

# How to enable doctor/staff discounts for IDEXX Reference Laboratories

## Through Neo\* Software

IDEXX offers a professional courtesy discount to hospital employees for tests run at an IDEXX reference laboratory for their personal pets.

Ask your hospital administrator if your hospital qualifies and then review program details here: [idexx.com/DrStaffCourtesyDiscount](https://idexx.com/DrStaffCourtesyDiscount).

The IDEXX test requisition must clearly indicate that the pet is affiliated with a staff member or a doctor. Follow the steps below.

### To affiliate the pet with a staff member or a doctor:

1. Add the employee as a client in Neo.
2. In the **Overview** tab, next to Practice Affiliation, select either **Staff Member** or **Veterinarian**.

The next time you use Neo to order applicable IDEXX Reference Laboratories tests for a pet belonging to this client, the affiliation will appear on the requisition, and the discount will be automatically applied.

The screenshot shows the Neo software interface for a client named Lisa Struebing. The 'Practice Affiliation' section is highlighted with a red circle and a red arrow pointing to the 'Veterinarian' radio button. The interface includes a navigation menu at the top, a status bar, and various tabs for client management. The 'Primary Contact' section shows the client's name, address, and contact information. The 'Billing Details' section shows the client discount and tax exempt options. The 'Secondary Contact' section is also visible.

The screenshot shows an IDEXX requisition form for Fido Smith. The 'Practice Affiliation: Staff Member' field is highlighted with a red circle and a red arrow. The form includes the IDEXX logo, requisition number, and pet name. It also contains a barcode, access sticker, and details about the collection date, previous reference number, order notes, tests, and collection method. The 'Practice Affiliation' section is highlighted with a red circle and a red arrow.