

VetConnect™ PLUS



IDEXX

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Getting started with VetConnect PLUS

About VetConnect PLUS

VetConnect™ PLUS makes ordering, reviewing, tracking, and trending test results easier and faster:

- + Get IDEXX in-house and reference laboratory results immediately anytime, anywhere.
- + View in-house and reference laboratory results side by side, with automatic graphs that trend test results over time.
- + View digital radiographs and pathology images online (JPGs), in context with the patient's laboratory results.
- + Easily share results with clients, and print client-friendly health summaries.
- + Collaborate with referral practices in real time, sharing the same VetConnect PLUS patient view.
- + Order reference laboratory tests online, with easy-to-read, bar-coded test requisition forms for improved accuracy.

Note: Reference laboratory testing is not available in all regions.

There are two main formats of VetConnect PLUS:

- + **The VetConnect PLUS web application**—Provides the full features of the platform.
- + **The VetConnect™ PLUS mobile app**—Provides partial features of the platform—use it to get quick access to in-process orders and patient results on a mobile device.

Note: VetConnect PLUS ordering and results is also integrated into most major practice information management systems (PIMS).

This document provides all of the information you need to use the VetConnect PLUS web application. For mobile app-specific instructions, see the light blue boxes throughout this document.

How to log in to VetConnect PLUS

Before you begin, ensure your practice has:

- + Internet access
- + An IDEXX Reference Laboratories account, IDEXX in-house analyzers, and/or an IDEXX Web PACS™ subscription
- + A VetConnect PLUS account (If you don't have an account, [contact IDEXX Customer and Technical Support](#).)

To log in to VetConnect PLUS

1. Using a web browser, go to the VetConnect PLUS page for your region:

In this region	Go to this website
United States	vetconnectplus.com
Singapore	
Taiwan	
Canada	vetconnectplus.ca
Australia/New Zealand	vetconnectplus.com.au
Austria	vetconnectplus.at
Belgium	vetconnectplus.nl
Netherlands	
France	vetconnectplus.fr
Germany	vetconnectplus.de
Italy	vetconnectplus.it
Japan	vetconnectplus.jp
Spain	vetconnectplus.es
Switzerland	vetconnectplus.ch

In this region

Go to this website

South Africa

vetconnectplus.co.za

Czech Republic

Poland

Slovakia

South Korea

vetconnectplus.kr

United Kingdom/Ireland

vetconnectplus.co.uk

2. Select **Sign in with MyIDEXX** to sign in using your MyIDEXX single sign-on credentials.

Note: Don't have a MyIDEXX account but would like the increased security and the ability to sign into all of your IDEXX accounts with one set of user credentials? Select **Create a MyIDEXX account** and enter the applicable information when prompted.

OR

Select **Sign in with VetConnect PLUS**, enter your username and password, and then select **Sign in with VetConnect PLUS**.

Note: See [Managing your VetConnect PLUS account](#) to learn how you can add/remove/edit members, set account preferences, and more.

Want to log in to the VetConnect PLUS mobile app?

Scan this QR code to download the VetConnect PLUS mobile app from the Apple App Store or Google Play Store—use the same login credentials for the mobile app as you do for VetConnect PLUS.



Navigating the Home screen

Search for a patient, patient ID, veterinarian, requisition number, or accession number (optional: by date range)

Search for IDEXX tests*

Open IDEXX Web PACS™ *

Open IDEXX VetMedStat*

Access your profile, preferences, etc.

The display name for your profile

Filter the In process and Complete lists by type or veterinarian(s)

Review all orders that have not yet been completed (by patient)

See the ordered tests, turnaround time (ref laboratory only)*, and order status in the patient card

Edit an in-process reference laboratory order*

Important alerts may display here

Displays historical results chronologically with the most recent results at the top; blue dots indicate the result has not been opened

Start a reference laboratory* or in-house laboratory order

Generate a diagnostic summary report for all of the reference laboratory testing completed in a specified period*

*Not available in all regions.

Want to navigate the Home screen on the VetConnect PLUS mobile app?

All historical reference laboratory* and in-house laboratory results

Custom view of orders/results for one or more veterinarians

Patient card

All in-process reference laboratory and in-house laboratory orders

Reference laboratory order turnaround time*



Order status

The screenshot shows the VetConnect PLUS mobile app interface for New Moon Veterinary Clinic. At the top, there are three tabs: 'My Diagnostics', 'All complete', and 'All in process'. The 'All in process' tab is selected. Below the tabs, a list of patient cards is displayed under the heading 'TODAY'. Each card includes the patient's name, age, sex, breed, and the veterinarian's name. The cards are: Luna Ramirez (3 y, Female, Labrador Retriever, Canine, Dr. Jaime Herron), Nala Baker (5 y, Female, Domestic Longhair, Feline, Dr. Jaime Herron), Tucker Zhang (7 y, Male Neutered, German Shepherd, Canine, Dr. Leah Nunez), Baylee Rossi (12 y, Female Spayed, Boston Terrier, Canine, Dr. Leah Nunez), and Oliver Nguven (4:46 AM). Each card has a status button (e.g., 'Partial', 'Ordered', 'At the lab') and a turnaround time indicator (e.g., 'Today 12:00 PM', 'Next day', 'Today 6:00 PM', '1-2 days'). Blue lines connect text labels to specific elements on the screen: 'All historical reference laboratory* and in-house laboratory results' points to the top of the list; 'Custom view of orders/results for one or more veterinarians' points to the 'My Diagnostics' tab; 'Patient card' points to the Luna Ramirez card; 'All in-process reference laboratory and in-house laboratory orders' points to the 'All in process' tab; 'Reference laboratory order turnaround time*' points to the 'Next day' indicator; and 'Order status' points to the 'At the lab' indicator.

*Not available in all regions.

Ordering tests

Ordering tests

1. On the Home screen, select:
Order new diagnostics > Reference laboratory if you're ordering tests to be sent to IDEXX Reference Laboratories.*
OR
Order new diagnostics > In-house laboratory if you're ordering tests to be completed in your in-house laboratory.
Note: Before you can order in-house laboratory tests, you must connect your VetConnect™ PLUS account to your IDEXX VetLab™ Station. To do so, on your IDEXX VetLab Station tap the gear icon , tap **Settings**, tap **VetConnect PLUS**, tap **Connect Now**, and follow the on-screen instructions.
2. If the order is for an existing patient, enter the patient's name, ID, or the client ID in the Search box; select the matching patient from the results list; and then select **Next**.
OR
If the order is for a new patient, select **Add New Patient**, enter the patient's information in the applicable fields provided (asterisks indicate a required field), and then select **Save and Select Tests**.
3. Select how you want to search for the test (**Frequent, Saved, or Browse All**), enter the test information in the Search box, and then select the desired test in the list below the Search box to add it to the order.
Note: If you want to view a test's details (such as turnaround time, specimen requirements, test components, etc.) or add the test to the Saved list, select **Details**. You can select **Unsaved** (which then turns to Saved) to add the test to the Saved list. To exit the Details view, select the arrow in the upper-left corner of the dialog box.
4. Repeat step 3 for each test you want to add to the patient's order.
5. *For in-house laboratory orders only:* Select your IDEXX VetLab Station from applicable drop-down list on the right side of the screen.
6. Select the treating veterinarian from the Veterinarian list. If the treating veterinarian isn't listed, you can add it by entering their name in the box.
Note: To remove a veterinarian from the list, hover the cursor over their name to select it and then select the trash icon to the right of their name.
7. Optional: Select **Notes** and enter your name, the collection date, a previous reference number (for rechecks), a PIMS (practice information management system) order number, and/or notes/instructions for the laboratory. Then, select **Done**.
8. Select **Order**. If the order was for reference laboratory* testing, the requisition form opens as a PDF file.
9. *For reference laboratory* orders only:* Print the reference laboratory requisition form and include it with the specimen(s) you send to IDEXX Reference Laboratories.
Tip: Forget to print the requisition form? On the Home screen, hover your cursor over the patient's card in the In process list and then select the printer icon  to view/print the requisition form.

Want to see your in-process orders on the VetConnect™ PLUS mobile app?

All in-process orders are shown in the **All In Process** list on the Home screen. You can also customize the My Diagnostics view so that you only see orders/results related to one or more veterinarians. To do so, select **My Diagnostics** at the top of the Home screen, select **Set up my view**, toggle on the **Veterinarian filter**, select the applicable veterinarian(s), and then select **Save**.

*Not available in all regions.

Checking the status/turnaround time of an in-process order*

You can see the status and turnaround time* (in-process reference laboratory orders only) at a glance at the bottom of each patient card in the In process list. Having the turnaround time is especially helpful when setting expectations with clients. The available statuses are:


- + **Ordered:** Test order has been created, but not yet received at the lab. If an order is not received after 7 days, it is automatically deleted.
- + **At the lab:** Samples have been checked in at the lab and are awaiting processing.
- + **Processing:** Samples have been reviewed and verified for testing.
- + **Partial:** Results have been partially completed.

Note: The turnaround time is based on the entire order and is not test specific, so it may vary from the turnaround time published in the Directory of Services and/or be impacted by the pickup time.

Want to see an order's status/turnaround time in the VetConnect PLUS mobile app? Tap **All In Process** or **My Diagnostics** (if you're filtering your practice's orders/results by one or more veterinarians) and locate the applicable order. At the bottom of the patient card, the status for the order (Ordered, At the lab, Partial, or Complete) appears on the left, and the turnaround time appears on the right.


Adding/removing a test in an in-process order

You can add/remove a test in an in-process *reference* laboratory* order with an "ordered" or "at the lab" status. You can only add/remove a test in an in-process *in-house* laboratory order that has not yet been initiated on the IDEXX VetLab Station.

1. In the In process list on the Home screen, select the patient card for the order you want to edit.
2. To add a test to the order, select how you want to search for the test (**Frequent**, **Saved**, or **Browse All**), enter the test information in the Search box, and then select the desired test in the results list to add it to the order. Repeat this step for each test you want to add to the patient's order.
Note: If you want to view a test's details (such as turnaround time, specimen requirements, test components, etc.) or add the test to the Saved list, select **Details**. You can select **Unsaved** (which then turns to Saved) to add the test to the Saved list. To exit the Details view, select the arrow in the upper-left corner of the dialog box.
AND/OR
To remove a test from the order, hover your cursor over the test you want to remove (on the right side of the screen) and then select the trash icon .
3. Optional: Select Notes and enter your name, the collection date, a previous reference number (for rechecks), a PIMS order number, and/or notes/instructions for the laboratory. Then, select **Done**.
4. Select **Update**. If the order was for reference laboratory* testing, the requisition form opens as a PDF file.
5. If the order was for reference laboratory* testing, print the requisition form and include it with the specimen(s) you send to IDEXX Reference Laboratories.

Deleting an existing in-process order

You can delete an in-process *reference* laboratory* order with an "ordered" or "at the lab" status or an in-house laboratory order that has not yet been initiated on the IDEXX VetLab Station.

1. In the In process list on the Home screen, hover your cursor over the patient's card and then select the trash icon .
2. Select the check box indicating that you confirm you are OK with deleting the order and then select **Yes, Delete Order**.


Saving a specific test to the Saved list (outside of an order)

1. On the Home screen, select:
Order new diagnostics > Reference laboratory if you're ordering reference laboratory tests.*
OR
Order new diagnostics > In-house laboratory if you're ordering tests to be completed in your in-house laboratory.

*Not available in all regions.

2. Select an existing patient and select **Next**.
OR
Add a new patient, enter their information, and select **Save and Select Tests**.
3. Select **Browse All** and enter the test information in the Search box.
4. Select **Details** for the desired test in the list and then select **Unsaved** (which then turns to Saved). Then select the close (X) button in the upper-right corner to close the dialog box.

Reprinting an IDEXX Reference Laboratories requisition form*

Forget to print the requisition form? On the Home screen, hover your cursor over the patient's card in the In process list and then select the printer icon  to view/print the requisition form.


*Not available in all regions.


Managing test results

Viewing test results

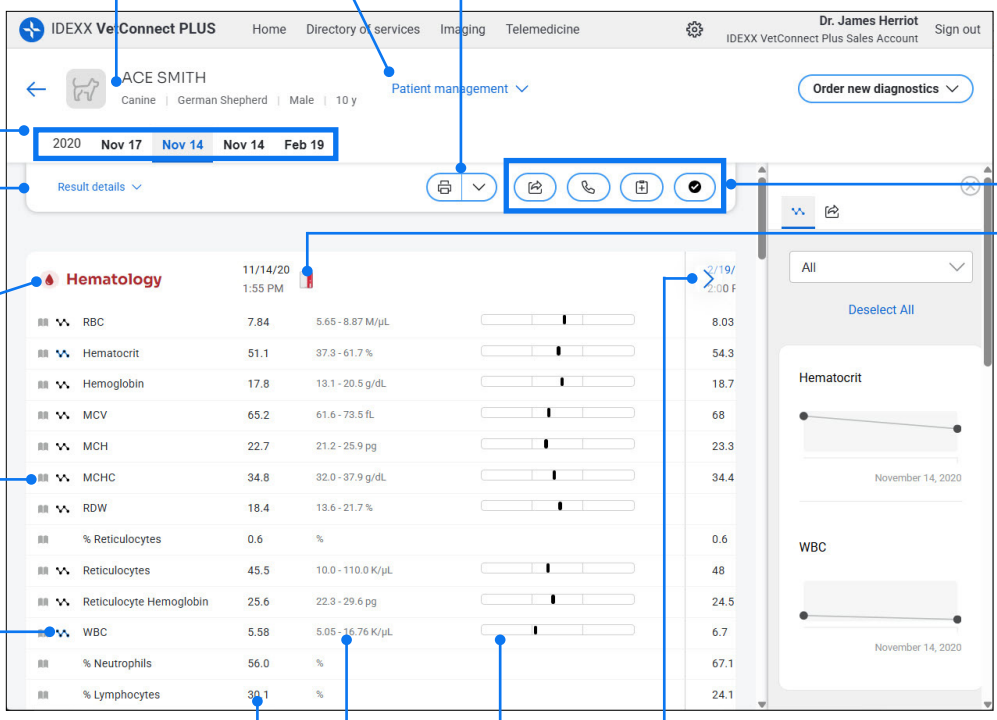
1. If the result was recently provided, select it in the Complete list on the Home screen.
Note: A blue dot in the Complete list indicates the result has not been read yet.
 OR
 To find an older result, enter the patient's name in the Search bar at the top of the screen, press ENTER, select the applicable patient results from the list, and then select the desired date of the results at the top of the screen.
2. Review the results (see [Navigating the results screen](#) below for more information).

Want to view test results on the VetConnect™ PLUS mobile app?

All results are shown in the **All Complete** list on the Home screen. To search for a specific result, select the magnifying glass icon  in the upper-right corner of the screen, enter the patient's name in the search box, select **Search**, and then select the desired result from the search results.

You can also elect to receive a notification when your in-process results are ready. Just click the gear icon  in the upper-left corner of the screen and then select **Receive notifications** (this can be disabled in your mobile device's settings).

Navigating the results screen



See the patient's results and their details, view/edit their signalment, or reassign results

Print the results as shown, graphs, or both

Share results, get medical consulting support, print/email a client-friendly results summary, or mark the results as read

The source of the result (in this example, the ProCyte Dx™ Hematology Analyzer)

Select the date for the results you want to view

Testing performed on this day at a glance

Results are grouped by test category (scroll down to see others)

Toggle to see a(n) test/analyte's differential diagnoses

View trending graphs on the right side of the screen (when available)

The patient's result for that test/analyte

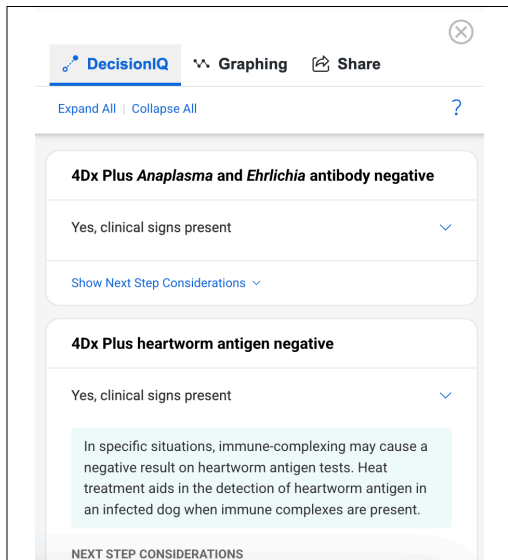
The reference interval

How the result compares to the reference interval (low, normal, high)

Scroll to see previous results for the selected test category

Test Category	Test Name	Result	Reference Interval	Comparison	Previous Results (Nov 14, 2020)
Hematology	RBC	7.84	5.65 - 8.87 M/jL	Normal	8.03
	Hematocrit	51.1	37.3 - 61.7 %	Normal	54.3
	Hemoglobin	17.8	13.1 - 20.5 g/dL	Normal	18.7
	MCV	65.2	61.6 - 73.5 fL	Normal	68
	MCH	22.7	21.2 - 25.9 pg	Normal	23.3
	MCHC	34.8	32.0 - 37.9 g/dL	Normal	34.4
	RDW	18.4	13.6 - 21.7 %	Normal	
	% Reticulocytes	0.6	%		0.6
	Reticulocytes	45.5	10.0 - 110.0 K/jL	Normal	48
	Reticulocyte Hemoglobin	25.6	22.3 - 29.6 pg	Normal	24.5
WBC	WBC	5.58	5.05 - 16.76 K/jL	Normal	6.7
	% Neutrophils	56.0	%		67.1
	% Lymphocytes	39.1	%		24.1

Get patient-specific insights with DecisionIQ



DecisionIQ cards appear when patterns in a patient's history and lab results suggest possible clinical concerns. For example, a risk for:

- + Feline hyperthyroidism if a cat's TT_4 level is high now or in the next 6–18 months.
- + Addison's disease in dogs—even before electrolyte changes are seen.

DecisionIQ also gives test interpretation and next-step guidance for these tests:

- + IDEXX 4Dx Plus Test (Heartworm, Lyme, Ehrlichia, Anaplasma)
- + Dexamethasone suppression and ACTH stimulation tests

Select the arrow icon to expand the card and view the next-step considerations.

Important symbols that may appear on the results screen



An orange flag in the upper-left corner of a result indicates the result should be looked at more closely as it is meaningfully different from the reference interval and/or previous results. This symbol only appears in the expanded view which shows historical results.

28.0  24.5 - 31.8 K/uL

A yellow triangle with a white exclamation mark appears when a unit of measure does not have a conversion unit.

Want to navigate the results screen in the VetConnect PLUS mobile app?

View trending graphs

Opens the DecisionIQ screen, where you can get patient-specific interpretive assistance and next-step considerations

Opens the Differentials screen, where you can tap to see a(n) test/analyte's differential diagnoses

Send a PDF of the patient's results to the client or a specialist

Footnotes for the run that correspond with the number to the left of the analyte

Results are grouped by test category (scroll down to see others)

Mark the results as unread

Swipe the screen to the left to see previous results for the selected test category


The patient's result for that test/analyte

How the result compares to the reference interval (low, normal, high)

Test/Analyte	Result	Reference Interval
1 RBC	5.10 M/μL	5.26
2 RBC	5.10 M/μL	5.26
1 Hematocrit	34.6 %	35.2
2 Hematocrit	34.6 %	35.2
2 Hemoglobin	12.2 g/dL	12.5
2 MCV	67.8 fL	66.9
2 MCH	23.9 pg	23.8
2 MCHC	35.3 g/dL	35.5
2 RDW	16.7 %	16.3
1 % Reticulocytes	2.7 %	1.6

Trending a patient's results

If a patient has had more than one round of testing for a given test category, you can create a trending graph of the specified results.

1. [View the patient's test results.](#)
2. Select the graph icon  next to the test/analyte result you want to graph. The right side of the screen expands.
3. Using the drop-down list on the right side of the screen, select the duration for the graph:
 - + **All**—Graphs all of the patient's results for that test/analyte
 - + **Day**—Graphs all of the patient's results for that test/analyte for the currently displayed result date (e.g., for multistep cortisol testing)
 - + **Month**—Graphs all of the patient's results for that test/analyte for the calendar month of the currently displayed result date
 - + **Year**—Graphs all of the patient's results for that test/analyte for the calendar year of the currently displayed result date

Want to view a trending graph in the VetConnect PLUS mobile app?

To view a trending graph, open the applicable result and select the analyte you want to graph. A trending graph of the patient's historical results for that analyte appears at the top of the next screen. You can also select **Graph** at the top of the screen to view all of the trending graphs for the results selected.

Reassigning a patient's result to a different patient

You may need to reassign a patient's results if the:

- + Wrong patient was selected when tests were ordered.
- + Patient information that was sent from your PIMS didn't quite match the patient's information in VetConnect PLUS. For example, if the patient name, client last name, species, patient ID, gender, and birth date all match, the patient information will match automatically; however, if one or more of those items do not match, a "suggested match" will appear. Suggested matches must be accepted in order for the patient's results to be stored with their historical results and be available for trending purposes.

To reassign results when a wrong patient was selected

1. [View the original patient's test results.](#)
2. At the top-center of the screen, select **Patient Management**. Each result for that patient is listed in a separate row.
3. Find the result that was incorrectly assigned and then select **Reassign result**.
4. If the result is being reassigned to an existing patient, type their name in the Search box at the top of the Reassign result dialog box and press ENTER. Then, select the radio button to the left of the patient name and select **Next**.
OR
If the result is being reassigned to a new patient, select **Create new patient**, enter the applicable patient information, and then select **Next**.
5. Select **Confirm** to confirm that you want to reassign the result.

To accept a suggested match


1. [View the original patient's test results.](#) A yellow icon appears at the top-center of the screen indicating there's a suggested match.
2. At the top-center of the screen, select **Patient Management**.
3. Select the **Suggested match** tab. All suggested matches appear in the list with the unmatched text in red.
4. If you determine that the patient information that was sent from your PIMS to VetConnect PLUS was incorrect and the suggested match is correct, select **Accept match**. The patient's information for that result is replaced with the suggested match information and the result is added to the patient's historical results.
OR
If you determine that the original patient information is correct and you do not want to accept the suggested match, select the close icon in the upper-right corner of the dialog box.


Generating a diagnostic summary report*

A diagnostic summary report lists all of the reference laboratory testing completed in a specified period, by patient. For each patient, it includes the test order date, test names, requisition number, treating veterinarian, and the testing status.


1. On the Home screen, select **Diagnostic Summary**.
2. Select the duration for the summary report (**Today, Yesterday, Last 7 days, Last 30 days, or Custom**).

Printing/downloading a patient's results report

Tip: Want to print/download a recently completed result? Just hover your cursor over the result in the Complete list on the Home screen, select the down arrow next to the print icon if you want to remove any associated result images/trending graphs, select the printer icon , and then print/download the PDF file. You can also print/download multiple recently completed results by selecting their check boxes in the Complete list and then selecting **Print** at the bottom of the screen.

1. [View the patient's test results.](#)
2. If you do not want the PDF to include any applicable result images or trending graphs, select the down arrow next to the printer icon and clear the applicable check box(es).
3. Select the printer icon . The results PDF file opens.
4. Print and/or download the PDF file.



Sharing a patient's results

Tip: Want to email a recently completed result to a client or to another veterinarian for a consult? Just hover your cursor over the result in the Complete list on the Home screen, select the mail icon , enter the applicable information, and then select **Send**. You can also email multiple recently completed results by selecting their check boxes in the Complete list and then selecting **Email** at the bottom of the screen.

1. [View the patient's test results.](#)
2. Select the share icon. The right side of the screen expands.
3. Using the drop-down list on the right side of the screen, select one of the following:
 - + **Email**—Emails a PDF of the results to the pet parent.
 - + **Vello™ /Petly™**—Shares the results with your client (subscription required).
 - + **Collaborate**—Shares the results with another VetConnect™ PLUS practice for collaboration on the case or referral. IDEXX Web PACS™ results will be sent as a link that allows the recipient to view/annotate the results as needed (please note that any digital images sent using this method cannot be annotated/expanded in IDEXX Web PACS—to share images with annotation capability, use the Collaboration function in IDEXX Web PACS).
 - + **Client-friendly summary**—Print/email custom, client-friendly summaries for the results and share them with your clients.


Want to share results in the VetConnect PLUS mobile app?

There are a few different ways to share results in the app:

- + To share in-house laboratory or reference laboratory* results, open the applicable result, select the share icon in the upper-right corner of the results screen , select the applicable app (such as an email app) to share the results, and use that app to send the results to the desired person/practice.
- + To share digital images, open the applicable result, select the image you want to share, select the share icon in the upper-right corner of the image screen, select the applicable app (such as an email app) to share the results, and use that app to send the image to the desired person/practice.
Note: Any digital images sent using this method cannot be annotated/expanded in IDEXX Web PACS—to share images with annotation capability, use the Collaboration function in IDEXX Web PACS.
- + When viewing the result, select the ellipsis icon  in the upper-right corner of the screen and then select **Mark as unread**.


*Not available in all regions.

Obtaining medical consulting support*


1. [View the patient's test results.](#)
2. Select the request a consult icon . A message appears, providing contact information for IDEXX Medical Consulting Services.



Print/email a client-friendly summary

You can print or email a client-friendly summary of the patient's results and share it with the client.

1. [View the patient's test results.](#)
2. Select the client-friendly summary icon . The right side of the screen expands.
3. Select if you want to print/email a **Fecal Dx™ Antigen Summary, Preventive Care Summary**, and/or a **4Dx™ Plus Summary**.
4. If you selected **Preventive Care Summary** in step 3, select the check box next to each organ that is functioning normally per the patient's results.
5. Select **Next**.
6. Add/enter the applicable practice information.
7. Indicate who the client-friendly summary should be **From**.
8. Select the recommended follow-up timeframe based on the patient's results.
9. Add any comments that should accompany the summaries selected in step 3.
10. Select **Share > Print** (if you want to print the summaries) or **Share > Email** (if you want to email the summaries).


Marking results as read

Tip: Want to mark a recently completed result as read? Just hover your cursor over the result in the Complete list on the Home screen and select the mark as read icon . You can also mark multiple recently completed results as read by selecting their check boxes in the Complete list and then selecting **Mark read** at the bottom of the screen.

1. [View the patient's test results.](#)
2. Select the mark as read icon . The icon appearance changes to a white check mark with a black background  and if the results were recent, the blue dot next to the result on the Home screen will disappear.

Want to mark a result as read/unread in the VetConnect PLUS mobile app?

When results are viewed in the app, they're automatically marked as read. If you would like to change the read status of a result in the VetConnect PLUS mobile app, do one of the following:


- + On the Home screen locate the result in the All Complete list and then swipe it to the right. Select **Read** to mark it as read or select **Unread** to mark it as unread.
- + When viewing the result, select the ellipsis icon  in the upper-right corner of the screen and then select **Mark as unread**.

*Not available in all regions.

Managing your VetConnect PLUS account

Adding, removing, and editing members

IMPORTANT: If you're logged into the VetConnect™ PLUS account with your MyIDEXX credentials, use the MyIDEXX settings to add, remove, or edit members.

1. Ensure you're logged into the VetConnect PLUS account as an administrator.
2. Select the gear icon  in the upper-right corner of the screen.
3. Navigate to the Members section of the screen. All existing members are listed at the bottom of that section.
4. To add a member, use the fields provided to enter the member's username (which they'll use to log in), display name (which will appear in the upper-right corner of the VetConnect PLUS screen once they're logged in, email, password (which they'll use to log in), and then select **Save**.

Note: Members can change their admin-assigned password once they're logged into the system.

OR

To remove a member, locate their name in the existing members list, select the icon to expand their information, and then select **Delete**.

OR


To edit a member's information and/or account privileges, locate their name in the existing members list, select the icon to expand their information, edit the information as needed, and then select **Save**.

Adding or removing veterinarians


Veterinarians can be added/removed when ordering a test. For more information, see step 5 in [Ordering tests](#).

Editing patient information


These instructions are best used if you have found a typo in the patient information, such as their name, date of birth, or gender. If you find a result that belongs to a different patient, do not use this instructions—follow the instructions in the [Reassigning a patient's result to a different patient](#) section.

1. [View the original patient's test results](#).
2. At the top-center of the results screen, select **Patient Management**.
3. Select the pencil icon  next to the right of the patient information at the top of the dialog box.
4. Edit the applicable patient information and then select **Save**.

Adding an email signature for a veterinarian in your practice

1. Ensure you're logged into the VetConnect PLUS account as an administrator.
2. Select the gear icon  in the upper-right corner of the screen.
3. On the left side of the screen, select **Signatures**. Existing signatures are listed in the Signatures section of the screen.
4. Select **Add Signature**.
5. Enter the applicable information and select **Save**. The saved signature will be available in the From list when emailing results and sharing client-friendly summaries.

Editing the result preferences

1. Ensure you're logged into the VetConnect PLUS account as an administrator.
2. Select the gear icon  in the upper-right corner of the screen.

IDEXX Customer and Technical Support contact information

United States	1-888-433-9987, option 5, Then choose option 1 for general VetConnect PLUS support OR Choose option 2 for PIMS integration support with VetConnect PLUS	
Canada	English: 1-800-667-3411 French: 1-866-683-2551	
Austria	+43 (0)1 206 092 729	
Belgium	+32 (0)27 00 64 38	
Czech Republic	+420 239018034	
Denmark	+45 43 31 04 39	
Finland	+358 (0)9 7252 2253	
France	+33 (0)1 73 431 333	
Germany	+49 (0)69 1 532 532 90	
Ireland	+44 (0)20 3788 7508	
Italy	+39 02 87 10 36 76	
Luxembourg	+352 (0)34 20 80 87 22	
Netherlands		+31 (0)70 700 7033
Norway		+47 24 05 51 10
Poland		+48 32228534001
Slovakia		+421 268 622 417
Spain		Madrid: +34 916376317 Barcelona: +34 932672660
Sweden		+46 (0)8 5198 9566
Switzerland		+41 (0)44 511 22 37
United Kingdom		+44 (0)20 3788 7508
Australia		1300 44 33 99
New Zealand		0800 83 85 22
Japan		0120-71-4921
Korea		080 7979 133
Singapore		3158-1330
Taiwan		0800 291 018

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