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.
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, select the test, and then click .
5. (Optional) To enter additional information or to mark this as an urgent request, click Notes/Instructions.
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. Results are downloaded automatically.

**Note:** To review VetConnect* PLUS results, your browser must be Internet Explorer* 9 or later (version 10 or later recommended).
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 patient > 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.
2. Select the client and patient record.
3. Select the VetConnect PLUS tab.

Note: Internet Explorer 9 or later is required (version 10 or later recommended).

Additional resources
Refer to the following for more information:
- Cornerstone F1 Help
- IDEXX Learning Center
- Help > CornerstoneHelp.com