



IDEXX

rVetLink[®] Referral Management Solution

This implementation roadmap makes
getting started easy

1

Technical prep phase

Set your goal launch date.

Consider the tasks and actions you should complete before that date.

Identify a project lead.

This person will work with our team to manage your implementation, lead initiatives to generate awareness among rDVMs and staff, and plan staff training.

Allow us to work with your IT technician to:*

- Access your practice management software.
- Install rVetLink® Referral Management Solution.

*Does not require system downtime.

3

Prelaunch testing phase

Start internal testing/training.

We'll configure 5–10 of your rDVMs as test accounts. View emails, faxes, and data internally for a couple of weeks.

Go live with your 5–10 test accounts.

Send emails, faxes, data. Ask staff and rDVMs for feedback and adjust communications accordingly.

Set-up and implementation of rVetLink Referral Management Solution can take as little as three weeks or as much time as you need.

We're here to help. Make sure to complete the tasks outlined on this roadmap prior to your launch date and contact us if you have any questions.

2

Practice prep phase

Customize notifications to rDVMs.

Add your logo and language to our templates and return to us to upload.

Create awareness among your rDVMs.

Use our quick reference guide and invite them to participate in the testing phase.

Give your staff an overview or a demo.

Explain how this will change their current workflow

Have the online portal added to your practice website.

We'll work with your IT technician to implement the rVetLink plug-in.

4

Countdown to launch

Add rDVMs to your online portal.

Ensure that your staff is trained.

Notify rDVMs of launch date.

Meet to assess readiness.

We'll schedule a meeting with you to make sure you're all set for a successful launch.

Call: **1-877-690-8994, option 2**

Email: **rvetlinksupport@idexx.com**



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