ZoetisDx
User Guide

virtual laboratory by **zoetis**

You can access ZoetisDx at: zoetisdx.com

Register a Clinic

To register, select **Register your clinic here** to open the form.

1. Fill in information specific to the clinic in the designated fields. Required fields are **First name, Last name, Email address, Create a password**, and **Confirm password**.
2. Enter the clinic details. If the clinic already has an account with Zoetis, it can be searched by Zoetis account number or postcode.
   In addition, you can enter it manually.
   a. To search by account number OR postcode, enter the Zoetis account number or postcode then select **CHECK**. Find your clinic information, choose the location, and select **ADD LOCATION**. Choose your role from the drop-down list then select **ADD**.
   b. To enter manually, fill in information specific to the clinic in the designated fields. Required fields are **Business Name, Address Line 1, City, Select State**, and **Post Code**.
3. Read the **Terms of Use**, **Privacy Policy**, and **End User License Agreement**. Select the checkbox upon completion.
4. Select **SUBMIT** to submit the registration, which will send additional instructions to your email.
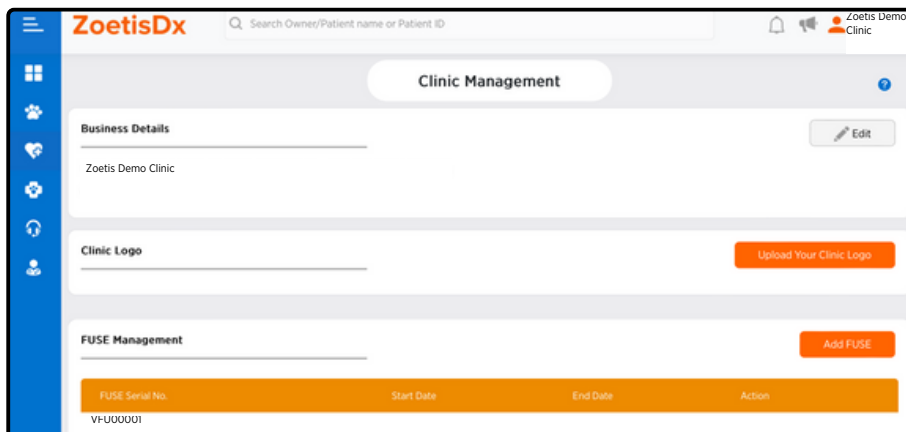5. Go to the email and validate the information to complete the registration.

Note: Zoetis uses a single sign-on authentication to access its full suite of applications. Changing your ZoetisDx password and/or updating your profile will be **reflected across all other Zoetis applications.**

Clinic Management

Select the **Clinic Management** icon on the left navigation menu to open the page and manage the clinic information. The **Clinic Management** page displays three sections:

1. **Business Details:** Make edits to the business details of the clinic.
2. **FUSE Management:** FUSE connection information is displayed in this section. To add a FUSE, select the **Add FUSE** option.

Take a closer look: **zoetisdx.com**

zoetis

User Management

Select the **User Management** icon on the left navigation menu to open the page and view user information for the ZoetisDx account. The **User Management** page displays all users who have access to ZoetisDx for the clinic.

1. **Change User Status:** A toggle appears in the Status column to indicate if a user is active or inactive. Select the toggle to change the status of a user.
2. **Edit User:** Find the User then select the pencil icon in the action column. In the edit screen, choose the role from a drop-down list and **Save Changes** to apply changes.
3. **Add User:** Select **Add User** option and enter the First Name and Last Name, Role, and Email address. Select **Send Invite** to send an invite to a new user. Once submitted, the invite will be processed and sent to the designated user. You can add multiple users by choosing the **Add Multiple Users** option.

User Settings

Select the **user profile** icon in the top right corner to open the user settings menu and edit the ZoetisDx account profile.

The user settings menu displays options to manage and edit the ZoetisDx account profile. The profile information, account settings, and account password can be changed in user settings. Additionally, the menu displays a Logout option to log out of ZoetisDx.

Profile: Select **Profile** in the user settings menu. The **About You** section appears. View the name linked to the ZoetisDx account profile.

Account Settings: Select **Account Settings** in the user settings menu. You can click on the pencil icon to edit the language, time zone, date format, 24-hour time, and notification preferences for the account.

Edit Doctor ID Management: To edit the doctor ID, select the **Doctor ID Management** section in the account settings and use the pencil icon that appears at the bottom of the section. The **Doctor ID Management** section displays the Ref Lab Provider ID and In Clinic Provider ID.

Note: Doctor ID Management section is displayed only for users with a doctor or clinic administrator role.

Results

Select the **Results** icon on the left navigation menu to open the page and view results.

The **Results** page displays a list of patients and their results; individual patients can be selected for more information. The list of patient results can be filtered.

1. **Expand Patient Listing:** Select the desired patient to expand their listing. Cards appear for each test result. The vertical status bar on the left of the card displays the status of the result. **Green** indicates a completed test. **Red** indicates a canceled test.
2. **Result status:** To change read status, select the New/Viewed icon within the test result card. This will allow the other users to see if a result has been acknowledged or needs review.
3. **View result details:** Select the arrow icon on the test result card.
4. **Patient information:** Select the **View more** arrow icon to open the **Patient Information** page.
5. **Result Details page**: To view details such as date range, source, and panel or analysis type, select the arrow icon on a test result listed below the desired patient on the **Results** page. Results can be **trended** by selecting listed test results.

Patient History: The **Patient History** section displays a preview of the most recent test results for the patient. Select a result to view the result details. Select the **See full patient history** option to open the **Patient Information** page to view test results and full diagnostic history for that patient.
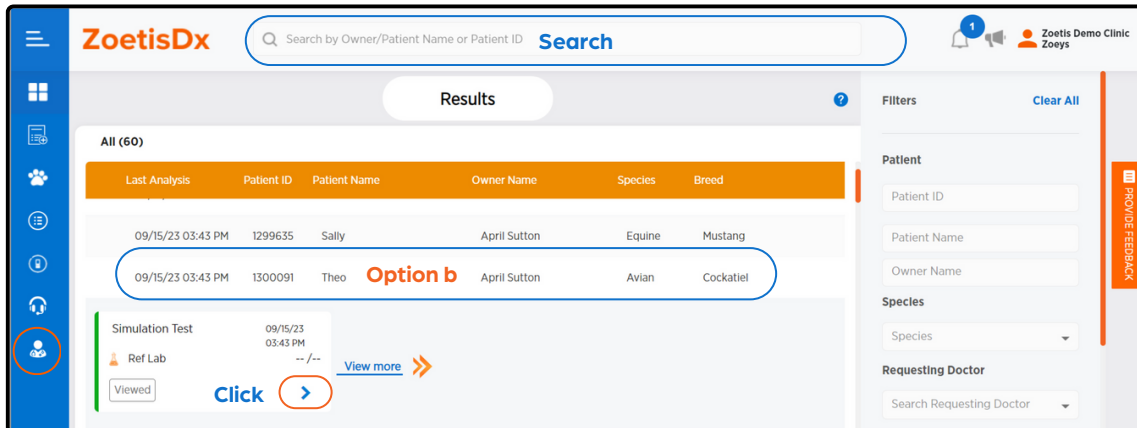
Take a closer look: **zoetisdx.com**

zoetis

How to Schedule a Consultation

1. Navigate to ZoetisDx.com

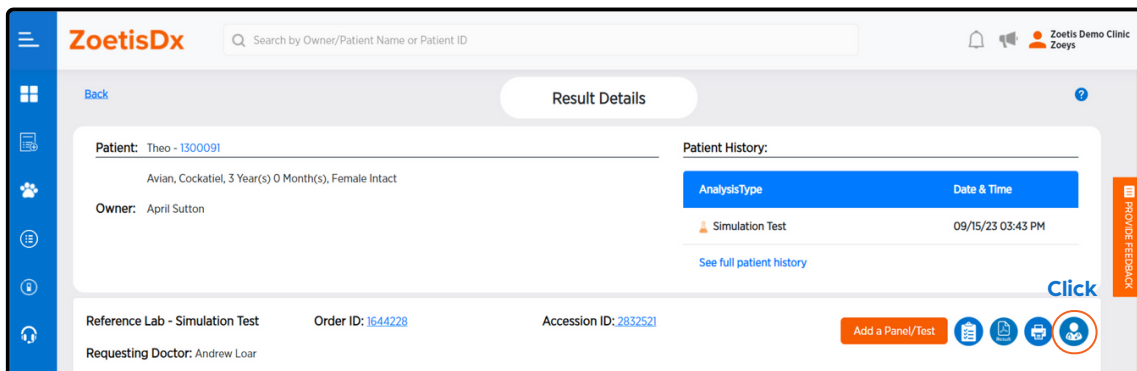2. Once logged into ZoetisDx.com, you have 2 ways to schedule a consultation

    Option a: Click on the 🔵 **CONSULTATION REQUEST** icon in the bottom left corner of the screen.

    Option b: Select the **TEST** in the latest tests performed or **SEARCH** for the patient in the search bar. Then click on the **BLUE ARROW** on the test requiring consultation. Then **CLICK** on the 🔵 **CONSULTATION REQUEST** icon on the right of the screen.
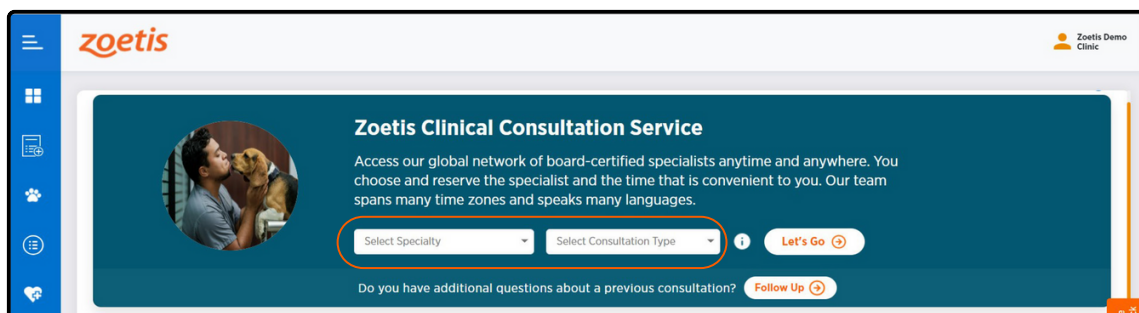
3. Follow the guided drop-down list, **CHOOSE** your desired *Specialty* and your desired *Consultation* type with the consultant. You will be prompted to choose either a scheduled *Zoom appointment* (audio or video) or an *email* response. Then **CLICK** on the **LET'S GO** button.

How to Schedule a Consultation

4. **FILL** in the missing information (some will be prepopulated by the patient's file). **WRITE** your *clinical questions*, *comment* with medical history or relevant information. You can also **ATTACH** documents (x-rays, blood tests, images, medical records, etc.). Once it's complete, **CLICK** on the **REQUEST A CONSULTAION** button to complete the request.

5. You will receive a *confirmation e-mail*. If you have chosen to have a scheduled appointment, your Zoom link will be included in this email.

   - At the time of your scheduled appointment, click on the **ZOOM LINK** (or alternatively call the dial in number) in your confirmatory email to access your meeting with the consultant.
   - If you have chosen an **EMAIL** response, the consultant's report will be emailed to you as soon as possible (typically within 24 hours Monday-Friday).

Additional Information

This service is offered complimentary for patients who have received a recent Vetscan test. To ensure Zoetis diagnostic results are linked to your ZoetisDx account and available to link to a consult request, make sure your FUSE serial number is in your clinic's profile. Patient results will not be accessible to consultants if these accounts are not linked.

ZoetisDx has many features beyond the clinical consultation service. If you have additional questions about ZoetisDx or need any assistance with getting registered, please reach out to your local technical support team on **1800 270 727**.

LOOK DEEPER   Take a closer look: **zoetisdx.com**   zoetis