



# Two-Way Diagnostic Integration

## What is two-way integration?

When you implement two-way diagnostic integration, diagnostic order and result information flow seamlessly back and forth between your practice management software (where orders are placed and results are received), your in-house analyzers, and your reference laboratory. Plus, your practice software will automatically add this order to the current invoice ensuring the charge was captured, charged and reconciled.

Not all integration is the same. True two-way integration has three critical capabilities that make your practice's work flow more efficient:

1. Order the diagnostic tests for in-house analyzers, reference laboratory or digital radiography from within the record while eliminating the need to reenter any patient or client data anytime during the process.
2. Guaranteed to capture all charges directly into the patient invoice without manual staff work.
3. Automatically receive and post the results to the patient record.



## Why do you need two-way integration?

It's very simple, it automatically captures all diagnostic charges with no manual steps and no lost charges.

- **Increases staff efficiency** by automating and eliminating manual steps in the process. On average, **24%** of gross revenue is spent on non-owner staff salaries.\*
- **Virtually eliminates errors** associated with manual entry.
- **Automates capture of all in-house laboratory revenue**, eliminates the cost of lost charges. The average practice misses **17%** of its laboratory diagnostic charges.†
- **Improves clinical decisions** through complete patient reports and direct access to historical views and trending within IDEXX VetConnect® PLUS.

## Why is two-way integration better with Neo?

As the industry's leading diagnostic experts, we will make sure Neo brings you features that we have found eliminate manual steps and ensures charge capture:

- No lost charges! Most practices lose 17% of diagnostic charges without two-way integration that can equate to hundreds, even thousands of dollars per year, per practice.
- You can order directly from within the patient record in just 3 easy steps. The Neo work flow will save you time in each visit, overall saving you valuable time each week.
- Diagnostic results are available directly within the patient record – saving you time and ease in finding the results information.
- You get direct access to patient results in IDEXX VetConnect® PLUS where you will find full historical views of your patient's results.
- Setup has never been easier! There's no installation or configuration. You can get connected in just minutes without any assistance needed, and you won't be charged any ongoing service fees.
- After you are set up, Neo's built-in training will get you up and running quickly.
- Ongoing administration is simple – Neo will update pricing, new tests, new codes and new instruments for you so you're always up to date.

## Are you ready to use Neo's diagnostic integration?

Neo requires IDEXX VetLab® Station software version 4.37 or higher. How do you check?

- On the **Home** screen, tap the instruments button.
- Tap the **System** side tab the software version will be displayed at the top.



\*Source: <http://www.liveoakbank.com/wp-content/uploads/2014/05/14-LOB-Vet-White-Paper-Final1.pdf>. Accessed December 2015.

† Source: [https://www.aaha.org/public\\_documents/professional/resources/aaha\\_state\\_of\\_the\\_industry\\_2013\\_white\\_paper.pdf](https://www.aaha.org/public_documents/professional/resources/aaha_state_of_the_industry_2013_white_paper.pdf). Accessed December 2015.

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