

How to enable doctor/staff discounts for IDEXX Reference Laboratories

Through Avimark* Practice Management 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. **Note:** Avimark Software must be version 2018 or later.

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 doctor:

1. From the CID menu, click **Work with | Users and Security**.
2. Select the doctor's username, and then right-click and select **Change**.
3. Select the **User is a Doctor** option.
4. Click the ellipses in the **Account** field, and then search for and select the doctor's Avimark client account.
5. Click **OK**.

To affiliate the pet with a staff member:

In the Patient Area, select an employee-owned patient and then use the @ Action Code to designate the patient as **In-House**.

The next time you use Avimark Software 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 'Change User' window. The 'Category' is 'Hospital Administrators'. The 'First' name is 'David' and the 'Last' name is 'N. Sharp, DVM'. The 'Type' is 'Full time vet'. The 'Commission Group' is 'Doctors'. The 'User is a Doctor' checkbox is checked and highlighted with a red box. The 'Account' field is highlighted with a red box, showing 'Account 18'.

The screenshot shows the 'Change Patient' window. The 'Name' is 'Big Boy' and the 'Species' is 'dog'. The 'Breed' is 'Mixed' and the 'Color' is 'Black and Brown'. The 'Age' is '12y' and the 'Sex' is 'N'. The 'Birthdate' is '02-01-99'. The 'Action Code' dropdown menu is open, showing options like 'E - Tax exempt', 'H - Suspend reminders', 'I - Inactive', 'M - Moved', 'P - OTC Patient', 'S - Discount split billing', and '@ - In House patient'. The '@ - In House patient' option is highlighted with a red box.

The screenshot shows an IDEXX Reference Laboratories requisition form for Fido Smith. The 'Practice Affiliation: Staff Member' field is highlighted with a red oval and a red arrow. The form includes details such as 'Requisition #215511889', 'Collection Date: 10/11/2023', and 'Tests: SENIOR PR ST FCL PNL UPCIF (44789999)'. The 'Practice Affiliation: Staff Member' field is highlighted with a red oval and a red arrow.