

## Auburn VetView Client Manual

Clinical Pharmacology Laboratory

Laboratory webpage:

https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/

Phone: (334) 844-7187

Email: clinpharm@vetmed.auburn.edu

Address: 1500 Wire Rd. Auburn, AL 36849

Thank you for your support as we update our system!

Many of our clients have requested an easier way to find test results and patient information in one place. To make this possible, we are moving to **VetView**. With VetView, you can create your own account and easily access all the information you need. Our lab has also switched to VetView for all our work, so the old Access database is no longer in use. Our main website will remain the same, but the online submission form will now be integrated into **the VetView portal**. To minimize extra time during this transition, **please create your VetView account now**. This will ensure you have immediate access when you need it. For your convenience, the last page of this manual includes quick links and contact information for our team. We're here to make this transition as smooth and easy for you as possible!

### VetView will give you the ability to:

- Create and maintain your account for quick access
- Review test results and recommendations
- Submit samples online and track their status
- Access patient information easily in one place
- View invoices and make payments securely

# In this manual, we will walk you through the transition, step by step:

- A. Locating the Clinical Pharmacology VetView Webpage (page 2)
- B. Navigating the Webpage (pages 2-3)
  - a. Diagram 1
  - b. Test Catalog
- C. Creating a Clinical Pharmacology Lab Client Account (page 4)
  - a. New Clients
  - b. Current Clients
- D. Logging into VetView (page 5)
- E. Navigating VetView (pages 6-9)
  - 1. Clinical Pharmacology Homepage (page 6)
  - 2. Test Catalog (page 6)
  - 3. Accessions (page 7)

Review accession details and results

4. Patients (page 7)

Review Patient History/Information

- 5. Accounting (page 8)
  - i. Viewing Billing History
  - ii. Making Payments
- 6. Requests (page 9)
  - i. Reviewing Test Request Information & Submitting a Sample
- F. Instructions for Submitting Samples (pages 10-12)
  - a. Single Sample (pages 10-11)
  - b. Peak & Trough (page 11)
  - c. Shipping Option (page 12)
- G. FAQ (page 13)

# A. Locating the Clinical Pharmacology VetView Webpage

There are two ways to locate our VetView page. We highly suggest bookmarking your favorite path to our page.

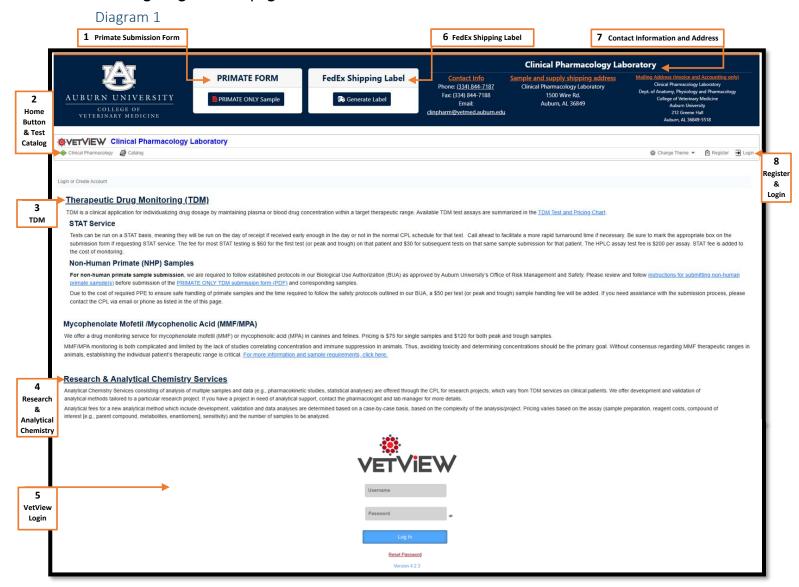
Option 1: Accessing Auburn's Clinical Pharmacology VetView through the following link

- https://clinpharm.vetmed.auburn.edu/
- This link can also be found in the Welcome email sent once your account has been approved and activated.

#### Option 2: Locating the Auburn Clinical Pharmacology VetView portal through our main webpage:

- a. The portal to the Clinical Pharmacology VetView page will replace our online submission form button that was on our main laboratory webpage.
- b. Go to our Clinical Pharmacology page <a href="https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/">https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/</a>
- c. Under the services section, select Therapeutic Drug Monitoring (TDM)
- d. From there, you will see two options. Select the one that says "VetView".

# B. Navigating the Webpage



# **Test Catalog**

i. Locating the Test Catalog without logging in



The Test Catalog button is located towards the top left of the webpage (Diagram 1, box 2).

NOTE: After logging into your account, the test catalog option will remain in the same area and be accessed the same way as instructed below.

- ii. Press the button icon above, and the test catalog as seen below will open, with tests in alphabetical order.
- iii. You can locate tests by scrolling, keyword, or by selecting the initial letter of the medication you are interested in testing for.

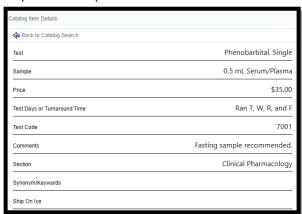


#### The test catalog includes:

- Tests available
- Required sample type for each test
  - o Serum
  - Plasma
  - o Whole Blood
- Pricing for each test
- Expected turnaround time for results
- Section
  - o This should always be listed as "Clinical Pharmacology"
- Ship on Ice
  - o Some tests we offer must be shipped on ice to maintain drug stability.

You can see more sample information by pressing the binoculars next to each test option. NOTE: The "Test Code" is only for our lab's use. You do not need to use this code during the sample submission process.





# C. Creating a Clinical Pharmacology Lab Client Account

Both new and current Clinical Pharmacology Lab clients need to register to create a Clinical Pharmacology Lab VetView account.

#### **New Clinical Pharmacology Lab Clients**

Before registering on VetView, please email <a href="mailto:clinpharm@vetmed.auburn.edu">clinpharm@vetmed.auburn.edu</a> to request to have an account number created for your clinic. Please list in this email the clinic name, contact information, and address.

- Please allow up to 24 hours on weekdays or 48 hours on weekends to receive your account number.
- After you have your clinic account number, please follow the steps listed below to complete registration.

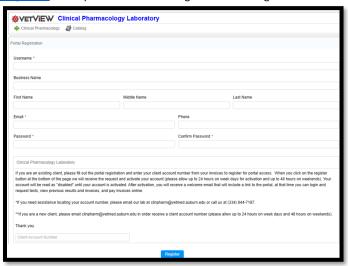
#### **Current Clinical Pharmacology Lab Clients**

When registering, please use your current account number in the appropriate field.

**Important:** Even if you already have a VetView account with another AU lab service, you will need to register separately for the **Clinical Pharmacology lab.** 

### **How to Register**

- 1. Locate and select the registration button at the top right of the page then the registration page seen below will appear.
  - Diagram 1, box 8 points to both the registration and login buttons



2. Fill out all required information

#### For **NEW** Clients:

- Fill out all required Information.
- Please use an email that is regularly checked and central to your clinic.
- Enter your clinic account number (you will receive the account number from our email after your request).
- Press the **blue Register button** at the bottom of the form.

### For **CURRENT** clients:

- Fill out all required Information.
- Please use an email that is regularly checked and central to your clinic.
- Enter your clinic account number. Your account number is on your invoice to the right of the billing address.
- Press the blue Register button at the bottom of the form.

### Activation

After you click on the **Register** button at the bottom of the page:

- We will receive your request and activate your account.
- Activation may take up to 24 hours on weekdays or 48 hours on weekends.
- Your account will show as "disabled" until activation is complete.
- You will receive a welcome email once your account is activated. This email includes a link to the portal where you can:
  - o Request tests
  - o View previous and current results and recommendations
  - Review patient information
  - o View and pay invoices

Proceed to the next page for section D. Logging into VetView

# D. Logging into VetView

- 1. Locate the login button
  - Find the **Login** button at the top right corner of the webpage. (See <u>Diagram 1</u>, box 8 points to both the registration and login buttons)
  - **OR** Scroll down to the bottom of the homepage where a login section is available.
- 2. Enter your credentials
  - Use the username provided in your welcome email and the password you created during registration.
  - If needed, use the **Reset Password** option under the login section.

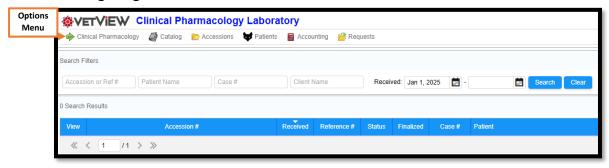


- 3. Access your dashboard
  - After logging in successfully, the page shown below will appear.



- 4. Explore additional options
  - When logged in, new menu options will appear. These options will be further broken down in the next section of this manual.

# E. Navigating VetView



When logged in, the following options will be listed in the options menu:

# 1. Clinical Pharmacology Homepage

This button pictured below will return you to the laboratory's main website but will not redirect you to the Laboratory's VetView page.



# 2. Test Catalog

The Test Catalog provides complete details for each of the tests.





For further information on the test catalog, refer to Section B: Navigating the Webpage on page 2.

#### 3. Accessions

The Accessions tab allows you to search for and review sample submission information, status, and results for samples received in lab.





The following information is listed for each accession:

- Accession #
- Received: the date the sample was received into our lab
- o Reference #: the reference number of your submission
- Status: the status of your sample
- o Finalized: if the test has been completed & results reported
- o Case #
- o Patient name
- o Clinic name
- o Owner name

Accession numbers are assigned to samples once they are received in our laboratory.

- If your sample does not appear in the accessions tab that means we have not received the sample yet.
- o We advise checking the tracking number if you think the package should have arrived by a certain time.
- Please contact us if you are concerned about the stability or arrival of your sample.

## To view patient results:

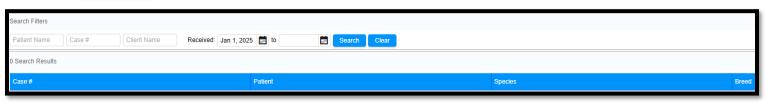
- 1. Locate the accession number for the sample and make sure the test has been finalized.
- 2. Select that accession number then results and test information will be shown.

You can filter through accessions with the Accession #, Patient Name, Case #, Client Name or received date.

## 4. Patients

The Patients tab will allow you to view the information you have previously provided for all the patients you have submitted samples for with our lab.





#### This information includes:

- o Case number for previous sample submissions
- Patient name
- Species
- o Breed

## To view patient information:

- 1) You can search/filter by patient name, case #, client name, and/or date the sample was received in lab.
- 2) Select the patient whose information you would like to view, and any information that you have submitted about the patient's medical history will appear.

# 5. Accounting

The Accounting tab will allow you to view your account billing history, see your past and open invoices, and make payments on your account.





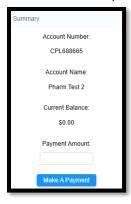
## **Viewing Billing History**

- 1) For each billing history entry, the information listed before selecting a specific entry will include:
  - o Date
  - o Type
  - o Payment Type
  - o Total of that bill
  - o Balance of the overall account
- 2) You can select the bill you would like to view in more detail.
  - o Invoices will not be available immediately after submitting a sample request. The charges will be placed on your account after the sample has been received in lab.

### **Making a Payment**

**NOTE:** You are still welcome to pay via check, payment portal, and ACH transfers. For paying with check, use our mailing address as seen in <u>Diagram 1</u>, box 7. For ACH transfers, contact our Admin Support Specialist directly via the email jez0009@auburn.edu.

- 1) Locate your account summary on the right of the accounting page.
- 2) You will see:
  - a. Clinic Account Number
  - b. Account Name
  - c. Current Balance
  - d. Payment Amount



- 3) Type in the amount you would like to pay in the box under "Payment Amount:"
- 4) Select the "Make A Payment" option.
- 5) You will be directed to our **TouchNet online payment portal**, where you can enter your preferred payment details (credit card etc.) for this payment. You will not be billed during this step.
- 6) After clicking "Continue", you will see a confirmation page. Review **ALL** the information to ensure it is correct before clicking "Continue" again. **You will be billed once you select "Continue" the second time** and the receipt will then be available.

# 6. Requests

The Requests tab will allow you to view any test submission you have made or request a new submission.





The information that will be available on this page is as listed:

- a. Request ID
- b. Submission Date
- c. Reference Number
- d. Status
  - i. Accepted
  - ii. Cancelled
  - iii. Error
  - iv. Rejected
  - v. Requested
- e. Priority
  - i. ASAP
  - ii. MIXED
  - iii. ROUTINE
  - iv. STAT
    - 1. STAT samples are run the day they are received in lab. The current STAT prices are \$60 for non-HPLC tests and \$200 for HPLC tests.
    - 2. If your sample is not STAT, it will be categorized as routine.
- f. Tests
- g. Accession Number
- h. Lab Site
- i. Submitting User

You can filter for requests by status, priority, patient case #, patient name, reference #, and submission date.

From this page you will also be able to request testing for a new sample using the "Create New Request" button as pictured below. This process will be discussed further in the next section.

Create New Request

## F. INSTRUCTIONS FOR SUBMITTING SAMPLES

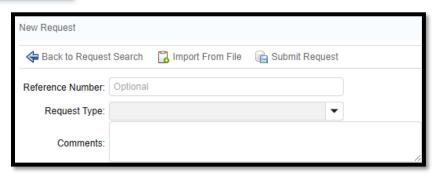
The peak and trough options (P & T) are only for if you are submitting both a peak sample and a trough sample which are drawn at specific times based on dosing. If you are submitting ONE sample, do so under "single". We will know if it is a peak (post-dose/ $\sim$  2 hours after giving medication) or trough (predose/before next dose) based on the information you put in the "single" request.

NOTE: Invoices will not be available immediately after submitting a sample request. The charges will be placed on your account after the sample has been received in lab. You will receive an email when the sample results have been finalized. You can then view the results under the Accessions and Patients tabs.

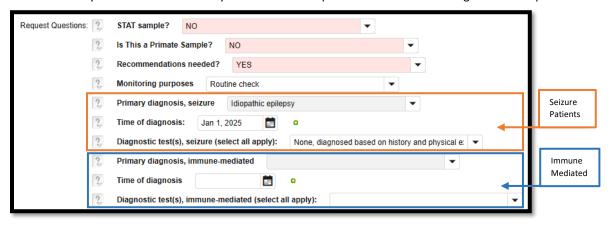
#### SINGLE SAMPLE

1. To submit a single sample, go to the Requests tab and select "Create New Request".





- 2. If you have already assigned this sample a case/reference number in-house, you can type it into the reference number field.
- 3. In request type, select if you will be making a submission for one or multiple patients.
  - i. MULTIPLE PATIENTS: This is for mass care projects. This is not meant for individual patients. Please contact the lab at clinpharm@auburn.edu and we will provide additional details.
- 4. Once you select number of patients, fill out all the information on the next page about the patient and the patient sample.
  - a. This section will allow you to fill out information pertaining to the test request and the patient history.
  - b. Fields highlighted in pink are required but "Data Not Recorded" is an option for these fields if the corresponding information is not provided.
  - c. We have three questions for both patients with immune mediated diseases and patients with a history of seizures. Fill out only one set of three questions based on the diagnosis of the patient.



5. Next will be a few more questions about the patient.



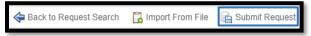
**NOTE:** This form is **NOT** for **PRIMATE** samples. Locate the form at the top of our webpage in the box labeled "PRIMATE FORM" (Diagram 1, box 1).

Thank you to our clients sending primate samples for assuring the safety of our staff. We ask that you contact us before submitting primate samples to let us know they will be arriving, as well as receive clarification on primate sample submission protocols. The primate sample protocols can be located on our main laboratory webpage and the link is provided on the last page of this manual.

6. Once you select which test you are requesting, test questions will populate for you to fill out.



- i. You can add additional tests onto the same sample by filling out the next "Test\*" line as indicated above.
- Once you have filled out the submission information, press "Submit Request"



8. A new option will appear on that same line called "Print Request". A document containing all the submission information will generate. Please print this page and include it in the package with the sample.



## **PEAK & TROUGH**



To submit **PEAK & TROUGH** samples, you will go through the same process as submitting a single sample. When you select the peak and trough option, two collection date & time questions will be listed. One question is designated for the peak sample and the other for the trough sample. The peak sample is meant to be drawn about 2 hours after giving the medication. The trough option is meant to be drawn before giving the next dose.

From the peak and trough sample results, we can calculate a half-life when both samples are within assay range.

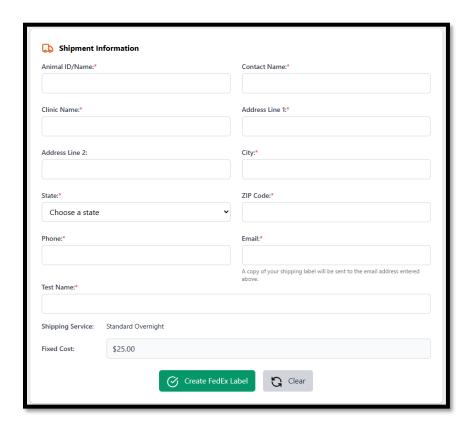
# **Shipping Option**

The Clinical Pharmacology Laboratory has a bulk discount for Standard Overnight shipping with FedEx, and we pass these savings on to our clients. When you submit a sample, you will have the option to generate a FedEx Standard Overnight shipping label for your package. Our shipping labels are a flat fee of \$25, and these charges will be applied to your VetView account.

Login to your account **before** using the shipping label generator. You can find this option at the top of the Clinical Pharmacology VetView page after logging into your account (<u>Diagram 1</u>, box 6).



Once you complete the information in the form displayed below, you can click the 'Create FedEx Label' button to generate a FedEx shipping label for your sample. The label will automatically generate with our lab's sample shipping address. If you have previously generated a shipping label, the information provided from your last shipping entry will automatically populate. You can edit the auto-filled information if necessary.



NOTE: A document containing all the submission information will be generated after a submission has been made. Please print this page and include it in the package with the sample. Instructions are on page 11, step 8.

## G. FAQ

### 1. If I am a current client, do I need to make an Auburn VetView account?

Yes, all clients, current and new, will need to make an account. However, current clients will still have the same account number and should include the account number when registering.

### 2. Can I still submit through the online submission form?

No, the online submission form will no longer be available. To submit a sample, you will need to do so through your VetView account. You will be able to access the VetView portal from where the online submission form previously was.

## 3. Can I still pay our bill through the online payment portal?

Yes. The online payment portal will be located in the same spot. Moreover, you will be able to access the online payment portal through your VetView account in the Accounting tab. You can find the VetView payment instructions in this manual on page 8 in Section E: Navigating VetView, Part 5: Accounting.

### 4. Where can I find the prices for each test and how to collect the samples?

You can find our test pricing and sample collection protocols through the VetView Test Catalog as seen in this manual on <u>page 5</u> in Section B: Navigating VetView. This information also can still be located on our main webpage. This is the link if you wish to bookmark it for later use.

https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/tdm-pricing-and-sample-collection-protocols/

### 5. Can I still use the manual submission form?

Yes, if you use that form we still accept the sample. However, we no longer provide that form and consider it to be completely retired. We prefer and request that you use our online submission form due to the updated questions and ease of accessing the information for both the client and provider. There is a \$10 payment fee per accession for submissions using the old manual submission form.

### 6. How do I submit a primate sample on VetView?

Primate samples are not allowed to be submitted on VetView due to the species. We have a separate primate submission form at the top of our webpage (Diagram 1, box 1, manual page 2) that is meant to be printed out and mailed with the sample. Make sure the animal has been properly screened, the sample has been securely packed separately from the paper form, and call us to make us aware that you will be sending a primate sample. Review the full primate protocol document located on our main webpage before submitting any primate sample. The link is below. You can also find the Primate Only Submission Form through the second link below.

Primate Sample Submission Instructions - Auburn University College of Veterinary Medicine

https://www.vetmed.auburn.edu/wp-content/uploads/2023/05/Primate-only-TDM-submission-form.pdf?x56777

## Links to Bookmark:

# **Clinical Pharmacology Main Webpage:**

http://aub.ie/cpl

## Therapeutic Drug Monitoring (TDM) Services:

https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/#tdm

### **TDM Sample Information and Test Pricing Chart:**

https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/tdm-pricing-and-sample-collection-protocols/

### **Research & Analytical Chemistry Services:**

https://www.vetmed.auburn.edu/academic-departments/dept-of-anatomy-physiology-pharmacology/clinical-labs/#as

### **TDM & Analytical Chemistry Online Payment Portal:**

https://aub.ie/clinpharmpay

### **Primate ONLY Submission Form:**

https://www.vetmed.auburn.edu/wp-content/uploads/2023/05/Primate-only-TDM-submission-form.pdf?x56777

## **Primate Sample Protocols:**

Primate Sample Submission Instructions - Auburn University College of Veterinary Medicine

# **Auburn Clinical Pharmacology VetView Portal:**

https://clinpharm.vetmed.auburn.edu/

### **Auburn Clinical Pharmacology VetView Client Log In:**

https://clinpharm.vetmed.auburn.edu/login/auth

## **Auburn Clinical Pharmacology VetView Test Catalog:**

https://clinpharm.vetmed.auburn.edu/catalogSearch.zul

## **Clinical Pharmacology VetView Personnel Contacts:**

**Laboratory Phone Number** 

Phone: (334) 844-7187

Email: <a href="mailto:clinpharm@vetmed.auburn.edu">clinpharm@vetmed.auburn.edu</a>

Kelsey Taylor, MS

TDM Support Research Assistant Email: klt0040@auburn.edu

Jimmy Zabala

Admin Support Specialist Email: <u>jez0009@auburn.edu</u>