

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

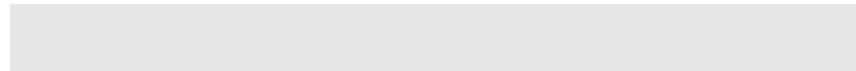


 Sign up | **Log in**



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If you have trouble logging in please send an email to support@timelessveterinary.com
Please add your name, clinic name, email address used for logging in and which specialist you are trying to access. Our support team will respond as quickly as possible.

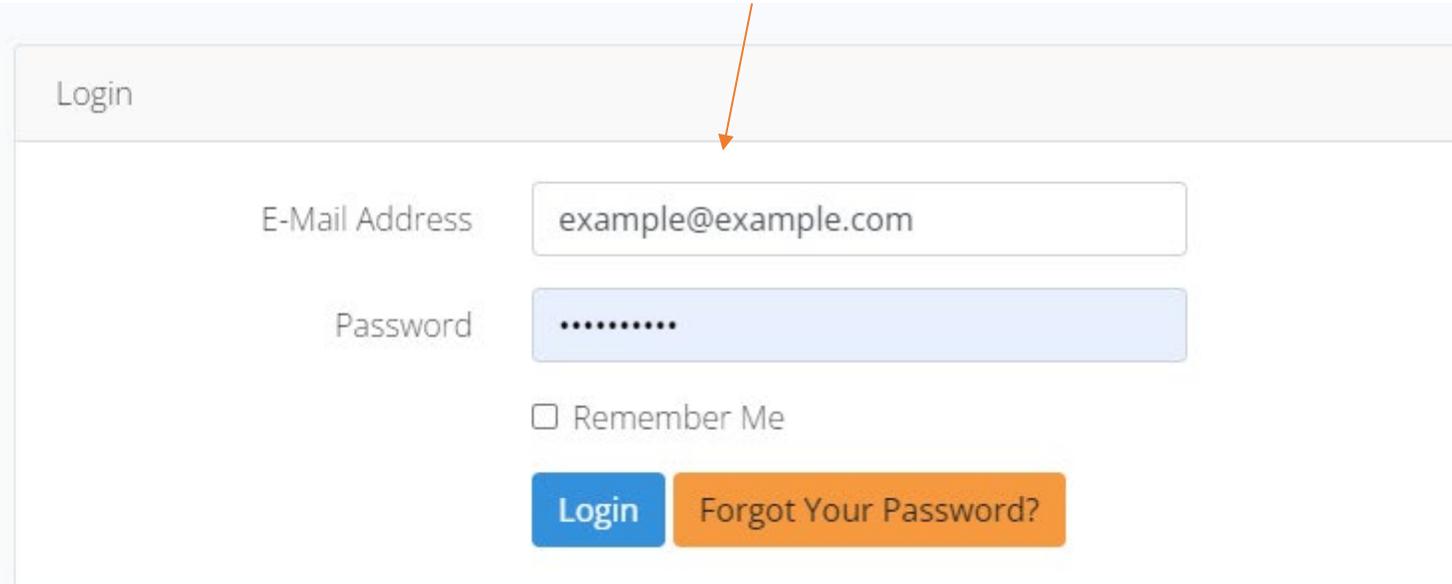


Log into platform

(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.



The image shows a login form titled "Login" with a light gray header. Below the header, there are two input fields: "E-Mail Address" containing "example@example.com" and "Password" containing seven dots. Below the password field is a checkbox labeled "Remember Me". At the bottom, there are two buttons: a blue "Login" button and an orange "Forgot Your Password?" button. An orange arrow points from the top of the form down to the "E-Mail Address" input field.

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.

The screenshot displays the Peregrine Radiology web application interface. The top left corner features the company logo. The top right corner shows the user's name, 'Walter Whi.', and a moon icon. A left-hand navigation menu is visible, with the 'Home' item highlighted in green and circled in red. The main content area contains a 'Welcome!!' message, the Peregrine Radiology logo, and a 'Current Service List' section. The 'Current Service List' section includes a 'Show 25 entries' dropdown, a search bar, and a table with columns for Name, Department, Description, and Price. A blue 'Create New Case' button is located in the bottom right corner of the main content area and is circled in red. Yellow arrows point from the text above to the 'Home' menu item, the 'Current Service List' section, and the 'Create New Case' button.

PEREGRINE RADIOLOGY

Welcome!!

PEREGRINE RADIOLOGY

Current Service List

Show 25 entries

Search:

Name Department Description Price

Create New Case

Clinic training
(Create a new case)

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

PEREGRINE RADIOLOGY

Welcome!!

PEREGRINE RADIOLOGY

Current Service List

Show 25 entries

Search:

Name	Department	Description	Price
------	------------	-------------	-------

Create New Case

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).

The screenshot displays the 'Cases' page in the Peregrine Radiology system. The top navigation bar includes a 'Create New Case' button, which is circled in red and pointed to by a yellow arrow. The page features a sidebar with navigation options: Home, Cases (circled in red), Patients, PACS, Help, and Admin. The main content area shows a summary of case counts: 'Cases Requiring Action' (0), 'Cases in Progress' (0), 'Finalized Cases' (3), and 'Cancelled Cases'. Below this is a table with columns for ID, Patient, Priority, Status, Scheduled, Updated, Services, Service Provider, Sonographer, Specialist, Clinician, Studys (DICOMS), JPGs, Documents, Cost, Age, and Weight. The table currently displays 'No data available in table'. At the bottom, there are pagination controls showing 'Showing 0 to 0 of 0 entries' and 'Previous'/'Next' buttons.

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.

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

Create New Case

Services *

Optional filter the services by department

Select services

Patient *

Clinician *

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

Requesting Physician for report

Additional Emails for Report Delivery

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.

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

Create New Case

Services *

Optional filter the services by department

Select services

Patient *

Add Patient Select a patient

Clinician *

Add Clinician Test Clinician — testclinician@test.com

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

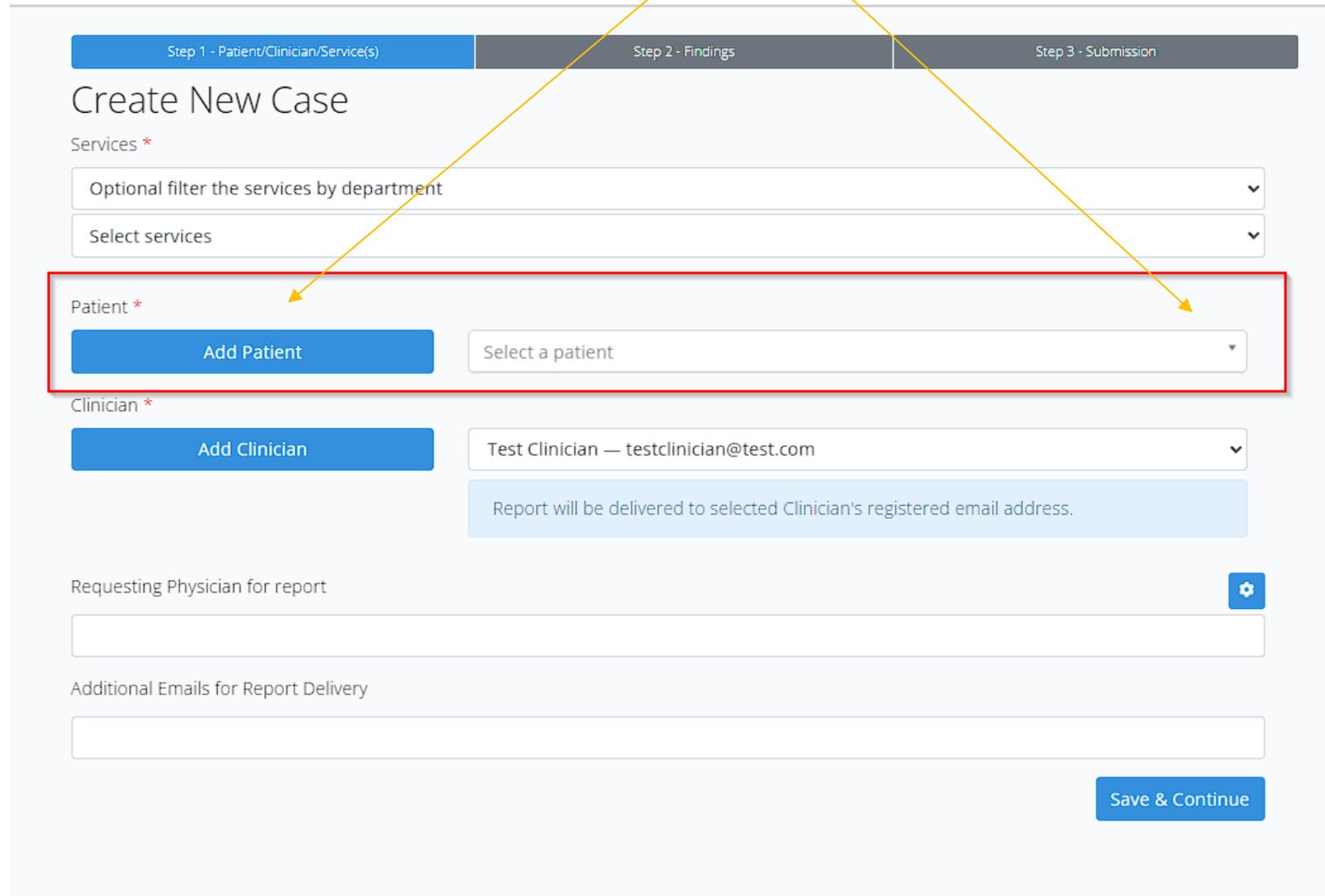
Requesting Physician for report

Additional Emails for Report Delivery

Save & Continue

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)



The screenshot shows a multi-step form titled "Create New Case". The first step, "Step 1 - Patient/Clinician/Service(s)", is active. The form includes sections for "Services", "Patient", and "Clinician". The "Patient" section is highlighted with a red border and contains an "Add Patient" button and a "Select a patient" dropdown menu. Yellow arrows point from the text above to these two elements. Below the "Patient" section is the "Clinician" section, which includes an "Add Clinician" button and a dropdown menu showing "Test Clinician — testclinician@test.com". A light blue message box states: "Report will be delivered to selected Clinician's registered email address." At the bottom, there are fields for "Requesting Physician for report" and "Additional Emails for Report Delivery", and a "Save & Continue" button.

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

Create New Case

Services *

Optional filter the services by department

Select services

Patient *

Add Patient

Select a patient

Clinician *

Add Clinician

Test Clinician — testclinician@test.com

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

Requesting Physician for report

Additional Emails for Report Delivery

Save & Continue

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".

New Patient ×

Patient Name *

Owner: *

Patient ID:

Weight: * kg

Date of Birth: *

Species: *

Breed: *

Sex: *

Advanced

New Patient ×

Patient Name *

Owner: *

Title

First Name

Last Name *

Email

Phone

Address 1

Address 2

City

Postal Code

Country

State/Province

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.

The screenshot shows a multi-step form titled "Create New Case". The steps are: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission. The form includes sections for Services, Patient, Clinician, and Requesting Physician for report. Annotations include red boxes around the Clinician and Requesting Physician sections, and yellow arrows pointing to the "Add Patient", "Add Clinician", and "Requesting Physician for report" fields.

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

Create New Case

Services *

Optional filter the services by department

Select services

Patient *

Add Patient

Fluffy (Jones)

Clinician *

Add Clinician

Test Clinician — testclinician@test.com

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

Requesting Physician for report

Dr. Smith

Additional Emails for Report Delivery

Save & Continue

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 an 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.

The image shows a software interface for adding a new clinician. A modal window titled "New Clinician" is open, containing several input fields: "Title", "Name *" (circled in red), "Credentials", "Email *" (circled in red), and "Phone". At the bottom right of the modal, there are "Submit" (circled in red) and "Close" buttons. Below the modal, the main interface shows a "Clinician *" dropdown menu with an "Add Clinician" button and a selected entry "Test Clinic user — Test_clinic_user@test.com". A note below the dropdown states: "Report will be delivered to selected Clinician's registered email address." At the bottom, there is a "Requesting Physician for report" field and a settings gear icon.

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.

The screenshot shows a multi-step form titled "Edit Case" with three steps: "Step 1 - Patient/Clinician/Service(s)", "Step 2 - Findings", and "Step 3 - Submission".

Services *
Diagnostic Imaging - Radiographic interpretation (up to 6 views) \$72.00 USD
Select services

Patient *
Add Patient
Buster (Cameron)

Clinician *
Add Clinician
Walter White — dr.ww@example.com
Report will be delivered to selected Clinician's registered email address.

Requesting Physician for report
Dr. Smith
Select a clinician name

Additional Emails for Report Delivery
xyz@example.com
Select a previous email

Save & Continue

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.

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

Case #: TVC-CASE-59788
Status: Pending

Patient : Buster emp. [Profile](#)
Owner: Cameron
Species : Cat
[More](#)

Clinic: ABC Example Clinic
Clinician: Walter White
Clinician Email: dr.ww@example.com

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

▼ Clinical Findings

Study Date:
  

Modality:

Procedure Description:

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.

Attachments

[Back](#)

Drag and Drop or click to upload.

100%

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

Patient

Name: Fluffy
Owner: Bob Jones
Species: Dog
Breed: Labrador Retriever
Gender: Female (Spayed)
Age: 5 years, 5 months and 15 days
Weight: 22.05 lbs
Clinic Identifier:

Results

file-sample_150kB.pdf

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.

The screenshot displays the Peregrine Radiology web application interface. At the top left is the logo for Peregrine Radiology. The top right corner shows user information: a flag icon, a bell icon, and the name "Walter Whi..". The left sidebar contains a menu with the following items: Home (highlighted in green), Cases, Patients, PACS (circled in red with a yellow arrow pointing to it), Help, and Admin. The main content area features a "Welcome!!" message and the Peregrine Radiology logo. Below this is a "Current Service List" section with a "Create New Case" button, a "Show 25 entries" dropdown, and a search field.

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.

The screenshot displays the Peregrine Radiology PACS interface. The left sidebar shows the 'PACS' section with 'Worklist' selected. The main area contains a table of studies with columns for Study UID, Organization, Cases, Patient, Patient ID, Study Date, Description, DICOMS, Modality, and Accession Number. The first study row is highlighted, and its briefcase icon is circled in red. Below the table, there are controls for 'Show 25 entries' and 'Showing 1 to 3 of 3 entries'.

<input type="checkbox"/>	Study UID	Organization	Cases	Patient	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
<input type="checkbox"/>	1.2.826.0.1.3680043.10.859.6059804762310694069955774002977483421	Peregrine Radiology	TVC-CASE-59780 TVC-CASE-59781	Johnson^Nicholas	ANON-890-54-9374	2023/08/10	Canine, M	6	DX	01D9CB7E0FF9A3
<input type="checkbox"/>	1.2.826.0.1.3680043.10.859.3988247891816699727531842974507238711	Peregrine Radiology	-	Tucker^Jennifer	ANON-863-22-7183	2023/08/10	Animal Cardiac	61	US	
<input type="checkbox"/>	1.2.826.0.1.3680043.10.859.1244896870735557414432153035481125598	Peregrine Radiology		Jensen^Brittany	ANON-851-43-9896	2023/08/01	W Fore Joint or Limb Lameness (no contrast)(Adult)	8228	CT	GB994-DR2679

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 'Profile' page for 'ABC Example Clinic' in the Peregrine Radiology system. The page is divided into a left sidebar with navigation options (Home, Cases, Worklist, External Servers, Account) and a main content area. The main content area has tabs for 'Organization', 'User (Me)', and 'Invitations'. The 'Organization' tab is active, displaying the clinic's details. A yellow arrow points from the text above to the 'AE Title' field, which is circled in red. The 'AE Title' is 'TVC_NA_4470', also circled in red. Other fields include Identifier, Phone, Email, Billing Email, Website, Portal, Active, and Late Fee. A 'Licenses' section shows 'TVC - TVC Clinic'.

Identifier:	
Phone:	555-555-5050
Email:	abcclinic@example.com
Billing Email:	abcbilling@example.com
Website:	
Portal:	
Active:	<input checked="" type="checkbox"/>
AE Title:	TVC_NA_4470
Late Fee:	No Late Fee

Licenses:
TVC - TVC Clinic

Credit Card:
No Credit Cards Provided.

Thumbnail View List View

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)

Clinic training
(How to DICOM SEND)

The screenshot shows the Peregrine Radiology PACS interface. On the left is a navigation menu with 'PACS' selected. The main area displays a table of studies with columns for Study UID, Organization, Cases, Patient, Patient ID, Study Date, Description, DICOMS, Modality, and Accession Number. There are three study entries visible.

Study UID	Organization	Cases	Patient	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
1.2.826.0.1.3680043.10.859.6059804762310694069955774002977483421	Peregrine Radiology	TVC-CASE-59780 TVC-CASE-59781	Johnson^Nicholas	ANON-890-54-9374	2023/08/10	Canine, M	6	DX	01D9CB7E0FF9A3
1.2.826.0.1.3680043.10.859.3988247891816699727531842974507238711	Peregrine Radiology	-	Tucker^Jennifer	ANON-863-22-7183	2023/08/10	Animal Cardiac	61	US	
1.2.826.0.1.3680043.10.859.1244896870735557414432153035481125598	Peregrine Radiology		Jensen^Brittany	ANON-851-43-9896	2023/08/01	W Fore Joint or Limb Lameness (no contrast)(Adult)	8228	CT	GB994-DR2679

At the bottom of the table, it says 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'.

Clinic Training

(Create a new case)

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

The screenshot displays the Peregrine Radiology web application interface. On the left is a navigation sidebar with options: Home, Cases (highlighted), Patients, PACS, Help, and Admin. The main content area features a progress bar with three steps: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission. Below the progress bar, case details are shown: Case # TVC-CASE-59788, Status Pending, Patient Buster emp. Profile, Owner Cameron, Species Cat, and Clinic ABC Example Clinic. In the Attachments section, there are two buttons: 'Add Attachments' and 'Add PACS Study', with the latter circled in red. The Clinical Findings section contains input fields for Study Date, Modality, and Procedure Description.

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.

The screenshot displays the 'PACS Studies' interface. On the left is a navigation sidebar with a green header and a white background, containing menu items: Home, Cases (highlighted in green), Patients, PACS, Calendar, Help, and Admin. The main content area has a light blue header with the title 'PACS Studies' and a dropdown menu below it with the text 'Select Some Options'. To the right of the dropdown are two buttons: a grey 'Back' button and a blue 'Submit' button. A red box highlights the 'Submit' button, and a red arrow points from the top of the page down to it.

Clinic Training (Adding an Attachment)

Now that you have added your files you can check them out clicking on 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.

The screenshot displays a medical software interface with three main steps: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission. The patient information includes Case #: TVC-CASE-59664, Status: Pending, Patient: Fluffy, Owner: Bob Jones, and Species: Dog. The clinic information includes Metta Test Clinic, Test Clinician, and testclinician@test.com. The Attachments section is active, showing a table with columns for Name, Type, Description, Date Added, and Include with Report?. A single attachment is listed: file-sample_150kB.pdf, added on 2025-07-22 16:15:38. The interface also features buttons for Add Attachments and Add PACS Study, and expandable sections for Scheduling and Clinical History.

Name	Type	Description	Date Added	Include with Report?
 file-sample_150kB.pdf			2025-07-22 16:15:38	<input type="checkbox"/>

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"**.

History & Clinical Signs: *

Arial 12pt

Rich text editor toolbar with icons for bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, indent, outdent, undo, redo, insert image, insert table, insert video, and link icon.

POWERED BY TINY

Current Medications:

Drugs or Sedation Used:

Contrast Agent:

Amount Given (cc):

Timing of contrast bolus:

Save & Continue

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.

The screenshot displays a web application interface for submitting a case. The interface is organized into several sections:

- Navigation Menu (Left):** Includes Home, Cases, Patients, PACS, Help, and Admin.
- Progress Bar (Top):** Shows three steps: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission.
- Case Details (Main Content):**
 - Tabs:** Details (selected), Services, Findings, Attachments (0), Patient History (1), Comments (0).
 - Case Information:**
 - Case #: TVC-CASE-59788
 - Status: Pending
 - Patient: Buster [emp.](#) [Profile](#)
 - Owner: Cameron
 - Species: Cat
 - Clinic: ABC Example Clinic
 - Clinician: Walter White
 - Clinician Email: dr.ww@example.com
 - Buttons:** [Submit Case](#) (highlighted with a red circle and a yellow arrow), [Case Actions](#) (dropdown), [Edit Case](#) (in Services section), [Edit Group](#) (in Clinical Findings section).
- Services Section:** Displays "Diagnostic Imaging - Radiographic interpretation (up to 6 views)" with a total cost of \$72.00 USD.
- Clinical Findings Section:** Shows a dropdown arrow and the text "Clinical Findings".
- History & Clinical Signs:** Displays "example case".

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**".

Comments (0)

Arial 12pt

New Comment

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Internal Add CC

Tags [Edit Tags](#)

[Add Comment](#) [Cancel](#)

[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.

The screenshot displays the Peregrine Radiology software interface. At the top, the logo for Peregrine Radiology is visible on the left, and the user's name, Walter White, is on the right. Below the logo, a navigation menu includes Home, Cases, Patients, PACS, Help, and Admin. The main content area shows a dashboard with tabs for 'Cases Requiring Action' (0), 'Cases In Progress' (1), 'Finalized Cases' (3), and 'Cancelled Cases'. The 'Cases In Progress' tab is selected and circled in red. Below the tabs, there is a 'Create New Case' button and a 'Filter by' dropdown. A table lists the cases, with columns for ID, Patient, Priority, Status, Submitted, Expected, Taken, Scheduled, Updated, Services, Service Provider, Sonographer, Specialist, Clinician, Studies (DICOMS), and JPGs. The first case, TVC-CASE-59788, is circled in red and has a 'Submitted' status. The table also includes 'Select Options' buttons for various columns. 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	Expected	Taken	Scheduled	Updated	Services	Service Provider	Sonographer	Specialist	Clinician	Studies (DICOMS)	JPGs
TVC-CASE-59788	Buster (Cameron)	Normal	Submitted	2026-01-30 13:10				2026-01-30 13:10	Diagnostic Imaging - Radiographic interpretation (up to 6 views)	Peregrine Radiology			Walter White	0 (0)	0

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.

The screenshot displays the Peregrine Radiology software interface. The top navigation bar includes the logo, user name 'Walter Whi..', and navigation tabs: 'Cases Requiring Action 0', 'Cases In Progress 1', 'Finalized Cases 3', and 'Cancelled Cases'. The 'Finalized Cases' tab is highlighted and circled in red. Below the tabs is a 'Create New Case' button and a 'Filter by' dropdown. The main content area is a table with columns: ID, Patient, Priority, Status, Submitted, Expected, Taken, Finalized, Scheduled, Updated, Services, Service Provider, Sonographer, Specialist, Clinician, and Study (DICO). The first row of the table is circled in red, showing a case with ID 'TVC-CASE-59780', Patient 'Buster (Cameron)', Priority 'Normal', Status 'Finalized', Submitted '2026-01-20 15:13', Taken '2026-01-20 15:14', Finalized '2026-01-20 15:25', Updated '2026-01-22 14:26', Services 'Diagnostic Imaging - Radiographic interpretation (barium series)', Service Provider 'Peregrine Radiology', Specialist 'Timeless Admin', Clinician 'Walter White', and Study '1 (6)'. The second row shows a case with ID 'TVC-CASE-59786', Patient 'Brutis (White)', Priority 'Normal', Status 'Finalized', Submitted '2026-01-28 08:11', Taken '2026-01-28 08:11', Finalized '2026-01-28 08:11', Updated '2026-01-28 13:37', Services 'Diagnostic Imaging - Radiographic interpretation (additional views over 6)', Service Provider 'Peregrine Radiology', Specialist 'Timeless Admin', Clinician 'Walter White', and Study '0 (0)'. A yellow arrow points from the text above to the 'Finalized Cases' tab, and another yellow arrow points from the text above to the 'Normal' status of the first case.

ID	Patient	Priority	Status	Submitted	Expected	Taken	Finalized	Scheduled	Updated	Services	Service Provider	Sonographer	Specialist	Clinician	Study (DICO)
TVC-CASE-59780	Buster (Cameron)	Normal	Finalized	2026-01-20 15:13		2026-01-20 15:14	2026-01-20 15:25		2026-01-22 14:26	Diagnostic Imaging - Radiographic interpretation (barium series)	Peregrine Radiology		Timeless Admin	Walter White	1 (6)
TVC-CASE-59786	Brutis (White)	Normal	Finalized	2026-01-28 08:11		2026-01-28 08:11	2026-01-28 08:11		2026-01-28 13:37	Diagnostic Imaging - Radiographic interpretation (additional views over 6)	Peregrine Radiology		Timeless Admin	Walter White	0 (0)

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.

The screenshot displays the Peregrine Radiology software interface. On the left, a navigation sidebar contains the following items: Home, Cases, Patients, PACS, Help (circled in red with a yellow arrow pointing to it), and Admin. The main content area features a 'Welcome!!' message and the Peregrine Radiology logo. Below this is a 'Current Service List' section with a 'Create New Case' button. The list includes a 'Show 25 entries' dropdown and a search field. The table headers are: Name, Department, Description, and Price.

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.

The screenshot displays a user interface for a support portal. On the left, a vertical navigation menu is visible under the heading 'Support'. The menu items are: Home, Cases, Knowledge Base (highlighted with a red circle), Release Notes, New Request, Support Requests, and Back. The main content area is titled 'FAQ:' and contains a list of questions: 'How to send 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?', and 'How do I finalize a case?'. In the top right corner of the main content area, there is a search box with the text 'Search' and a 'Clear' button next to it. The search box is also highlighted with a red circle. Two orange arrows originate from the top right text block: one points to the search box, and the other points to the 'Knowledge Base' menu item.

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 an issue you can also email support@timelessveterinary.com for assistance.

Support

- Home
- Cases
- Knowledge Base
- Release Notes
- New Request**
- Support Requests
- Back

New Ticket

Subject:

Description:

Submit Ticket

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, 9:00AM to 5:00PM Eastern Standard Time.

Resolution Time: 5 business days.

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.

Clinic Training

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

