



ZOETIS DIAGNOSTICS

# vetscan HUB

## Operating System Manual


April 2024

# Table of Contents

# Setting Up the Vetscan Hub

See the Vetscan Hub User Manual for detailed instructions on how to set up the Vetscan Hub.

After connecting power and Ethernet cable, the touch screen will illuminate displaying the Vetscan Hub logo. The Vetscan Hub initialisation can take up to 5 minutes.

When the network connection is verified, the touch screen will show a green check mark as confirmation.  If a green check mark does not appear after 5 minutes, contact Zoetis Technical Support.

Follow on-screen prompts to finish onboarding the Vetscan Hub.

## Steps

1. Choose the language and select the orange arrow to continue.
2. Choose the region and select **Continue**.
3. Read and agree to end user license agreement (EULA) and privacy policy. Check off the EULA and privacy policy and select **Continue**.
4. Enter the practice information and select **Continue**. Fields marked with \* are required.
  - Practice name\*
  - Practice street address
  - City
  - State, province, or region
  - Postal code
  - Practice website address
  - Practice phone number
5. Choose the time zone and select **Continue**. There is an option for 24-hour clock.

The onboarding is then complete.

# Patients

Select the **Patients** icon on the navigation menu.

If the Vetscan Hub is currently integrated with a bidirectional practice information management software (PIMS), the creation and management of patients should be performed using the PIMS (see page 13 for directions on how to set up PIMS integration).

If not integrated with a PIMS, the Vetscan Hub offers patient management tools.

**Note:** If the Vetscan Hub is currently integrated with a PIMS, the patient information will transfer with the patient test order.

## Patients List

The **Patients** page provides a list of all patients on the Vetscan Hub. This detailed view provides the following information:

- Filter by / Search patient ID or name
- Owners list option
- All patients
- Add patient option
- List of patients

## Add New Patient

To add a new patient:

1. Select **Patients** on the navigation menu.
2. Select **Add patient**.
3. Enter patient information. Fields marked with \* are required. The user can enter the following information:
  - Patient ID\*
  - Patient name\*
  - Species\*
  - Breed
  - Sex\*
  - Birthdate
  - Notes

**Note:** After adding a new patient, the patient information can be edited except for the **Patient ID** field.

4. Fill in the desired fields and select **Add patient**.

# Patients

## Edit Patient Information

To edit patient information:

1. Select **Patients** on the navigation menu.
2. Select the desired patient in the **Patients** list.
3. Select **Edit Patient**.
4. Edit the patient information and select **Update patient**.

# Owners

Select the **Patients** icon on the navigation menu then select **View owners** list.

If the Vetscan Hub is currently integrated with a bidirectional practice information management software (PIMS), the creation and management of owners should be performed using the PIMS.

If not integrated with a PIMS, the Vetscan Hub offers owner management tools.

## Owners List

The **Owners** page provides a list of all owners on the Vetscan Hub. This detailed view provides the following information:

- Search owner ID or name
- Add owner option
- List of owners

To view owner details:

1. Find the desired owner in the **Owners list** and select **View details**. The user can view the following information:
  - Name
  - Owner ID
  - Email
  - Phone number
  - Address
  - Assigned patients

## Add New Owner

To add a new owner:

1. Select **Patients** on the navigation menu.
2. Select **View owners** list.
3. Select **Add owner**.
4. Enter owner information. Fields marked with \* are required. The user can enter the following information:
  - Owner ID
  - First name\*
  - Last name\*
  - Email
  - Phone number
  - Address
5. Fill in the desired fields and select **Add owner**.

# Owners

## Edit Owner Information

To edit owner information:

1. Select **Patients** on the navigation menu.
2. Select **View owners list**.
3. Find the desired owner in the **Owners** list and select **View details**.
4. Select **Edit owner**.
5. Edit the owner information and select **Update owner**.

## Manage Assigned Patients

To manage assigned patients:

1. Select **Patients** on the navigation menu.
2. Select **View owners list**.
3. Find the desired owner in the **Owners** list and select **View details**.
4. Select **Manage assigned patients**.
5. Find the patient(s) to assign and select **Assign patient**.

# Tests

Select the **Tests** icon on the navigation menu.

If the Vetscan Hub is currently integrated with a bidirectional practice information management software (PIMS), the creation and management of tests should be performed using the PIMS.

If not integrated with a PIMS, the Vetscan Hub offers test management tools.

## Tests List

The Tests list page provides a list of all tests on the Vetscan Hub. This detailed view provides the following information:

- Filter by / Search patient ID or name
- Quick test option
- All tests / Worklist / Completed tests
- All tests / Pending / Ready / Running / Results / Error
- List of tests

To find tests for a specific patient, use the Search patient ID or name field. You can additionally filter by species using the Filter by drop-down list.

## View Test Details

To view test details for device:

1. Select Tests on the navigation menu.
2. Find the desired test in the list and select View details. This test details view provides the following information:
  - Name of test
  - Name of device
  - Device serial number
  - Results status
  - Test date
  - Patient information
  - Test results



# Tests

## Create Test Order

**Note:** If not integrated with a PIMS, a patient must be added before a test can be created.

To create a test order:

1. Select **Tests** on the navigation menu.
2. Select **Quick test**.
3. Find the desired patient in the list to **Select patient** and select **Next step**.
4. Select the test(s) and select **Next step**. Only tests for analysers integrated with Vetscan Hub will be shown.
5. Review the order summary and select **Submit order**.

# My Lab

Select the **My Lab** icon on the navigation menu.

## Connectivity and Devices

The **My Lab** page provides an at-a-glance view of your connectivity and devices on the Vetscan Hub. The current status of connected devices and serial number are also displayed.

## View Device Status

To view a detailed device status, select any device from the **My Lab** page. This detailed view provides the following information:

- Name of device
- Device platform
- Status
- Serial number
- Software
- Last transmission
- Current tests / Test history

## Edit Device

To edit device:

1. Select **My Lab** on the navigation menu.
2. Select the device.
3. Select **Edit device**.
4. Unpair the device by selecting **Unpair device**. Unplug and disconnect the device from the network before unpairing. Continue the device unpairing by selecting **Yes**.

**Note:** If you unpair the device, you will not see the device again until it is reconnected to the Vetscan Hub.

## View Test Details for Device

To view test details for device:

1. Select **My Lab** on the navigation menu.
2. Select the device.
3. Find the desired test in the list and select **View details**. This test details view provides the following information:
  - Name of test
  - Name of device
  - Results status
  - Test date
  - Patient information
  - Test results

# Settings

Select the **Settings** icon on the navigation menu.

## General

### About

This section shows the system information.

- Hub IP address
- Current software version
- Serial number
- Mac address

### Time

This section shows the current date and time. The system time zone can be changed by the user. Vetscan Hub is set to automatically synchronise time from internet by default. Accurate date and time are necessary to ensure seamless integration between connected devices. To change system date and time:

1. Select **Settings** on the navigation menu.
2. Select **Date & time** under the **General settings** section.
3. Change the system date and time. The user can set the following information:
  - Select time zone
  - Date format
  - 24-hour clock
4. Select **Save settings**.

### Practice Information

This section shows the practice information. To edit the **Practice information**:

1. Select **Settings** on the navigation menu.
2. Select **Practice information** under the **General settings** section.
3. Edit the practice information. Fields marked with \* are required. The user can enter the following information:
  - Practice name\*
  - Practice street address
  - City
  - State, province, or region
  - Postal code
  - Practice website address
  - Practice phone number
4. Fill in the desired fields and select **Save settings**.

# Settings

## PIMS

### PIMS Integration

This section shows the PIMS configuration options for connecting to PIMS, disconnecting from PIMS, and generating transfer code.

### Connect to PIMS

#### FIRST TIME PIMS CONNECTION

If a PIMS has never been connected, there is an option to connect to PIMS for the first time. To connect to PIMS:

1. Select **Settings** on the navigation menu.
2. Select **PIMS integration** under the **PIMS settings** section.
3. Select **Connect to PIMS**.
4. Select **Yes, first time**. Please wait until the list of PIMS appears.
5. Scroll through and choose your PIMS from the **Select your PIMS** drop-down list.
6. Enter your email address to receive credentials for the connection.
7. Select **Connect**. The connection is established message appears. Check your email for credentials to complete the connection.
8. Contact your PIMS support team to setup the new credential and Zoetis Cloud URL

**Note:** If you encountered an error, contact Zoetis Technical Support.

#### RE-ESTABLISH EXISTING PIMS CONNECTION

If a PIMS has been connected previously, there is an option to re-establish existing PIMS connection.

To re-establish existing PIMS connection:

1. Select **Settings** on the navigation menu.
2. Select **PIMS integration** under the **PIMS settings** section.
3. Select **Connect to PIMS**.
4. Select **No, I am re-establishing a connection**.
5. Enter the transfer code/one time password (OTP) as directed on page 14.
6. Select **Reconnect to your PIMS**. The connected to PIMS successfully message appears.

**Note:** If you are unable to establish connection, contact Zoetis Technical Support.

# Settings

## Disconnect from PIMS

If a PIMS is connected, there is an option to disconnect from PIMS. To disconnect from PIMS:

1. Select **Settings** on the navigation menu.
2. Select **PIMS integration** under the **PIMS settings** section.
3. Select **Disconnect from PIMS**.
4. Confirm if you want to disconnect from PIMS and select **Yes, disconnect from PIMS**.

**Note:** If you are unable to disconnect, contact Zoetis Technical Support.

## Generate Transfer Code

If a PIMS is connected, there is an option to transfer to another Vetscan Hub. To generate transfer code:

1. Select **Settings** on the navigation menu.
2. Select **PIMS integration** under the **PIMS settings** section.
3. Select **Generate Transfer Code**.
4. Your one-time transfer password (OTP) appears. This code expires in 24 hours. Remember the code and select **OK**.

# Powering On/ Powering Off

The Vetscan Hub is designed to be left on at all times, except when it will not be used for long periods (i.e., troubleshooting or repair).

The Vetscan Hub can be powered on by pressing the power button on the top of the Vetscan Hub for 5 seconds, then release. The screen will then illuminate.

The Vetscan Hub can be powered off by press and release of power button to shut down or restart the system. The icons below will appear on screen, press on icon for desired action.



Shutdown





Reboot



Log Out

# LOOK DEEPER

Zoetis Services LLC   
333 Portage Street  
Kalamazoo, MI 49007, USA  
[www.zoetis.com](http://www.zoetis.com)

.....  
Zoetis Belgium S.A.   
Rue Laid Burniat 1,  
1348 Louvain-La-Neuve, Belgium

Learn more at