Using IDEXX Reference Laboratories with Cornerstone Software

This guide explains the recommended way to create an IDEXX Reference Laboratories request and view test results.

IMPORTANT: This document applies to Cornerstone* 8.7 NEXT or later. Some features may have changed from previous versions. Refer to additional online resources and Cornerstone Help **?** for more information.

Create a laboratory request using the Patient Visit List or an invoice

Note: The invoice item must be linked to the profile, and the **Use special actions** check box must be selected in the IDEXX laboratory preferences.

1. On the Patient Clipboard* 📋, in the Patient List area, right-click the patient name, and then select either **Patient Visit List (PVL)** or **Invoice**.

2. Enter the invoice item ID(s) for the profiles being requested and click **OK** (or click **Save** or **Post** on the invoice)**.**

   Tip: The request screen will not open until you click **OK** on the Patient Visit List (or **Save**/**Post** on the invoice). This ensures that all tests are on the same request with fewer steps.

   The Diagnostic Order Confirmation window opens so you can ensure the request is accurate.

3. For profiles containing a urinalysis, cytology, or a biopsy, click **Specimen Details**, and then provide the required information.
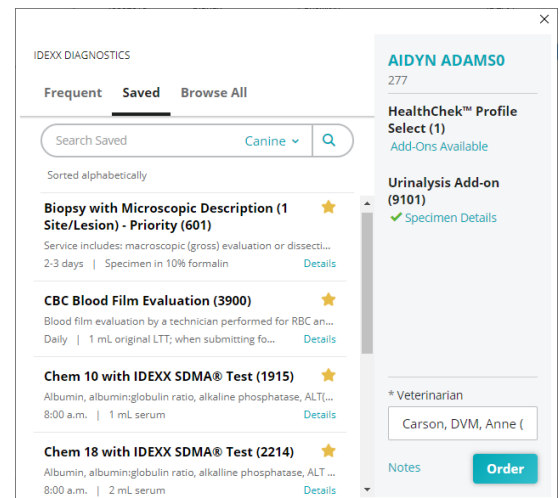
   ⚠ Specimen Details

4. To add more tests, select from the **Add-ons** list or click **Search All Tests** at the bottom of the list.

   Any additional charges will be added to the Patient Visit List.

   Note: To remove a test, hover over the test, and then click 🗑 .

5. (Optional) To enter additional information or to mark this as an urgent request, click **Notes**.

6. When ready, click **Order**.

7. In the Print dialog box, update the number of copies for the form or labels, and then click **Print**.

8. Click **Close**.

Creating a new invoice item automatically

You can set your software to automatically create invoice items for profiles. Refer to the *IDEXX Reference Laboratories setup guide* for more information. When the settings are enabled, if you request a profile that is linked to an invoice item and then add an additional profile **not** linked to an invoice item, an invoice item will be created automatically for the additional item and will be added to the Patient Visit List.

Downloading laboratory results

The IDEXX Reference Laboratories service runs on your server and requires an internet connection. The service checks your practice's account for new results every 15 minutes and downloads results automatically.
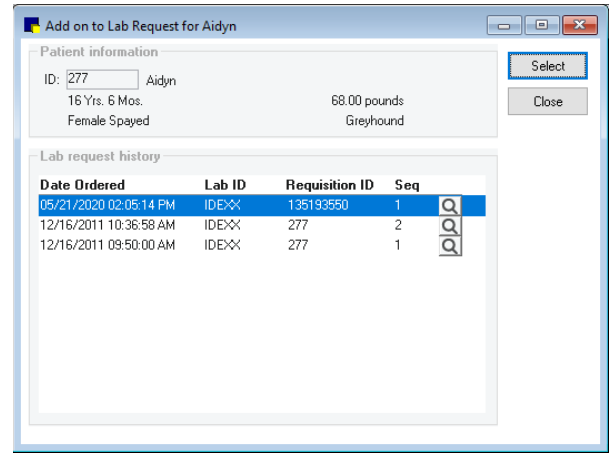
Adding to a laboratory request

Follow these steps to add tests for a sample already at the laboratory and to ensure the results don't come back as not-requested:

1. From the Patient Clipboard*, right-click the patient name and select **Lab > Add-on to Lab Request**.

2. In the **Lab request history** area, highlight the IDEXX request you want to update, and then click **Select**.

3. In the Add to Order window, select the additional tests.

4. In the **Requested by** box, enter the name of the individual updating the request.

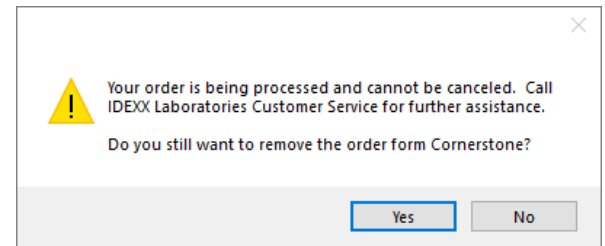5. Provide any additional required information, and then click **Order**.

The charges are captured, and the laboratory is automatically notified of your additional request.

Tip: You can also use the steps above to add a test to a pending request (for a sample that has not yet been sent to the laboratory). Alternately, you can update the pending request in the Lab Requests and Results window. The additional test fee(s) will be captured.

Deleting (canceling) a request

1. On the toolbar, click **Lab Requests and Results** ⚗.

2. Right-click the pending request and select **Delete**.

3. Click **Yes** to confirm the deletion.

4. If the sample is already at the laboratory, a message appears; click **Yes** to continue the cancellation.

5. If necessary, click **OK** to acknowledge the billing correction notice.
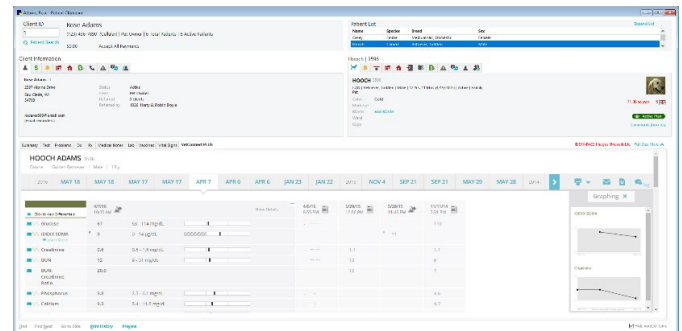
Reprint laboratory forms

To reprint a test requisition form or a laboratory label:

1. On the toolbar, click **Lab Requests and Results** ⚗.

2. Select the pending test, and then click **Reprint Req**.

3. Select the form needed on the Print Lab Request window, click **Print**, and then close the window.

View results in the patient record with VetConnect PLUS

If VetConnect* PLUS has been activated, the VetConnect PLUS tab is available whenever you view laboratory results.

1. On the toolbar, click **Patient Clipboard** 🗂. (Results can also be accessed in the Diagnostics tab of the Daily Planner.)

2. Select the client and patient record.

3. Select the **VetConnect PLUS** tab. For more information, refer to **F1 Help**. Internet connection required; features may vary with versions earlier than 9.3.

Additional resources

Refer to the following for more information:

- Help > **CornerstoneHelp.com**
- Cornerstone laboratory daily lab checklist

Find this guide

Look under "Resources by Topic" on the Cornerstone Help page.