Available Integrations

11/11/2026 12:52 pm GMT

Summary

Merlin facilities the integration with various third party providers to further enhance the user experience.

Details

This page documents the various available integrations.

CoVet

An AI-powered assistant, automating clinical notes, patient records and admin tasks.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Dojo

An online payment link service, through our partnership with the payment provider Dojo. Create and send a payment link from Merlin directly to clients via SMS and Email. Accounts Area and select from options under 'Automated Payments'.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Filewatcher

The 'File watcher' can be configured to allow the automated import of documents from a local server into a patient's treatment history in Merlin.

The Hyperion Printing service (Configured by MWI) handles this integration. If you would like this configured for your practice, speak to your RCM or raise a service request ticket via your Support Portal Self Service Support Portal

How does it work?

The Hyperion service is configured to 'watch' a folder location specified. When a file is named correctly in this folder, it will be pulled into the appropriate patient record on Merlin.

Importing a File

1. Place a file into the specified folder.

2. Ensure the description of the file meets the following naming convention:

'PatientID description'

For example: '65727185 lab result'.

PACS

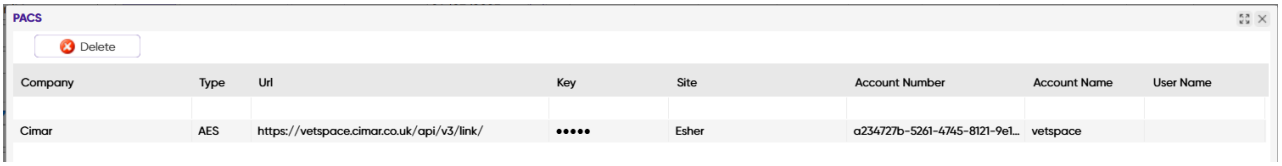
Merlin integrates with two cloud based PACS solutions. Visbion Cloud and Cimar.

For information about Visbion, see: https://www.visbion.com/veterinary/image-world/

For more information about Cimar, see: https://www.cimar.co.uk/cloud-pacs/

Integration Administration - Cimar

1) Navigate to Administration > PACS.



2) Enter the details supplied by Cimar into the PACS configuration table:

Company = Cimar

URL = Provided by Cimar

Type = AES

Key = Provided by Cimar

Account Number = Provided by Cimar

Account Name = Free Text to describe the account.

3) Once the details have been entered, the PACS system can be assigned to a site in Administration > Settings > PACS.

Integration Administration - Visbion

1) Navigate to Administration > PACS.

2) Enter the details supplied by Visbion into the PACS configuration table:

Company = Visbion

URL = URL will be the following: https://imageworld.visbion.com/Veterinary/Cgi64/WebRedirect.exe

Type = None

Key = Password as supplied by Visbion

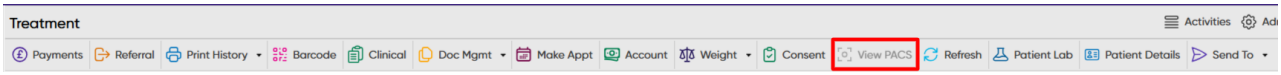
Account Number = PatientNumberType as supplied by Visbion

Account Name = Free Text to describe the account.

3) Once the details have been entered, the PACS system can be assigned to a site in Administration > Settings > PACS.

Viewing PACS in Merlin

From the Patient History click 'View PACS' from the available icons.



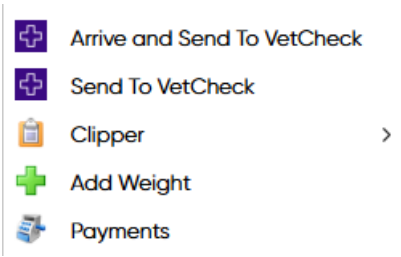
From the Diary, right click a patient appointment and select 'View PACS'

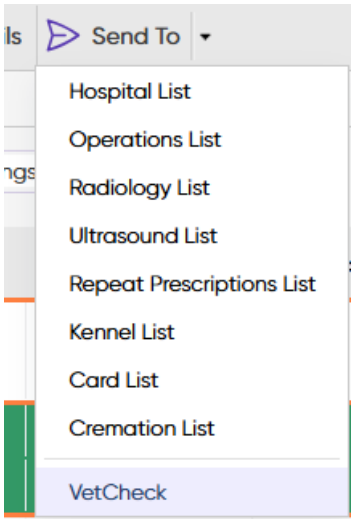
VetCheck

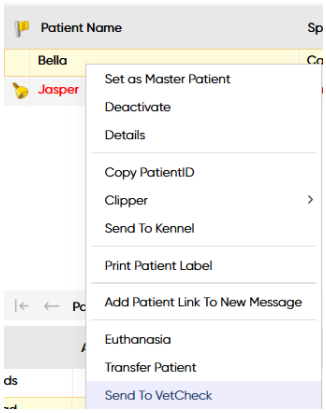
Digital whiteboard & documents. Includes e-signing, digital charts and automated billing from digital forms.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

1. Once configured, users can send patients to VetCheck direct from the diary, patient record and reception screen.







Selecting 'Arrive & Send' from the diary will mark the appointment as arrived in Merlin, as well as transferring the patient into VetCheck.

2. Any forms, documents and charts will relay back into Merlin for future reference as a PDF.

3. Any medications utilisng the automated billing feature in VetCheck will be put into the patients 'pre-invoice' tab within the add treatment screen ready for the user to officially invoice the account.

VetNotes

VetNotes

Records consult audio, drafts clinical notes in your format, and syncs them to Merlin.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

IDEXX VetConnect+

A seamless integration for requesting and receiving laboratory requests for in-house work and reference labs.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

See IDEXX VC+ for more information on the workflow within Merlin.

iRecall

An automated client communication platform.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Modeus Vet S8

An online controlled drug register that replaces and improves on the paper-based recording of controlled drugs, specifically designed for vets.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

PetsApp

Veterinary engagement and communication platform.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Vetstoria

24 hour appointment scheduling assistant.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

VetImpress

Data management and insight platform for farm animal vets.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

VetHelpDirect

Pet and animal symptom checker and location of local vet practice.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Vetsource

An online pharmacy integration allowing clients to order pharmaceuticals to be approved by the vets.

More information on the integration workflows in Merlin can be found by going to Vetsource.

If Interested, please speak to your RCM or raise a service request ticket via your Support PortalSelf Service Support Portal

Vidivet

A telehealth service offering app-based triage advice from vets to provide a 24/7 digital team extension to

your practice without adding a burden to the team.

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