



Zoetis Reference Labs



AVIMARK®

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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 Avimark.

Requirements and Supported Versions

Your practice must provide the following:

1. Internet access on all computers that will be used to create test requisitions.
2. A Zoetis account with username and password.
3. Avimark Version 23.11.0 or higher.
4. Actively enrolled in Avimark Technical Support plan (required if a software update or setup assistance is needed).

Setup

There are different areas of Avimark that need to be setup for the Zoetis Reference Labs integration to work.

Advanced Options

To setup Zoetis Reference Labs, go into **Work with > Hospital Setup > Advanced tab > Advanced Options**. Search for Zoetis and configure the following settings:

Active — Switches the integration on and off.

API Password — This field should contain the Zoetis-assigned account password.

API Username — This field should contain the Zoetis-assigned account username.

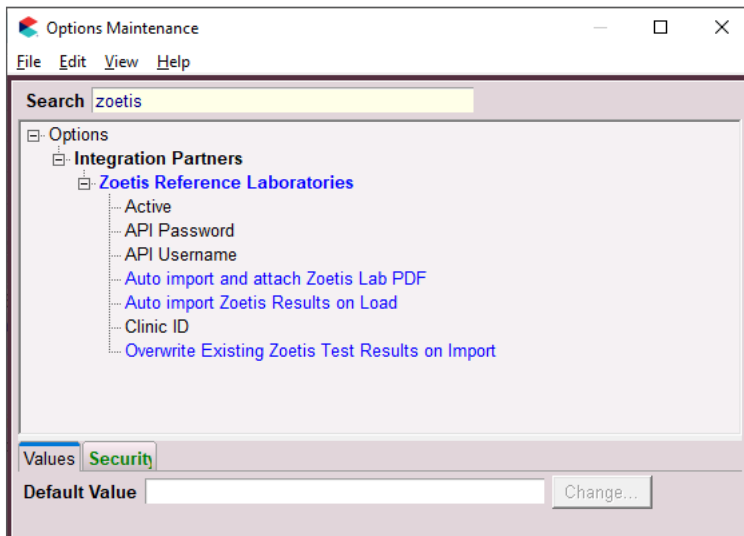
Auto import and attach Zoetis Lab PDF — Setting this value to True automatically downloads and imports the Lab Result PDF to the Zoetis entry in Medical History as a File Attachment.

Auto import Zoetis Results on Load — Setting this value to True automatically imports results to the Tests window of the Zoetis line entry in Medical History.

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Clinic ID — This field should contain the Zoetis-assigned unique ID.

Overwrite Existing Zoetis Test Results on Import — Setting this value to True automatically overwrites partial test results with the final test results once they are downloaded.



Users and Security

For ordering labs through Zoetis, it is required to send up a clinician ID. For that reason, Avimark downloads and stores the list of Zoetis clinicians and allows the practice to associate the clinician to an Avimark employee. As a result, commonly utilized employees tied to the Zoetis order will automatically send up their associated Zoetis clinician ID.

To associate a Zoetis clinician to an Avimark employee:

1. From the CID, click on **Work with > Users & Security**.
2. Locate the employee(s) who will be submitting Zoetis orders.
3. On the selected employee, **right-click > Change**.

4. In the lower right corner of Users and Security is the Zoetis Integration. From the **Provider** drop-down list, select the Zoetis clinician name to match the Avimark employee name.

The screenshot shows the 'Change User' dialog box. The 'Zoetis Integration' section is highlighted with a red border. It contains a 'Provider' dropdown menu with the value 'David N. Sharp, DVM' and a red 'X' icon to its right. Other sections include 'User is a Doctor' with fields for DEA, License, NPI, and National Accreditation Number; 'Clocks In' with fields for Period Start, Track Overtime by Day, and Daily Hours; and 'Client Account Access' with fields for Account and Access Type. The bottom of the dialog has buttons for 'Next', 'Prior', 'OK', and 'Cancel'.

5. Click **OK** to save changes.

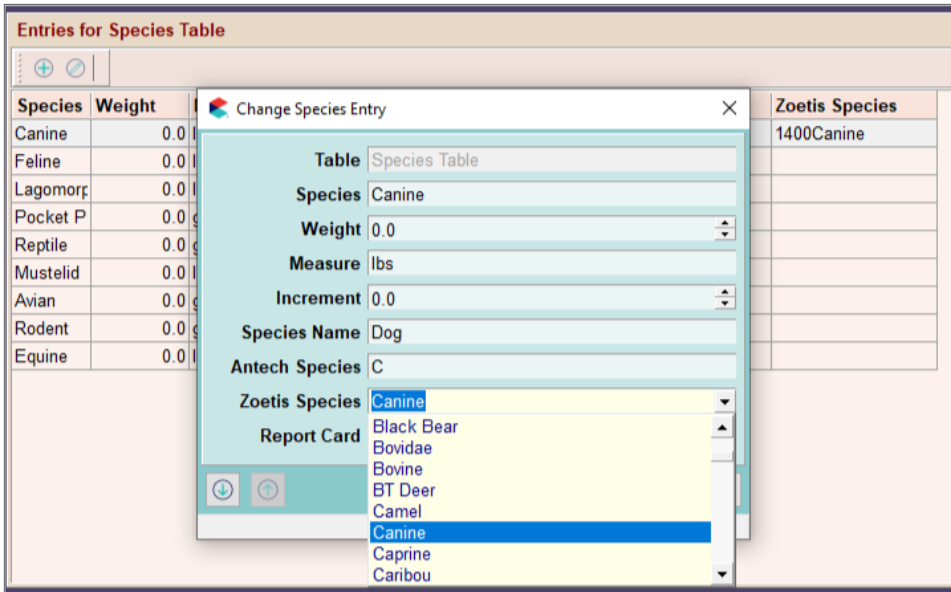
System Tables

There is a new addition in the Species Table to accommodate Avimark to Zoetis species mapping. If the patient does not have a species assigned, the user will be prompted to make the association “on the fly” when trying to create a requisition.

The Zoetis species can be assigned manually following the steps below. However, if a species has already been mapped to Zoetis, do not change it.

1. From the CID, click on **Work with > System Tables**.
2. From the **Species** table, select a species such as Canine.
3. On a species to map to Zoetis, **right-click > Change**.

- From **Zoetis Species**, select the Zoetis species to match the Avimark species.



- Click **OK** to save the species entry.
- Click **Done** to close System Tables.



If the patient does not have a breed, Avimark will prompt the user to enter the breed for the patient before the requisition will be created.

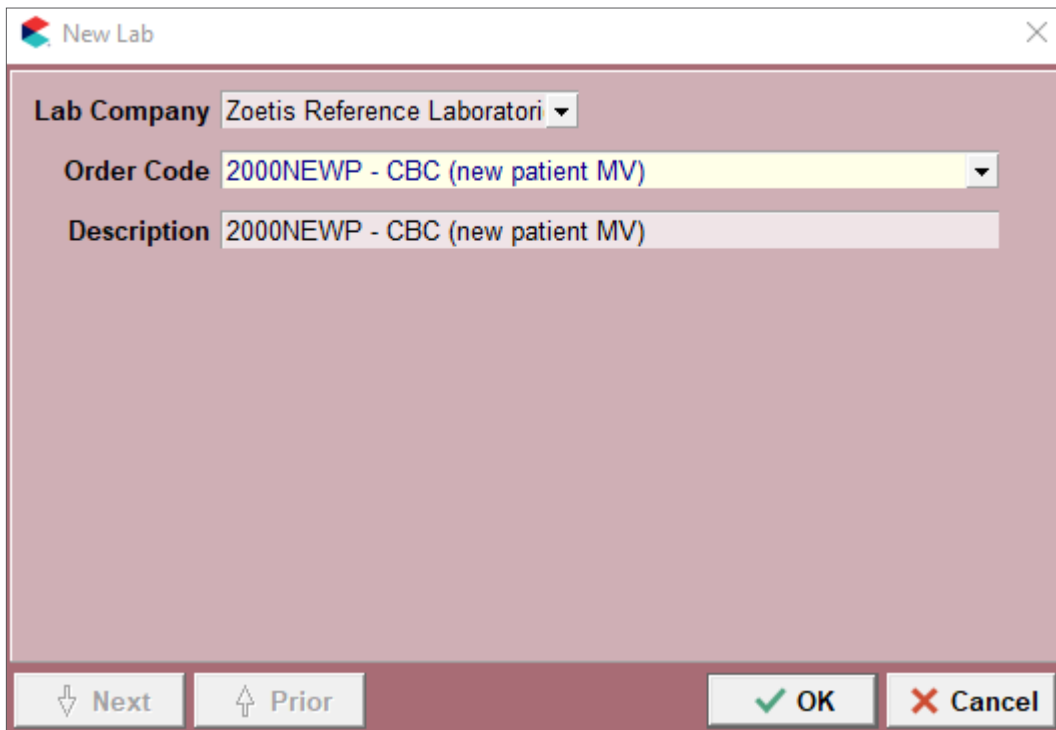
Link a Zoetis Test to a Treatment

From the Treatment List, associate a Zoetis code to a treatment.

- From the CID menu, click on **Work with > Treatment List**.
- In the Treatment List, locate the treatment to associate with a Zoetis test.
- On the treatment, **right-click > Change**.
- In the **Change - <treatment name>** dialog box, click on the **Laboratory** tab.
- On the Laboratory tab, click on the **Labs** sub-tab.
- Click on the **New** button.
- From the **Lab Company** drop-down list, choose **Zoetis Reference Laboratories**.

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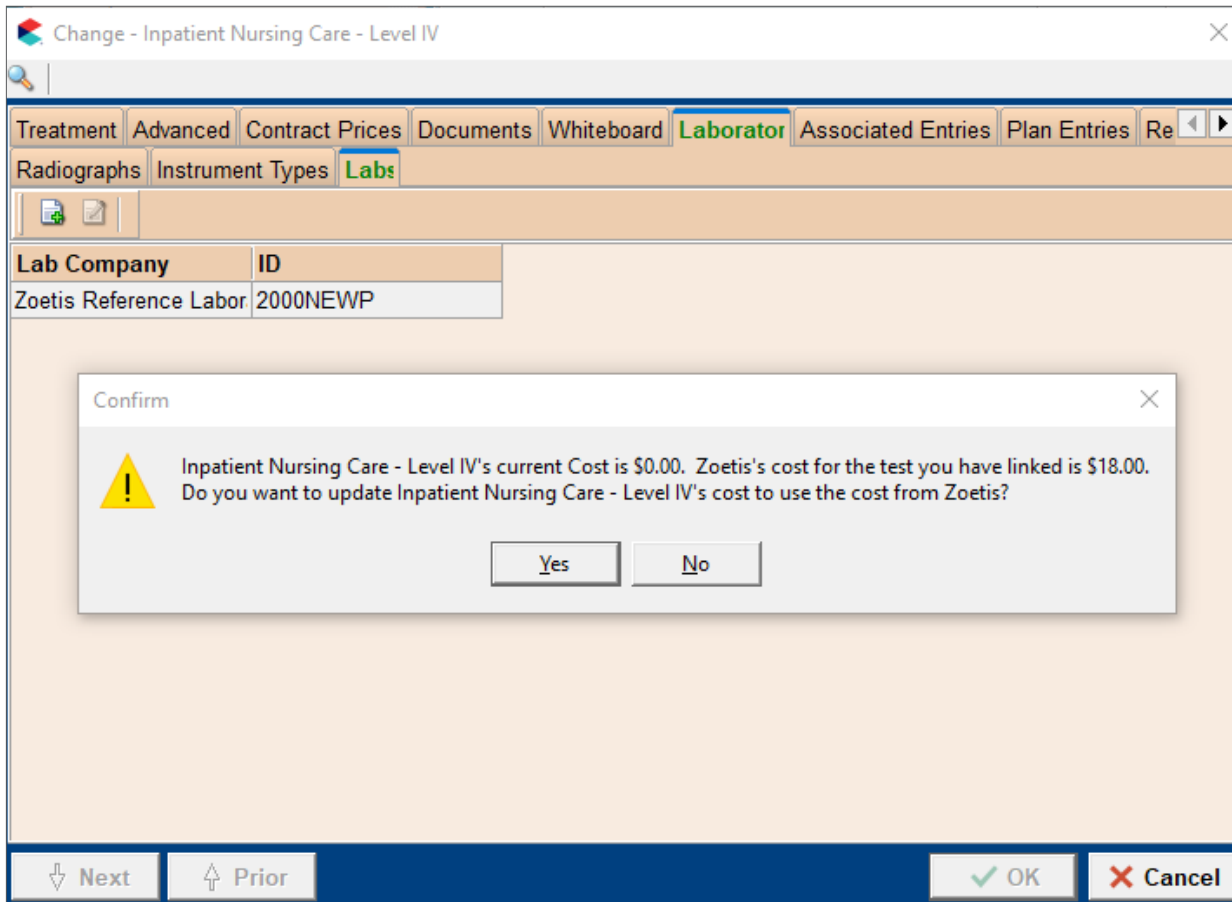
- From the **Order Code** drop-down list, select the Zoetis test for this treatment. Begin typing in the name of the test or code to quickly filter the list.



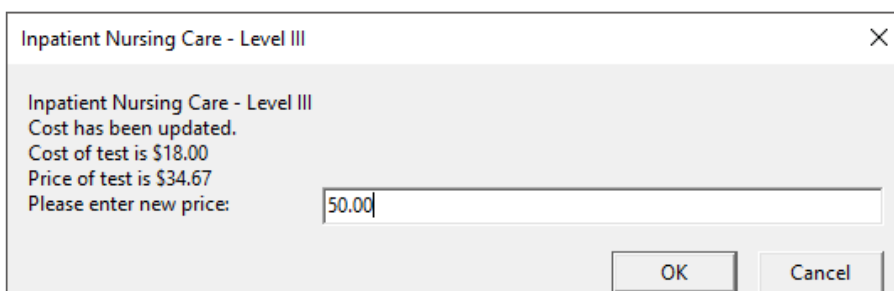
The screenshot shows a 'New Lab' dialog box with a light red background. At the top left is a small Zoetis logo and the text 'New Lab'. Below this are three fields: 'Lab Company' with a dropdown menu showing 'Zoetis Reference Laboratori', 'Order Code' with a dropdown menu showing '2000NEWP - CBC (new patient MV)', and 'Description' with a text box containing '2000NEWP - CBC (new patient MV)'. At the bottom of the dialog are four buttons: 'Next' (with a downward arrow icon), 'Prior' (with an upward arrow icon), 'OK' (with a green checkmark icon), and 'Cancel' (with a red X icon).

- With the Zoetis test code selected, click **OK** to save.
- If the cost of the treatment differs from the cost of the Zoetis test, a prompt will display with the cost difference. The user has the option to accept the update or not.

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11. If the user clicks **Yes** to update the cost, the following screen will appear so they can accept the new price or enter the new price if it is different than the suggested price.



12. Click **OK** to save the new price.

Associating Treatments

Associating treatments displays the entire list of Avimark treatment codes and descriptions, as well as a column showing the Zoetis Reference Lab codes and descriptions. If an Avimark treatment currently has a Zoetis test code associated with it, the Zoetis test will be displayed in the **Reference Laboratories** column.

To associate a Zoetis lab with an Avimark treatment:

1. From the CID, click on **Work with > Treatment Lists**.
2. From the Treatment List menu bar, click on **Import Lab Treatments > Associate Services**.
3. In Associate Services, from the **Lab Company** drop-down list, select **Zoetis Reference Laboratories**.
4. Under the **Reference Laboratories** column, click in the cell for an Avimark treatment, click the down arrow to display the list of Zoetis reference labs then scroll through the list or begin typing in the code or test name to filter the list then select the Zoetis lab.

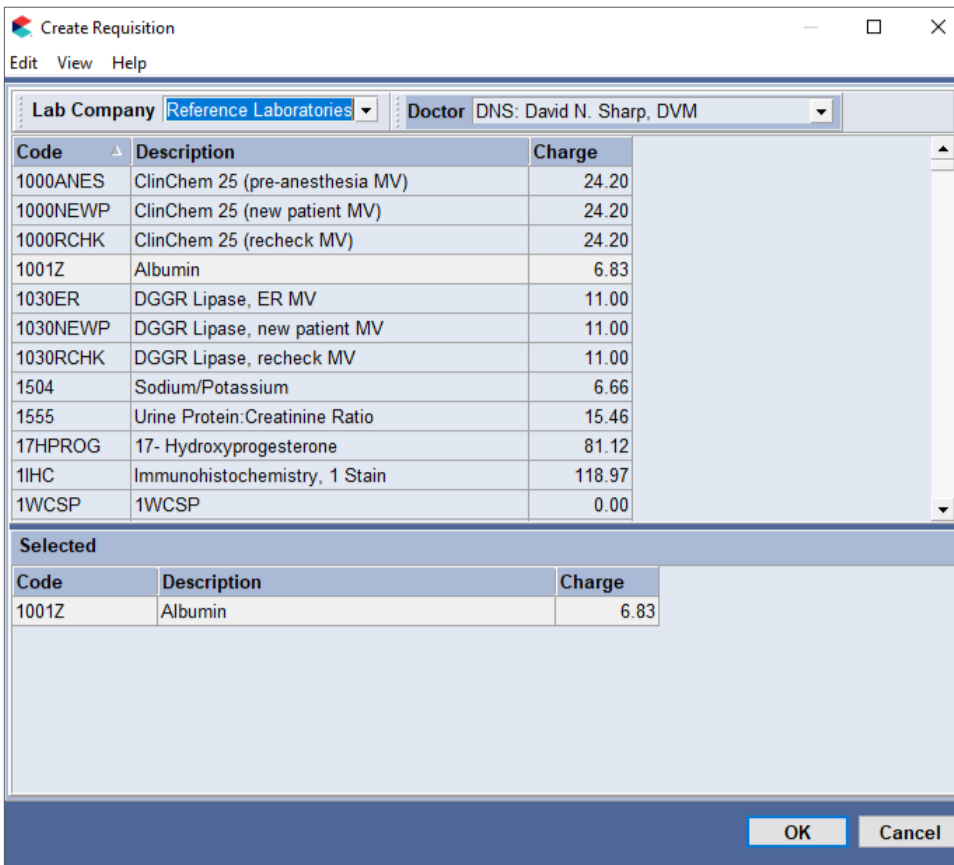
Code	Description	Reference Laboratories
998	Antech (S16800) Feline TLI	
999	Laboratory Test, Miscellaneous	
LABTEST	Lab Test	
031	Bloodwork Needed - HOLD	C - Comprehensive CBC, Canine/Feline
005	Care Notes	CBCC - Comprehensive CBC, Canine/Feline
029	Cleaning/Maintenance	
020	Communication, Inactivate Client/Patient	
012	Communications	
030	Consent - Euthanasia	
CONS	Consent Form	
SIGN	Consent Form, Signed	
011	Conversation, Telephone	
DENT	Dental Consent Form	
010	DISCHARGE INSTRUCTIONS	
SIEST	Estimate, Signed	
233	Examination, Dental	

5. Click **Done** to save and close Associate Services.
6. Click **Done** to close the Treatment List.

Requisitions and Results

The Zoetis Reference Lab requisition order process provides the capability of, when completing an order, to display the primary window with the treatments selected.

1. In the patient area, **right-click > Create Requisition**. The options to create and view requisitions can be found on the right-click menu from Medical History.
2. In the Create Requisition window, from the **Lab Company** drop-down list, choose **Zoetis Reference Laboratories**.



3. **Right-click** on a test and choose **Select** to add the test. Users can add as many tests as needed in this window.
4. When finished adding tests, click **OK**. The Zoetis requisition order form will appear immediately (see the image on the following page).

reference laboratories
by zoetis

LAB USE ONLY

ORDER MANIFEST

Clinic Info	Patient Info	Order Info
Clinic ID: 901 ZZZTest Hospital 2 (VMRD Testing)	Family: Meyer Pet: 1Kitty Age: 3 years Sex: Male Neutered Species: 1500Feline Breed: Abyssinian	Order Date: 08/16/2023 Specimen Date: 08/16/2023 Doctor: Ashley Requisition Number 9056441

TEST ORDERED

#	Test Code	Test Name	Source
1	SIMULATE	SIMULATE	-

*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).

From the Order screen, users can **print** () the order or click **download** () to save the requisition.

In the patient's Medical History, **right-click > Requisitions > View Requisitions** on the Zoetis Requisition to view the requisition form.

Medical History										
Date	Time	Dr.	Type	Code	Description	Qty	Amount	By	Photo	Public?
08-15-23	1:41p	DNS	S (g)	ZRLREQ	Zoetis Requisition #9056363	1	0.00			Yes
08-15-23	1:39p	DNS	S	2321	Giardia Antigen Test, Canine/Feline	1	8.58	DNS		Yes

Downloading Test Results

Test results from Zoetis Reference Labs can be downloaded automatically to Avimark and saved to patient records.

Retrieving Results

Results are imported to Medical History automatically when the Advanced Option **Auto import and attach Zoetis Lab PDF** is set to **True**.

To manually retrieve results, select **Services > Requisition Management > Download Requisitions** tab, and click the **Load** button.

Created Date	Requisition ID	Patient	Accession ID	Lab Client Name	Lab Patient Name
09-14-23	9056441			Martha	1Kitty
09-14-23	9056508			Jamie	Apple
09-14-23	9056589			Ben	Mare11

Results being returned from the lab are displayed. When a requisition match is made, the requisition entry is displayed in black, indicating the **Imported** status. To display automatically imported results, select the Medical History Requisition entry in Medical History for the imported entries.

Information displayed in orange indicates **orphaned** results, for which no automatic association could be made. These results can be manually associated with the correct entries.

To load results that have already been imported to a patient record for viewing or importing, click the **Load Previously Imported** (button image not displayed). These results are stored for 45 days after being imported.

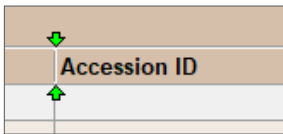
Customize View - Columns


If your version of Avimark does not include the columns you need in the Requisition Management view, you can customize the view by adding or removing columns as needed. To customize columns:

1. Click on **Services > Requisition Management > Download Requisitions** tab.

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2. In the top half of the Columns dialog box, **right-click > View > Columns**.
3. On the **Drag & Drop** tab, locate the column(s) to add to Requisition Management.
4. Click and drag the column name to a position between existing columns. A double-set of green arrows will appear indicating where the new column will be placed.



5. To remove a column from view, click on the column name and drag out of the column area. A large “X” will appear on the screen to indicate the column will be removed.
6. When finished, click  to close Columns.

Repeat the steps to add or remove columns from the bottom half of the Requisition Management window.

Downloading a PDF of Results

1. Go to **Services > Requisition Management > Download Requisitions** tab.
2. Click the **Load** button.
3. On the requisition **right-click > Download PDF** from the shortcut menu.

This option lets you manually download any result PDF file, whether or not the **Auto import and attach Zoetis Lab PDF** option is set to **True**. The PDF files will be attached to the requisition line in the patient’s medical history under file attachments.