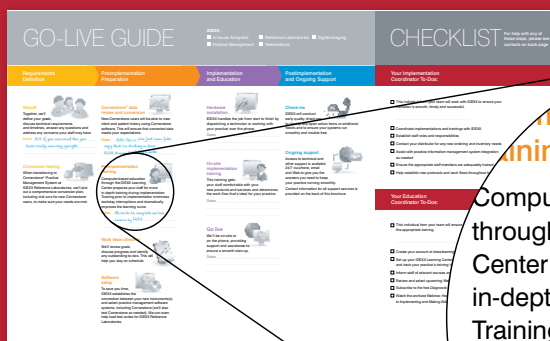


Thank you for choosing IDEXX

LET'S GET
YOU UP AND
RUNNING

YOUR GUIDE FOR EVERY STEP OF THE WAY

- Read through all the steps
- Keep the brochure within easy reach for ongoing reference
- Track your progress



Implementation Training

Computer-based education through the IDEXX Learning Center prepares your staff for more in-depth training during implementation. Training prior to implementation minimizes workday interruptions and dramatically improves the learning curve.

Dates All techs to complete on-line course by 12/13

GO-LIVE GUIDE

Requirements Definition

Kickoff



Together, we'll define your goals, discuss technical requirements and timelines, answer any questions and address any concerns your staff may have.

Dates _____

Conversion testing



When transitioning to Cornerstone® Practice Management System or IDEXX Reference Laboratories, we'll plot out a comprehensive conversion plan, including trial runs for new Cornerstone users, to make sure your needs are met.

Preimplementation Preparation

Cornerstone® data review and conversion



New Cornerstone users will be able to view client and patient history using Cornerstone software. This will ensure that converted data meets your expectations.

Dates _____

Preimplementation training



Computer-based education through the IDEXX Learning Center prepares your staff for more in-depth training during implementation. Training prior to implementation minimizes workday interruptions and dramatically improves the learning curve.

Dates _____

Work team check-in

We'll review goals, discuss progress and identify any outstanding to-dos. This will help you stay on schedule.



Software setup



To save you time, IDEXX establishes the connection between your new instruments(s) and select practice management software systems, including Cornerstone (we'll also test Cornerstone as needed). We can even help load test codes for IDEXX Reference Laboratories.

IDEXX:

- ☐ In-house Analyzers
- ☐ Reference Laboratories
- ☐ Digital Imaging
- ☐ Practice Management
- ☐ Telemedicine

**Implementation
and Education**

**Hardware
installation**



IDEXX handles the job from start to finish by dispatching a technician or working with your practice over the phone.

Dates _____

**On-site
implementation
training**



This training gets your staff comfortable with your new products and services and determines the work flow that's ideal for your practice.

Dates _____

Go live



We'll be on-site or on the phone, providing support and assistance to ensure a smooth start-up.

Dates _____

**Postimplementation
and Ongoing Support**

Check-ins



IDEXX will conduct early quality check-ins to identify any open action items or additional needs and to ensure your systems run smoothly and trouble-free.

Ongoing support



Access to technical and other support is available 24/7 via phone, email and Web to give you the answers you need to keep your practice running smoothly.

Contact information for all support services is provided on the back of this brochure.

CHECKLIST

For help with any of these steps, please see contacts on back page

Your Implementation Coordinator To-Dos:

- ☐ This individual from your team will work with IDEXX to ensure your transition is smooth, timely and successful.

- ☐ Coordinate implementations and trainings with IDEXX
- ☐ Establish staff roles and responsibilities
- ☐ Contact your distributor for any new ordering and inventory needs
- ☐ Assist with practice information management system integration as needed
- ☐ Ensure the appropriate staff members are adequately trained
- ☐ Help establish new protocols and work flows throughout hospital

Your Education Coordinator To-Dos:

- ☐ This individual from your team will ensure the entire staff receives the appropriate training.

- ☐ Create your account at idexxlearningcenter.com
- ☐ Set up your IDEXX Learning Center administrator account to assign and track your practice's training history
- ☐ Inform staff of relevant courses and assign course work
- ☐ Review and select upcoming Webinars
- ☐ Subscribe to the free *Diagnostic Edge* newsletter
- ☐ Watch the archived Webinar, *How the Practice Learns Best: Strategies to Implementing and Making Education Stick*, by Gina Toman, BS, RVT

SUPPORT AND IDEXX POINTS

**Easy access to expert
support for your
practice and patients**



In-house diagnostic analyzers and tests

1-800-248-2483 • idexx.com/support

IDEXX Reference Laboratories

1-888-433-9987 • vetconnect.com

1-800-667-3411 • vetconnect.ca 🇨🇦

IDEXX Telemedicine Consultants

1-800-726-1212 • idexx.com/telemedicine

1-800-726-1212 • idexx.ca/telemedicine 🇨🇦

Cornerstone® Practice Management System

1-800-695-2877 • cornerstonehelp.com

Digital Imaging

1-877-433-9948 • idexx.com/support

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See how at idexx.com/points or idexx.ca/points. 🇨🇦

IDEXX gives you your money's worth, with each IDEXX point earning you the equivalent of \$1 toward future purchases. Earn points and redeem them toward the purchase of IDEXX instruments, consumables and maintenance agreements.

