is active only if add-on tests are available for this order.
3. Search all IDEXX tests, and then select the ones to add. You'll receive a confirmation message.
4. (Optional) Print the updated test requisition form for your records.

You don't need to send the printed form to IDEXX. Your test request is sent electronically, and we already have your samples.



IDEXX VetConnect PLUS

← MACY GILKS

2017 APR 22 + Add to Order MAR 1

4/22/17 (Order Received)
Yesterday 6:16 AM (Last Updated)

RBC	7.6	5.4 - 8.7 x10 ¹² /L
Hematocrit	0.46	0.38 - 0.57 L/L
Hemoglobin	177	134 - 207 g/L





You have requested additional testing to reference laboratory samples

Your request will be processed by IDEXX Customer Support. If you have any questions or need assistance please call, **1-800-667-3411**.

If you have already submitted samples, you do not need to send a new copy of your requisition form.

Done Print Requisition