IOWA STATE UNIVERSITY

Veterinary Diagnostic Laboratory
Department of Veterinary Diagnostic
and Production Animal Medicine
1850 Christensen Drive
2630 Veterinary Medicine
Ames, IA 50011

To: ISU VDL Clientele

From: Rodger Main, ISU VDL Director
     Katie Woodard, ISU VDL Client Services
     Jordan Kraft, ISU VDL Client Services

Date: February 1, 2018

Subject: ISU VDL Reporting Options for Case Results

The purpose of this communication is to provide clarity on the three primary options ISU VDL offers for its clientele to either access or receive an automated push of real-time Case Results to an email address(s) or fax number of their choosing.

ISU VDL Provides 3 Basic Options for Real-Time Access to Case Results:

1. Access via Client Web Portal ***
2. Daily Summary Report ***
3. Special Reporting Requests *

*** Recommended for all VDL Clients
*   Recommended for use only when case specific reporting is needed

Please see the brief summaries below and/or find more information and video-based training modules at the ISU VDL website: https://vetmed.iastate.edu/vdl/resources/client-services

Option 1. Access via Client Web Portal
The ISU VDL has long provided VDL clientele (Submitting Veterinarians, Clinic, or Organization) access to real-time case results via the ISU Client Web Portal. More recently, the ISU VDL has created the ability for VDL clientele to permission their specific Owners and/or Sites permissioned access to view their case results or make electronic submissions via the VDL Client Web Portal.
https://vetmed.iastate.edu/vdl/web-based-tools

Option 2. Daily Summary Report
The Daily Summary Report provides a mobile-friendly list of all of your open or active VDL cases in a ***singular email each day*** when VDL Clientele have new or updated case results available. The Daily Summary Report provides a quantitative summary of test results for each case and a hyperlink to the dynamic case report. Clients can readily forward any one of the case reports listed in the Daily Summary via email on their phone or personal computer. An individual person within a given Submitting Organization (Clinic) can readily manage the reporting preferences for the Submitting Organization (Clinic) and/or each of the individual Submitters (Veterinarians).
https://vetmed.iastate.edu/vdl/resources/client-services/isu-vdl-case-reports

Option 3. Special Reporting Request
Special Reporting Requests are intended to be used when VDL clientele have case-specific reporting needs for something other than, or in addition to Access via the Client Portal or the Daily Summary Report. Special Reporting Requests are client-derived via checking the appropriate box and providing the necessary email or fax information on the Submission Form. Special Reporting Requests result in a static version of the case report which is distributed each day new information becomes available on each case. Special Reporting Requests are managed and reported on a case-by-case basis (i.e., 1 email or fax for each individual case for each day new results become available) starting at 6:00 pm CST.
https://vetmed.iastate.edu/vdl/resources/client-services/isu-vdl-case-reports

Please do not hesitate to contact the laboratory at 515-294-1950 or isuvdl@iastate.edu (ATTN: Dr. Katie Woodard and/or Jordan Kraft, Client Services) with any questions or concerns.