


Submitting DICOM Images

Follow the instructions below to prepare your system for submitting DICOM* images to IDEXX Telemedicine Consultants and to submit the images. **IMPORTANT:** DICOM image submission is highly recommended, because JPG, JP2, PNG, and BMP image file types have a moderate amount of information loss.

Note: If you use IDEXX-PACS* Imaging Software and have an account with IDEXX Telemedicine Consultants, your system is already set up to transfer images; you do not need to follow the steps below. Select the **Share**  button in the image viewer to get started.

Information you will need

- Remote IP address: **dicom.idexx.com** (preferred) or **54.208.114.60**
- Remote AE title: **DICOMSERVER**
- Remote port: **104**
- Your local AE title: The application entity (AE) title is the official DICOM title of the system you use to submit images. Refer to your user manual or ask your software vendor how to find or set up the local AE title.

Note: We recommend changing the default local AE title to uniquely identify the system from which the image is sent, so it transfers to the correct VMS account. We recommend you use *IDEXX-YourAccount#*.

Entering DICOM settings in your software

1. Enter the first three values above (the remote address, title, and port) into your software DICOM settings. Refer to your software user manual or ask your software vendor where to find these settings.
2. Call IDEXX Telemedicine Customer Support at **1-800-726-1212** and provide your local AE title.

You will be asked to DICOM transfer an image while on the phone with a customer support specialist to complete the setup process.

Submitting DICOM images

1. From your digital imaging or PACS software, select the images you want to submit.
2. Follow your system's steps to DICOM transfer the images to the IDEXX telemedicine server.
Refer to your software user manual or ask your software vendor for instructions, if needed. Once the images are received, IDEXX Telemedicine Consultants automatically opens a new case.
3. Log in to vetmedstat.com from any computer, find the case started by the DICOM transfer, and click **Finish**.
4. Follow the prompts to select the service(s) you need, enter patient history, and submit the case.

Notes for ultrasound, video, and cine-loop submissions:

- Each individual file should be no larger than 55 MB (55,000 KB).
- Ultrasound still images, clips, or videos should use a lossless compression of 70% quality.
- Cine-loop settings should have a maximum frame rate of 30 and a length of 2–3 seconds.

IMPORTANT: IDEXX Telemedicine Consultants does not interpret studies containing pictures of hard film.

We're here to help you 24 hours a day, 7 days a week.

For assistance call **1-800-726-1212**, email telemedicinesupport@idexx.com, or visit idexx.com/telemedicine.