

IDEXX VetConnect+

05/02/2026 4:04 pm GMT



If you are still using the Idexx Interlink module, please contact our support team to enable the Idexx Vet Connect+ workflow for an improved experience for both internal & external workflows.

Summary

Merlin integrates with VetConnect PLUS which can be accessed through the patient History screen.

This functionality allows you to request both internal and external laboratory requests directly from VetConnect PLUS and results will be sent directly to your patient's History screen.

Details

VetConnect PLUS Setup in Merlin

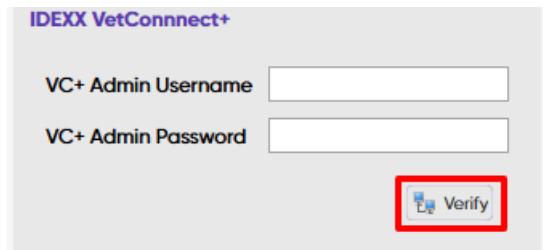
The first step is to create a Messaging Group so the relevant users receive an internal message notifying them when the results are complete and available on the patient record. To create an internal messaging group [See Internal Messaging Administration](#).

Once a group has been created select Administration > Settings > IDEXX > and choose the appropriate Group from the dropdown menu in the Site results group field.

The screenshot shows the Merlin Configuration Settings interface. On the left, there is a sidebar with a tree view of categories: Account, Reporting, Diary, Reception, Treatment, Referral, Lab, Vet Scan Lab, Labelling, SMS, Email, DayLists, System, Miscellaneous, Smart Flow, VetCheck, Follow Up, GDPR, PACS, and Message. The 'IDEXX' category is highlighted with a red box. The main panel has two sections: 'Labs integration' and 'Results messaging'. In 'Labs integration', there are fields for 'VC+ Admin Username' and 'VC+ Admin Password', with a 'Verify' button. In 'Results messaging', there are fields for 'Sending user' (set to 'Internal Messaging') and 'Site results group' (set to 'Lab Results - Os'). At the bottom, there is a 'Save' button with a checkmark icon.

VetConnect PLUS Credentials

VetConnect PLUS will provide the practice with their unique credentials and the next step is to insert this information in the IDEXX VetConnect+ fields as highlighted below. Once inserted, it is important to select Verify then Save.



If you are a multi-site practice, the VetConnect PLUS credentials will need to be input on a site by site basis.

Note: Once the credentials have been added, verified and saved the account will be linked. Any time a user goes back into this settings area, the username and password fields will remain blank. As long as the connection is live, there is no need to refill these credentials.

VetConnect PLUS Workflow

Search for the relevant client and patient.

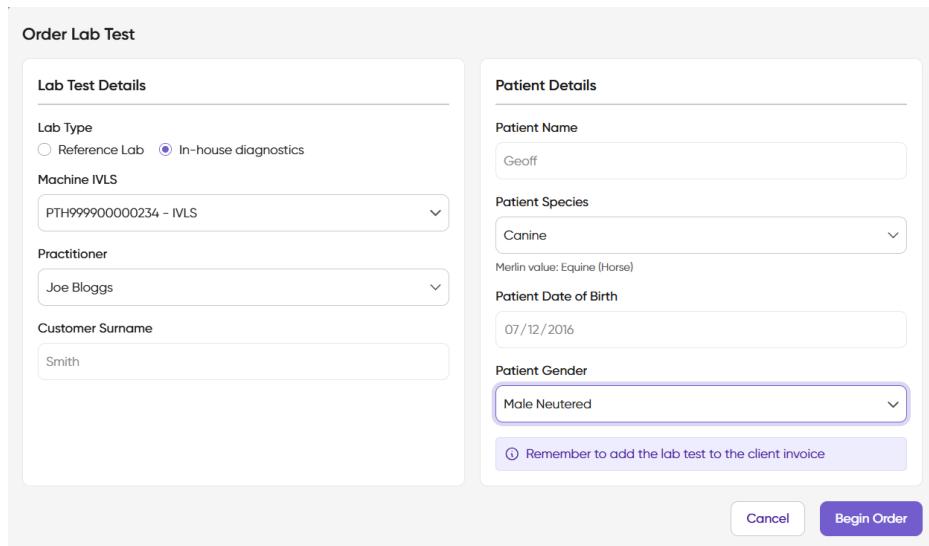
- Double click the relevant patient
- The Surgeon List will now appear (it is advised to have the Surgeon List set to 'Show Before Treating'). To enable this, please see [Settings > Treatment Settings > Surgeon List](#).
- The History screen will now show.
- Press the 'Order Lab Test' button:



- The 'Order A New Lab Test' window will display.
- It will show you which patient you are ordering a new lab test for.

In-house Diagnostics Requests

Select 'In-house diagnostics' and choose the relevant integrated IVLS lab machine from the drop down.



The screenshot shows the 'Order Lab Test' interface. The left panel is titled 'Lab Test Details' and contains fields for 'Lab Type' (with 'In-house diagnostics' selected), 'Machine IVLS' (set to 'PTH999900000234 - IVLS'), 'Practitioner' (set to 'Joe Bloggs'), and 'Customer Surname' (set to 'Smith'). The right panel is titled 'Patient Details' and contains fields for 'Patient Name' (set to 'Geoff'), 'Patient Species' (set to 'Canine'), 'Patient Date of Birth' (set to '07/12/2016'), and 'Patient Gender' (set to 'Male Neutered'). A note at the bottom of the right panel says 'Remember to add the lab test to the client invoice'.

- The Species and Gender fields require manually filling in via the drop-down arrows. This information will be automatically pre-filled in subsequent releases of this lab flow.
- The Patient Date of Birth is automatically populated from the patient details tab. If a DOB has not been saved within the Patient Details screen, this will have to be filled in.
- If the sites Surgeon List is set to 'Show Before Treating' then the Practitioner will populate with the one that was selected from the Surgeon List when entering the patient record. If this Setting has not been enabled, the Practitioner will populate with the user logged in. There is also a drop down option to select a different user.

Now press "Begin Order"

Reference Lab Requests

Select 'Reference Lab'

The Species and Gender fields require manually filling in via the drop-down arrows. This information will be automatically pre-filled in subsequent releases of this lab flow.

The Patient Date of Birth is automatically populated from the patient details tab. If a DOB is not saved, this will have to be filled in.

The Practitioner will populate with the one that was selected from the Surgeon List when entering the patient record.

Order Lab Test

Lab Test Details	Patient Details
Lab Type	Patient Name
<input checked="" type="radio"/> Reference Lab <input type="radio"/> In-house diagnostics	Geoff
Practitioner	Patient Species
Joe Bloggs	Canine
Customer Surname	Merlin value: Equine (Horse)
Smith	Patient Date of Birth
	07/12/2016
	Patient Gender
	Male Neutered
	<small> ⓘ Remember to add the lab test to the client invoice</small>

Cancel **Begin Order**

Now press "Begin Order"

The user will be transferred to a separate VetConnect PLUS portal

Lab test order IDEXX:100129906 - Google Chrome

https://merlinfrontendlabsuat.z6.web.core.windows.net/orderplaced.html

IDEXX DIAGNOSTICS

Frequent Saved Browse All

Search Frequent Canine 

Sorted by most frequent

Cortisol Pre & Post Trilostane Therapy (ACTT) 

Cortisol x 2 - Pre & Post Trilostane

Day of receipt | 0.5 ml separated serum x 2 [Details](#)

Insulin (Canine) (IN) 

2-7 days | 1 ml separated serum [Details](#)

Immunotherapy - 1 to 4 allergens (RAST) 

Please order on line following the link www.idexx.co.uk/immunothe...

8-10 days | n/a [Details](#)

Baermann's Test for Lungworm Larvae (BAER) 

1-2 days | Faeces [Details](#)

Blood Type DEA 1 (Canine) (CGP) 

Day of receipt (Please allow for 1 to 2 extra working day...) [Details](#)

CANE SMITH
9b9d03e4-5b78-4cd3-b77d-
cd6af1f17e91

 No Tests Selected

* Veterinarian
Olivia Lowe

Notes 

The user will need to search for the required tests via 'browse all' and use them for their frequent tests tab to populate.

Next to each test, there is a Details button. This will inform the user of turnaround times, specimen requirements and the list price.

- Select the required test(s), press 'Order'.
- Answer the following questions required from VetConnect PLUS, then press 'Place Order':

Before placing your order, please let us know if CANE has...

* Recently travelled abroad?

Yes No

* Been in contact with a non-UK bred animal?

Yes No

* Is this patient imported from outside the UK?

Yes No

- A new window will display to confirm the request has been sent to the lab machine for processing.
- A new line is added to the History screen, showing details of the test sent.

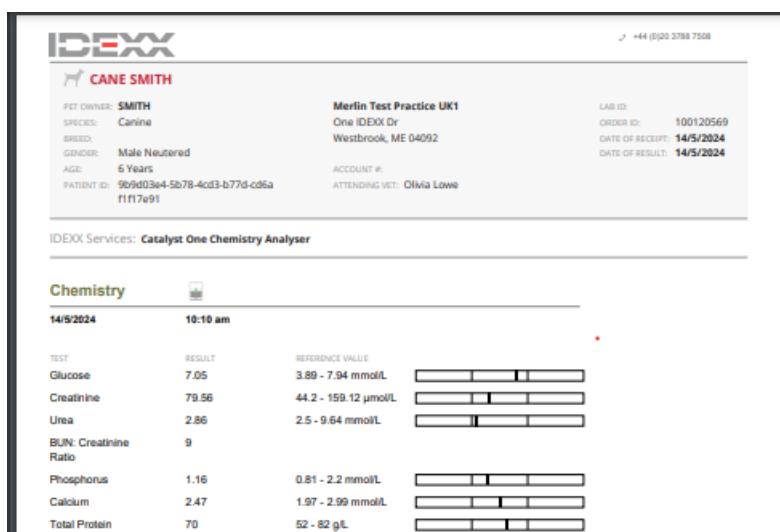
Note: When doing the reference lab request, the lab form will generate as a PDF and this is to be placed with the sample in the bio-hazard bag. It is important to print or download this straight away as it cannot be re-produced within Merlin.

Receive Results

Test results will be received directly into Merlin and users in the messaging group will receive a notification via Merlin's internal messaging system.

Once the message is opened, the patient's name will show as a link, and the user can double click this to automatically take them to the patient history screen:

The results will be displayed in the patient's History screen, and can be accessed by going straight into the History.



Please note that MWIAH Support does not cover issues with the VetConnect PLUS portal. These will need to be raised directly with IDEXX.

Video Tutorial

Your browser does not support HTML5 video.
