

NZRadVet Telemedicine Management System Clinic training

A user guide to submitting cases on the
NZRadVet Telemedicine Management System and Referral
platform.



Log into platform

(sign in)

Go to: <https://timelessveterinary.community/landing/NZRV>
Log into platform with user id and password or register for access through Sign UP

nz
radvet

 Sign up | Log in

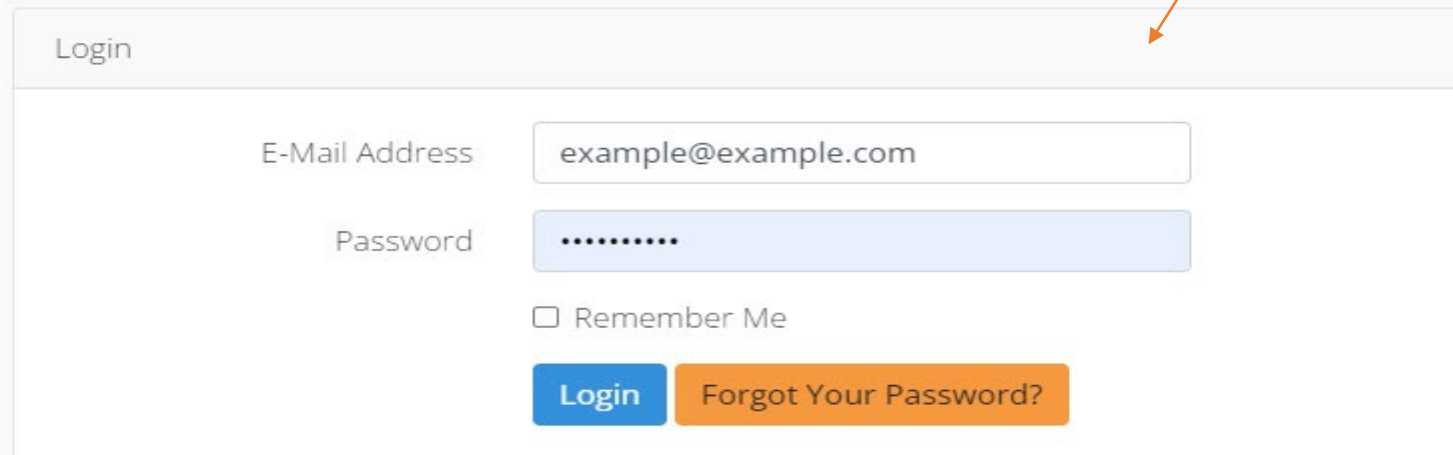
Welcome to NZ Rad Vet



Log into platform

(sign in)

Use your Email and Password to sign in. If you do not know your email ID or password, please send an email to support@timelessveterinary.com with your name, clinic name and specialist you are trying to connect with. If you already have an account with NZVA, please contact support so we can link you to NZRADVET as well.



The image shows a login form titled "Login" with the following fields and options:

- E-Mail Address:
- Password:
- Remember Me
-
-

An orange arrow points from the text above to the top right corner of the login form's header area.

Clinic Training (How to DICOM SEND)

If you are linked to NZVA, you can flip between accounts by clicking on the DROPDOWN in the top right corner and selecting the NZVA or NZRADVET account.

The screenshot displays the radvet application interface. On the left, a sidebar contains navigation links: Home, Cases (highlighted in green), Patients, and PACS. The top navigation bar features the radvet logo and a series of account selection dropdowns. The main content area includes a summary for 'Cases Requiring Action' (2 cases), a 'Create New Case' button, and a table of cases. A red circle highlights the account dropdown menu in the top right, and an orange arrow points from the text above to it.

Refresh	ID	Patient	Priority	Status	Scheduled	Updated	Services	Service Provide
			Select Optic	Select Opti			Select Options	Select Op
▼	TVC- CASE-	Ruby (Loughlin)	Normal	Pending		08-09-2023 05:38	MRI Interpretation	NZ Rad \

Clinic Training (How to DICOM SEND)

The HOME page will take you here, If you click on the PACS section of the system you will be presented with the PACS Worklist of DICOM studies and images.

An in-clinic ultrasound service is also available locally in the Manawatu/Kapiti/Wellington region. On occasion, visits to practices in other areas of the country can be arranged.

Step by step instructions to submit a teleradiology consult via manual upload:

1. Select Consults at the top of the page and then select + New Consult.
2. If the patient has already been entered in the system you may choose them from the drop down menu. If this is a new patient, click "Add New Patient" and fill out the necessary information, including the name of the clinician and the service you are requesting.
3. Fill out the patient history and click "Next". Add any pertinent documents, radiographs, or images to the Case Report Page and when you are finished, click the green button Submit Consult For Processing at the top of the page. You will be notified when the consult has been completed.

Current Service List

[Create New Case](#)

NZ Rad Vet

Show entries Search:

Name	Department	Description
Telemedicine - Radiology Consult (8 or less images)	Diagnostic Imaging	Radiographic images (less than 8) of any areas of anatomy (thorax, abdomen, etc.) that are in DICOM format are preferred. JPG images can also be uploaded. (Normal Turnaround 24-48 hours - if you require more urgent read, please select STAT priority).
MRI Interpretation - two regions (e.g. spine, brain)	Diagnostic Imaging	Images must be in Dicom format (Normal Turnaround 24-48 hours - if you require more urgent read, please select STAT priority).

Clinic training
(How to DICOM SEND)

How to DICOM SEND

Every clinic receives their own AE TITLE in this system, so that each CLINIC can have their own cloud PACS on the specialist account. Find your AE TITLE by clicking on “ADMIN -> ACCOUNT”. Your AE TITLE is listed in your Organization information as show below.

The screenshot shows the radvet.nz Admin interface. On the left is a navigation menu with 'Admin' selected. The main content area is titled 'Profile' and shows the 'Organization' tab for 'NZRadVet Test Clinic'. The profile details include: Identifier, Phone: 545-555-5555, Email: kloughlin@timelessveterinary.com, Billing Email Addresses: kloughlin@timelessveterinary.com, AE Title: TVC-54555555 (highlighted by a yellow arrow), and Clinic Late Fee. Below this is a 'Licenses' section with a 'TVC - TVC Clinic License' and a 'Credit Card' section with 'No Credit Cards Provided.' At the bottom, there is a table with columns for Name, Email, Role, Organizations, and Active?.

	Name	Email	Role	Organizations	Active?
+	Test Clinic	NZTestClinic@test.com	Clinician, Organization Admin	NZRadVet Test Clinic	✓

How to DICOM SEND

Once you send to the CLOUD PACS. You will find your study under the PACS menu on the left.

You need to update your DIACOM machine with the following information.

AE TITLE= (Every clinic receives their own AE TITLE in this system, please review slide 5)

IP: 34.120.76.114

PORT: 110

Clinic training
(How to DICOM SEND)

The screenshot shows a web browser window with the URL `tvns-sales.tvms-uat.timelessveterinary.com/pacs/worklist`. The page displays the TVNS PACS interface. On the left, there is a navigation menu with options: Home, Cases, Worklist (selected), and External Servers. The main content area shows a table with one entry. The table has columns for #, Study UID, Patient, Patient ID, Study Date, Description, DICOMS, Modality, and Accession Number. The entry details are: # [checkbox], Study UID: 1.3.6.1.4.1.19179.1.1234567890.20190919.1095242.1001663, Patient: KISSEL^ROSCO, Patient ID: 122345, Study Date: 20190919, Description: RAD Views 1-2, DICOMS: 5, Modality: DX, Accession Number: 17079-50783. Below the table, it says "Showing 1 to 1 of 1 entries" and includes "Previous" and "Next" navigation buttons. The footer contains the Timeless Veterinary Systems logo and copyright information: "Timeless Veterinary Systems International Limited ©2020 — All Rights Reserved EULA, Terms of Service & Privacy Policy Version: 1.6.5.1".

#	Study UID	Patient	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
<input type="checkbox"/>	1.3.6.1.4.1.19179.1.1234567890.20190919.1095242.1001663	KISSEL^ROSCO	122345	20190919	RAD Views 1-2	5	DX	17079-50783

Clinic Training
(Create a new case)

Once logged in, you are taken directly to the CASES page. Here you can create a new case, review cases requiring action, cases in progress, finalized cases, and cancelled cases.

The screenshot displays the NZRadVet web application interface. The top header features the NZRadVet logo on the left and the user profile 'Emily Shor..' on the right. The main content area is titled 'Cases' and includes a navigation sidebar on the left with options like Home, Cases, Patients, PACS, Help, and Admin. The main content area has a filter bar at the top with tabs for 'Pending Cases 0', 'Available Cases 6', 'Assigned Cases 1', 'Finalized Cases 1', and 'Cancelled Cases'. Below the filter bar are buttons for 'Create New Case', 'Batch Download', 'Batch Assign', and 'Assign Modality', along with a 'Filter by' dropdown and a 'Column Visibility' button. The main content area contains a table of cases with columns for ID, Patient, Priority, Status, Submitted, Scheduled, Updated, Services, Clinic, and Sonogra. The table lists two cases for 'Ruby (Loughlin)' with a 'Normal' priority and 'Submitted' status, both submitted on 17-08-2023. The first case is for 'CT interpretation - three regions (e.g. skull, thorax and abdomen)' and the second is for 'Telemedicine - Radiology Consult Follow-up study (within 72 hours)'. A third case is partially visible at the bottom of the table.

ID	Patient	Priority	Status	Submitted	Scheduled	Updated	Services	Clinic	Sonogra
TVC-CASE-4978	Ruby (Loughlin)	Normal	Submitted	17-08-2023 16:52		17-08-2023 16:52	CT interpretation - three regions (e.g. skull, thorax and abdomen)	NZRadVet Test Clinic	
TVC-CASE-4979	Ruby (Loughlin)	Normal	Submitted	17-08-2023 16:53		17-08-2023 16:53	Telemedicine - Radiology Consult Follow-up study (within 72 hours)	NZRadVet Test Clinic	
TVC-CASE-						07-09-2023 17:37	Telemedicine - Radiology	NZRadVet Test Clinic	

Clinic Training
(Create a new case)

Once you have hit the Create New Case button, select the Teleservice department required.

radvet.nz

Step 1 - Patient/Clinician/Service(s) | Step 2 - Findings | Step 3 - Submission

Create New Case

Clinic

NZRadVet Test Clinic

Services *

Optional filter the services by department

Select services

Patient *

Add Patient | Select a patient

Clinician *

Add Clinician | Select a clinician

Report will be delivered to selected Clinician's registered email address.

Requesting Phy

1. Choose from extensive service

Clinic Training
(Create a new case)

Select the type of report and turn around time required. NOTE: that more than one report can be selected. If Selecting STAT you must also choose a service for the STAT.

radvet

Step 1 - Patient/Clinician/Service(s) | Step 2 - Findings | Step 3 - Submission

Create New Case

Clinic
NZRadVet Test Clinic

Services *

Optional filter the services by department

Select services

Patient *

Add Patient | Select a patient

Clinician *

Add Clinician | Select a clinician

Report will be delivered to selected Clinician's registered email address.

Requesting Physician

Clinic Training
(Create a new case)

If you need to add a new Patient to the system, click ADD PATIENT.

Step 1 - Patient/Clinician/Service(s)

Step 2 - Findings

Step 3 - Submission

Create New Case

Clinic

NZRadVet Test Clinic

Services *

Optional filter the services by department

Select services

Patient *

Add Patient

Select a patient

Clinician *

Add Clinician

Select a clinician

Report will be delivered to selected Clinician's registered email address.

Requesting Physicia

1. Choose from
extensive serv



Clinic Training (Create a new case)

Click ADD Owner if the owner must be added and click CREATE OWNER. Then fill in the patient info as well and click submit, please NOTE fields with RED ASTERIX are mandatory fields to be filled in.

The screenshot shows the 'New Patient' form in the TVNS system. The form is divided into several sections. At the top, there are fields for 'Name *' and 'Owner: *'. The 'Owner: *' field has a dropdown menu labeled 'Select owner' and a blue 'Add Owner' button. Below this, there are fields for 'Patient ID:', 'Weight:' (with a unit dropdown set to 'kg'), and 'Date of Birth: *'. Further down, there are fields for 'Species: *' (with a dropdown menu labeled 'Select an Option'), 'Breed: *', and 'Sex: *'. At the bottom of the form, there is a 'Submit' button and a 'Close' button. Below the form, there are sections for 'Patient: *' (with an 'Add Patient' button and a dropdown menu showing 'Frankie (Dunseath)'), 'Clinician: *' (with an 'Add Clinician' button and a dropdown menu showing 'Jim Murphy — jim@test.com'), and 'Additional Emails for Report Delivery' (with a dropdown menu labeled 'Select a previous email').

The screenshot shows the 'New Patient' form in the TVNS system, with more fields visible than in the previous screenshot. The 'Name *' field is split into 'First Name' and 'Last Name *'. Below this, there are fields for 'Address 1 *' and 'Address 2'. Further down, there are fields for 'City' and 'Postal Code'. At the bottom of the form, there are fields for 'Country' (with a dropdown menu showing 'Canada') and 'State/Province' (with a dropdown menu showing 'Prince Edward Island'). Below these fields, there is a 'Create Owner' button and a 'Cancel' button. At the bottom of the form, there is a 'Submit' button and a 'Close' button.

Clinic Training
(Create a new case)

If you need to add a Clinician quickly to your clinic team, you can click ADD CLINICIAN and fill out the required information.

radvet.nz

Step 1 - Patient/Clinician/Service(s) | Step 2 - Findings | Step 3 - Submission

Create New Case

Clinic
NZRadVet Test Clinic

Services *
Optional filter the services by department
Select services

Patient *
Add Patient | Select a patient

Clinician *
Add Clinician | Select a clinician

Report will be delivered to selected Clinician's registered email address.

Requesting Physician for report

1.- Choose from existing service

Clinic Training (Create a new case)

Once information is filled in and submitted, the clinician will receive an email with link to the system and auto generated password.

The screenshot displays the 'New Clinician' form within the TVNS web application. The form is a white modal window with the following fields:

- Title**: A text input field.
- Name ***: A text input field, highlighted by an orange arrow.
- Email ***: A text input field.
- Phone**: A text input field.

At the bottom right of the modal are **Submit** and **Close** buttons.

Below the modal, the main form is partially visible, showing:

- Patient ***: A dropdown menu with 'Frankie (Dunseath)' selected and an 'Add Patient' button.
- Clinician ***: A dropdown menu with 'Jim Murphy — jim@test.com' selected and an 'Add Clinician' button.
- A note: 'Report will be delivered to selected Clinician's registered email address.'
- Additional Emails for Report Delivery**: A text input field and a dropdown menu labeled 'Select a previous email'.

The background shows the TVNS dashboard with a sidebar containing 'Home', 'Cases', 'Patients', 'PACS', 'Help', and 'Admin'. The user 'Jim Murphy' is logged in, as indicated by the top right corner.

Clinic Training (Create a new case)

Once all the information for submitting a case is filled out, click on the submit button.

radvet^{nz} 🇺🇸 6 Emily Shor

Services *

Optional filter the services by department

Select services

Patient *

[Add Patient](#) Select a patient

Clinician *

[Add Clinician](#) Select a clinician

Report will be delivered to selected Clinician's registered email address.

Requesting Physician for report

Select a clinician name

Additional Emails for Report Delivery [manage](#)

[Submit](#)

Clinic Training (Create a new case)

This will take you to your clinic finding's information where you will update the case with the specific information about your patient request. The specialist will need this information in order to provide the report. Click **Save & Continue** once updated.

The screenshot displays the radvet web application interface. On the left is a navigation sidebar with menu items: Home, Cases (highlighted), Patients, PACS, Help, and Admin. The main content area contains three text input fields, each with a rich text editor toolbar (font, size, bold, italic, underline, strikethrough, link, unlink, bulleted list, numbered list, indent, outdent) and a 'POWERED BY TINY' watermark. The first field is empty. The second field is titled 'Current Medications' and is also empty. The third field is titled 'Murmur Details (if applicable)' with an example text 'Example: Grade 4/6 systolic'. An orange arrow points from the top right of the page to the 'Save & Continue' button at the bottom right. At the bottom right, there are two buttons: 'Previous' and 'Save & Continue'.

Clinic Training (ADD PACS STUDY.)

The next page will provide an outline of your request, Case Number and Status, Patient information, Clinic information, Services requested, your clinical information provided and if you need to attach images or documents you can click **ADD ATTACHMENTS** or **ADD PACS STUDY**.

radvet

Emily Sho

- Home
- Cases
- Patients
- PACS
- Help
- Admin

Step 1 - Patient/Clinician/Service(s) Step 2 - Findings Step 3 - Submission

Details Services Findings **Attachments (0)** Patient History (7) Comments (0) Tags (0)

Case #: TVC-CASE-5096 Patient: Ruby [Profile](#) Clinic: NZRadVet Test Clinic
Status: **Pending** Owner: Kerry Loughlin Clinician: Test Clinic
Species: Dog Clinician Email: NZTestClinic@test.co... [Submit Case](#) [Case Actions](#)

Services

MRI Interpretation - two regions (e.g. spine, brain) \$240.00 NZD
Total Cost: \$240.00 NZD

1. Choose from [our](#) [Edit Case](#)

Clinical Findings

History & Clinical Signs
y

[Edit Group](#)

Patient History

[Edit Group](#)

Report

Attachments

[Add Attachments](#) [Add PACS Study](#)

Clinic Training
(ADD PACS STUDY.)

If adding study from the PACS, click ADD PACS Study and then select the study from the drop-down list if you have DICOM Sent directly to the TIMELESS CLOUD PACS. The Study will be inserted into the case.

TIMELESS™
VETERINARY COMMUNITY

Home
Cases
Patients
PACS
Help
Our Specialists & Consultants
Admin

PACS Studies

1.2.826.0.1.3680043.10.859.1114894831744706939138659214710749232 - Phillips^Alicia - 20230329 - DX

Back Submit

Timeless T..

Clinic Training (ADD ATTACHMENTS)

ADD ATTACHMENTS at the bottom.

radvet

Emily Sho

- Home
- Cases
- Patients
- PACS
- Help
- Admin

Step 1 - Patient/Clinician/Service(s) Step 2 - Findings Step 3 - Submission

Details Services Findings **Attachments (0)** Patient History (7) Comments (0) Tags (0)

Case #: TVC-CASE-5096 Status: **Pending** Patient: Ruby [Profile](#) Owner: Kerry Loughlin Species: Dog Clinic: NZRadVet Test Clinic Clinician: Test Clinic Clinician Email: NZTestClinic@test.co... [Submit Case](#) [Case Actions](#) [More](#)

Services

MRI Interpretation - two regions (e.g. spine, brain) \$240.00 NZD
Total Cost: \$240.00 NZD

[Edit Case](#)

Clinical Findings

History & Clinical Signs

y

[Edit Group](#)

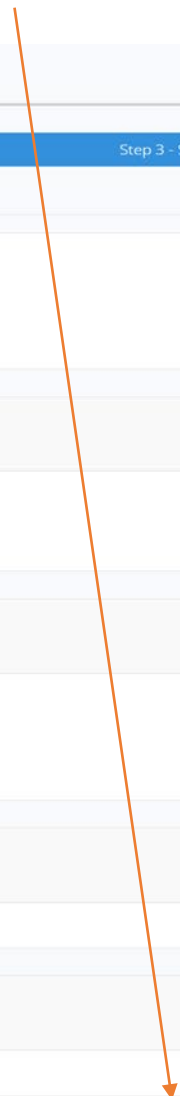
Patient History

[Edit Group](#)

Report

Attachments

[Add Attachments](#) [Add PACS Study](#)



Clinic Training (ADD ATTACHMENTS)

To Add Attachments, you can drag and drop them or click in the box to open a file folder. Select the images you want and wait for the results to be updated GREEN for a successful upload. NOTE: for DICOM images, these should be zipped up before uploading. Below I have uploaded a zip file successfully.

nz
radvet

🇺🇸 📢 Emily Shor.. 🌙

🏠 Home

📁 Cases

🏠 Patients

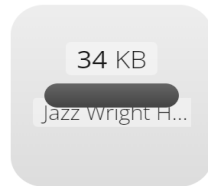
📄 PACS

🛠 Help

⚙ Admin

Attachments

Back



100%

Your upload has been received successfully, you are now able to submit your case from the main case page

Patient

Name: Ruby
Owner: Kerry Loughlin
Species: Dog
Breed: Labrador Retriever
Gender: Male (Neutered)
Age: 3 years, 7 months and 4 days
Weight: 12 kgs
Clinic Identifier:


Results



Clinic Training (ADD ATTACHMENTS)

When you come back to your case, you will see the DICOM's loaded as part of the attached study. Please recycle your browser once or twice if not there instantly depending on the size of your file, it can take some time to upload.

The screenshot shows the 'Attachments' section of a case in the Timeless Veterinary Systems web application. The browser address bar shows the URL: `tvns-sales.tvms-uat.timelessveterinary.com/tvc/cases/93`. The application header includes the Timeless Veterinary Systems logo and the user name 'Jim Murphy'. The main content area is titled 'Attachments (2)' and contains a table of studies. A blue banner above the table states: 'Please note, studies received can take time to process for viewing. If you uploaded a zip file, you do not need to wait to submit your case.'

Study	Patient Name	Patient ID	Description	Modality	# of Images
 1.3.6.1.4.1.19179.1.1234567890.20190919.1095242.1001663	KISSEL^ROSCO	122345	RAD Views 1-2	DX	5

Below the table, a large X-ray image is displayed. An orange arrow points from the text above to the X-ray image. The X-ray shows a long, curved bone structure, likely a spine or ribcage, with a dark background.

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Clinic Training (Create a new case)

Once you have attached your documents if needed, you can review your request and if ready to submit, hit the **SUBMIT CASE** button.

radvet

Step 1 - Patient/Clinician/Service(s) | Step 2 - Findings | Step 3 - Submission

Details | Services | Findings | **Attachments (0)** | Patient History (7) | Comments (0) | Tags (0)

Case #: TVC-CASE-5096
Status: **Pending**

Patient: Ruby [Profile](#)
Owner: Kerry Loughlin
Species: Dog

Clinic: NZRadVet Test Clinic
Clinician: Test Clinic
Clinician Email: NZTestClinic@test.co...

[Submit Case](#) [Case Actions](#)

[More](#)

Services

[Edit Case](#)

MRI Interpretation - two regions (e.g. spine, brain) \$240.00 NZD
Total Cost: \$240.00 NZD

Clinical Findings

[Edit Group](#)

History & Clinical Signs
y

Patient History

[Edit Group](#)

Report

[Add Attachments](#) [Add PACS Study](#)

Attachments

Clinic Training (CASES IN PROGRESS)

The case will now be in the **CASES IN PROGRESS** tab as Submitted in green, once a specialist takes the case, it will flip to Open in Blue.

The screenshot displays the radvet software interface. The top navigation bar includes the radvet logo, a user profile for Emily Shor.., and tabs for Pending Cases (0), Available Cases (6), Assigned Cases (1), Finalized Cases (1), and Cancelled Cases. Below the tabs are buttons for 'Create New Case', 'Batch Download', 'Batch Assign', and 'Assign Modality', along with a 'Filter by' dropdown and a 'Column Visibility' dropdown. The main content area is a table of cases with columns: ID, Patient, Priority, Status, Submitted, Scheduled, Updated, Services, Clinic, and Sonogra. The table contains three rows of case data, all with a 'Submitted' status. An orange arrow points from the text above to the 'Submitted' label in the second row.

ID	Patient	Priority	Status	Submitted	Scheduled	Updated	Services	Clinic	Sonogra
TVC-CASE-4978	Ruby (Loughlin)	Normal	Submitted	17-08-2023 16:52		17-08-2023 16:52	CT interpretation - three regions (e.g. skull, thorax and abdomen)	NZRadVet Test Clinic	
TVC-CASE-4979	Ruby (Loughlin)	Normal	Submitted	17-08-2023 16:53		17-08-2023 16:53	Telemedicine - Radiology Consult Follow-up study (within 72 hours)	NZRadVet Test Clinic	
TVC-CASE-	Ruby (Loughlin)	Normal	Submitted	07-09-2023 17:37		07-09-2023 17:37	Telemedicine - Radiology	NZRadVet Test Clinic	

Clinic Training (CASES IN PROGRESS)

Once the specialist has finished their report, they will finalise the case and it will move to the FINALIZED column as show below. You will receive a PDF of the report in your email and so will the alternate email address if that was filled in during case creation.

The screenshot shows the radvet.nz interface. The top navigation bar includes the logo, a user profile for Emily Shor.., and a notification bell with a '6' badge. Below the navigation bar, there are tabs for 'Pending Cases 1', 'Available Cases 7', 'Assigned Cases 1', 'Finalized Cases 1', and 'Cancelled Cases'. The 'Finalized Cases' tab is active. A 'Create New Case' button is on the left, and 'Filter by' and 'Column Visibility' buttons are on the right. The main table has columns: ID, Patient, Priority, Status, Submitted, Taken, Finalized, Scheduled, Updated, and Services. A single row is visible with the following data: ID: TVC-CASE-4977, Patient: Ruby (Loughlin), Priority: Normal, Status: Finalized, Submitted: 17-08-2023 16:50, Taken: 07-09-2023 14:45, Finalized: 07-09-2023 14:46, Updated: 07-09-2023 18:08, Services: Telemedicine - Radiology Consult (8 or less images). At the bottom, there is a 'Show 25 entries' dropdown, 'Showing 1 to 1 of 1 entries', and 'Previous 1 Next' navigation buttons.

ID	Patient	Priority	Status	Submitted	Taken	Finalized	Scheduled	Updated	Services
TVC-CASE-4977	Ruby (Loughlin)	Normal	Finalized	17-08-2023 16:50	07-09-2023 14:45	07-09-2023 14:46		07-09-2023 18:08	Telemedicine - Radiology Consult (8 or less images)

Clinic Training (REPORT)

Here is a sample REPORT you would receive from your specialist.

Preview PDF

Ruby (Loughlin) - Timeless Veterinary Systems® 1 / 2 | 96%

Report Requested By
NZRadVet Test Clinic
Test Clinic
614 North River Road, Suite E
Charlottetown, PE C1E 1K2

Report Provided By
NZ Rad Vet
+64 27 450 3327
588 Taonui Road
Fielding, MW 4775

TVC-CASE-4977
Ruby (Loughlin)
Dog | Labrador Retriever | 3 years, 7 months and 4 days | Male (Neutered)

Finalized : 07-09-2023
Submitted : 17-08-2023

Telemedicine - Radiology Consult (8 or less images)

Clinical Findings
History & Clinical Signs
Progressive lameness on LF

Number of Images Submitted: 5

How are Images Submitted?: DICOM

Date Of Most Recent Images 15-08-2023

Patient History
Reason for Exam (brief)
Rule Out PDF vs Tumor

Home
Cases
Patients
PACS
Help
Admin

TIMELESS VETERINARY SYSTEMS

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Clinic Training (Patient information)

These cases are stored as part of the patient history in the Patients section of the system. Once you click on the patient their history and information is made available.

- Home
- Cases
- Patients**
- PACS
- Help
- Admin

Export to XLS

Export to PDF

Search:

Add Patient

Patient Name ↑↓	Owner ↑↓	Organization ↑↓	Species ↑↓	Breed ↑↓	Gender ↑↓	Clinic Identifier ↑↓	Active ↑↓
Ruby	Loughlin	NZRadVet Test Clinic	Dog	Labrador Retriever	Male (Neutered)	1.- Choose from our extensive service list	✓
Frankie	Test	ABC Test	Dog	Labrador Retriever	Male		✓

Show 25 entries

Showing 1 to 2 of 2 entries

Previous 1 Next

Clinic Training
(Patient information)

Here is the patient details of Frankie. If you click on Frankie Cases tab, you are presented with a history of the cases Frankie has had in the system.

The screenshot shows the NZRadVet web interface. The top left features the 'nZ radvet' logo. The top right includes a US flag, a notification bell with a '6' badge, and the user name 'Emily Shor..'. Below the logo is a green navigation bar with icons for Home, Cases, Patients (highlighted), PACS, Help, and Admin. On the right side of the patient details view, there are two buttons: 'Set Patient Reminder' and 'Create New Case'. The main content area has four tabs: 'Details' (selected), 'Cases', 'Patient Reminders', and 'Summary'. An orange arrow points from the red text above to the 'Patient Reminders' tab. The patient details are listed as follows:

Name:	Ruby
Owner:	Kerry Loughlin
Email:	
Phone:	
Address:	614 North River Road, Suite E Charlottetown, PE C1E 1K2
Clinic:	NZRadVet Test Clinic
Species:	Dog
Breed:	Labrador Retriever
Age:	3 years, 7 months and 4 days
Birth Date:	Age is Estimated
Gender:	Male (Neutered)
Weight:	12 kgs
Patient ID:	
Employee Pet:	✘
Active:	✔
Deceased:	✘

On the right side of the patient details, there are two buttons: 'Edit' (blue) and 'Delete' (red). Below these buttons, the text '1. Choose from our extensive service list' is partially visible.

Clinic Training
(Patient information)

You can click on each case to review the history of the case in question.



[Set Patient Reminder](#) [Create New Case](#)

🏠 Home

🏥 Cases

🏠 Patients

📄 PACS

🗣️ Help

⚙️ Admin

Details **Cases** Patient Reminders Summary

Show 25 entries

Search:

ID	↑↓ Status	↑↓ Services	↑↓
TVC-CASE-4977	Finalized	Telemedicine - Radiology Consult (8 or less images)	
TVC-CASE-4978	Submitted	CT interpretation - three regions (e.g. skull, thorax and abdomen)	
TVC-CASE-4979	Submitted	Telemedicine - Radiology Consult Follow-up study (within 72 hours)	
TVC-CASE-4980	Taken	Telemedicine - Radiology Consult (8 or less images)	
TVC-CASE-5090	Submitted	Telemedicine - Radiology Consult (8 or less images)	
TVC-CASE-5091	Submitted	Telemedicine - Radiology Consult (8 or less images)	
TVC-CASE-5092	Submitted	Telemedicine - Radiology Consult (8 or less images)	
TVC-CASE-5096	Pending	MRI Interpretation - two regions (e.g. spine, brain)	



Clinic Training
(HELP)

If you require help on how to use the system, the HELP section provides a Knowledge Base and support request feature.

radvet nz

Home Cases Patients PACS Help Admin

radvet nz

Welcome to the NZRadVet Telemedicine Management System!

NZRadVet offers a veterinary imaging consultation service to referring veterinary practices. It provides written reports on images using radiography (film or digital), ultrasound, MRI and CT cases.

An in-clinic ultrasound service is also available locally in the Manawatu/Kapiti/Wellington region. On occasion, visits to practices in other areas of the country can be arranged.

Step by step instructions to submit a teleradiology consult via manual upload:

1. Select Consults at the top of the page and then select + New Consult.
2. If the patient has already been entered in the system you may choose them from the drop down menu. If this is a new patient, click "Add New Patient" and fill out the necessary information, including the name of the clinician and the service you are requesting.
3. Fill out the patient history and click "Next". Add any pertinent documents, radiographs, or images to the Case Report Page and when you are finished, click the green button Submit Consult For Processing at the top of the page. You will be notified when the consult is

Clinic Training (HELP)

Please review the knowledge base for answers to HOW TO questions.

The screenshot shows a web browser window with the URL `tvns-sales.tvms-uat.timelessveterinary.com/support/kb`. The page features the Timeless Veterinary Systems logo in the top left and a user profile for Jim Murphy in the top right. A left-hand navigation menu includes links for Support, Home, Knowledge Base, New Request, Support Requests, and Back. The main content area displays a list of knowledge base articles, each with a question title. At the bottom, there is a footer with the Timeless Veterinary Systems logo, copyright information for 2020, and a 'Show all' button.

Support
Home
Knowledge Base
New Request
Support Requests
Back

- How do I submit a case?
- How to send comments from a case to a referring clinic?
- How do I include images on the Final Report?
- Submitting a Support Request
- How do I edit the report?
- How do I finalize a case?
- How does a clinic mark an animal as inactive/deceased?
- How do I reopen a case?
- How can I view, add or edit patients?
- What do the Case Actions do?
- How do I send a case from the PACS?

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TVC-CASE-11.pdf Show all

Clinic Training (HELP)

If you require technical support on the system, you can open a ticket with the Timeless support team to resolve your issues.

The screenshot displays the 'New Ticket' page in the Timeless Veterinary Systems support portal. The page layout includes a sidebar on the left with navigation options: Home, Knowledge Base, New Request (highlighted), Support Requests, and Back. The main content area features a 'New Ticket' form with a 'Subject' field and a larger 'Description' text area. Below the form is a green 'Submit Ticket' button with a dropdown arrow. The dropdown menu is open, showing five options: 'Low Priority' (selected), 'Normal Priority', 'Urgent Priority', 'Question', and 'Feature Request'. An orange arrow points from the red text above to the 'Urgent Priority' option. Below the dropdown, there is a green box containing information about 'Low Priority' tickets: 'Low Priority - Issues that do not impact system workflow, "How To" questions; data clean up requests. Response Time: 1 business day during standard business hours, 9:00 to 5:00PM Eastern Standard Time. Resolution Time: 5 business days.' Below this is a grey box with a disclaimer: 'Timeless retains the right to change the priority of a ticket at any time based on the request submitted, for example a request might be Urgent to you but not meet the requirements outlined for an urgent ticket in the SLA.' The footer of the page includes the Timeless logo, copyright information for 2020, and a 'Show all' button. The browser's address bar shows the URL 'tvns-sales.tvms-uat.timelessveterinary.com/support/create' and the user's name 'Jim Murphy' is visible in the top right corner.

Clinic Training

Thank you for your time during this presentation.
If you have any questions, please do not hesitate to ask.