TIMELESS®
VETERINARY SYSTEMS

Clinic User training guide

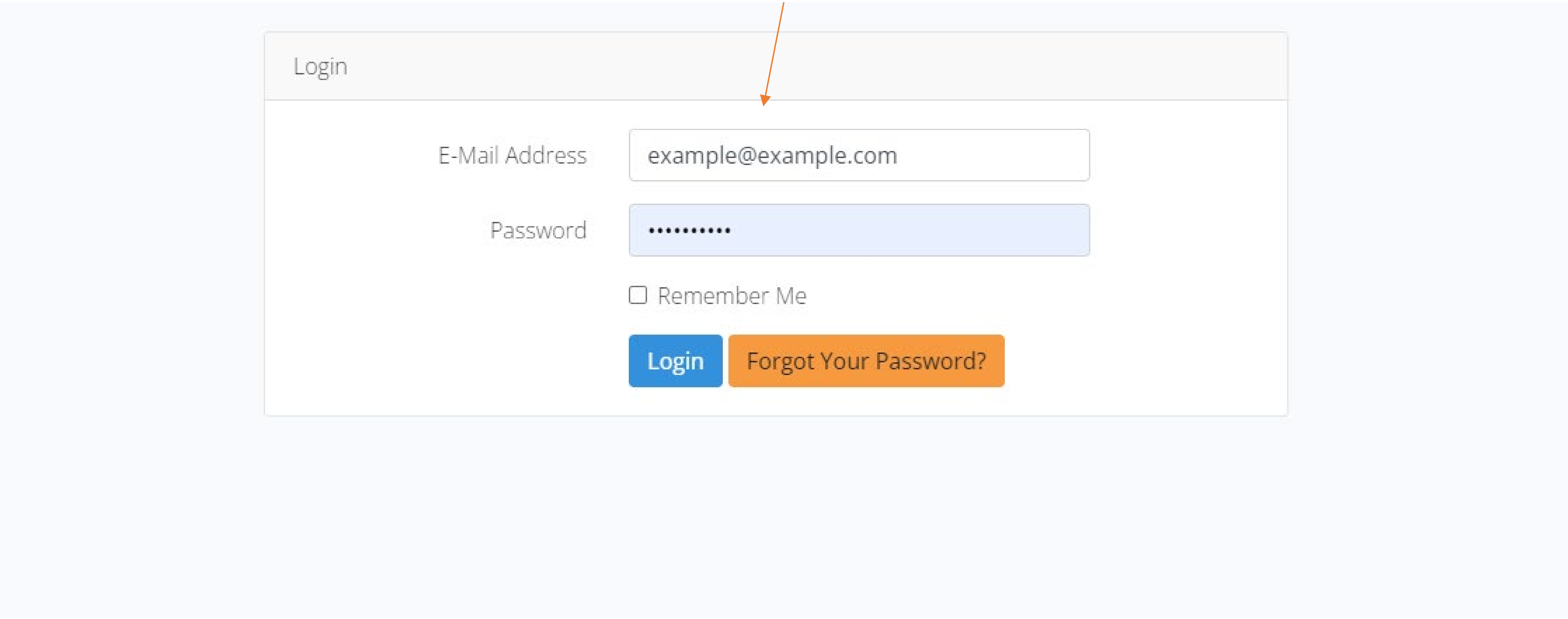
A user guide to submitting cases on the
Peregrine Radiology Telemedicine platform

Log into platform
(sign in)

Please go to: https://timelessveterinary.community/landing/EPICA
Log into platform with user email and password

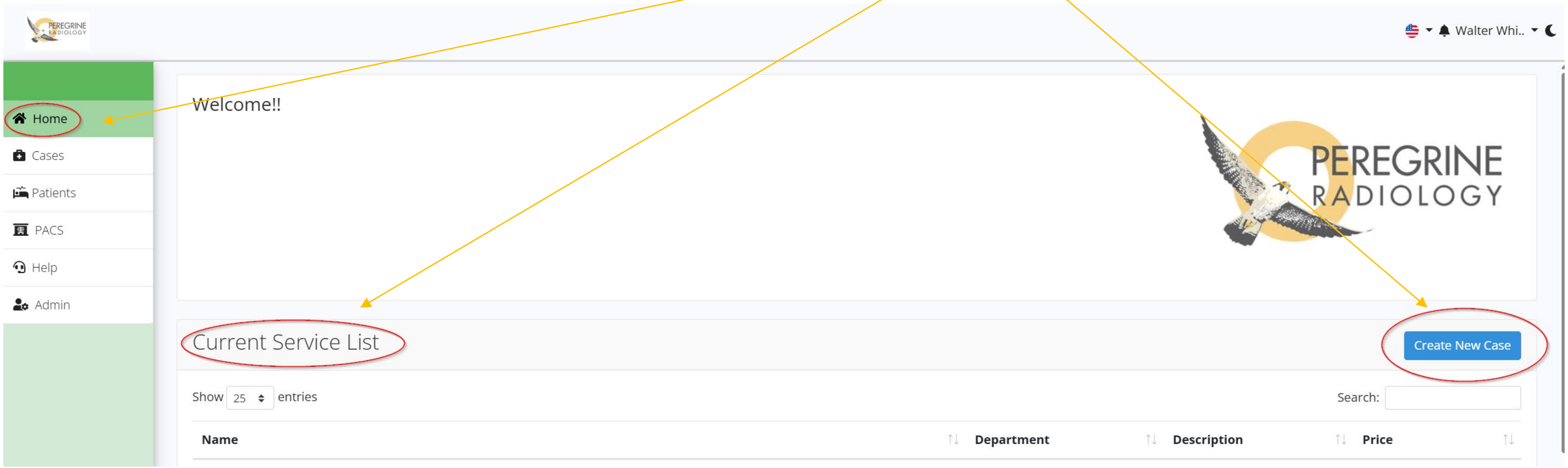
Log into platform
(sign in)

Use your Email and Password to sign in.
If you are having issues with logging in, please use the “Forgot Your Password” reset option to reset the password. If you are still having issues, please email support@timelessveterinary.com for assistance.



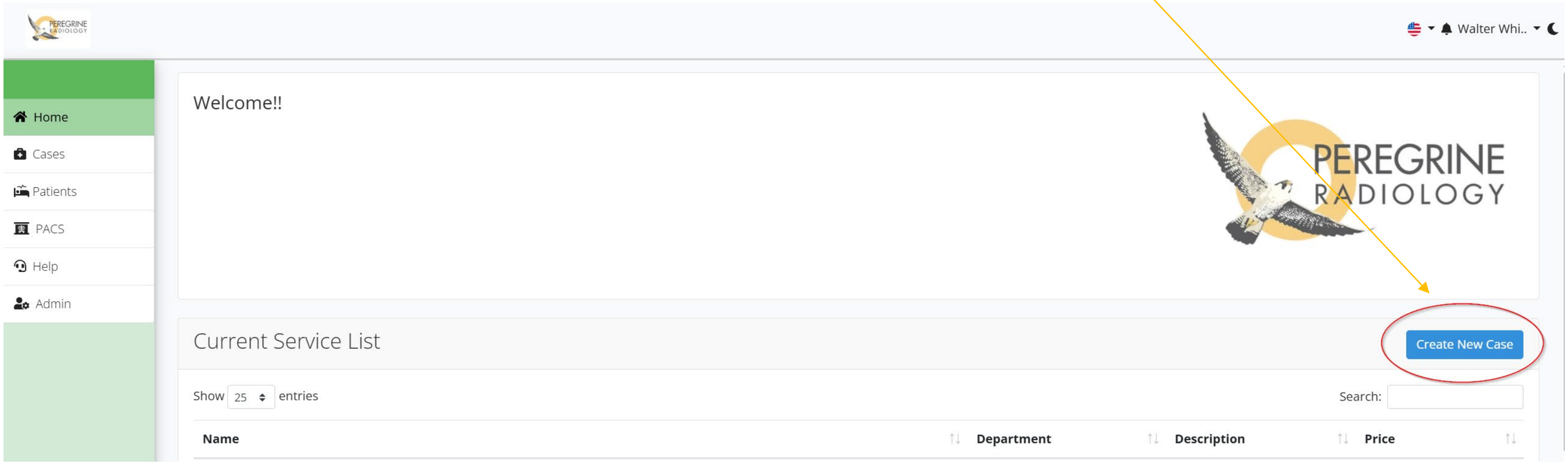
Clinic Training
(Welcome Page)

The HOME page will take you here, From this page you can see the current list of services and pricing as well as submit a request for services using the "Create New Case" button. You can use the left-hand navigation menu to access other parts of the platform, currently the Home page which is highlighted in green is the current page being viewed.



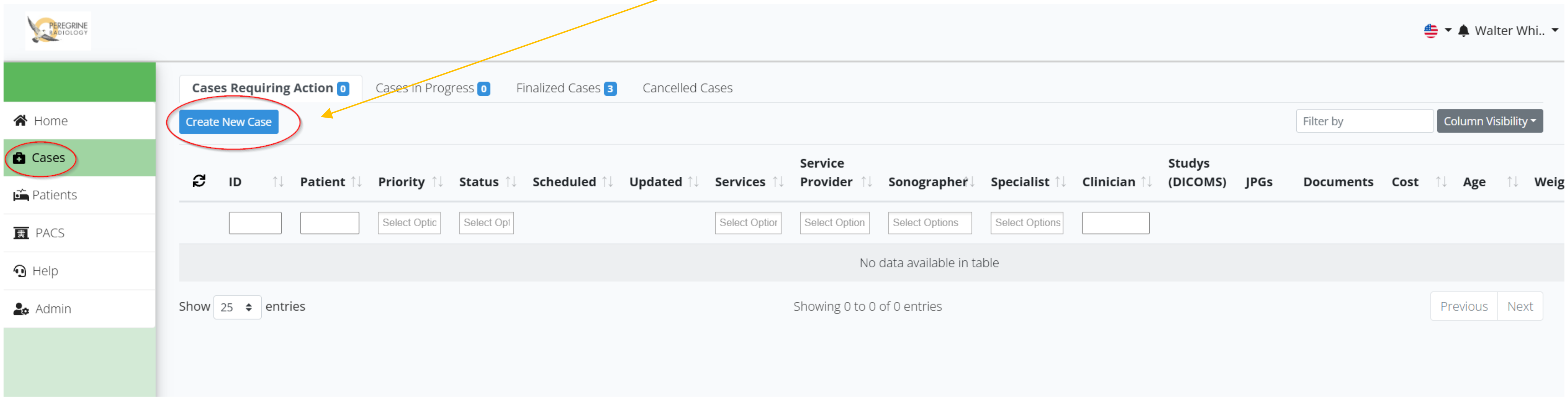
Clinic training
(Create a new case)

To submit a service request, click the “Create New Case” button on the home page.



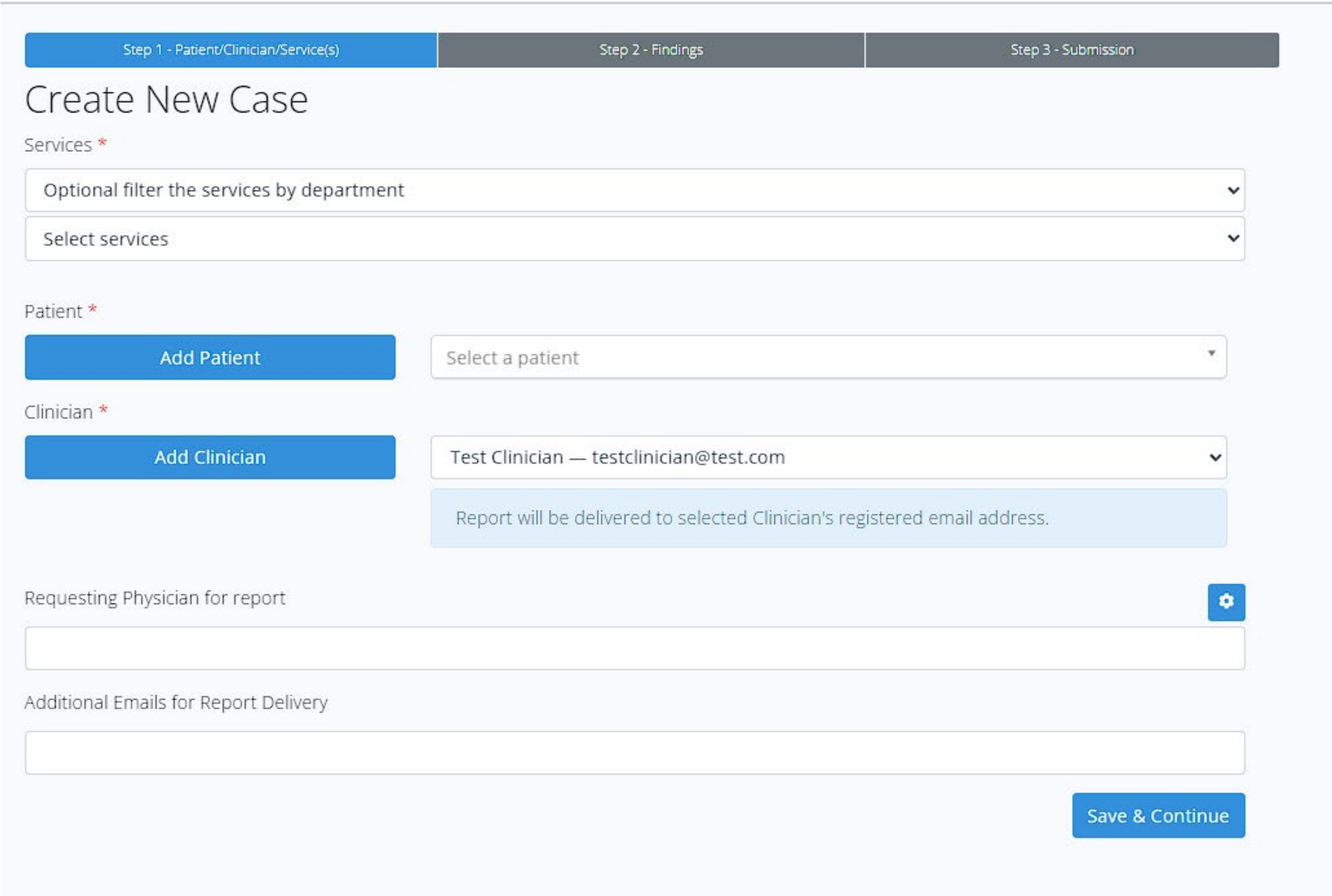
Clinic Training
(Create a new case)

In addition, from the **CASES** page you can create a new case, review cases requiring action, cases in progress, finalized cases, and cancelled cases (so you can start creating a New case from both, the Home page, the Cases page).



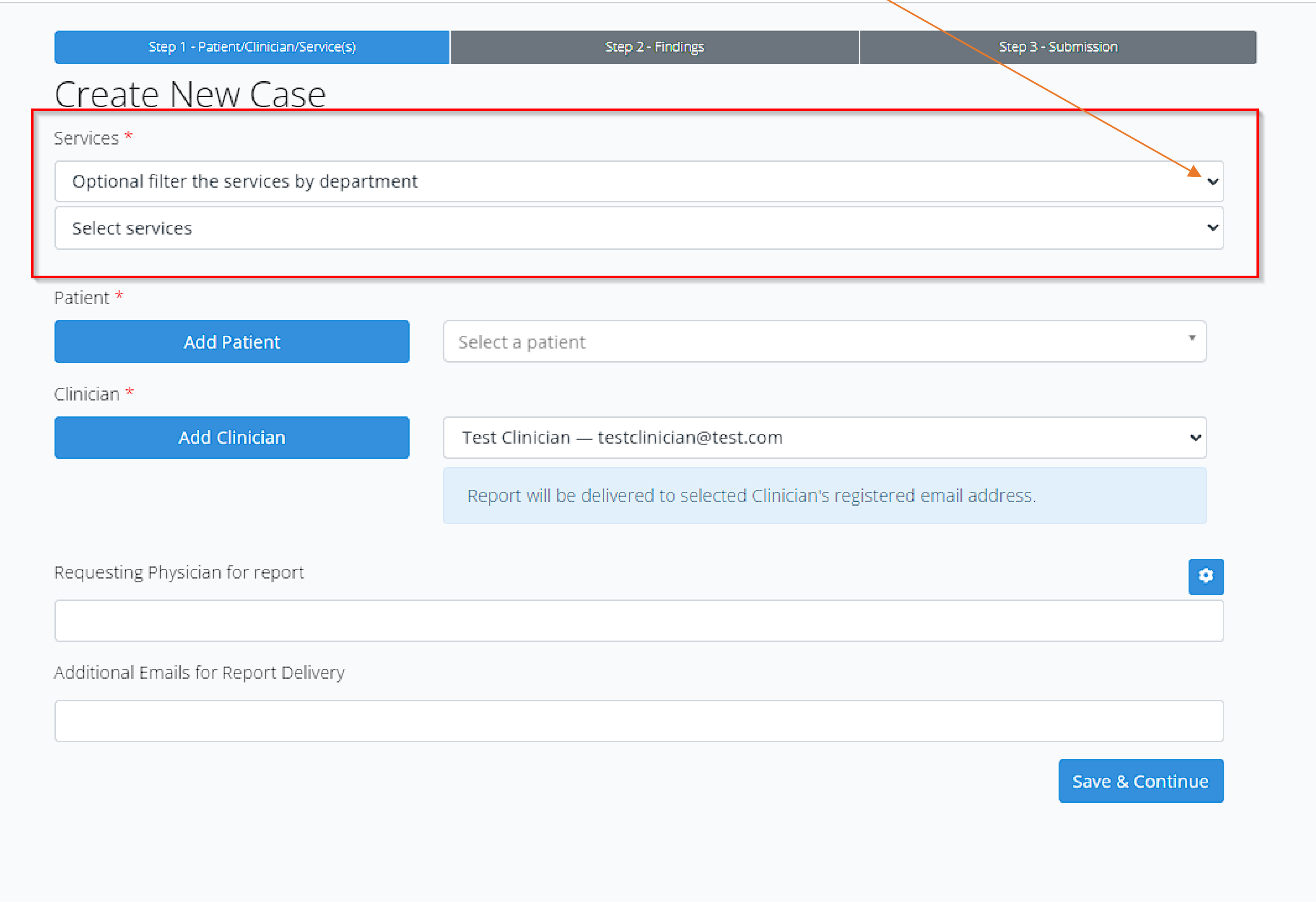
Clinic Training
(Create a new case)

Once you have hit the “Create New Case” button, you are taken to step 1 where you start the process of submitting a case. From here you will enter the requested services, the patient record and who is requesting the case.



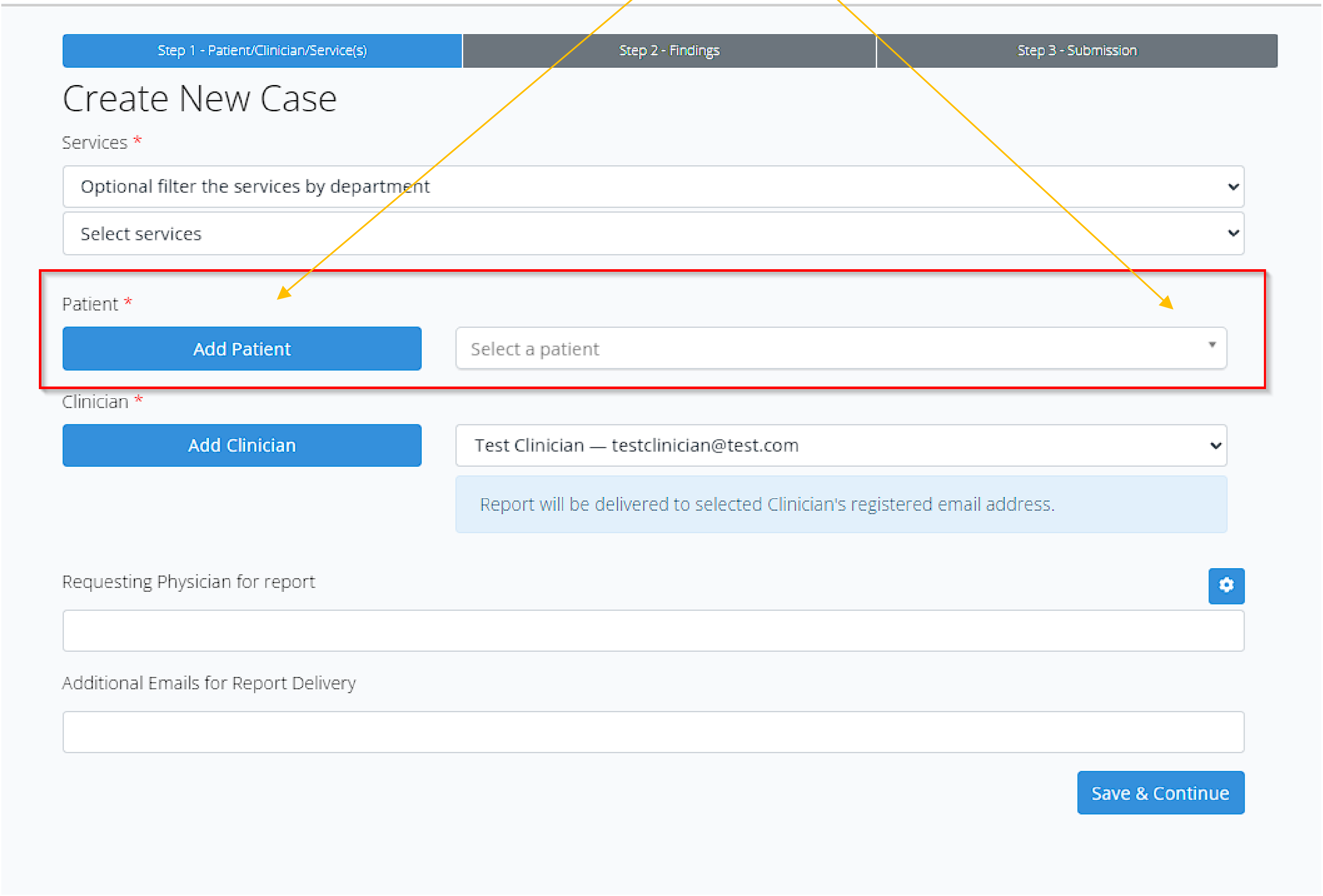
Clinic Training
(Create a new case)

Select a service from the list that the Clinic is requesting. More than one service can be selected per patient when submitting your request.



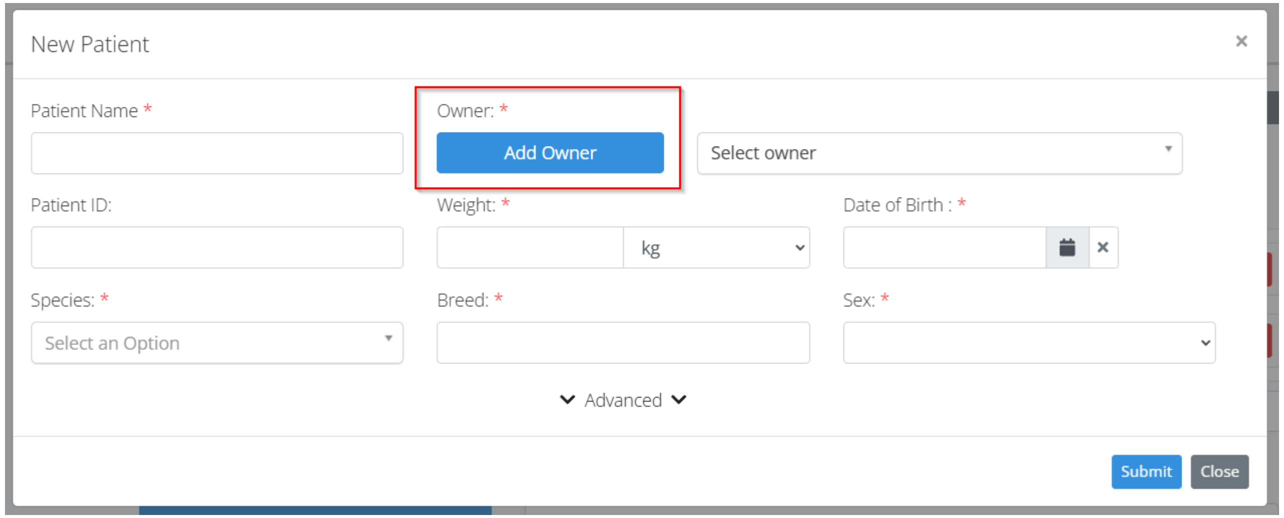
Clinic Training
(Create a new case)

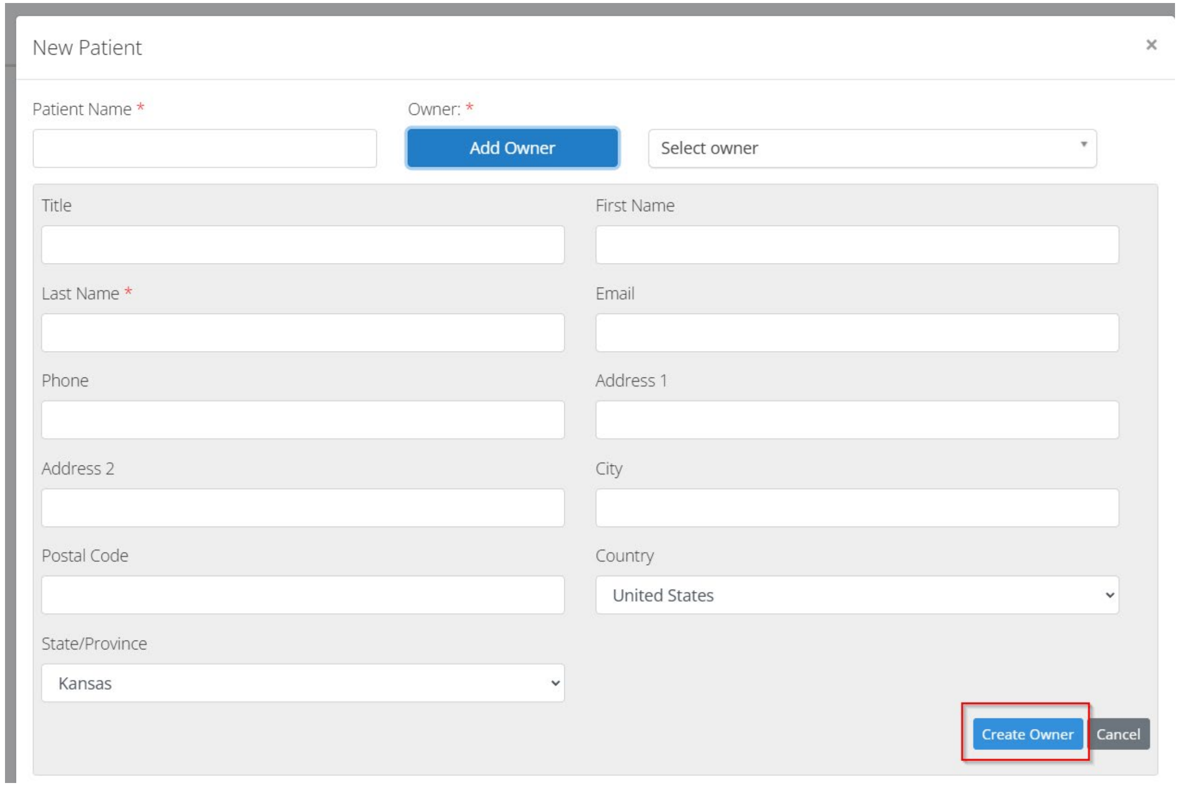
If you need to add a new Patient to the system, click ADD PATIENT (every patient you add will be stored in the system, and if you send a case from this patient again, you will be able to select them from the dropdown menu)



Clinic Training
(Create a new case)

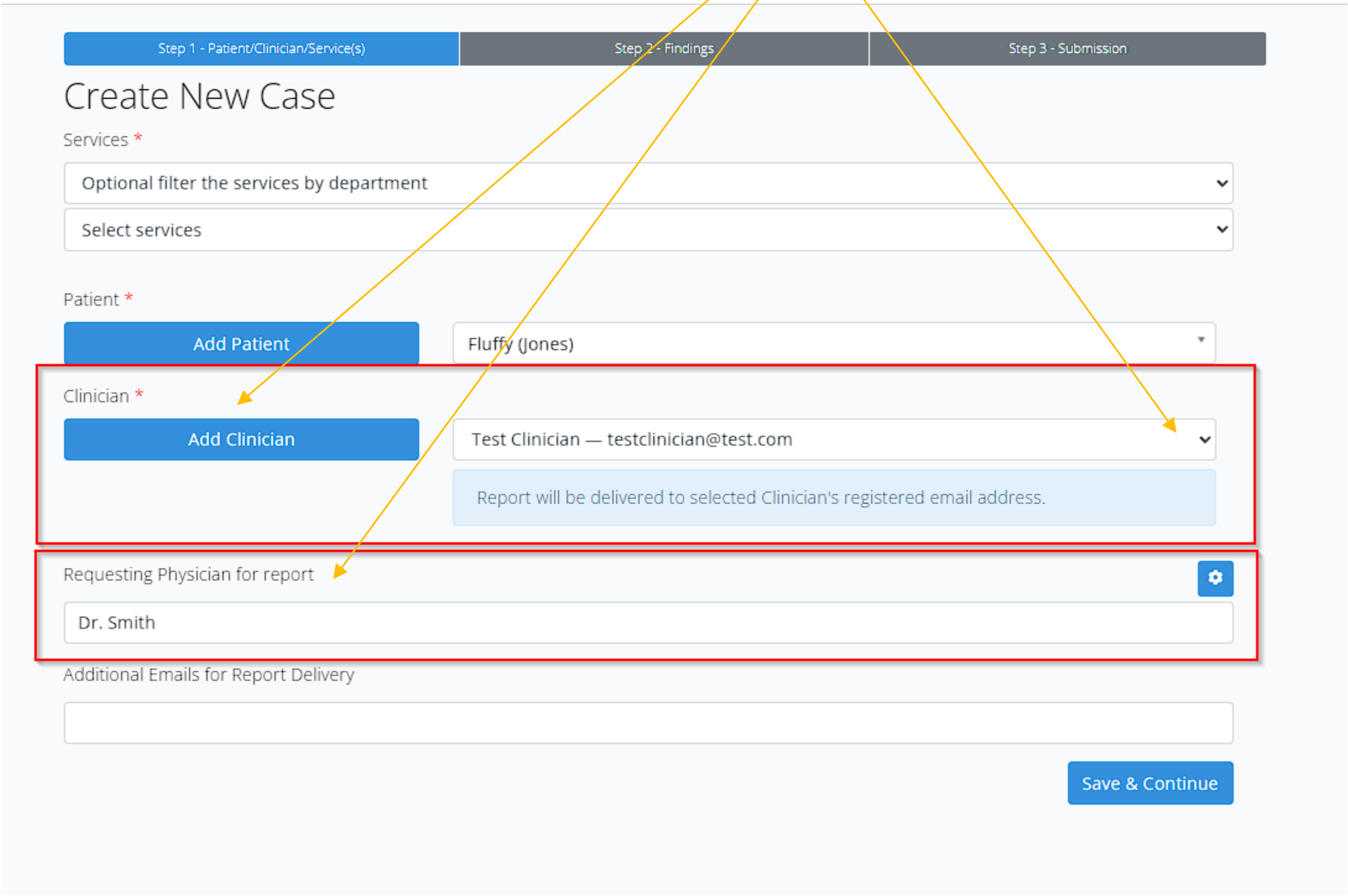
When adding a new patient, you'll have to create an Owner record.
Click Add Owner and enter the required details, then fill in the patient info as well and click submit.
Please NOTE fields with * are mandatory fields to be filled in.
Once the patient and owner details are complete click on "Submit".





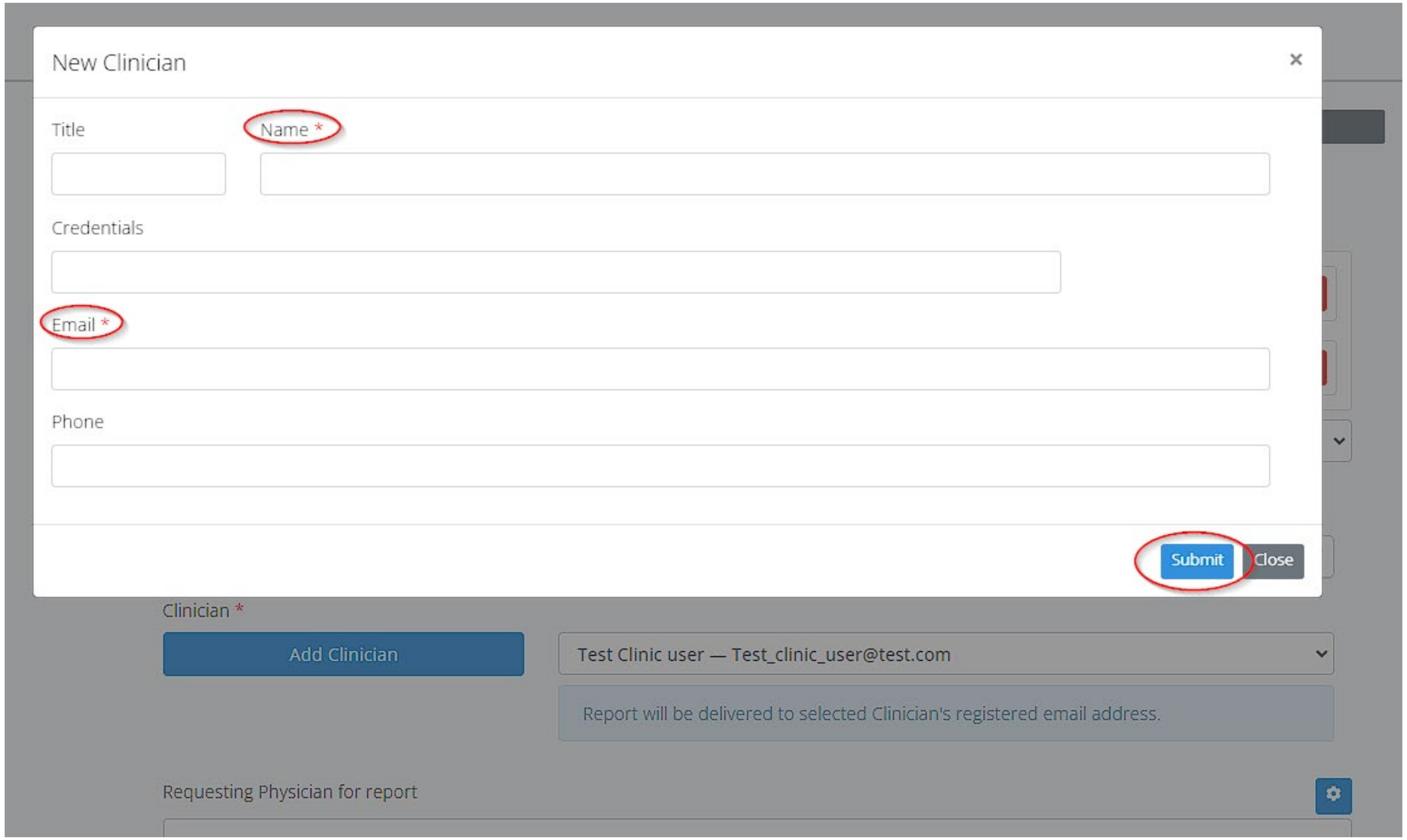
Clinic Training
(Create a new case)

If you need to add a Clinician quickly to your clinic team, you can click ADD CLINICIAN and fill out the required information.
If you do not need to add additional clinicians, you can submit using the login listed in the dropdown labeled “Select a clinician”.
If you just want a different Clinicians name to show on the report, you can use the box labeled “Requesting Physician for report” to insert that name into the report.



Clinic Training
(Create a new case)

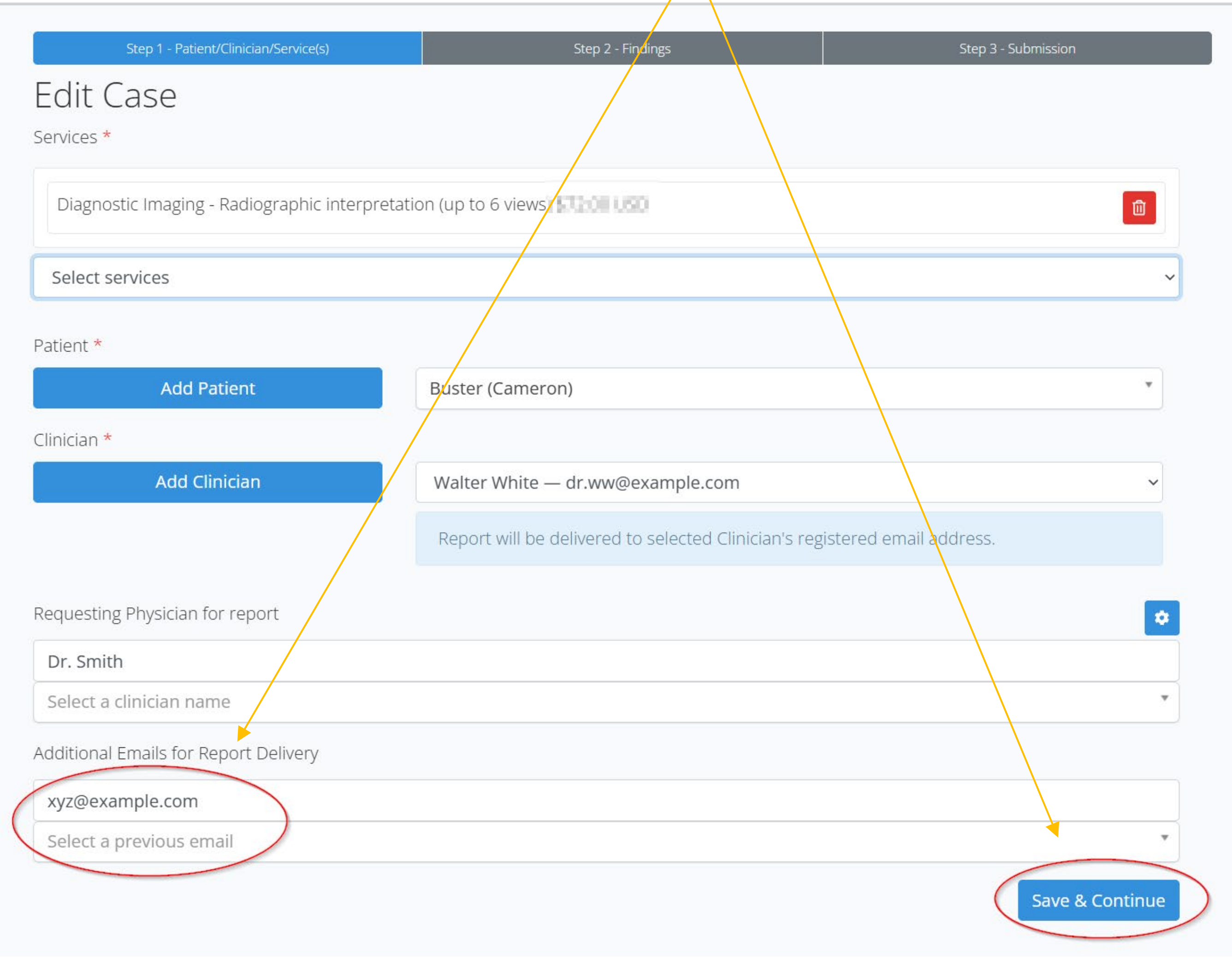
When adding a new account for the requesting clinician you will need to fill out the following information. the clinician will receive and email with link to the system and auto generated password.
When completed that new clinician user will show in the "Select a clinician" drop down menu.



Clinic Training
(Create a new case)

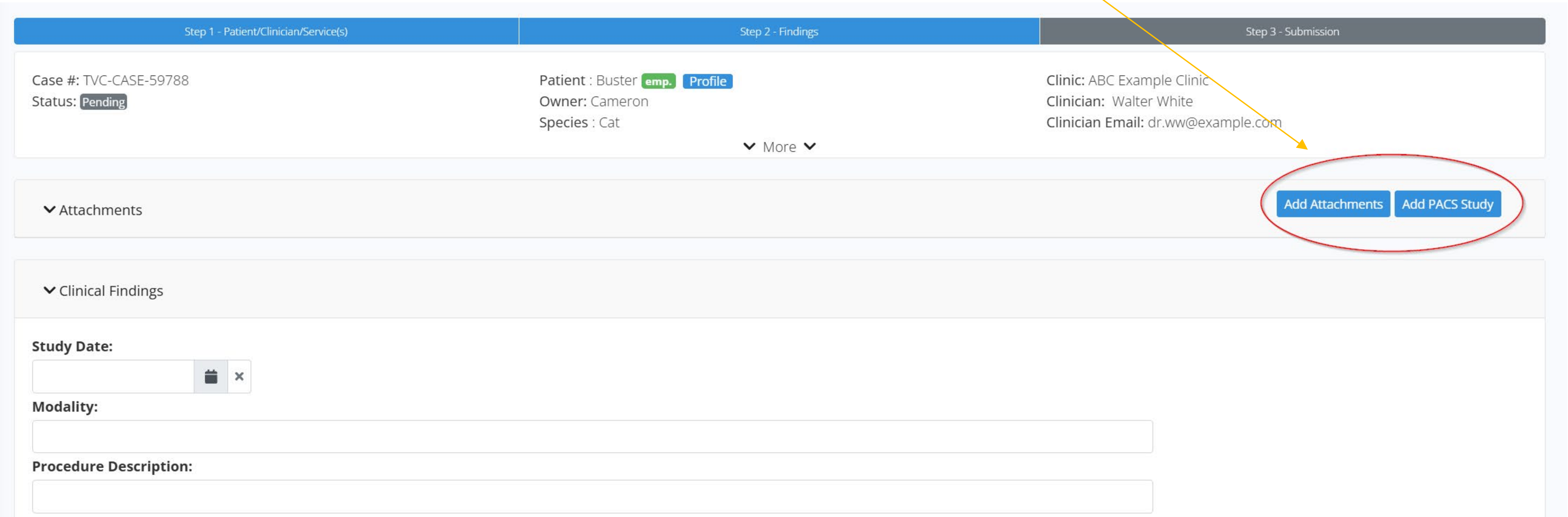
If you need to have the final PDF delivered to additional emails other than the requesting clinician, you can enter those emails in the field labeled "Additional Emails for report delivery"

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



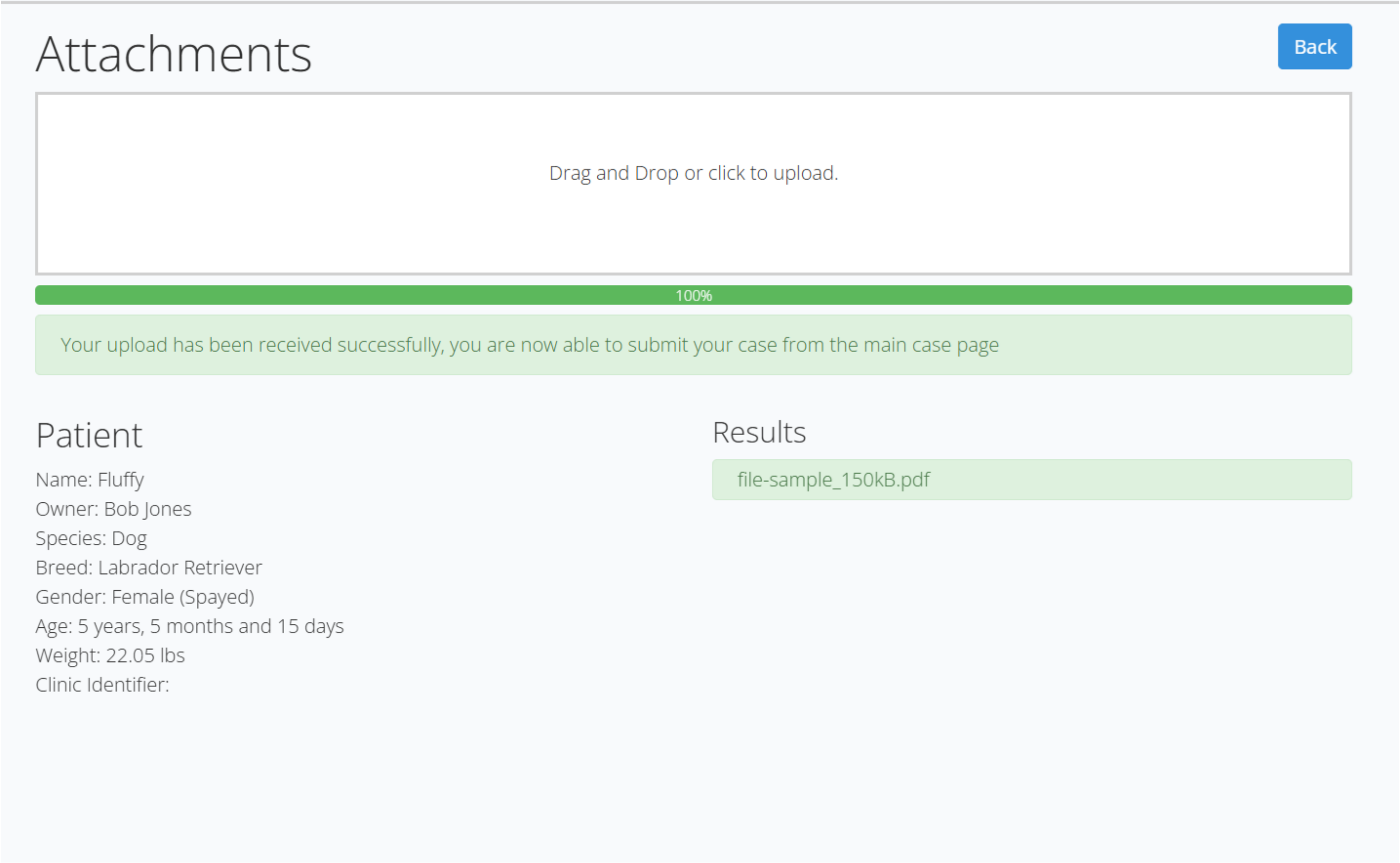
Clinic Training
(Adding an Attachment)

You are now on step two of the case submission. If you have additional documents/images that you want to include, click the “Add Attachment” to access the upload those additional items to the request.



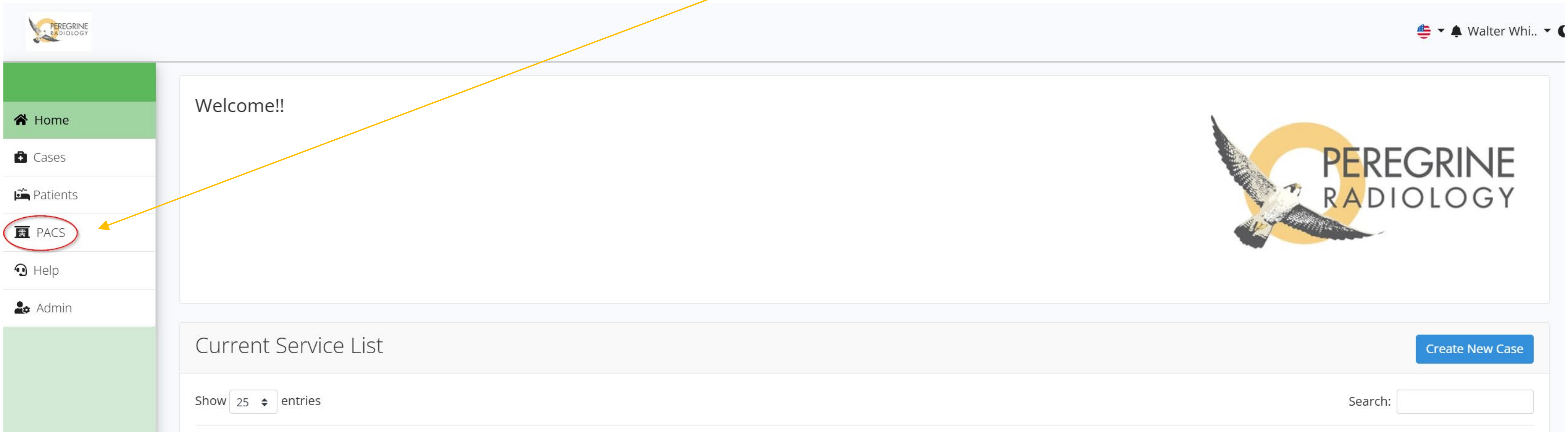
Clinic Training
(Adding an Attachment)

When you click on the **“Add attachments”** button it will take to this page.
You can drag your files to the white box or just click on it and it will deploy a window for you to select your files from your device.
You can click on **“Back”** once you have selected your files and you see this text: **“Your upload has been received successfully”.** It will take you back to the case.



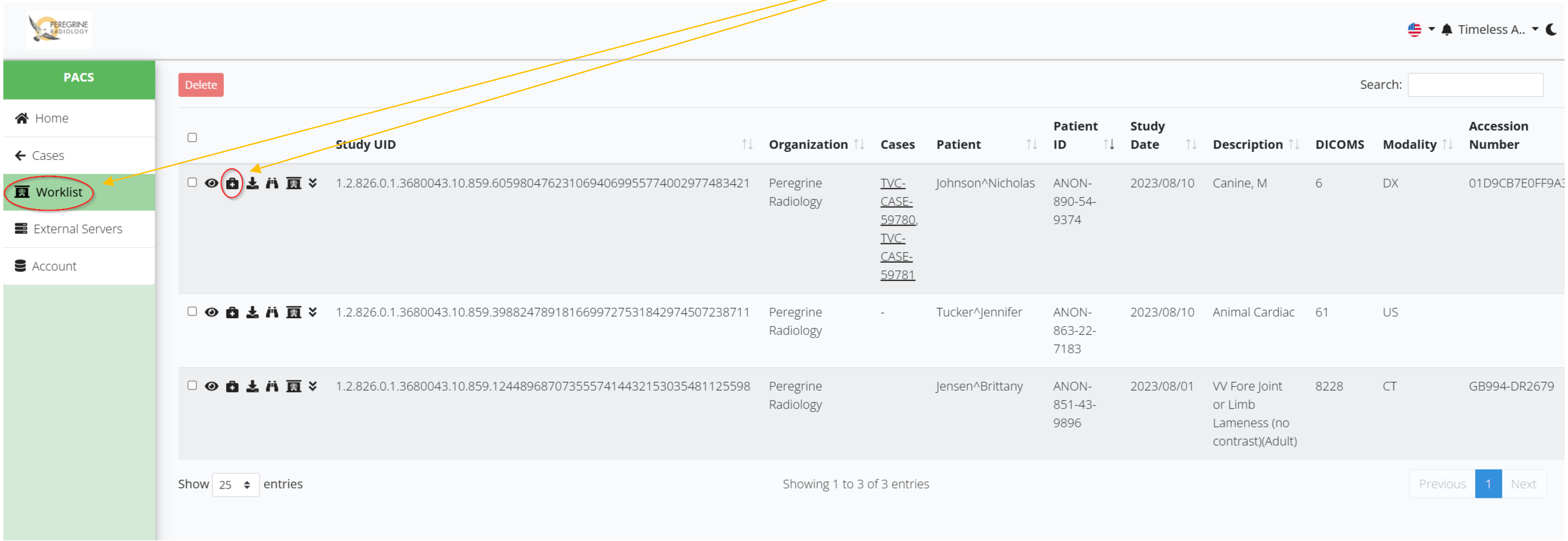
Clinic Training
(How to DICOM SEND)

If you prefer to send the case from the PACs instead of attaching the images. 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.



Clinic Training
(How to DICOM SEND)

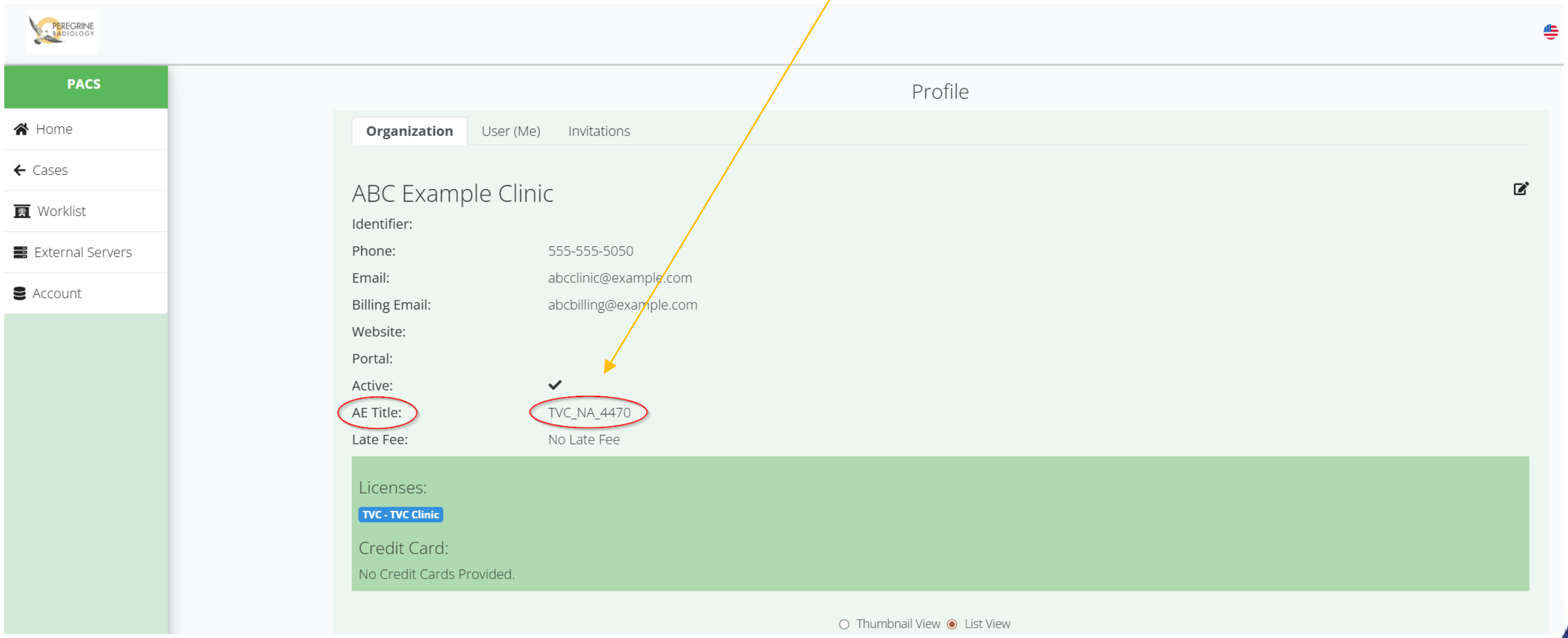
This is the page that you will be taken to after you click on the PACS tab.
This is where you will see the list of studies that you've sent.
To start a request, form the Study, click on the briefcase icon to the left of the study UID.



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.



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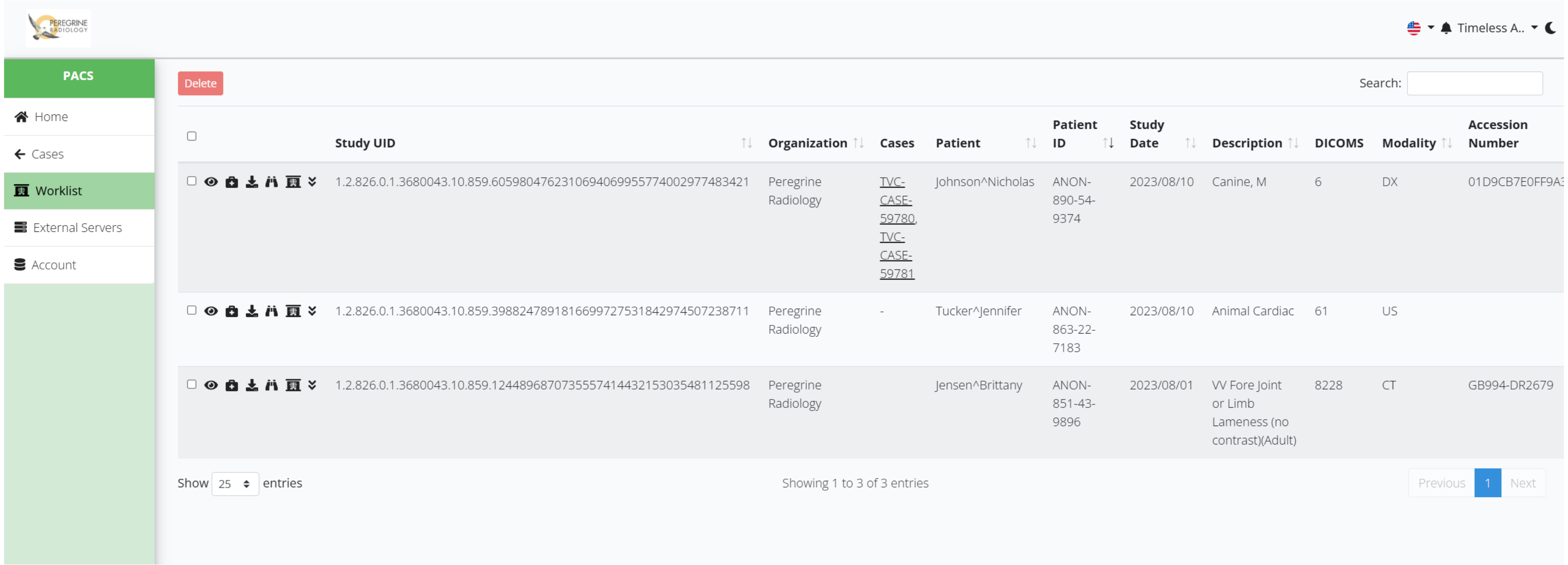
Clinic training
(How to DICOM SEND)

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 6)
IP: 34.120.76.114
PORT: 11112 (You can also try port 110 if you have issues connecting)

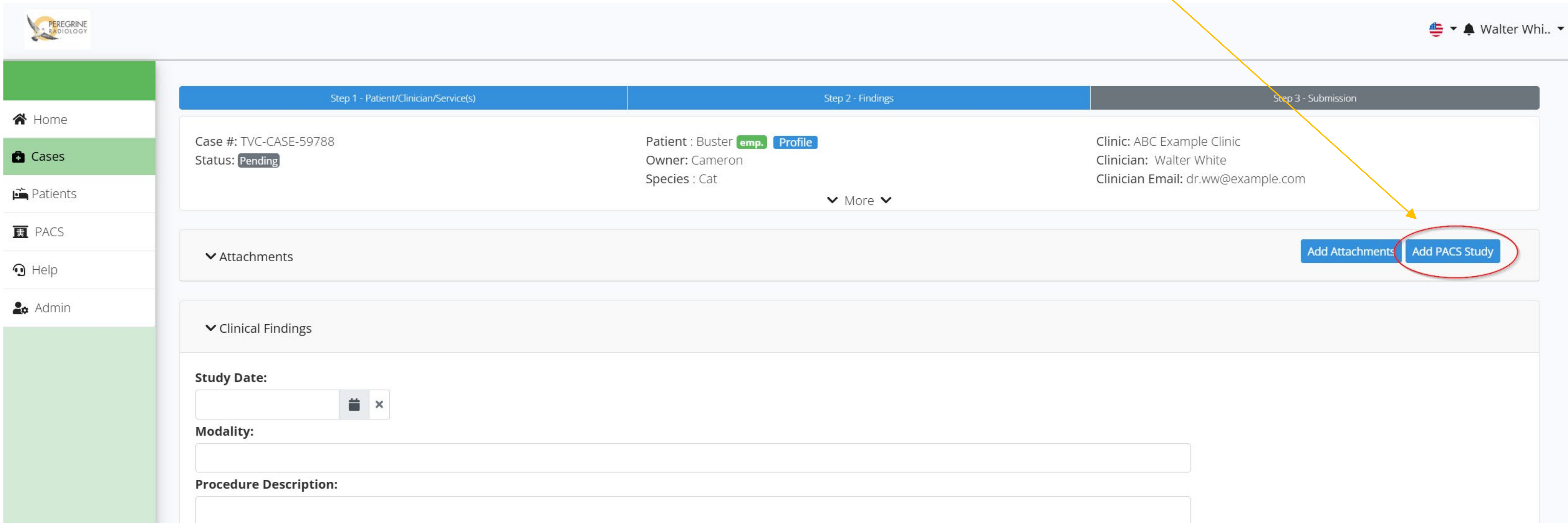


Study UID	Organization	Cases	Patient	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
1.2.826.0.1.3680043.10.859.605980476231069406995577400297748 3421	Peregrine Radiology	TVC-CASE-59780, TVC-CASE-59781	Johnson^Nicholas	ANON-890-54-9374	2023/08/10	Canine, M	6	DX	01D9CB7E0FF9A3
1.2.826.0.1.3680043.10.859.398824789181669972753184297450723 8711	Peregrine Radiology	-	Tucker^Jennifer	ANON-863-22-7183	2023/08/10	Animal Cardiac	61	US	
1.2.826.0.1.3680043.10.859.124489687073555741443215303548112 5598	Peregrine Radiology		Jensen^Brittany	ANON-851-43-9896	2023/08/01	VV Fore Joint or Limb Lameness (no contrast)(Adult)	8228	CT	GB994-DR2679

Show 25 entries
Showing 1 to 3 of 3 entries
Previous 1 Next

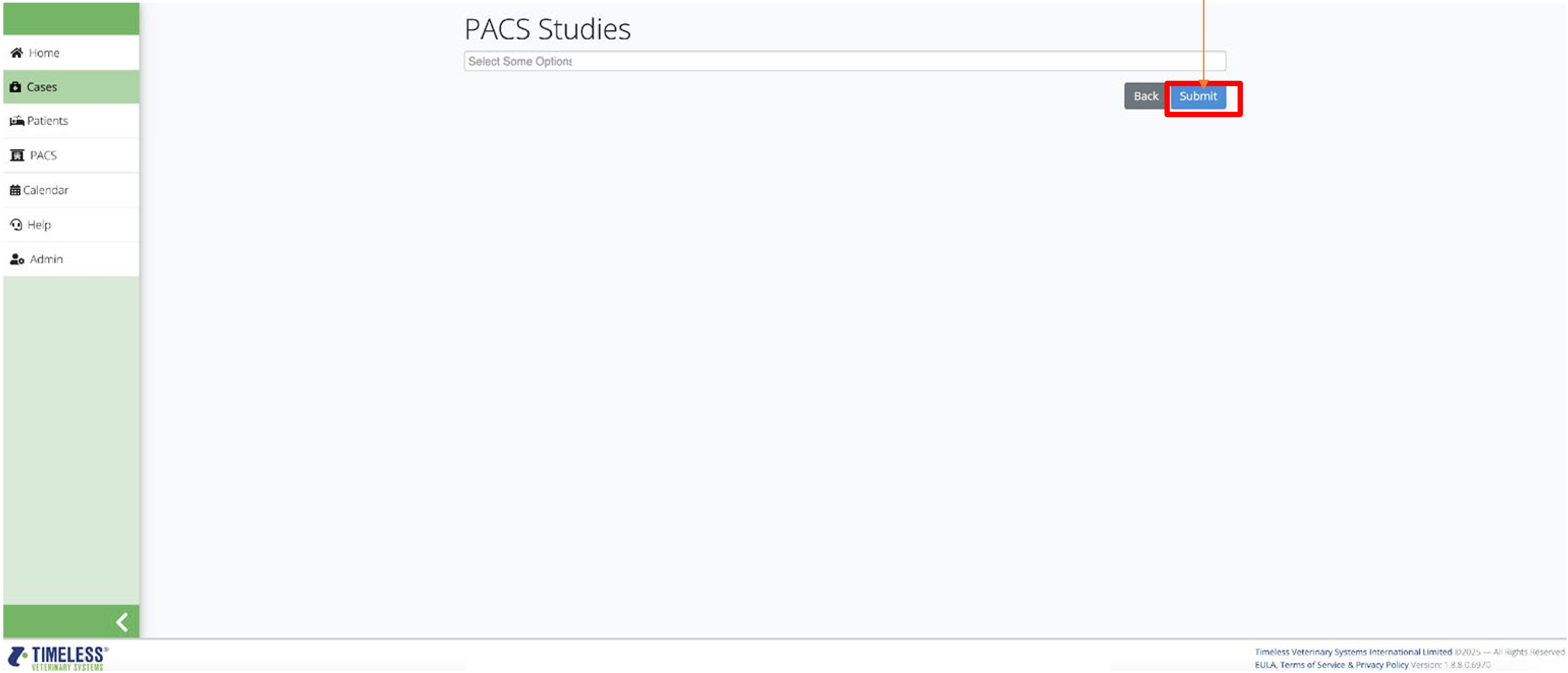
Clinic Training
(Create a new case)

If you prefer, you can add a PACS study using the Add PACS Study button:



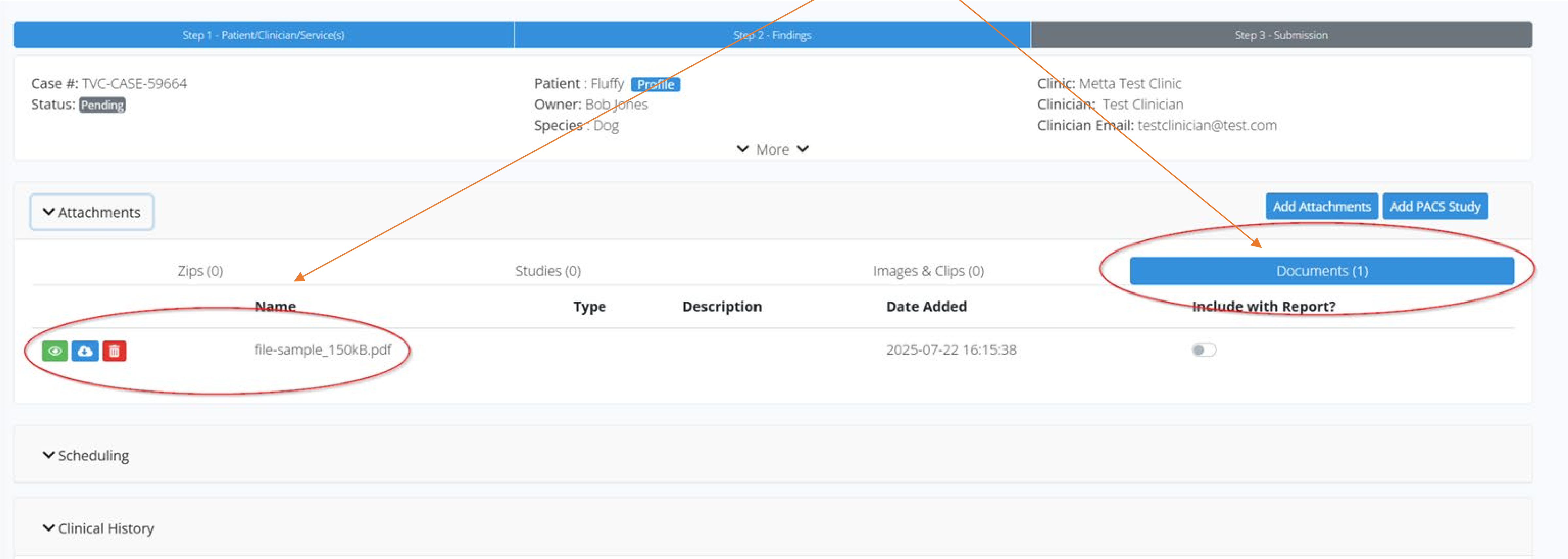
Clinic Training
(Create a new case)

Select the study from the drop-down list and click Submit.
If you have DICOM Sent directly to the TIMELESS CLOUD PACS. The Study will be inserted into the case.



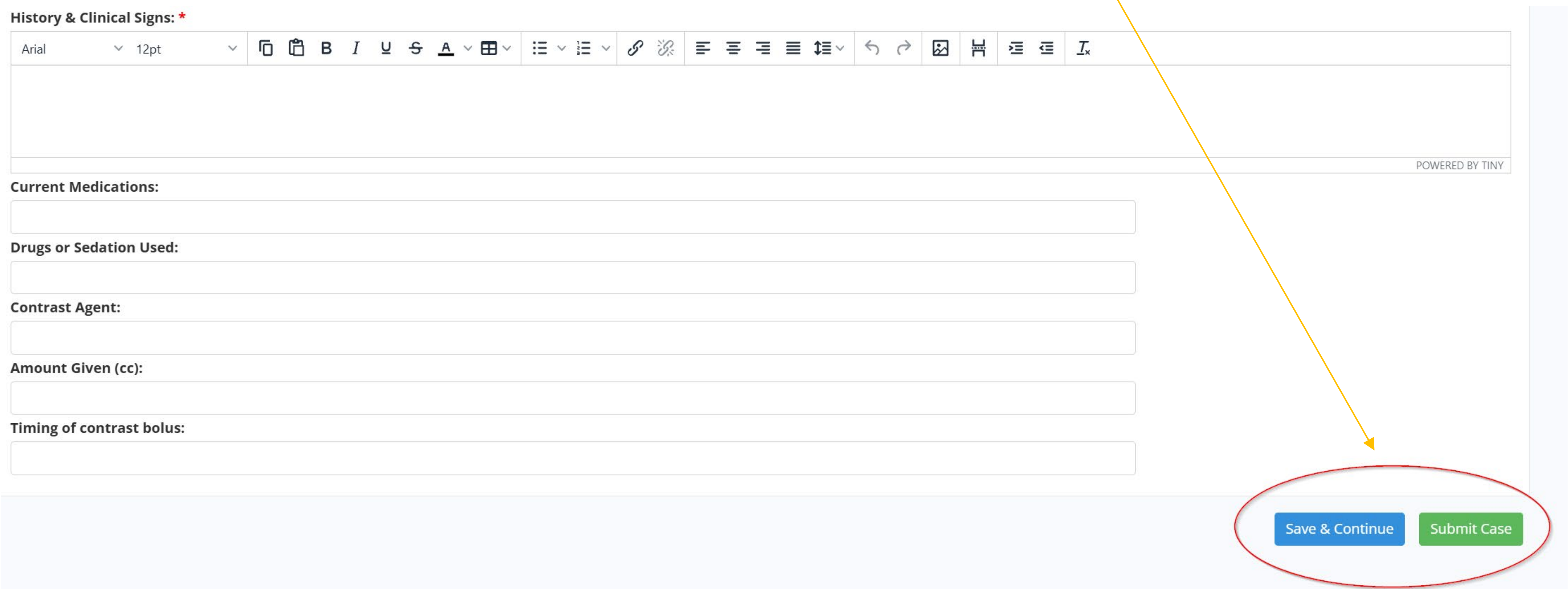
Clinic Training
(Adding an Attachment)

Now that you have added your files you can check them out clicking on the the **“Attachments”** tab
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. In the example below we can see that the uploaded PDF is now listed under the Documents of the Attachment section, other types of files like Studies, Jpegs and zip files are listed under their corresponding tab.



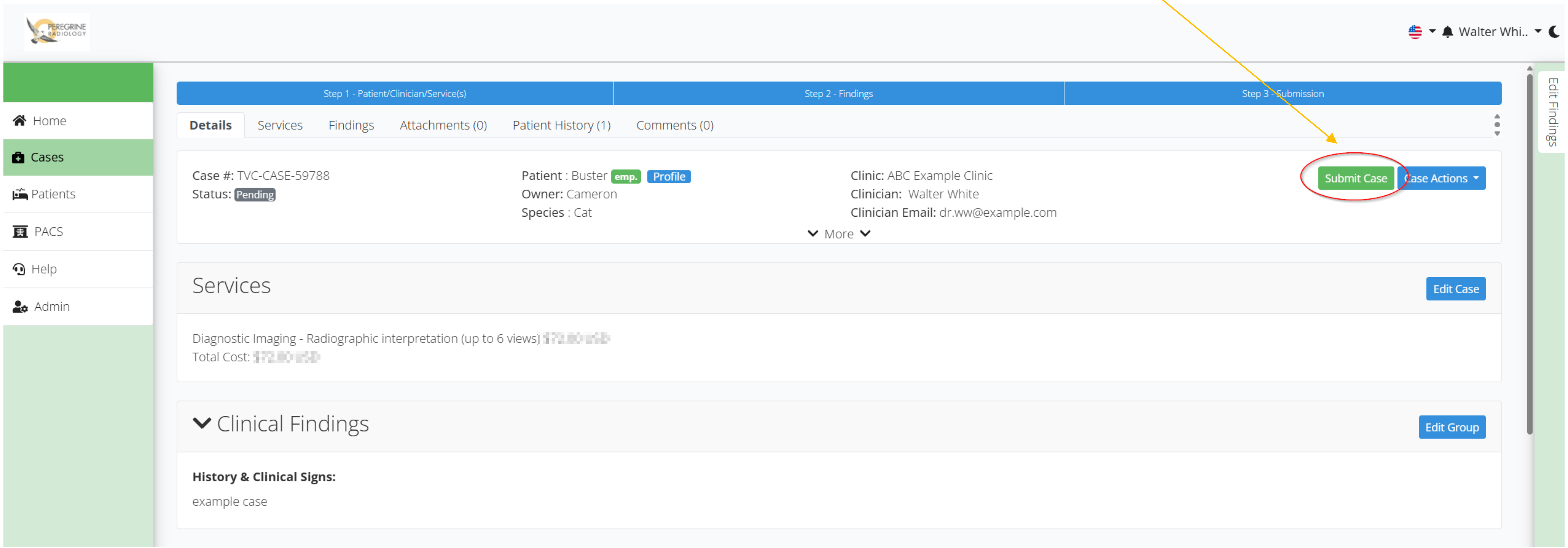
Clinic Training
(Create a new case)

The next step is to fill in the Clinical Findings template. Once you've filled out all the fields, you can click either **"Save & Continue"** to review your case or add private comments to the specialist in the next page, or if you consider everything is ready, you can just click on **"Submit case".**



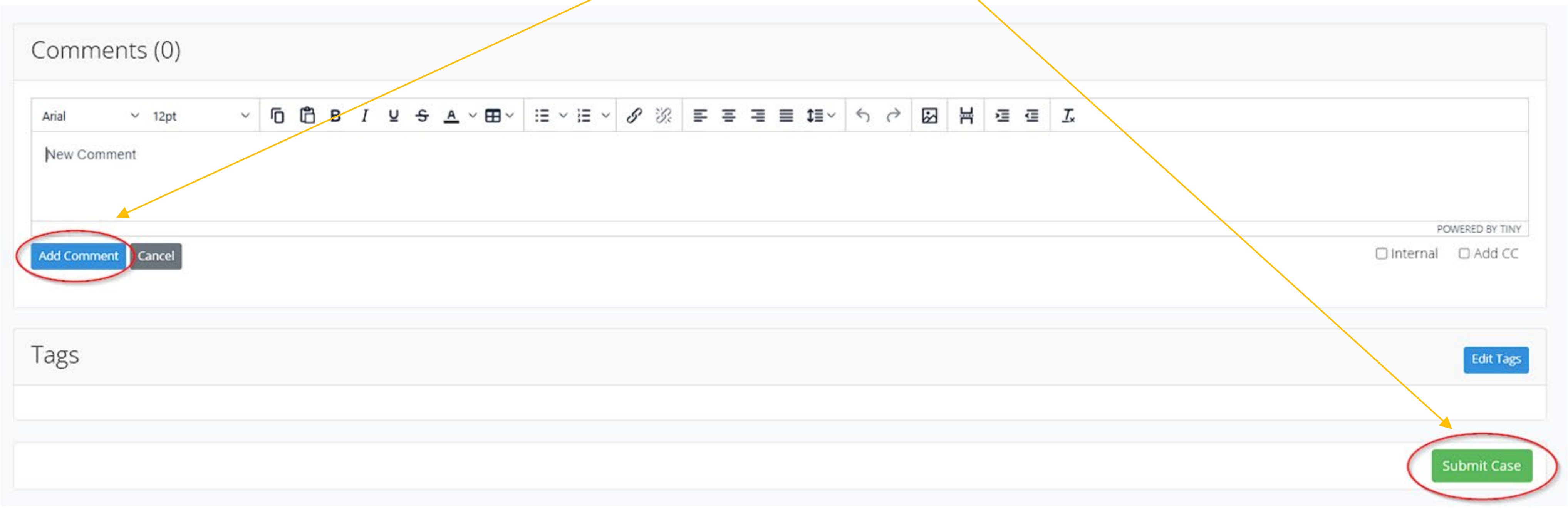
Clinic Training
(Submitting a Case)

If you click “**Save & Continue**” you will be taken to this page, where you can check out all the information of the case (patient information, the clinical information you entered, attached files). Once you have reviewed and made any required changes, you can click on the **Submit Case** button.



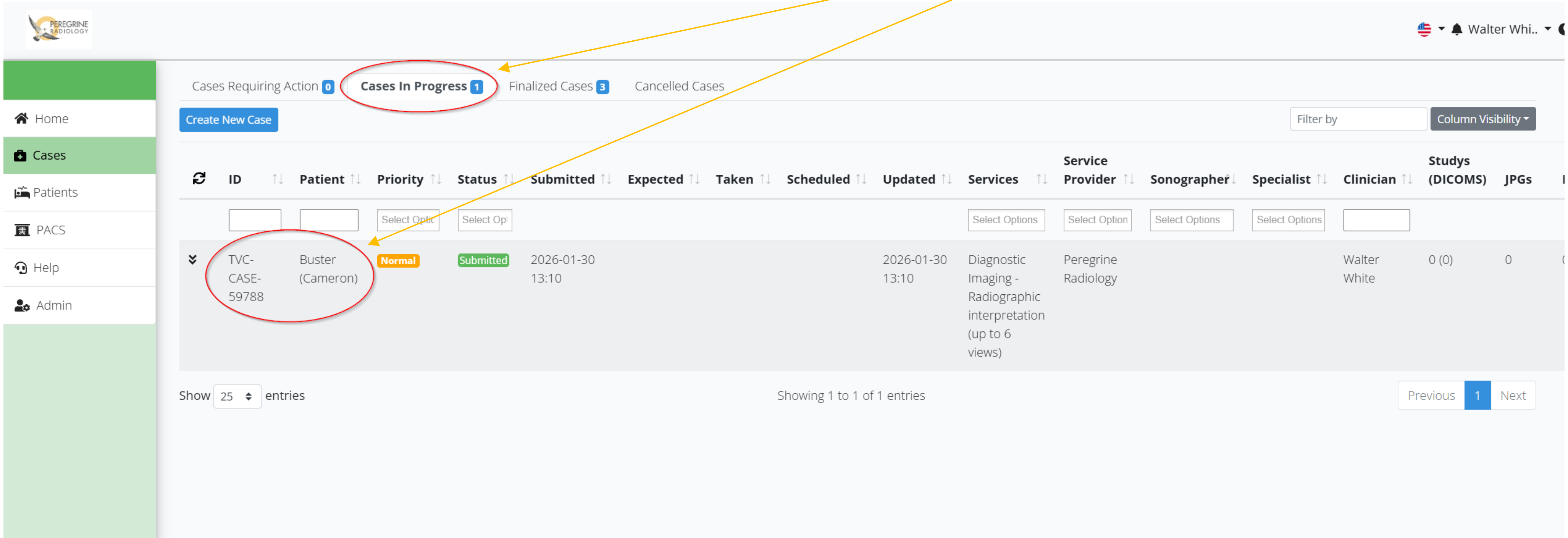
Clinic Training
(Adding a Comment)

At the bottom of the case page, you'll see the section **"Comments".** You can use this section as a private channel of communication with the specialist, these messages won't appear on the report. Write your comment and click on **"Add Comment"** Once you have entered your comments and check that all the information is correct, you can click on **"Submit case"**



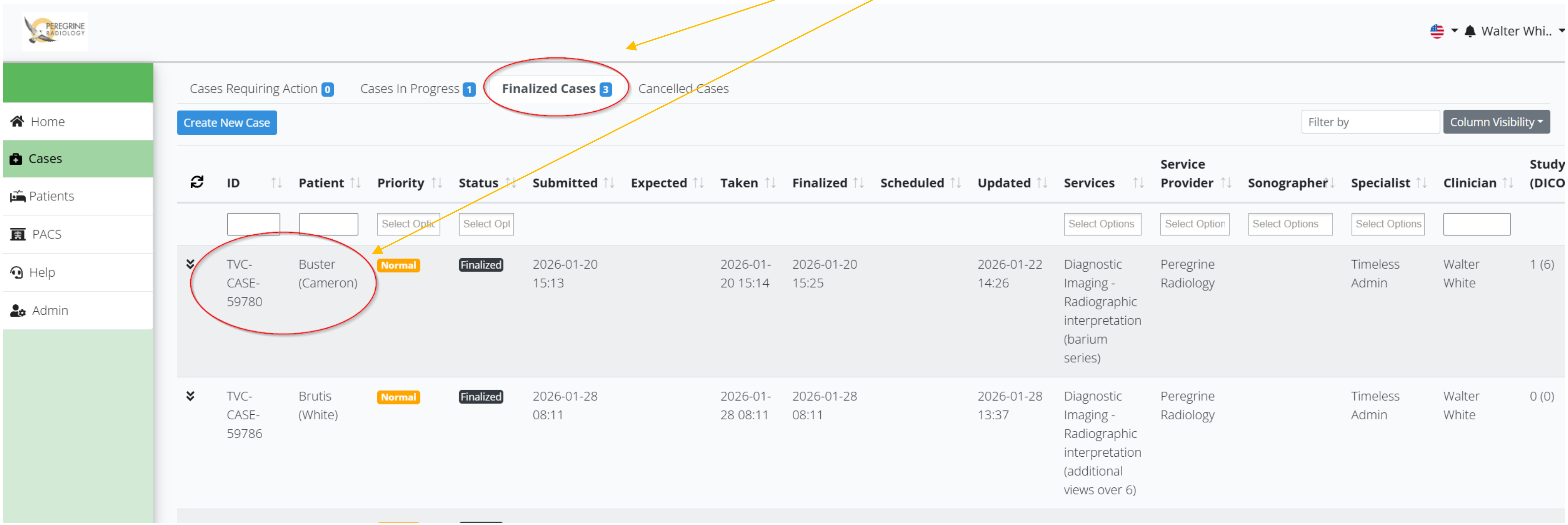
Clinic Training
(Cases in progress)

The case will now be in the Cases In Progress tab as “Submitted” in green, once the specialist takes the case, it will flip to “Taken” in Blue.



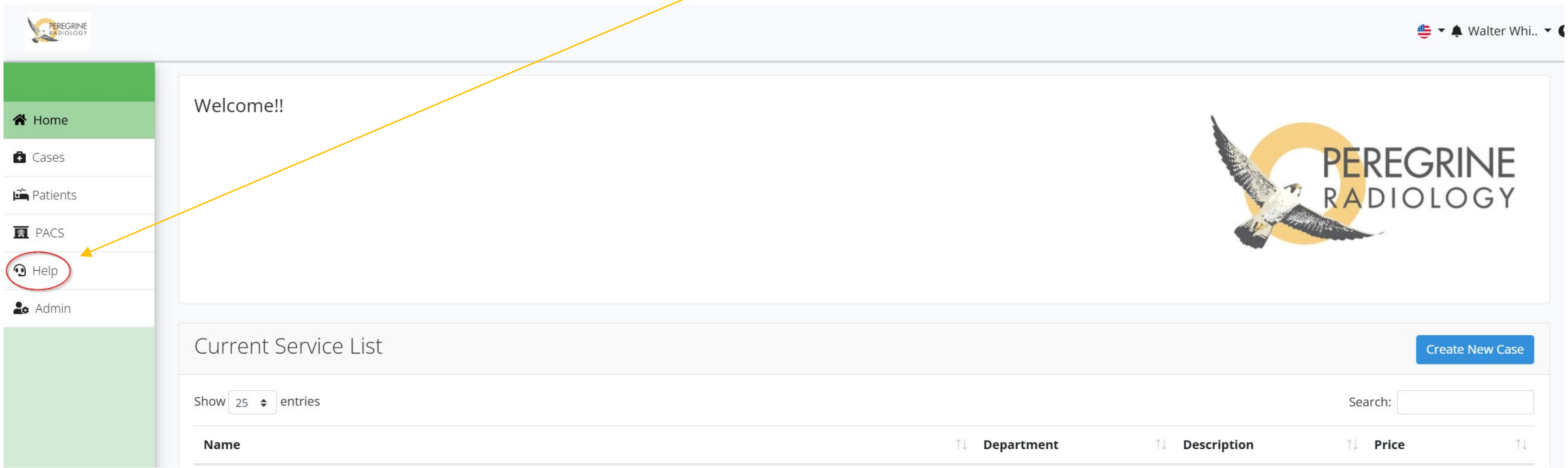
Clinic Training
(Finalized cases)

Once the specialist has finished their report, they will finalise the case and it will move to the FINALIZED tab 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.



Clinic Training
(Help)

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

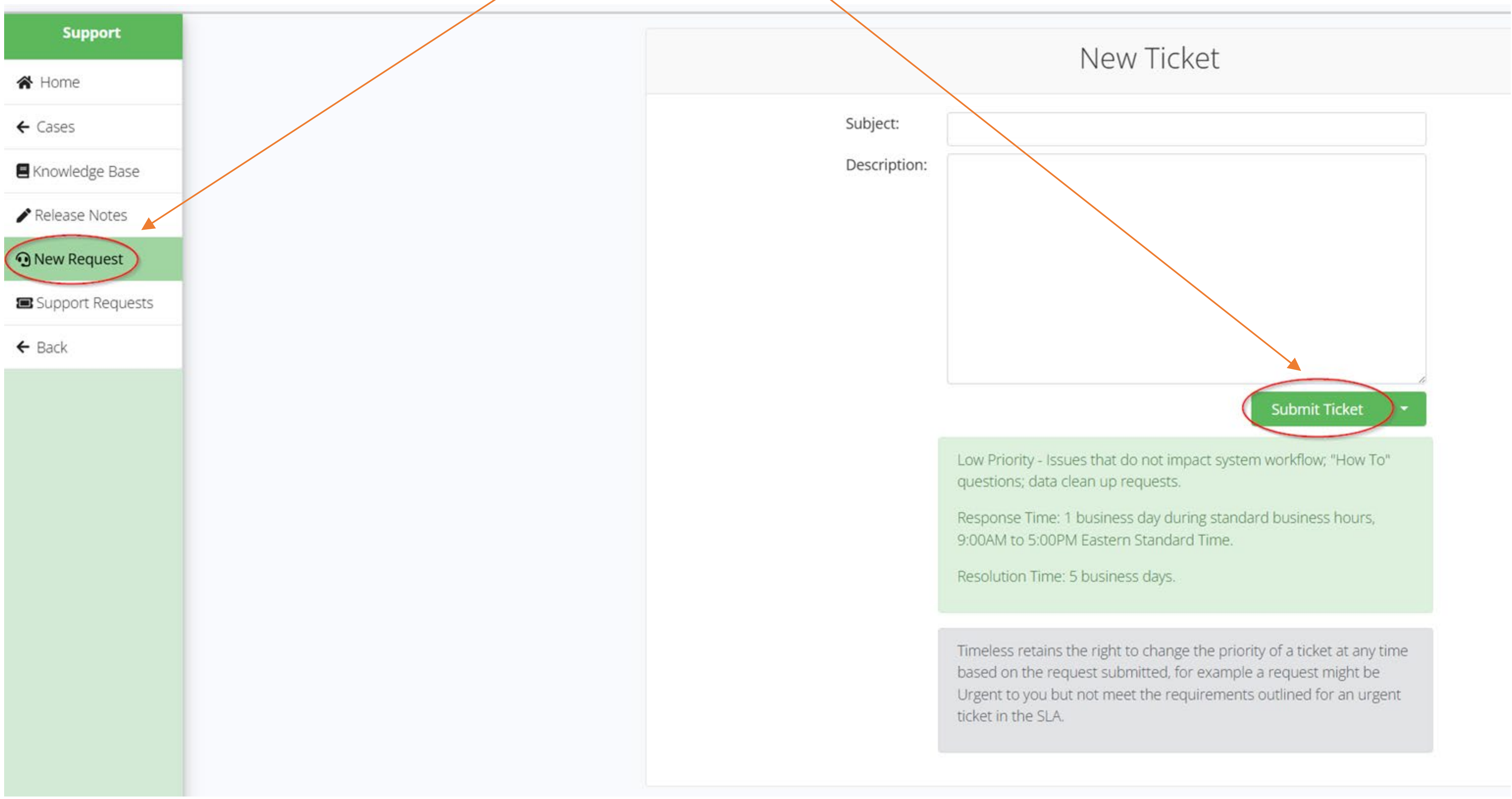


Clinic Training
(Help)

Please review the knowledge base for answers to HOW TO questions. You can use the search box to filter out the list of articles based on what information you require. For example, “password reset” would only show you articles relating to passwords or how to reset your password.

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. If you are not able to access the platform and need to report and issue you can also email support@timelessveterinary.com for assistance.



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