

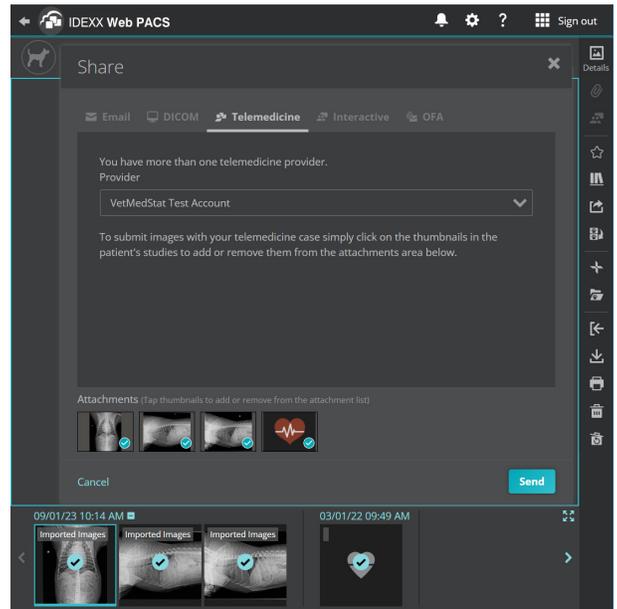
Sending images to IDEXX Telemedicine Consultants from IDEXX Web PACS Software

Sending the images

1. Open IDEXX Web PACS* Software. One way to do this is to log in to [VetConnect* PLUS](#).
2. Click **Share**  in the patient card and choose to share any image from this study or from the patient history, or in the Advanced Viewer click **Share** on the right side of the window.
3. In the Share window, select **Telemedicine** and then select your VetMedStat account from the provider drop-down list.
4. Select or deselect the thumbnails as needed, so the list includes only the images you want to send.

Note: If the Advanced Viewer is open, you can select images from the thumbnail bar at the bottom.

5. Click **Send**.
6. Complete the case submission on the [VetMedStat* website](#).



Tracking case status

A paper clip icon on the patient card or in the Advanced Viewer means a VetMedStat case is linked to this study. The paper clip color reflects the case status:

- Yellow:** Created, In Process, Submitted, or Technical Assistance
- Red:** Failed, Incomplete Case, or Needs Attention
- Green:** Reported or Completed
- Gray:** Cancelled

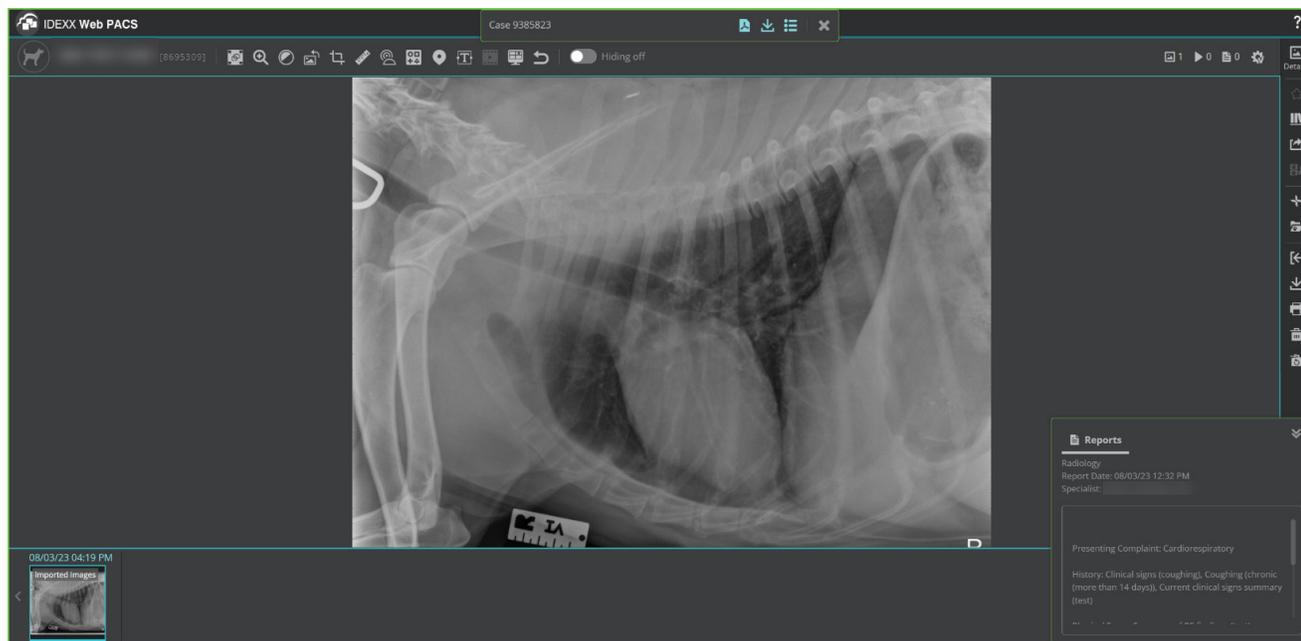
Click the paper clip to open the Telemedicine Case List for status details.

To view all case details, select the case row and then click **View Case**. Your VetMedStat account will open in a new browser tab to display the case details.

Telemedicine Cases			
Patient Test (90807060)			
Case Number	Type	Status	Requested Date
 9483656	Not Selected	Created	09/01/23 11:01 AM
 9483463	Cardiology	Submitted (RECEIVED)	09/01/23 10:24 AM
 9483463	Cardiology	In Process (IN_PROCESS)	09/01/23 10:24 AM
 9483463	Cardiology	Technical Assistance (IN_PROCESS)	09/01/23 10:24 AM
 9483463	Cardiology	Incomplete Case (NEEDS_ATTENTION)	09/01/23 10:24 AM
 9385823	Radiology	Reported (COMPLETED)	08/03/23 16:24 PM
 9186728	Radiology	Cancelled (CANCELLED)	06/06/23 11:48 AM

[View Case](#) [View Report](#) [Close](#)

To view the completed report, select the case row, and then click **View Report**. The Advanced Viewer will open to display the Telemedicine case attachments and the case report.



From the toolbar above the main window:



Click **View Report PDF** to download a PDF version of the report.



Click **Download** to select and download images or attachments from the Telemedicine case.



Click **List All Cases** to see other Telemedicine cases associated with this patient.

Updating your VetMedStat password in IDEXX Web PACS

Anytime you change your VetMedStat account password, you must update your Telemedicine password in IDEXX Web PACS settings (they are the same password).

1. Open IDEXX Web PACS.
2. Click **Settings**  then **Sending Images**.
3. Find your VetMedStat account and click **Edit** .
4. Update your password and click **Commit** .

For technical support, call IDEXX Telemedicine Consultants Customer Support **1-800-726-1212** or email telemedicinesupport@idexx.com.

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