

Frequently asked questions

How does Pay per Run benefit our practice?

Our innovative Pay per Run invoicing and inventory management system lets you pay for tests *after* you run them. You are invoiced at the end of the month, after you've already billed clients for the service. This way, you can eliminate up-front inventory costs and minimize the risks of inventory management. Additionally, based on your monthly usage, we'll even restock your inventory automatically when you need it! How simple is that?

Why do we need to have an active SmartService* Solutions connection to run the SediVue Dx* analyzer?

SediVue Dx customers are required to have an active SmartService Solutions connection so that we can monitor your usage and provide an invoice at the end of the month. In addition, it is also how we know when to send you more SediVue Dx supplies when you need them as well as a way to help troubleshoot problems if they should arise. This is similar to how you receive your IDEXX Reference Laboratories invoices today.

What if a sample run must be rerun for troubleshooting, confirmation, or dilution purposes?

If a sample is rerun (with the same patient ID and sample type) within the same 24-hour period, you will not be charged for the duplicate run.

Will we get charged for runs completed on the day of installation?

No, IDEXX provides you with 3 days of free testing, including the day of installation.

What species have been validated for the SediVue Dx analyzer?

The SediVue Dx analyzer has been validated on canine and feline urine samples. The use of other species and sample types is considered off-label usage—semiquantitative results will not be calculated and only images will be provided.

Note: Sample runs from nonvalidated species and sample types other than urine will produce only images and will be invoiced.

How many cartridges will we receive with the analyzer?

The SediVue Dx analyzer will come with 3 cartridge sleeves, each containing 50 cartridges. This allows IDEXX Field Support Representatives to provide the staff with comprehensive training and practice opportunities on the SediVue Dx analyzer.

Will we be able to process samples on my SediVue Dx analyzer if my SmartService Solutions connection is off-line?

SmartService Solutions should be in a connected state on your IDEXX VetLab Station at all times. The SmartService Solutions icon on the IDEXX VetLab* Station screen will turn red when off-line. If your connection is off-line for a period of time, you will be notified so that we may troubleshoot the issue. All runs made while off-line will be captured once SmartService Solutions is reconnected.

Do I need to notify IDEXX if there are any changes to our analyzers' location?

Yes, if you change the location of your analyzers from one practice to another, please notify IDEXX Customer and Technical Support at **1-800-248-2483** to prevent incorrect billing.

What if I need to make adjustments to my inventory of cartridges, pipette tips, or QC fluid (e.g., due to loss, damage, or troubleshooting)?

Contact your IDEXX Inside Sales Representative at **1-888-794-3399** to make inventory adjustments.