



Zoetis Reference Labs



IMPROMED®

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Overview

Zoetis Reference Laboratories provides full-service diagnostics for clinical and anatomic pathology testing covering most species. This guide will aid in the setup and use to take full advantage of this integration with Impromed.

Zoetis Reference Lab Setup

The steps below will describe the setup screens for Zoetis Reference Labs. The setup page is displayed and saved per business.

To begin, click  > **Setup** > **Lab Integrations** > **Zoetis Reference Lab**.

The Zoetis Reference Lab Setup screen consists of five tabs: "**Settings**" | "**Species**" | "**Genders**" | "**Tests**" | "**Clinicians**". Each tab will be described below.

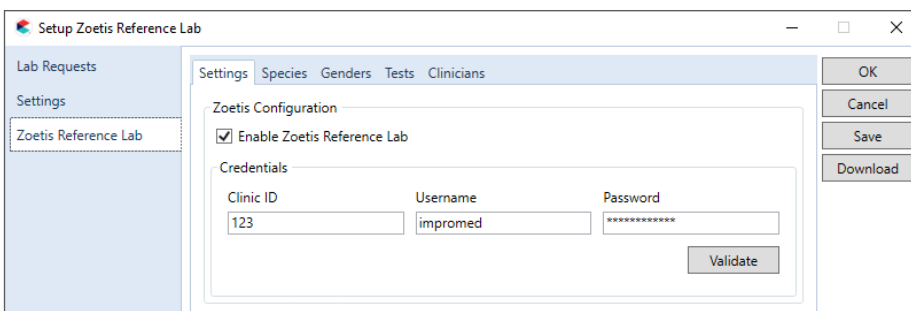
Settings Tab

1. Check the option to **Enable Zoetis Reference Lab**.
2. Enter your Zoetis **Credentials**: Clinic ID, Username, Password.
3. Click **Validate** to verify the credentials are correct.
4. When the credentials have been validated, click the **Download** button to pull the latest lab lists from Zoetis (species, genders, tests, clinicians). This button is available on all tabs.



If the option is not enabled, the Credential fields will be disabled.

If the credentials are not valid, contact Zoetis at 888-965-9652.



Species Tab

The Species tab is where you map the Impromed species with the Zoetis species.

Species	Zoetis Species
Avian	Avian
Bovine	Bovine
Canine	Canine
Equine	Equine
Feline	Feline
Mustelid	Ferret
Other	Unknown
Reptile	Reptile

Genders Tab

The Genders tab is where you map the Impromed genders with the Zoetis genders.

Gender	Zoetis Gender
?	
F	Female
FI	Female Intact
FS	Female Spayed
G	Gelding (Neutered Male)
M	Male
MF	Not Provided
MN	Male Neutered
MR	Not Provided
S	Unknown

Tests Tab

On the Tests tab, map the Impromed products to the Zoetis tests. Impromed products mapped to Zoetis will be the products that appear for selection when creating the Zoetis travel sheet.

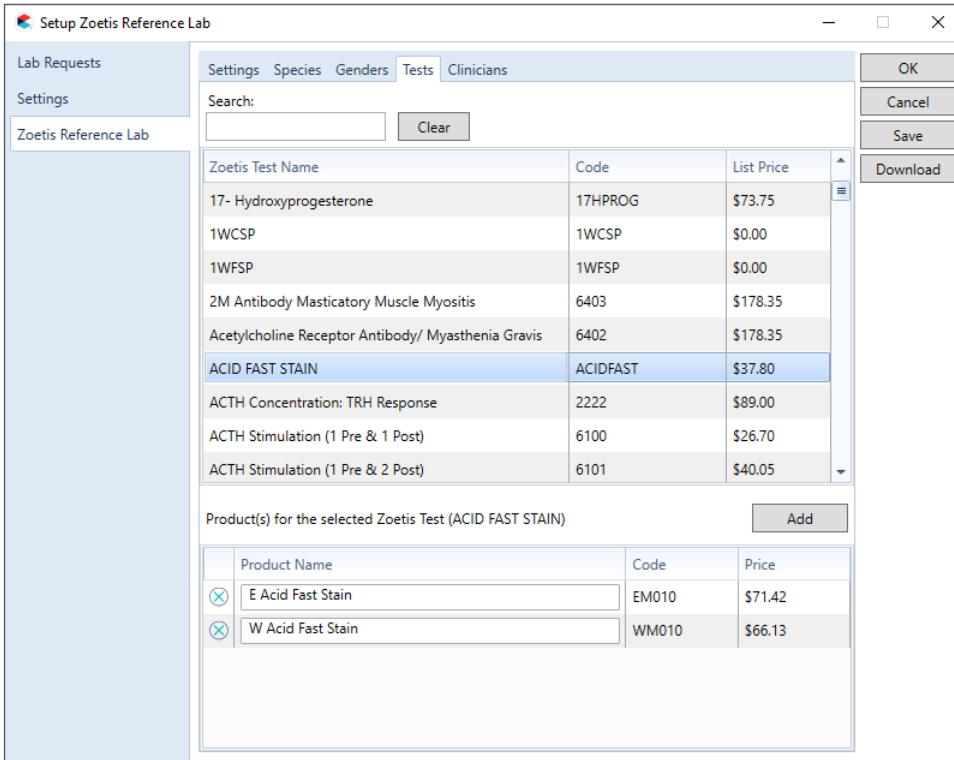
Code List

Search - Allows the user to search by Zoetis test criteria which filters the table as they type.

Zoetis Test Name - Test name provided by Zoetis.

Code - Code associated to the test provided by Zoetis.

List Price - The list price associated with the test code provided by Zoetis.



Linking Products

By selecting a test code in the Tests table, the user is able to use the product grid below the table to add or remove product links.

Add button - Clicking will add a new row to the bottom of the Product link grid. Search for an Improved product to link to the selected Zoetis test.

button - Remove a product link/row.

Product Name - Name of the product in Improved.

Code - Code associated to the product in Improved.

Price - General/base price of the product in Improved.

- ◇ Now that the Zoetis price is displayed, the users can compare it to the product price and adjust pricing as needed for markup purposes.
- ◇ Zoetis pricing would be updated anytime a new list is retrieved.

Clinicians

For ordering labs through Zoetis, it is required to send up a clinician ID. For that reason, we download and store the list of Zoetis clinicians and allow the business to map the clinician to an Impromed employee/provider. That way, as mappings are made, commonly utilized employees tied to the order will automatically send up their associated Zoetis clinician ID.

The screenshot shows a software window titled "Setup Zoetis Reference Lab" with a "Clinicians" tab selected. The interface includes a search field with a "Clear" button, a table with two columns: "Employee / Provider" and "Zoetis Clinician", and a sidebar with "Lab Requests" and "Settings" sections. The table lists four rows of data:

Employee / Provider	Zoetis Clinician
Dr. Dan Bonnett (1)	[Dropdown]
Dr. J Moore (7)	[Dropdown]
Dr. Lisa Lanzo (2)	[Dropdown]
Practice Manager (0)	[Dropdown]


Search field allows the list of Employees/Providers in Impromed to be filtered. The search is handy for larger businesses.

Employee/Provider column displays a list of Impromed employees who are currently set as providers for Lab Screens.

Zoetis Clinician drop-down list displays a list of Clinicians for the associated Clinic ID. The list will display first name, last name, and the ID in parentheses, for reference.

Employee Setup

If the business is using Zoetis Reference Labs, the employees/providers submitting tests must have the integration for Zoetis selected in their employee profile.

1. Click  > **Setup** > **Employees** > **Employees**.
2. Select the employee/provider from the **Name** drop-down list.
3. Under **Integrations**, select **Zoetis Reference Lab**.
4. Select the **Zoetis Clinician** name from the drop-down list.

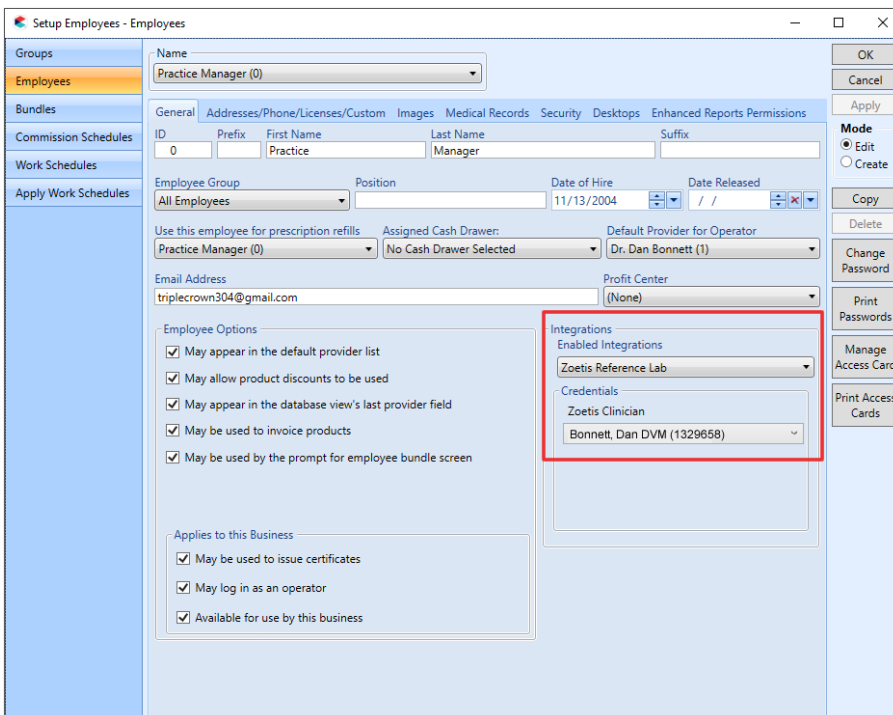


If a mapping was not set under Zoetis Setup, the drop-down list will default to empty.

If mapping was done under Zoetis Setup, the Zoetis Clinician should default to the Clinician in Employee Setup.

If the Employee selected is not set as a Provider for Lab Screens, the drop-down list will be disabled and it will display a tooltip stating the employee must be marked as a provider.

If any changes are made on Setup Employee, when Save/Apply is clicked, it will update the mapping in Zoetis setup, the Clinician mapping page.



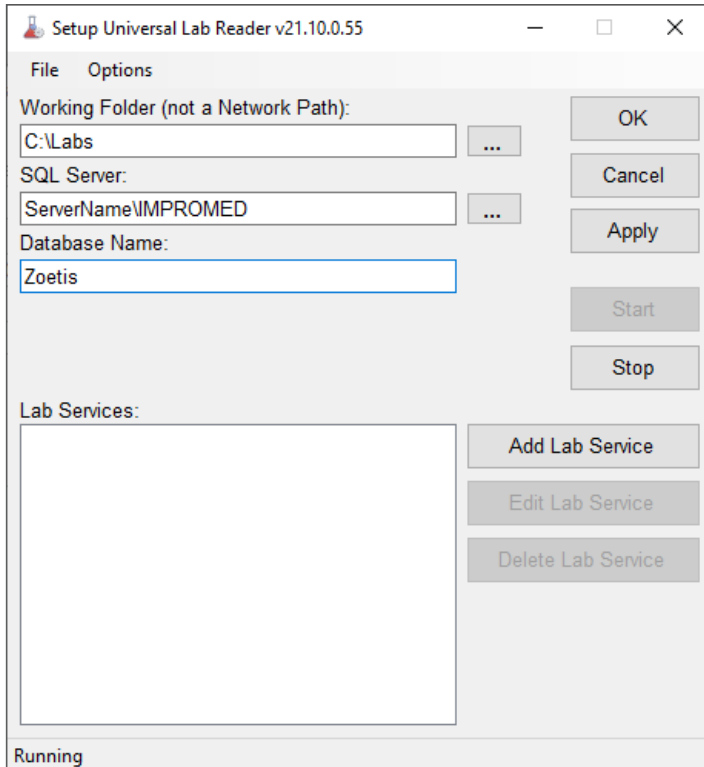
The screenshot shows the 'Setup Employees - Employees' window. The 'Integrations' section is highlighted with a red box. It contains the following information:

- Enabled Integrations:** Zoetis Reference Lab
- Credentials:** Zoetis Clinician
- Selected Clinician:** Bonnett, Dan DVM (1329658)

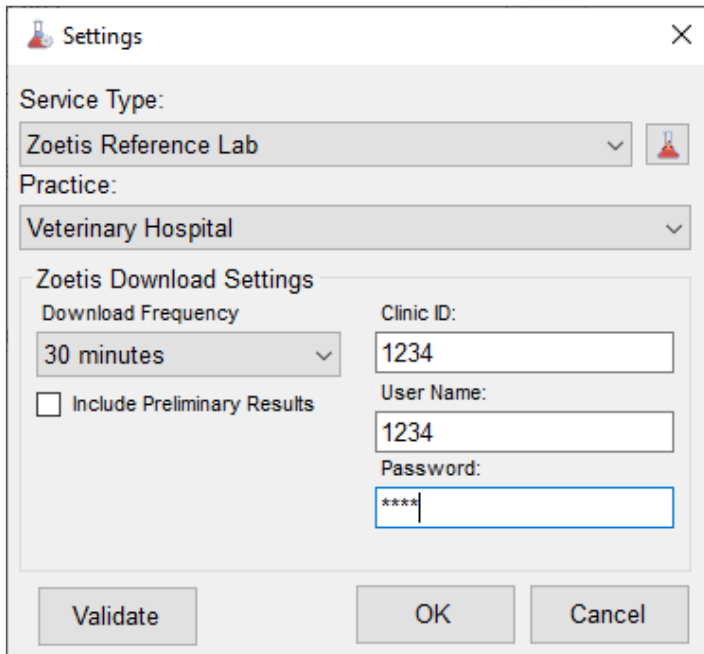
Zoetis IULR Setup

Zoetis Reference Lab is now a lab service in the Impromed Universal Lab Reader.

1. From the Windows® **Start** menu, go to the **Impromed Universal Lab Reader** folder > **Configure ULR**.



2. Verify the **Working Folder**, **SQL Server**, and **Database Name** have been configured. If not, those fields need to be filled in before proceeding.
3. Click **Add Lab Service**.



The screenshot shows a 'Settings' dialog box with the following fields and options:

- Service Type:** A dropdown menu set to 'Zoetis Reference Lab'.
- Practice:** A dropdown menu set to 'Veterinary Hospital'.
- Zoetis Download Settings:**
 - Download Frequency:** A dropdown menu set to '30 minutes'.
 - Include Preliminary Results:** An unchecked checkbox.
 - Clinic ID:** A text input field containing '1234'.
 - User Name:** A text input field containing '1234'.
 - Password:** A text input field containing '****'.

At the bottom of the dialog are three buttons: 'Validate', 'OK', and 'Cancel'.

4. Select **Zoetis Reference Lab** from the Service Type drop-down list.
5. Select the **Practice**.
6. Select the **Download Frequency**.
7. Enter the **Clinic ID, User Name, Password**. These must be the same credentials for the business entered under Zoetis Setup in Impromed.
8. Check the option to **Include Preliminary Results**, if preferred.
9. Click **Validate** to verify the credentials are correct.
10. Click **OK** to save changes.




The Zoetis Reference Lab service will only be compatible with an Impromed (database) version that has the Zoetis Reference Lab integration.

If you attempt to add the service to a database that does not contain the appropriate Zoetis schema in the database, you will be given a message stating that the service cannot be added to the IULR due to incompatibility with the version you are on.

Travel Sheet Setup for Zoetis Reference Labs

Follow the steps below to create a travel sheet for Zoetis Reference Lab tests.

1. Click  > **Setup** > **Travel Sheets**. The Setup Travel Sheets window opens.
2. Click **Create** under Mode.
3. Enter the **Name** for the travel sheet.
4. Under **Lab**, select **Zoetis Reference Lab**.

5. From the Product Name, Code, or BarCode, select the product for the Zoetis test.


Note: The products in the drop-down list are products linked to a lab code from "Linking Products".

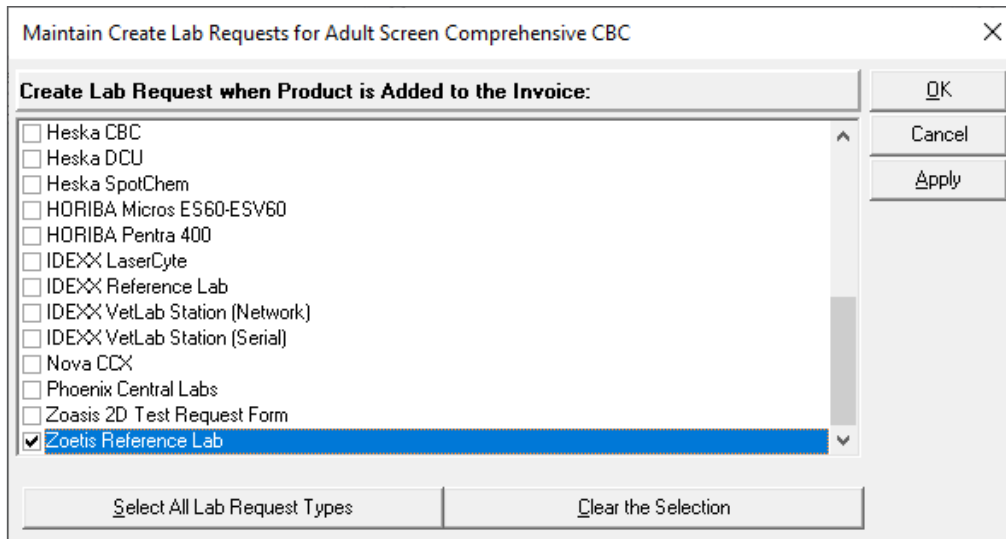
Name	Code	BarCode	Unit of Measure	Price (qty=1)
ACTH Stimulation (1 Pre, 1 Post)	119	119	Each	\$ 134.74
ACTH Stimulation Test	L601	L601	Each	\$ 201.68
Adult Screen Comprehensive CBC	1850	1850	Each	\$ 122.87
Canine Comprehensive Profile Comp CBC	53	53	Each	\$ 127.18
CBC (Complete Blood Count)	L627	L627	Each	\$ 44.97
Culture/Sensitivity, Aerobic	L643	L643	Each	\$ 0.00
E Acid Fast Stain	EM010	EM010	Each	\$ 71.42
E Feline Comprehensive Plus	ESA200	ESA200	Each	\$ 71.42
W Acid Fast Stain	WM010	WM010	Each	\$ 66.13

6. Click **Add to Sheet** then repeat the steps to add additional products.
7. Click **Apply** to save changes. Click **OK** to save changes and close Setup Travel Sheets.

Zoetis Reference Lab Product Attachment

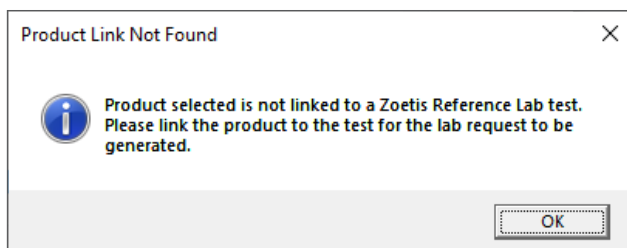
Setup products to create a Zoetis lab request using Product Attachments.

1. Click  > **Setup** > **Products** > **Product Attachments**.
2. Choose a Product.
3. Click the **Attachment Type** drop-down menu.
4. Choose **Create Lab Requests**.
5. The request will be made **When** the Product is **Added to the Invoice**.
6. Click **Maintain**. The Maintain Create Lab Requests for [product] dialog box opens.



7. Select **Zoetis Reference Lab**.
8. Click **OK**.
9. Repeat the steps to attach additional products to the Zoetis Reference Lab.


If the product selected is not linked to Zoetis Reference Lab, the following error will appear:

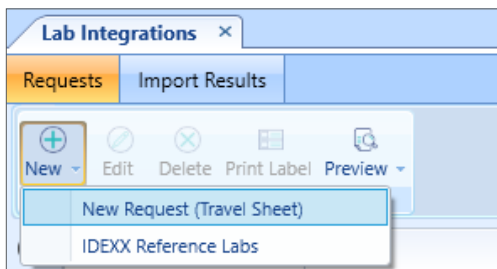


Zoetis Workflow for Ordering Labs

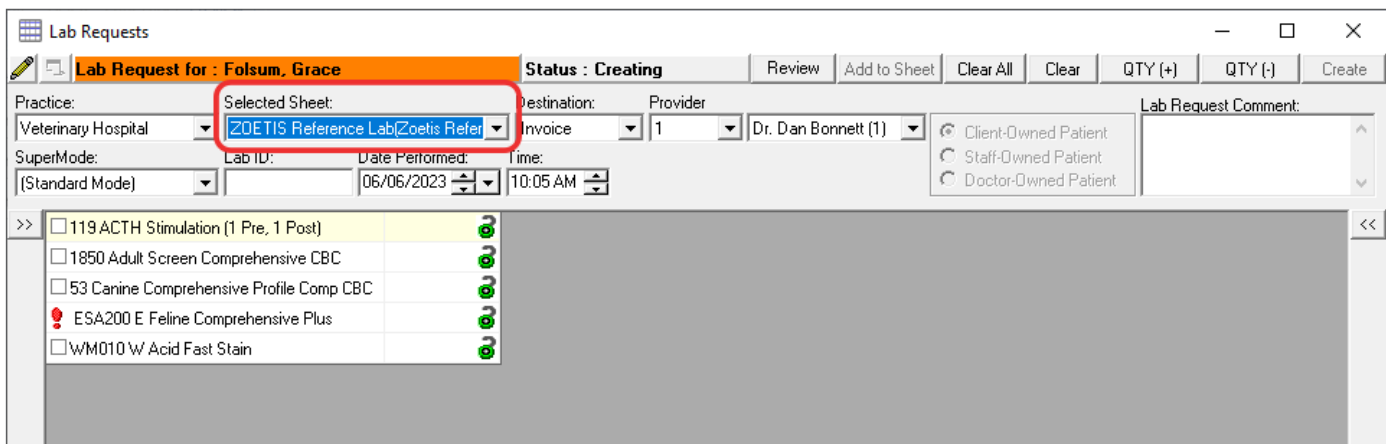
Lab ordering can be done from the Travel Sheet or invoicing through Product Attachments. Both options are covered below.

Lab Integrations (Travel Sheet) Workflow


1. Click  > **Modules** > **Lab Integrations**.
2. From the Lab Integrations module, click the **New** button, choose **New Request (Travel Sheet)**.



3. On the Lab Requests screen, select the **Zoetis Reference Lab** sheet you had previously created. If you have not created a Zoetis travel sheet, refer to the "[Travel Sheet Setup for Zoetis Reference Labs](#)" on [page 11](#).



- Verify the other fields have been filled in correctly. **Note:** If the Provider selected on the travel sheet is not linked to a Zoetis Clinician, a prompt will appear.
- After the order is sent successfully, a PDF will be presented, allowing the business to print/save. The PDF can also be referenced by opening the created lab request, and clicking the Show Web Order button.



LAB USE ONLY

ORDER MANIFEST

Clinic Info	Patient Info	Order Info
Clinic ID: 900 ZZZTest Hospital 1 123 Main Street - Suite B (Hosp) Chula Vista, CA 91913 📞 (212) 555-1212	Family: Hughes Pet: Pudding Age: 2 years, 2 months Sex: Female Species: 1400Canine Breed: Labrador Retriever	Order Date: 09/15/2023 Specimen Date: 09/15/2023 Doctor: A New Doctor Requisition Number  1642555

TEST ORDERED

#	Test Code	Test Name	Source
1	2000	Basic CBC, Canine/Feline (healthy, non-geriatric)	-
2	25001490	Canine Respiratory PCR Panel	-

***EMPLOYEE PET:**

FOR CASES WHERE THIS INFORMATION IS IMPORTANT

Please provide a brief clinical history for this case: _____

What anatomic location has been sampled in this case? _____


What is your clinical differential diagnosis? _____



*To qualify for free employee pet testing, a Zoetis Reference Laboratory customer must spend more than \$2,000 per month on Zoetis Reference Laboratory services (up to 10% of spend).

Product Attachment Workflow


If a product has a create lab request attachment for Zoetis, you are able to order through Invoicing. If you have not created product attachments to create lab requests, follow the steps on the "[Zoetis Reference Lab Product Attachment](#)" on page 12.

1. Click  > **Modules** > **Invoices**.
2. Select the patient.
3. Add the products with product attachments to create Zoetis Lab Requests.
4. Conclude the invoice. The PDF request will appear which you can print or save.


Workflow Using Bundles

Create lab requests by bundling the Zoetis lab tests under one product. This begins with setup. Follow the steps on [page 6](#) to link Improved products to a Zoetis test. Make sure you use Product Attachments to create lab requests for the Improved products as described on [page 12](#). Next, create a product for the Zoetis tests.

Create a Product

1. Click  > **Setup** > **Products** > **Product Items**.
2. Switch to **Create** Mode.
3. Give the product a name. In our database, the name is ZRL Lab Tests.
4. Proceed with giving the product a code and filling out all other fields on the **General** tab and any other tabs, as needed.
5. Click **Apply/OK**.

Create a Bundle

1. Click  > **Setup** > **Products** > **Product Attachments**.
2. Select the product created for Zoetis lab tests.
3. With Bundle selected as the Attachment Type, click **Maintain**.
4. From Product Name, select a lab test linked to Zoetis.
5. Verify all options fit the product such as the Pricing Options.

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6. Click **Apply** to save.
7. Continue selecting products linked to Zoetis tests and click **Apply** to save.
8. When finished, click **OK**.

Setup Product Attachments

Product Name: ZRL Lab Tests (Bun) Code: ZRLT BarCode: ZRLT Info Select


Attachment Type: Bundle When: Product is Added to the System

The following component products will also added:

Component Name:	Code:	Quantity Option:	Price:
Adult Screen Comprehensive CBC	1850	Use Quantity of Bundle	Fixe
Aerobic and Anaerobic Cultures	401	Use Quantity of Bundle	Fixe
Bile Acids	L611	Use Quantity of Bundle	Fixe
E Urine Cortisol/Creatinine Ratio	ET770	Use Quantity of Bundle	Fixe


Low Bundle Price: \$ 299.60 High Bundle Price: \$ 661.00 Display Order Maintain

Create Lab Request from Bundle

1. Click on  > **Modules** > **Invoices**.
2. Select the patient.
3. On the **Invoices** module, click **Add**.
4. Select the Zoetis labs product (i.e., ZRL Lab Tests (Bun)).
5. Select the **Employee** who is a Zoetis clinician.
6. Click **OK** to add to the invoice. The Move Products screen will appear.
7. On Move Products, uncheck any tests not needed for the selected patient.
8. Click **OK**.

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9. On the **Lab Request Comment**, enter any comment needed for the request.
10. Click **OK**.
11. Confirmation the lab request has been made will appear. Click **OK**.
12. The Zoetis order will also be created.



LAB USE ONLY

ORDER MANIFEST

Clinic Info	Patient Info	Order Info
Clinic ID: 900 ZZZTest Hospital 1 123 Main Street - Suite B (Hosp) Chula Vista, CA 91913 📞 (212) 555-1212	Family: Thorn Pet: Bucky Age: 10 years, 6 months Sex: Male Species: 1400Canine Breed: Pug	Order Date: 11/15/2023 Specimen Date: 11/15/2023 Doctor: A New Doctor <small>Requisition Number</small>  1766693

TEST ORDERED

#	Test Code	Test Name	Source
1	A6180	[ADD ON] Bile Acid Pre/Resting	-
2	A7157	[ADD ON] Anaerobic ID	-
3	ACBCCUP	[ADD ON] CBC Comprehensive Upgrade	-


***EMPLOYEE PET:**

FOR CASES WHERE THIS INFORMATION IS IMPORTANT

Please provide a brief clinical history for this case: _____

What anatomic location has been sampled in this case? _____

What is your clinical differential diagnosis? _____



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13. Conclude the invoice.