



**VetWare**

Veterinary software for companion animals

**Module 27**

-

**Laboratory  
Integration**



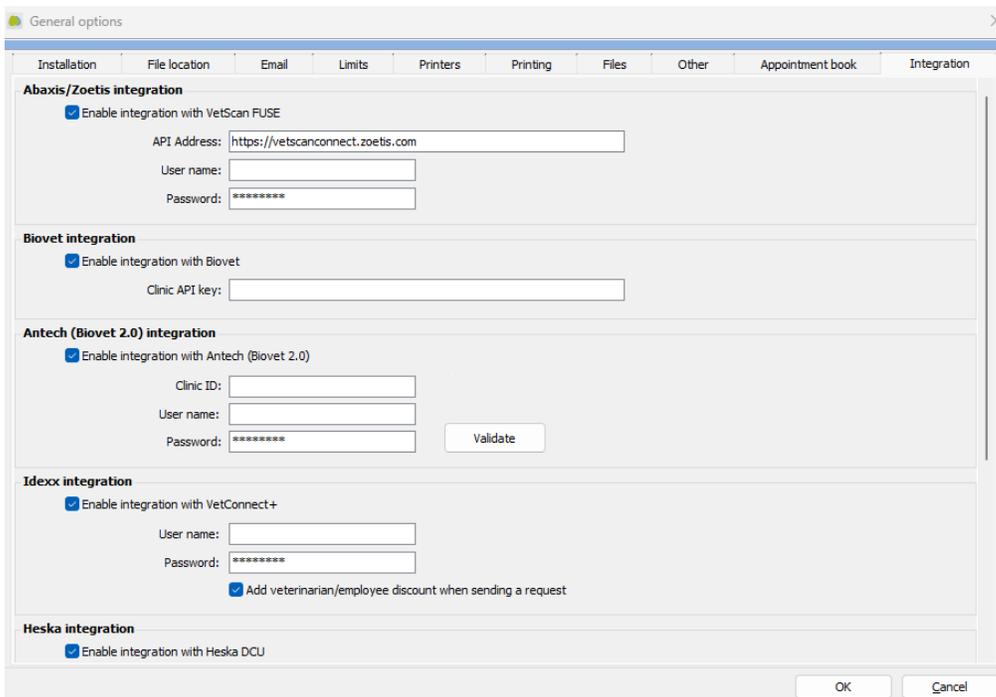
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## 1. Initial configuration

In order to activate laboratory integration, you must ensure that you have version 5.7 or higher of VetWare. Contact our team to schedule an appointment to install the update at your establishment.

- Under Configuration > General Options > Integration
- Available for Abaxis/Zoetis, Biovet, Antech, Idexx, and Heska
- Adjust the user profile to access it as needed.
- Activate the supplier(s) you have chosen and add the configurations provided by our team or by the laboratory.



- Open the laboratory tests window (beaker icon). This step allows you to connect to the laboratory for the first time, which will provide a list of all the tests made available by your supplier in VetWare.





## 1.1 Abaxis/Zoetis

In order to configure the Abaxis/Zoetis laboratory, you must obtain the « Fuse » / « Hub » from the supplier. Contact your Abaxis/Zoetis representative for more information.

Once the « Fuse » / « Hub » has been installed, activate the integration in VetWare using the information provided by your Abaxis/Zoetis representative.

**Abaxis/Zoetis integration**

Enable integration with VetScan FUSE

API Address:

User name:

Password:

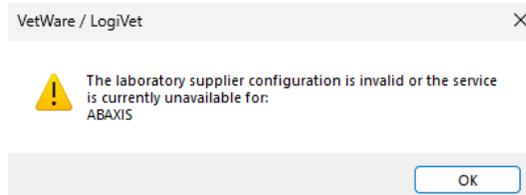
API Address: <https://vetscanconnect.zoetis.com/>

Username: Enter the Client ID of your « Fuse » / « Hub »

Password: Enter the Client Token of your « Fuse » / « Hub »

Click on the beaker icon to allow VetWare to connect to the laboratory for the first time and retrieve the complete list of their tests (code and description), then proceed to step 2.

If you get the following error, it means that VetWare is unable to connect to the laboratory.



Please verify the accuracy of the data entered for the laboratory configuration. Contact our team to complete the configuration if necessary.

## 1.2 Biovet

In order to configure the Biovet lab, you must obtain your API key from the provider. Contact your Biovet representative for more information.

Once you have your API key, activate the integration in VetWare with it.

**Biovet integration**

Enable integration with Biovet

Clinic API key:

Click on the beaker icon to allow VetWare to connect to the laboratory for the first time and retrieve the complete list of their tests (code and description), then proceed to step 2.

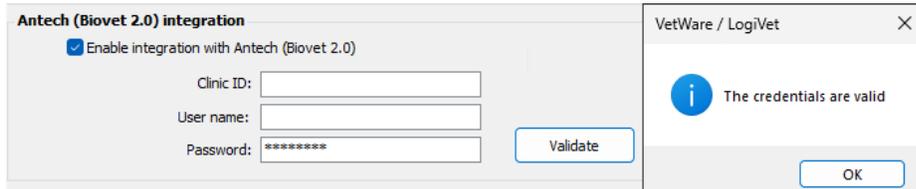
If you get the following error, it means that VetWare is unable to connect to the laboratory.



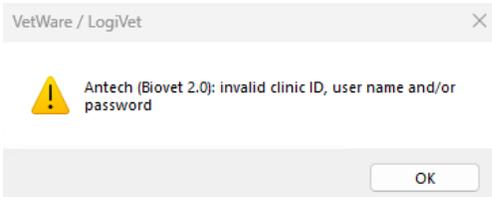
Please verify the accuracy of the data entered for the laboratory configuration. Contact our team to complete the configuration if necessary.

### 1.3 Antech

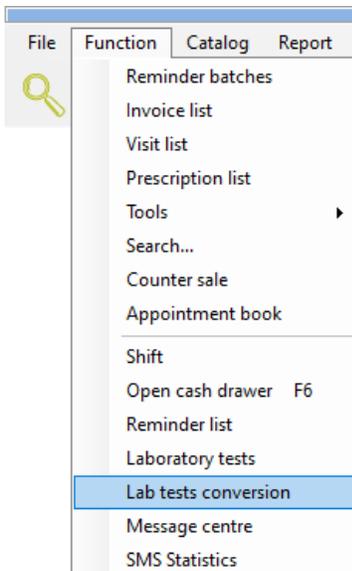
In order to configure the Antech laboratory, you must have VetWare version 5.10 or higher and obtain your login credentials from the supplier. Contact your Antech representative for more information. Once you have your login credentials, activate the integration in VetWare using them and validate the connection.



If the information entered is incorrect, a warning message will be displayed.



Click on the beaker icon to allow VetWare to connect to the laboratory for the first time and retrieve the complete list of their tests (code and description), then proceed to step 2.

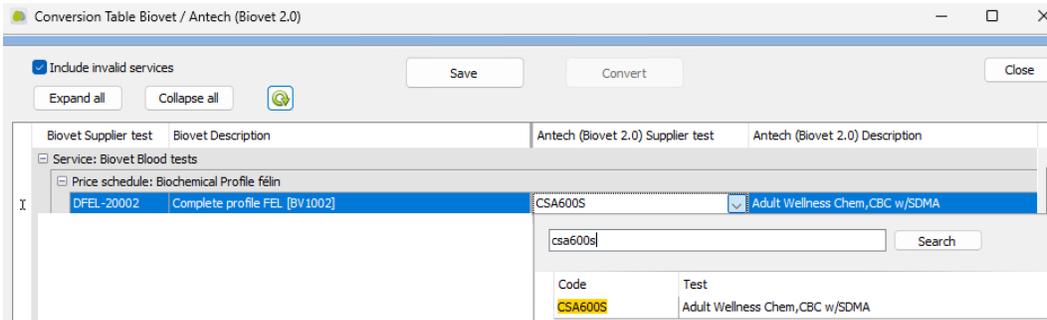


**ONLY FOR CLINICS THAT WERE ALREADY INTEGRATED WITH BIOVET PREVIOUSLY**

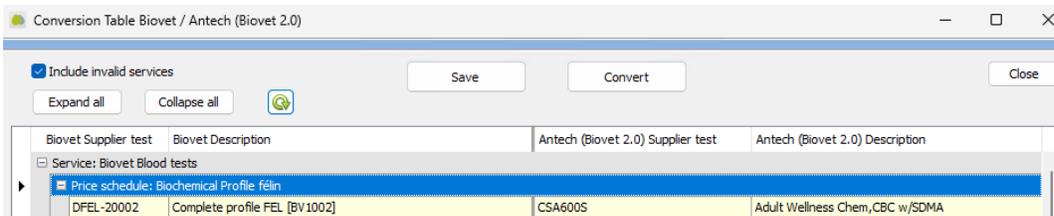
Once the configuration is complete and functional, go to « Function » > « Lab test conversion »

This table allows you to convert all Biovet tests configured in VetWare to Antech tests.

Select the Antech supplier test corresponding to the Biovet test from the drop-down menu. Then save.



Then select the « Price Schedule » line and click on the « Convert » button to change the supplier and code in your service catalog.

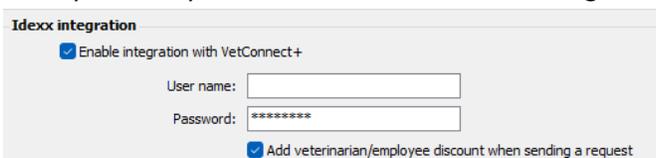


Si vous ajoutez de nouveaux tests pour Antech vous devrez aller les configurer directement dans le catalogue de service.

## 1.4 Idexx

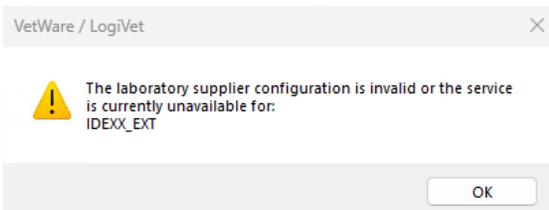
In order to configure the Idexx lab, you must have your VetConnectPlus account credentials (username and password). Contact your Idexx representative for more information.

Once you have your credentials, activate the integration in VetWare using them.



Click on the beaker icon to allow VetWare to connect to the laboratory for the first time and retrieve the complete list of their tests (code and description), then proceed to step 2.

If you receive the following error, it means that VetWare is unable to connect to the laboratory.



Check that the data entered for the laboratory configuration is correct. Contact our team to complete the configuration if necessary.

## 1.5 Heska

In order to configure the Heska laboratory, you must have your supplier install the Heska DCU software on one of your workstations. Contact your Heska representative for more information.

**Also, make sure that all your workstations in the clinic have network access to communicate with the workstation where the Heska DCU software has been installed.**

Once the Heska DCU software has been installed, contact the Vet Solutions team to complete the activation of the Heska integration.

**Heska integration**

Enable integration with Heska DCU

XML output folder:

PDF output folder:

## 2. Services configuration

The configuration of your services is identical for your various laboratory providers, except for your services for [Biovet](#).

On your service, check the « Laboratory test » box. You will then see a new column « Lab. » appear.

	Description (French)	Description (English)	Price	Vis.	...	To	...	Reminder	Labo.	A	C	F	Z	T
1	Prix régulier	Regular price	116,00	<input type="checkbox"/>	U...	0	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

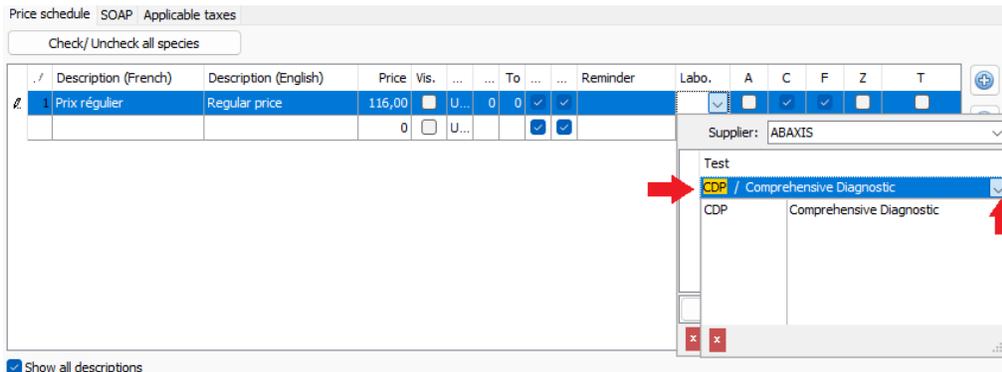
In the drop-down menu, select the provider to whom the laboratory analysis request should be sent, then click on the « + » button to access the drop-down menu containing the list of tests offered by the selected provider.

Supplier:

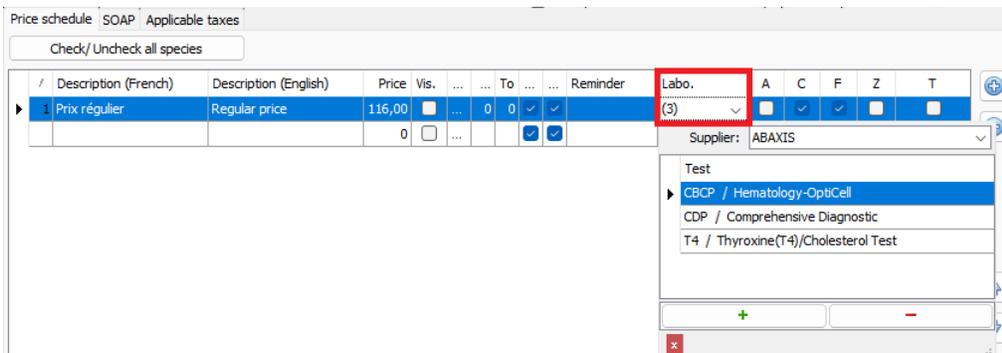
- ABAXIS
- Antech (Biovet 2.0)
- Biovet
- Heska
- Idexx Ext
- Idexx Int

+

Then select the test (you can enter the test code to find it more quickly).

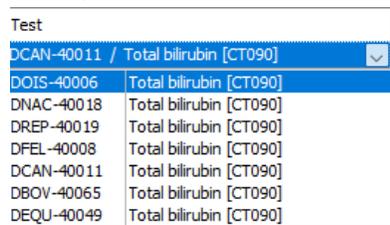


You can select more than one test for the same price schedule (e.g., Hematology + Biochemistry + T4).



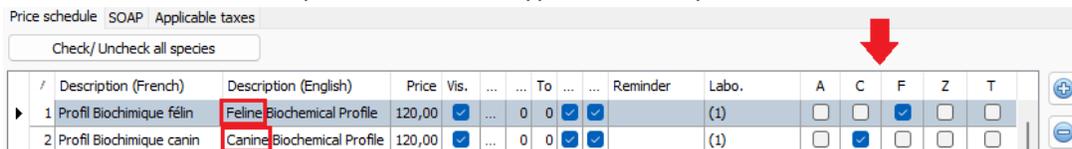
## 2.1 Biovet services configuration

Having different test codes for distinct species for the same laboratory test,



the configuration of services for Biovet requests will be slightly different.

You will need to create a price list for each type of service you offer.



Then match the test code corresponding to the species.

DCAN = Canine

DFEL = Feline

DOIS = Avian

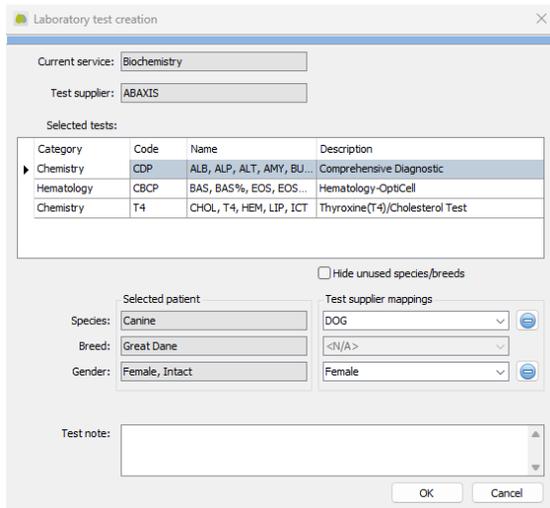
DREP = Reptile



### 3. Create lab request

To create a laboratory request, simply sell a service associated with a laboratory provider.

When the service is sold, it will be charged to the customer's account and the « Laboratory test creation » window will open.



Validate the information for the test ordered, associate the species and sex/sterility of the animal with the supplier links (the system will memorize them as you use them). The association of the breed is optional.

In the « Test note » field, you can enter a reference number and notes (to describe a lesion or the origin of a mass, for example). This note will be added to the requisition form that will be provided to you for sending your sample to the laboratory.

Click on the « OK » button to send your request to the supplier and/or your clinical diagnostic devices.

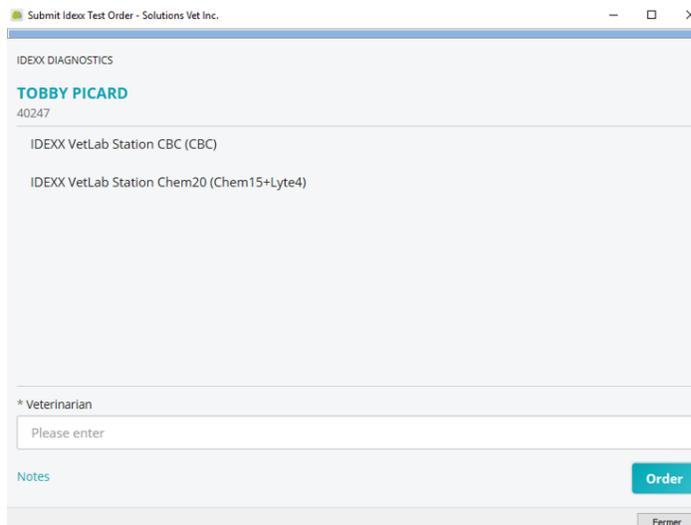
**\*\*\* This window allows you to create the request in the VetWare laboratory window. If you close or cancel this window, your request will not be sent to the VetWare laboratory window or to the supplier. This means that the result cannot be retrieved by VetWare to be added to the patient's file. \*\*\***

When the results are available, an attachment will be inserted in the test line in the medical file.

>>	25 oct. 16:11		P		IDEXX Blood tests - IDEXX Biochemical EXT1 (With SDMA) + Attachment (External PDF document - PDF): CHM17
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### 3.1 Idexx

After creating the request, a new window will open to finalize the order; select the veterinarian (do not use accents), enter a note, if necessary, then click on « Order ».



**\*\*\* This window allows you to send the request to your Idexx VetConnectPlus. If you close this window, your request will not be sent to the Idexx supplier. This means that the result cannot be retrieved by VetWare to be added to the patient's file. \*\*\***



When ordering the test from Idexx, a PDF file (Request) will open. Print this file and attach it to your sample when sending it to Idexx.

**IDEXX** Requisition #100040335  
Tobby

Accession Stocker 1 of 1

100040335

**Tobby (40247)**  
Client: Samuel Picard  
Species: Canine  
Gender: Male  
Age: 1 y (Bates2018)

**Logivet Integration Testing CA East (007196)**  
1 Mile Dr  
Westbrook, ME 04092  
Phone: 888-888-8888  
Fax: 888-888-8888  
Veterinarian: Dr. O'Brien  
Technician: maya

**Lab Use Only**  
Sample Type

Blue	Jar	Serum
Focus	Lev	Skin
Fluor	Lithum	SST
Formalin	Red	Swab
Green	SAP	TFC
Grey	Scrappings	Urine

1 of 1 Contact Us  
1-800-667-3411

IDEXX VetConnect PLUS

### 3.2 Biovet

After creating the request, a PDF file (Request) will open. Print this file and attach it to your sample when sending it to the Biovet supplier.

**Solutions Vet Inc. TEST 5.7**  
2999 boul. Choquette  
St-Hyacinthe, QC J2S 7C2  
Téléphone: (877)930-6969  
Télécopieur: (514)293-5893

**Commande client - BIOVET**  
No commande: 898093  
Date: 25-oct-2019

No référence: 40247  
Nom client: Picard, Samuel (24953R2)  
Nom animal: Tobby(40247R1000213154)

Item	Description
DCAN-20002	Profil Complet CAN

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

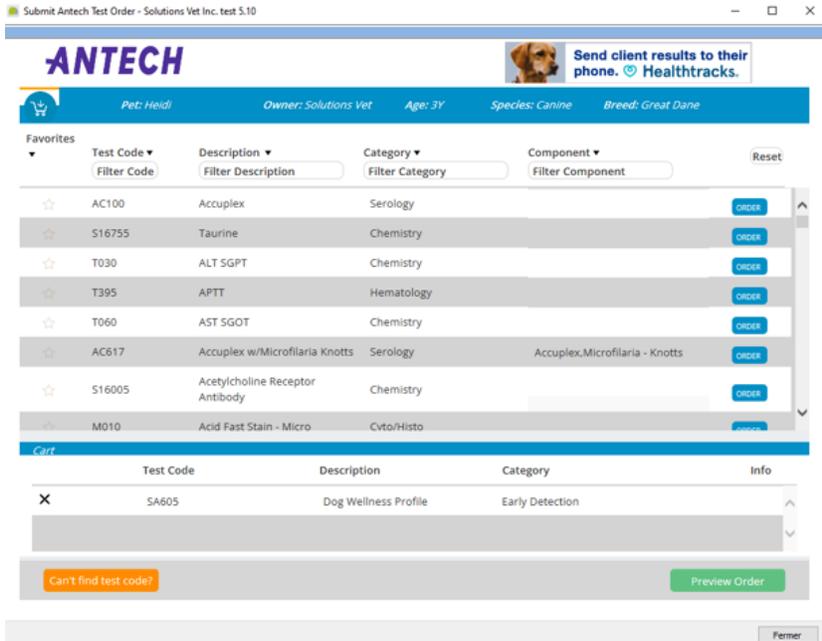
Page: 1

**PLEASE NOTE: When sending your sample to Biovet, you MUST print out the PDF of your request provided by VetWare and attach it to your sample so that the results can be added to the medical file.**

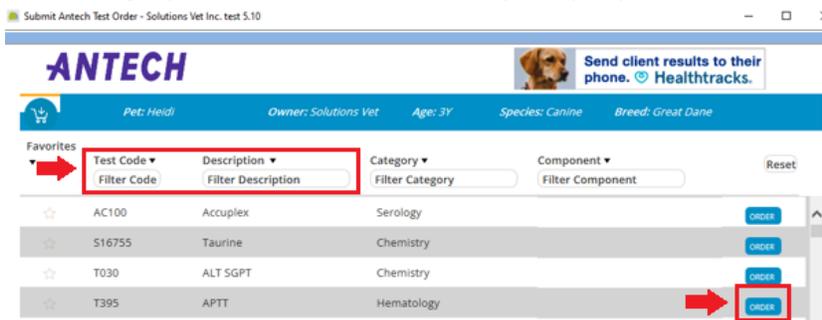
### 3.3 Antech

After creating the request, VetWare will open the Antech application window for you.

**DO NOT CREATE YOUR REQUEST MANUALLY ON THE ANTECH APPLICATION. ALWAYS USE THE REQUEST PROVIDED BY LOGIVET.**



At this stage, you can add another test to your query.



You can also delete a test from your original request.





VetWare

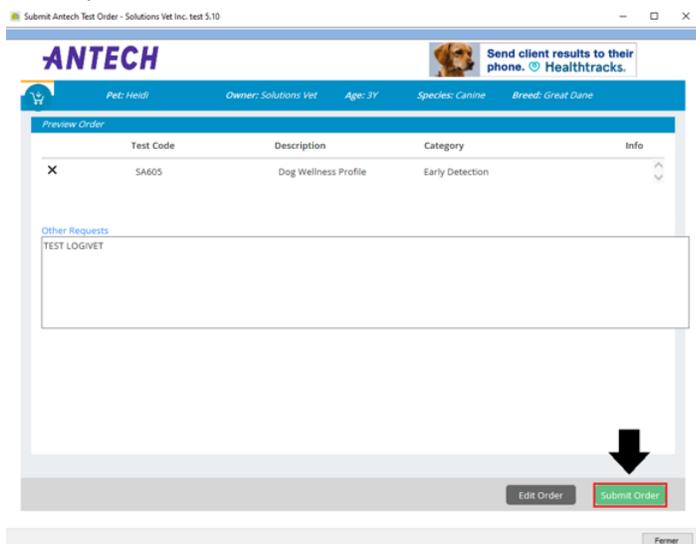
Click on « Preview Order »



If you wish to add notes (medical history) to your request, you must do so here.



When you are finished, click « Submit Order »



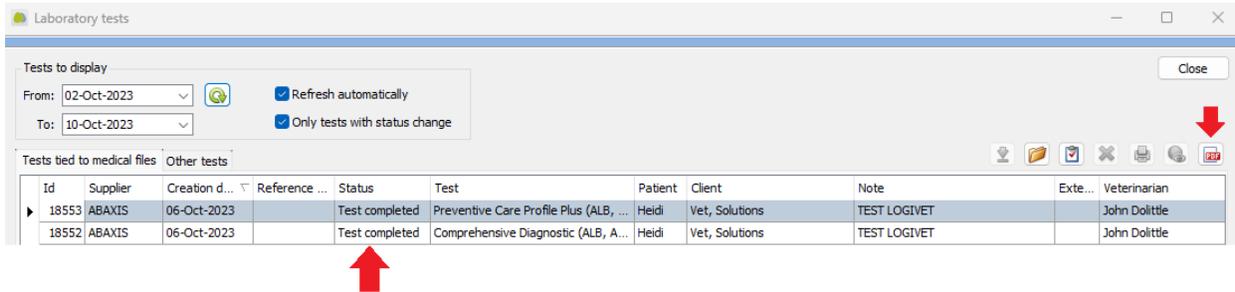
**\*\*\* Do not close this window or click « Cancel » as this will prevent the request from being created in the Antech application and will not allow VetWare to retrieve the result and add it to the patient's file. \*\*\***



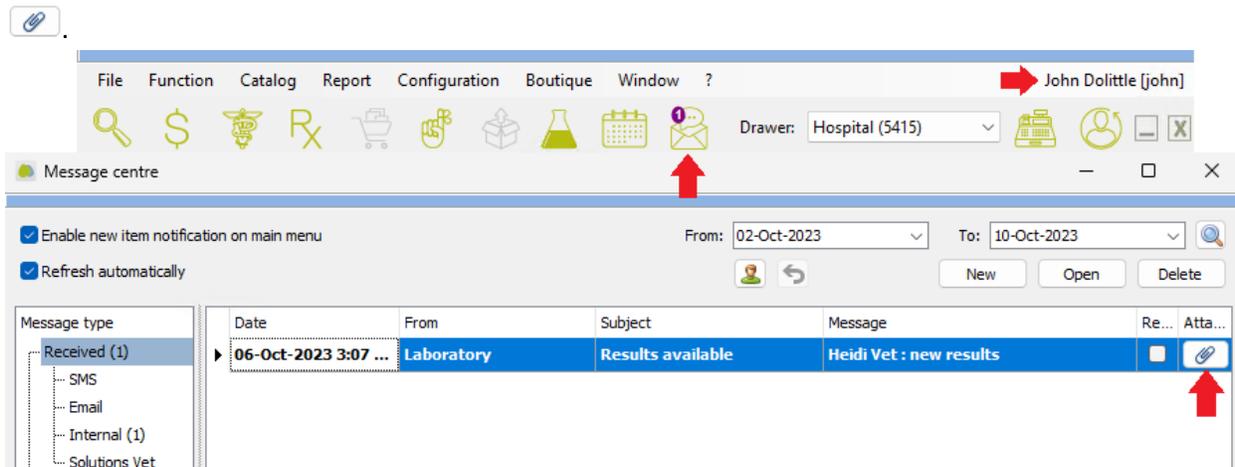
Your request will then be displayed on the screen. All you have to do is print it out and attach it to your sample, which will be sent to the laboratory.

## 4. Results

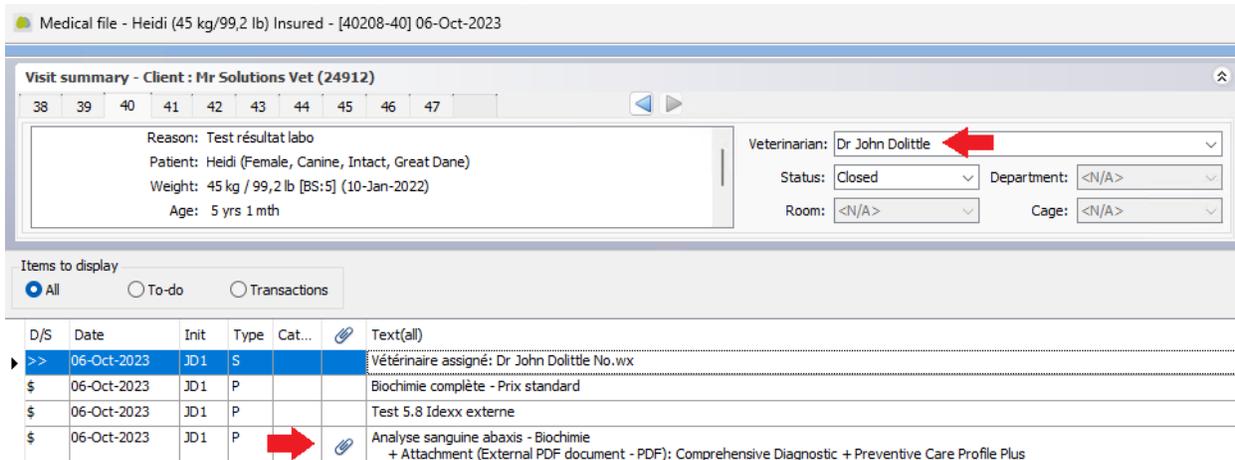
When the results are available, the status of the request in the « Laboratory tests » window will indicate « Test completed ». You can then view the results using the button



The veterinarian assigned to the visit at the time of sale of the service will also receive a notification in their message center. They will be able to open the PDF file containing the results from this window



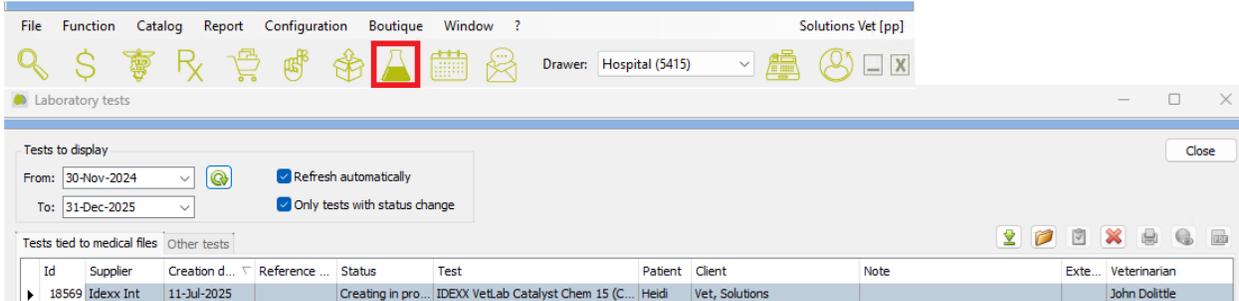
Le résultat sera inséré en pièce jointe à la ligne du test dans le dossier médical.



## 5. « Laboratory tests » Window

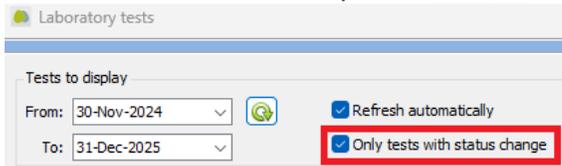
This window serves as a control center for your requests. Briefly, you can access requests to view their status (pending, completed, etc.) as well as shortcuts to access medical records and results.

Click on the beaker icon to open the results window.



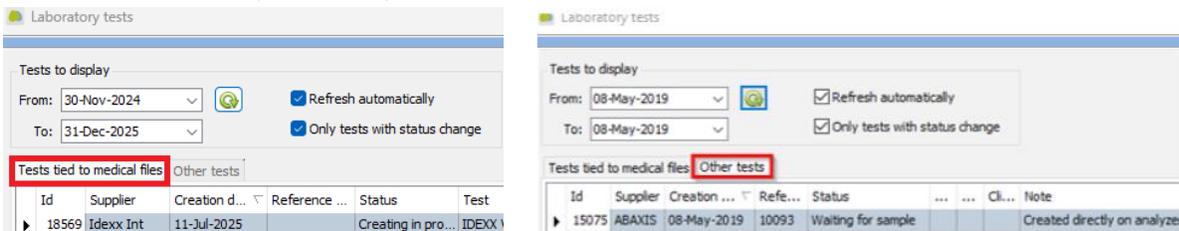
By default, the window displays only the last month's request, which have a new status. You can change these settings if needed:

- Adjust the date settings, if necessary, to show the needed requests.
- Or deactivate the filter “Only tests with status change” to show all the requests

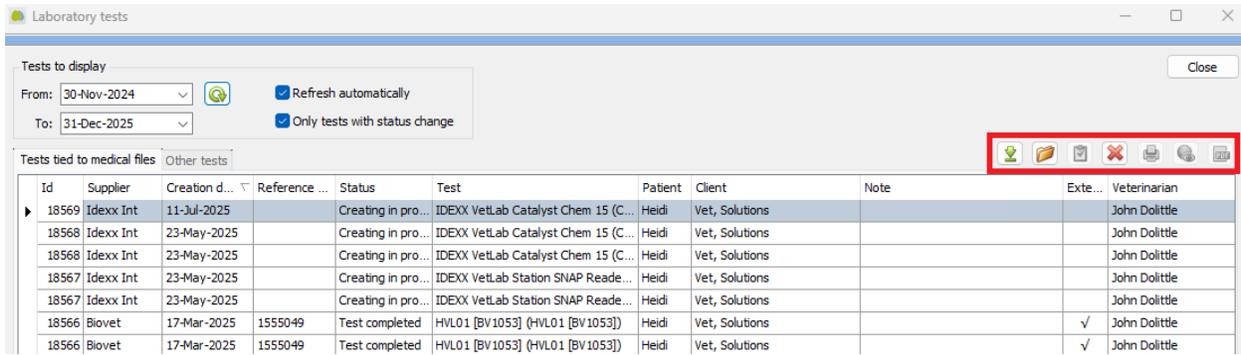


The bottom section displays all requests related to medical records; that is, a list of all tests that have been generated by a service sale in VetWare, with their status.

In the « Other tests » tab you will find a list of all the tests that have been generated outside of VetWare (on the device directly or directly at the lab) with their status.



## Function descriptions



Submit the request again. Used when you have a failed request



Open the medical file (You can also double click on a request line)



Acknowledge selected test status (If you activated the filter these tests will no longer be displayed in the window)



Delete selected test. It will then be transferred under the « Other tests” tab with the mention « Cancelled by the user »



View the requisition, allow you to see and print the PDF file generated to include it with your sample shipment.



Get results. Shortcut button to see the results

How to associate the result of a request generated outside of Vetware to a medical file:

- From the "Other tests" tab; select the request to associate and click on the button «Associate the selected test result to a medical file.
- Enter the animal identification number and visit number. Select the name of the test in the drop-down menu.
- The result will be attached at the end of the medical file

