

IDEXX VetConnect+

04/11/2025 1:03 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

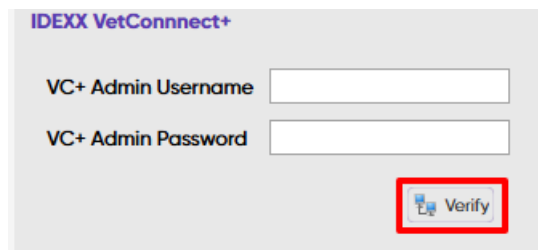
The first step is to create a Messaging Group so the relevant users receive an internal message notifying them when the results are complete and available on the patient record. To create an internal messaging group [See Internal Messaging Administration](#).

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 'Configuration Settings' page in Merlin. On the left is a 'Categories' sidebar with a list of modules: Account, Reporting, Diary, Reception, Treatment, Referral, Lab, Vet Scan Lab, Labelling, SMS, Email, DayLists, System, Miscellaneous, HTML Labelling, Smart Flow, VetCheck, Follow Up, GDPR, PACS, Message, and IDEXX. The 'IDEXX' category is highlighted with a red box. The main content area is titled 'Configuration Settings' and includes a 'Site' dropdown menu. Below this is the 'Labs integration' section, which contains the 'IDEXX VetConnect+' subsection. This subsection has two text input fields: 'VC+ Admin Username' and 'VC+ Admin Password', followed by a 'Verify' button. Below the 'Labs integration' section is the 'Results messaging' section, which includes a 'Sending user' dropdown menu (set to 'Internal Messaging') and a 'Site results group' dropdown menu (set to 'Lab Results - Os'). At the bottom of the 'Results messaging' section is a 'Save' button with a green 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.



IDEXX VetConnect+

VC+ Admin Username

VC+ Admin Password

 Verify

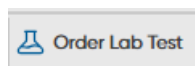
If you are a multi-site practice, the VetConnect PLUS credentials will need to be input on a site by site basis.

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.

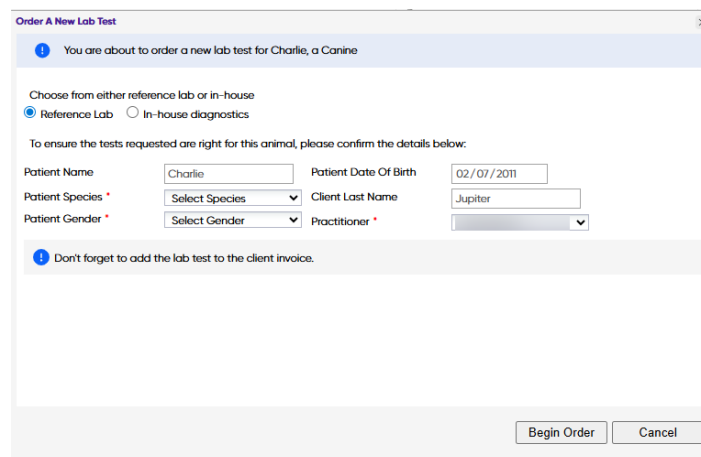
VetConnect PLUS Workflow

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.



Order A New Lab Test

i You are about to order a new lab test for Charlie, a Canine

Choose from either reference lab or in-house

☒ Reference Lab ☐ In-house diagnostics

To ensure the tests requested are right for this animal, please confirm the details below:

Patient Name	<input type="text" value="Charlie"/>	Patient Date Of Birth	<input type="text" value="02/07/2011"/>
Patient Species *	<input type="text" value="Select Species"/>	Client Last Name	<input type="text" value="Jupiter"/>
Patient Gender *	<input type="text" value="Select Gender"/>	Practitioner *	<input type="text" value=""/>

i Don't forget to add the lab test to the client invoice.

In-house Diagnostics Requests

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

Order A New Lab Test

You are about to order a new lab test for Charlie, a Canine

Choose from either reference lab or in-house

☐ Reference Lab ☒ In-house diagnostics

In-house diagnostics require a machine selection

Machine IVLS * VS8CC9341B7Z - IVLS

To ensure the tests requested are right for this animal, please confirm the details below:

Patient Name Charlie Patient Date Of Birth 02/07/2011

Patient Species * Canine Client Last Name Jupiter

Patient Gender * Male Neutered Practitioner *

Don't forget to add the lab test to the client invoice.

Begin Order Cancel

· Anything with a red star * indicates a mandatory field.

· 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'

Anything with a red star indicates it is a mandatory field.

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 A New Lab Test

! You are about to order a new lab test for Charlie, a Canine

Choose from either reference lab or in-house

☒ Reference Lab ☐ In-house diagnostics

To ensure the tests requested are right for this animal, please confirm the details below:

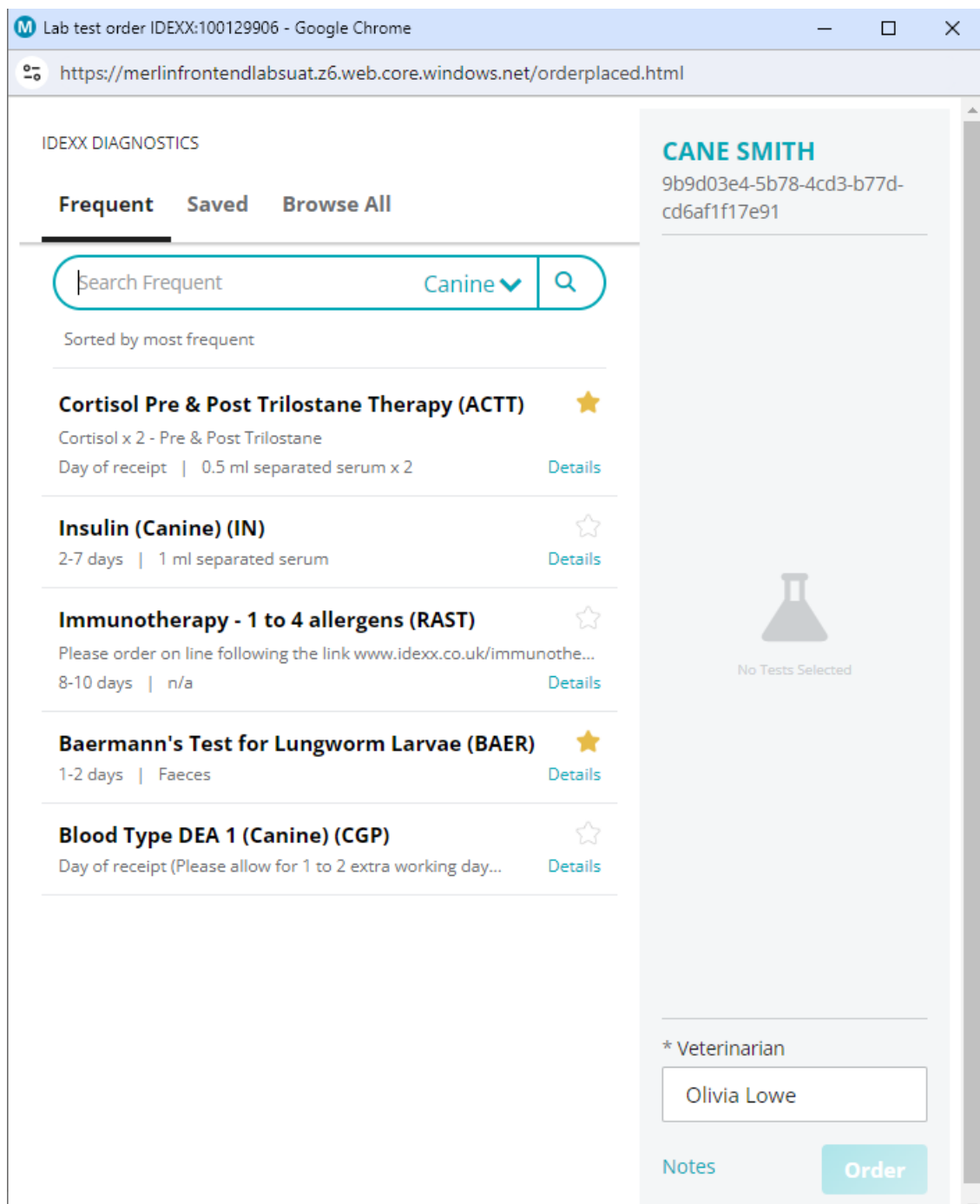
Patient Name	Charlie	Patient Date Of Birth	02/07/2011
Patient Species *	Canine	Client Last Name	Jupiter
Patient Gender *	Male Neutered	Practitioner *	Luke Cherry

! Don't forget to add the lab test to the client invoice.

Begin Order Cancel

Now press "Begin Order"

The user will be transferred to a separate VetConnect PLUS portal



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.

The screenshot shows the IDEXX Catalyst One Chemistry Analyser results screen. At the top, the IDEXX logo is on the left, and a phone number +44 (0)20 3788 7508 is on the right. Below the logo, the patient's name CANE SMITH is displayed. The screen is divided into three columns: Patient Information, Test Information, and Test Results. The Patient Information column includes PET OWNER: SMITH, SPECIES: Canine, BREED: Male Neutered, AGE: 6 Years, and PATIENT ID: 9b9d03e4-5b78-4cd3-b77d-cd5a11f17e91. The Test Information column includes Merlin Test Practice UK1, One IDEXX Dr, Westbrook, ME 04092, ACCOUNT #: , and ATTENDING VET: Olivia Lowe. The Test Results column includes LAB ID: 100120569, ORDER ID: 100120569, DATE OF RECEIPT: 14/5/2024, and DATE OF RESULT: 14/5/2024. Below this, the IDEXX Services: Catalyst One Chemistry Analyser is listed. The main section is titled Chemistry and shows a table of results for 14/5/2024 at 10:10 am. The table has four columns: TEST, RESULT, REFERENCE VALUE, and a visual representation of the result (a bar chart). The results are: Glucose (7.05, 3.89 - 7.94 mmol/L), Creatinine (79.56, 44.2 - 159.12 µmol/L), Urea (2.86, 2.5 - 9.64 mmol/L), BUN: Creatinine Ratio (9), Phosphorus (1.16, 0.81 - 2.2 mmol/L), Calcium (2.47, 1.97 - 2.99 mmol/L), and Total Protein (70, 52 - 82 g/L).

TEST	RESULT	REFERENCE VALUE	Visual Representation
Glucose	7.05	3.89 - 7.94 mmol/L	[Bar chart showing 7.05 within the range]
Creatinine	79.56	44.2 - 159.12 µmol/L	[Bar chart showing 79.56 within the range]
Urea	2.86	2.5 - 9.64 mmol/L	[Bar chart showing 2.86 within the range]
BUN: Creatinine Ratio	9		
Phosphorus	1.16	0.81 - 2.2 mmol/L	[Bar chart showing 1.16 within the range]
Calcium	2.47	1.97 - 2.99 mmol/L	[Bar chart showing 2.47 within the range]
Total Protein	70	52 - 82 g/L	[Bar chart showing 70 within the range]

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.
