

Kansas City Veterinary Specialty Associates Clinic training

A user guide to submitting cases on the
KCVSA Telemedicine and Referral platform.



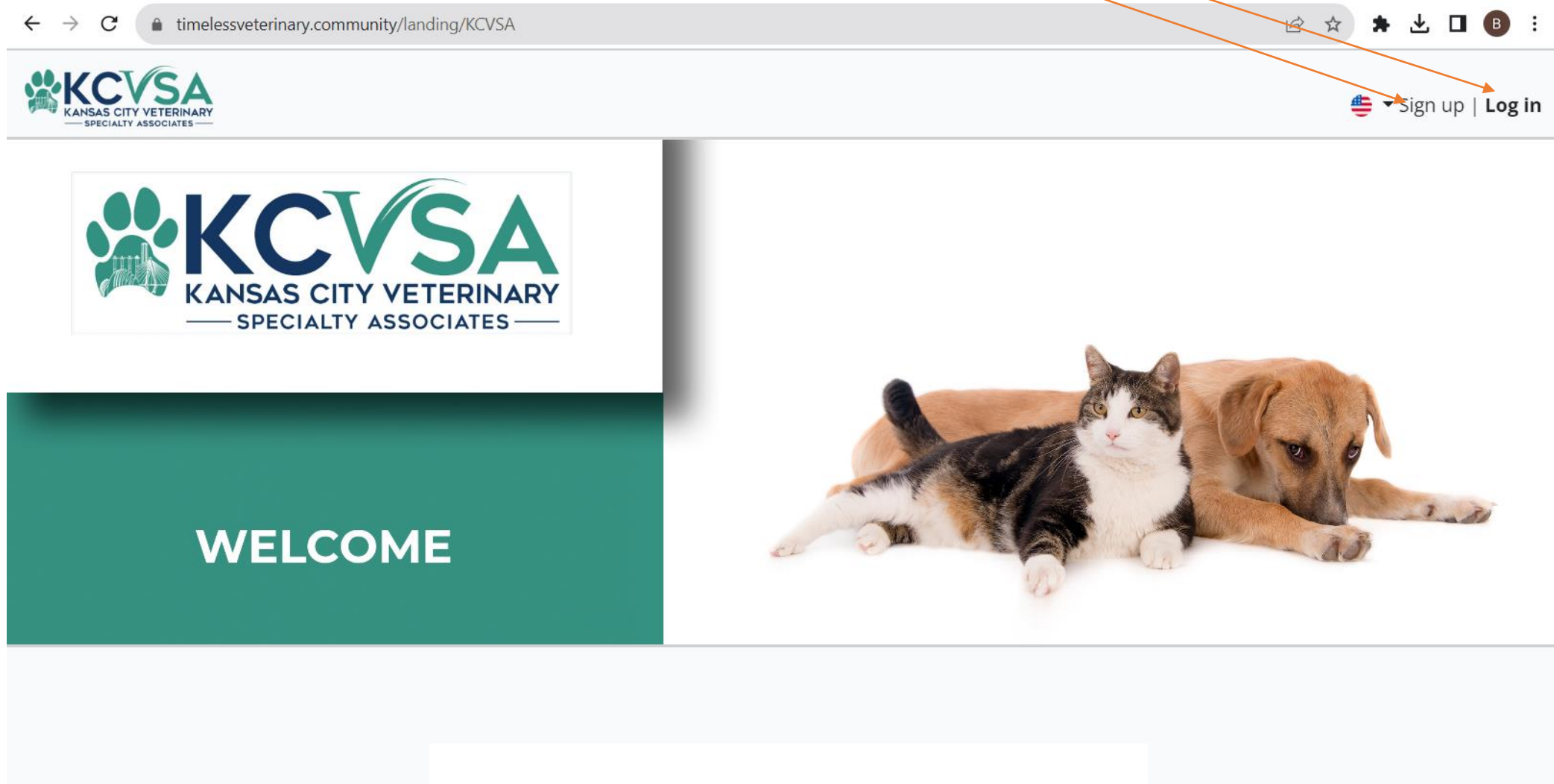
Log into platform

(sign in)

Go to:

<https://timelessveterinary.community/landing/KCVSA>

Log into platform with user id and password or register for access through Sign UP



Log into platform

(sign in)

Use your Email and Password to sign in.



Login

E-Mail Address

Password

Remember Me

[Login](#) [Forgot Your Password?](#)

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.

The screenshot displays the web application interface for KCVSA (Kansas City Veterinary Specialty Associates). The browser address bar shows the URL `timelessveterinary.community/tvc`. The page features a sidebar on the left with navigation options: Home, Cases, Patients, PACS (highlighted with an orange arrow), Calendar, Help, and Admin. The main content area includes a welcome message, a list of services, and a 'Current Service List' table. The table has columns for Name, Department, Description, and Price. A 'Create New Case' button is visible in the top right of the service list section.

Welcome to Kansas City Veterinary Specialty Associates

Other services are available (e.g., thoracentesis/abdominocentesis with draining of fluid, pericardiocentesis, arthrocentesis, urinary bladder traumatic catheterization, tru-cut needle biopsies, bone marrow aspirate/core biopsy), however, an in-person consult is required prior to these procedures. An estimate for the services can be provided after the initial consultation.

Current Service List [Create New Case](#)

Show 25 entries Search:

Name	Department	Description	Price
Virtual Internal Medicine Consult	Internal Medicine	Comprehensive review of history and previous diagnostics recommendations Follow up	\$100.00 USD

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of Service & Privacy Policy Version: 1.7.9.4319

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.

Clinic training
(How to DICOM SEND)

The screenshot shows a web browser at the URL `timelessveterinary.community/profile`. The page header includes the KCVSA logo (Kansas City Veterinary Specialty Associates) and user information for 'Tester'. A left-hand navigation menu is visible with the following items: Admin, Home, Cases, Settings, Account (highlighted with a green bar and an orange arrow), and Invoices. The main content area is titled 'Profile' and shows the 'Organization' tab selected. The organization name is 'TestClinicKCVSA'. Below the name, the following information is displayed: Identifier, Phone: 5555555555, Email: test@kcvsa.com, Billing Email Addresses: test@kcvsa.com, AE Title: TVC_NA_2910, and Clinic Late Fee. A section for 'Licenses' contains a blue button labeled 'TVC - TVC Clinic License'. Below that, the 'Credit Card' section states 'No Credit Cards Provided.' At the bottom of the profile card, there are radio buttons for 'Thumbnail View' (selected) and '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: 110

Clinic training
(How to DICOM SEND)

timelessveterinary.community/pacs/worklist

KCVSA KANSAS CITY VETERINARY SPECIALTY ASSOCIATES

Tester

PACS

Home

Cases

Worklist

External Servers

Account

Show 25 entries

Search:

#	Study UID	Organization	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
No data available in table								

Showing 0 to 0 of 0 entries

Previous Next

Clinic training
(Create a new case)

At home page you can also see messages from your specialist provider, the service list, and be able to create a new case.

The screenshot shows the KCVSA web application interface. On the left is a green sidebar with navigation options: Home, Cases, Patients, PACS, Calendar, Help, and Admin. The main content area features a text box with service information and a 'Current Service List' table. A blue 'Create New Case' button is located in the top right of the service list section. Two orange arrows point from the text above to the 'Home' link and the 'Create New Case' button.

Other services are available (e.g., thoracentesis/abdominocentesis with draining of fluid, pericardiocentesis, arthrocentesis, urinary bladder traumatic catheterization, tru-cut needle biopsies, bone marrow aspirate/core biopsy), however, an in-person consult is required prior to these procedures. An estimate for the services can be provided after the initial consultation.

Current Service List

Show entries Search:

Name	Department	Description	Price
Virtual Internal Medicine Consult	Internal Medicine	Comprehensive review of history and previous diagnostics Diagnostic and treatment recommendations Follow up questions for 2 weeks	\$100.00 USD
Follow-up Virtual Internal Medicine Consultation	Internal Medicine	> 2 weeks and < 6 months after original consult No physical exam Can be done virtually	\$50.00 USD
In-Person Intern		and previous diagnostics	\$150.00

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.

timelessveterinary.community/tvc/cases/tab/in-progress

KCVSA
KANSAS CITY VETERINARY
SPECIALTY ASSOCIATES

Cases Requiring Action 0 **Cases In Progress 1** Finalized Cases 2 Cancelled Cases

Create New Case Filter by Column Visibility

ID	Patient	Priority	Status	Submitted	Taken	Scheduled	Updated	Services	Service Provider	Sono
TVC-CASE-144698	Ziggy (Wright)	Normal	Submitted	09-11-2023 13:12			09-11-2023 13:12	Virtual Internal Medicine Consult	Kansas City Veterinary Specialty Associates	

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

Clinic Training (Create a new case)

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

timelessveterinary.community/tvc/cases/create

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USA Tester

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 Tester — test2@kcvsa.com

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

Requesting Physician for report

Clinic Training (Create a new case)

Select the service you need to request
NOTE: that more then one report can be selected.

timelessveterinary.community/tvc/cases/create

KCVSA
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SPECIALTY ASSOCIATES

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

Create New Case

Services *

- Abdominal ultrasound \$450.00 USD
- Cervical ultrasound \$200.00 USD

Optional filter the services by department

Select services

Patient *

Add Patient | Select a patient

Clinician *

Add Clinician

Clinic Training
(Create a new case)

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

timelessveterinary.community/tvc/cases/create

KCVSA
KANSAS CITY VETERINARY
SPECIALTY ASSOCIATES

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

Create New Case

Services *

- Abdominal ultrasound \$450.00 USD
- Cervical ultrasound \$200.00 USD

Optional filter the services by department

Select services

Patient *

Add Patient | Select a patient

Clinician *

Add Clinician | Tester — test2@kcvsa.com

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 * are mandatory fields to be filled in.

timelessveterinary.community/tvc/cases/create

New Patient

Name * Owner: *

Patient ID: Weight: * kg Age: * Years Months Weeks Days

Species: * Breed: * Sex: *

Advanced

Submit Close

Add Patient Select a patient

New Patient

Name * Owner: *

Title First Name

Last Name * Email

Phone Address 1 *

Address 2 City

Postal Code Country

State/Province

Create Owner Cancel

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.

timelessveterinary.community/tvc/cases/create

KCVSA
KANSAS CITY VETERINARY
SPECIALTY ASSOCIATES

Home Cases Patients PACS Calendar Help Admin

Create New Case

Services *

- Abdominal ultrasound \$450.00 USD
- Cervical ultrasound \$200.00 USD

Optional filter the services by department

Select services

Patient *

Add Patient Bud (Tester)

Clinician *

Add Clinician Select a clinician

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

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 a web browser window with the URL `timelessveterinary.community/tvc/cases/create`. A modal window titled "New Clinician" is open, containing the following form fields:

- Title:** A dropdown menu with "Dr." selected.
- Name *:** A text input field containing "Kerr".
- Credentials:** An empty text input field.
- Email *:** A text input field containing "ceres_des@hotmail.com", which is highlighted with a blue border.
- Phone:** An empty text input field.

At the bottom right of the modal, there are two buttons: "Submit" (highlighted with an orange arrow) and "Close".

The background shows a sidebar with navigation options: Home, Cases, Patients, PACS, Calendar, Help, and Admin. Below the modal, there is a blue "Add Clinician" button and a dropdown menu labeled "Select a clinician". A message box below the dropdown states: "Report will be delivered to selected Clinician's registered email address."

The footer of the page includes the logo for "TIMELESS VETERINARY SYSTEMS" and the text: "Timeless Veterinary Systems International Limited ©2023 — All Rights Reserved EULA, Terms of Service & Privacy Policy Version: 1.7.9.4319".

Clinic Training (Create a new case)

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

← → ↻ timelessveterinary.community/tvc/cases/create

KCVSA
KANSAS CITY VETERINARY
— SPECIALTY ASSOCIATES —

🇺🇸 🛎 Tester 🌙

Select services

Patient *

Add Patient Bud (Tester)

Clinician *

Add Clinician Dr. Kerr - kerrdoc@hotmail.com

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

Requesting Physician for report

Select a clinician name

Additional Emails for Report Delivery

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.

timelessveterinary.community/tvc/cases/145145/services/98120/findings/281

KCVSA
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Home
Cases
Patients
PACS
Calendar
Help
Admin

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

Case #: TVC-CASE-145145
Status: Pending
Patient : Bud [Profile](#)
Owner: Tester
Species : Dog
Clinic: TestClinicKCVSA
Clinician: Kerr
Clinician Email: kerrdoc@hotmail.com

More

▼ Clinical Intake:

Please schedule a time for the client to drop the patient off. Please have the client drop off by 9 am and inform them the patient may be at the clinic most of the day. If applicable, have Owner sign the "Consent to Ultrasound" form.

Reason for consult/procedure request: *

Arial 12pt

This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required.

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**.

timelessveterinary.community/tvc/cases/145145

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Home
Cases
Patients
PACS
Calendar
Help
Admin

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

Details | Services | Findings | **Attachments (0)** | Patient History (2) | Comments (0) | Tags (0)

Case #: TVC-CASE-145145
Status: Pending

Patient: Bud [Profile](#)
Owner: Tester
Species: Dog

Clinic: TestClinicKCVSA
Clinician: Kerr
Clinician Email: kerrdoc@hotmail.com

Submit Case | Case Actions

More

Services [Edit Case](#)

Abdominal ultrasound \$450.00 USD
Cervical ultrasound \$200.00 USD
Total Cost: \$650.00 USD

Clinical Intake: [Edit Group](#)

Edit Findings

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)

To ADD ATTACHMENTS scroll down and you'll find the button "Add attachments".

timelessveterinary.community/tvc/cases/145145

KCVSA
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SPECIALTY ASSOCIATES

Home
Cases
Patients
PACS
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Admin

Details Services Findings **Attachments (0)** Patient History (2) Comments (0) Tags (0)

test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required.

Current/Historical Treatments/Medications:

This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required. This is a test case, in here you will enter the information required.

Attachments

Add Attachments Add PACS Study

Zips (0) Studies Images & Clips (0) Documents (0)

Name	Description	Date Added
------	-------------	------------

Patient History

Edit Findings

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

The screenshot shows a web browser window with the URL `timelessveterinary.community/tvc/cases/145145/upload`. The page header includes the KCVSA logo and navigation icons. A sidebar on the left contains menu items: Home, Cases (highlighted), Patients, PACS, Calendar, Help, and Admin. The main content area is titled "Attachments" and features a large rectangular box with the text "Drag and Drop or click to upload." An orange arrow points from the top right of the page towards this box. Below the upload area, there are two sections: "Patient" and "Results". The "Patient" section displays the following information: Name: Bud, Owner: Tester, Species: Dog, Breed: Golden Retriever, Gender: Male (Neutered), Age: 3 years, 3 months and 12 days, Weight: 154.32 lbs, and Clinic Identifier: [blank]. A "Back" button is located in the top right corner of the Attachments section.

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.

tvns-sales.tvms-uat.timelessveterinary.com/tvc/cases/93

TIMELESS VETERINARY SYSTEMS

Home Cases Patients PACS Help Admin


Details Services Findings **Attachments (2)** Comments (0)

Attachments

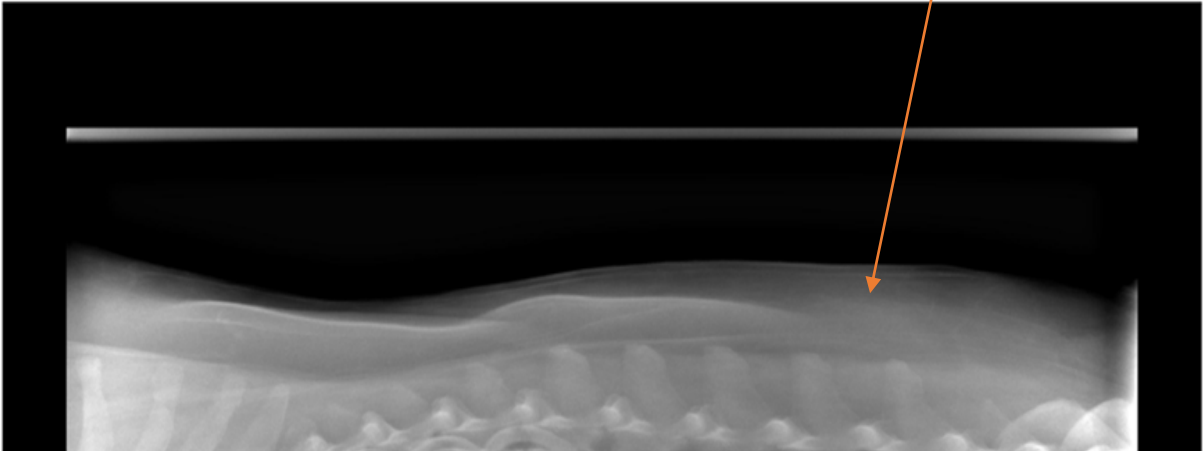
Add Attachments Add PACS Study Open in Viewer Open in Osirix

Zips (1) **Studies** Images & Clips (0) Documents (0)

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

Delete



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.

The screenshot displays the KCVSA (Kansas City Veterinary Specialty Associates) web application interface. The browser address bar shows the URL: `timelessveterinary.community/tvc/cases/145145`. The page header includes the KCVSA logo and user information: "Tester". The navigation sidebar on the left contains links for Home, Cases, Patients, PACS, Calendar, Help, and Admin. The main content area is divided into three steps: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission. The current view is the "Attachments (0)" tab, which shows case details for "Bud" (Patient), "Tester" (Owner), and "Dog" (Species). The case status is "Pending". The clinician is "Kerr" (TestClinicKCVSA) with email "kerrdoc@hotmail.com". A green "Submit Case" button and a blue "Case Actions" dropdown menu are visible. Below the case details, the "Services" section lists "Abdominal ultrasound \$450.00 USD", "Cervical ultrasound \$200.00 USD", and a "Total Cost: \$650.00 USD". The "Clinical Intake" section is also visible. An orange arrow points from the text above to the "Submit Case" button. The footer includes the "TIMELESS VETERINARY SYSTEMS" logo and copyright information: "nary Systems International Limited ©2023 — All Rights Reserved Service & Privacy Policy Version: 1.7.9.4319".

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 shows the KCVSA web application interface. The browser address bar displays 'timelessveterinary.community/tvc/cases/tab/in-progress'. The page header includes the KCVSA logo and user information 'Tester'. The main content area features a navigation bar with tabs: 'Cases Requiring Action 0', 'Cases In Progress 1', 'Finalized Cases 2', and 'Cancelled Cases'. A 'Create New Case' button is visible. Below the navigation bar is a table of cases. The table has columns for ID, Patient, Priority, Status, Submitted, Taken, Scheduled, Updated, Services, Service Provider, and Sonos. A single case is listed with ID 'TVC-CASE-144698', Patient 'Ziggy (Wright)', Priority 'Normal', Status 'Submitted', Submitted date '09-11-2023 13:12', Updated date '09-11-2023 13:12', Services 'Virtual Internal Medicine Consult', and Service Provider 'Kansas City Veterinary Specialty Associates'. An orange arrow points to the 'Submitted' status of this case. At the bottom of the table, there are pagination controls: 'Show 25 entries', 'Showing 1 to 1 of 1 entries', and 'Previous 1 Next'.

ID	Patient	Priority	Status	Submitted	Taken	Scheduled	Updated	Services	Service Provider	Sonos
TVC-CASE-144698	Ziggy (Wright)	Normal	Submitted	09-11-2023 13:12			09-11-2023 13:12	Virtual Internal Medicine Consult	Kansas City Veterinary Specialty Associates	

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 KCVSA web application interface. The top navigation bar includes the KCVSA logo, a user profile for 'Tester', and navigation icons. The main content area features a sidebar with menu items: Home, Cases, Patients, PACS, Calendar, Help, and Admin. The 'Cases' section is active, displaying a table of cases. The table has columns for ID, Patient, Priority, Status, Submitted, Taken, Finalized, Scheduled, Updated, Services, and Provider. Two cases are listed, both with a status of 'Finalized'. An orange arrow points from the text above to the 'Finalized' status of the first case.

ID	Patient	Priority	Status	Submitted	Taken	Finalized	Scheduled	Updated	Services	Service Provider
TV- CASE- 96450	Bud (Tester)	Normal	Finalized	06-12-2023 11:56	07-14- 2023 20:35	07-14-2023 20:36		07-14-2023 20:36	Abdominal ultrasound	Kans Veter Speci Assoc
TV- CASE- 96454	Bud (Tester)	Normal	Finalized	06-12-2023 12:10	06-12- 2023 12:11	06-12-2023 12:18		06-12-2023 12:18	Abdominal ultrasound	Kans Veter Speci Assoc

Clinic Training (REPORT)

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

Preview PDF



The screenshot shows a PDF viewer interface. The title bar reads "Bud (Tester) - Timeless Veterinary Syste...". The page number is "1 / 1" and the zoom level is "84%". The report content includes the KCVSA logo, contact information for the requesting clinic (ABC test Clinic, 221 Deloraine Avenue, Toronto, M5M 2B2) and the provider (Kansas City Veterinary Specialty Associates, 5336 Gleason Rd, Shawnee, KS 66226). The report details include the case number TVC-CASE-96450, patient name Bud (Tester), breed Golden Retriever, age 3 years, 3 months and 12 days, sex Male (Neutered), and dates Finalized (2023-07-15) and Submitted (2023-06-12). The report sections include Abdominal ultrasound, Reason for consult/procedure request, History, Pertinent previous diagnostics, and Current medications, each followed by "Sample Data". The Abdominal ultrasound findings section is partially visible at the bottom.

Report Requested By
TestClinicKCVSA
ABC test Clinic
221 Deloraine Avenue
Toronto, M5M 2B2

Report Provided By
Kansas City Veterinary Specialty
Associates
(913) 303-1121
5336 Gleason Rd
Shawnee, KS 66226

TVC-CASE-96450
Bud (Tester)
Dog | Golden Retriever | 3 years, 3 months and 12 days | Male (Neutered) |

Finalized : 2023-07-15
Submitted : 2023-06-12

Abdominal ultrasound

Reason for consult/procedure request:
Sample Data

History:
Sample Data

Pertinent previous diagnostics:
Sample Data

Current medications:
Sample Data

Abdominal ultrasound findings:
..

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.

timelessveterinary.community/tvc/patients

KCVSA
KANSAS CITY VETERINARY
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Export to XLS Export to PDF Search: Add Patient

Patient Name	Owner	Organization	Species	Breed	Gender	Clinic Identifier	Active
Bud	Tester	TestClinicKCVSA	Dog	Golden Retriever	Male (Neutered)		✓
Ziggy	Wright	TestClinicKCVSA	Cat	Lab	Female (Spayed)	789	✓

Show 25 entries Showing 1 to 2 of 2 entries Previous 1 Next

Clinic Training (Patient information)

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

timelessveterinary.community/tvc/patients/103818

KCVSA
KANSAS CITY VETERINARY
SPECIALTY ASSOCIATES

Tester

Set Patient Reminder Create New Case

Details Cases Patient Reminders Summary

Name: Bud
Owner: Tester
Email:
Phone:
Address: 111 Yonge St
Clinic: TestClinicKCVSA
Species: Dog
Breed: Golden Retriever
Age: 3 years, 3 months and 12 days
Birth Date: Age is Estimated
Gender: Male (Neutered)
Weight: 154.32 lbs
Patient ID:
Employee Pet: ✘
Active: ✔
Deceased: ✘

Edit Delete

Clinic Training (Patient information)

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

The screenshot displays the KCVSA (Kansas City Veterinary Specialty Associates) patient management system. The interface includes a top navigation bar with the KCVSA logo, a user profile for 'TimelessAd..' with a notification badge, and two buttons: 'Set Patient Reminder' and 'Create New Case'. A left sidebar contains navigation options: Home, Cases, Patients (highlighted), PACS, Calendar, Help, and Admin. The main content area shows a 'Cases' tab selected, with sub-tabs for 'Details', 'Cases', 'Patient Reminders', and 'Summary'. Below the tabs, there is a 'Show 25 entries' dropdown and a search box. A table lists 8 cases with columns for ID, Status, and Services. The status labels are color-coded: Cancelled (red), Taken (blue), Submitted (green), Finalized (black), and Pending (grey). At the bottom, it shows 'Showing 1 to 8 of 8 entries' and a pagination control with 'Previous', '1', and 'Next' buttons.

ID	Status	Services
TVC-CASE-4884	Cancelled	Radiology Consult (1-6 images),MRI 2 Areas,MRI 1 Area,CT 2 Areas,CT 1 Area,Radiograph Contrast Study,Radiograph Contrast Study,Radiograph Contrast Study,Radiograph Contrast Study,Radiology Consult (>15 images),Radiology Consult (12-15 images),MRI 3 Areas
TVC-CASE-4926	Taken	Radiology Consult (1-6 images)
TVC-CASE-4927	Submitted	CT 3 Areas
TVC-CASE-4928	Submitted	Radiology Consult (7-11 images)
TVC-CASE-4929	Submitted	CT Whole Body (4+ Areas)
TVC-CASE-4930	Submitted	CT 1 Area
TVC-CASE-4968	Finalized	Radiology Consult (1-6 images)
TVC-CASE-5029	Pending	Radiology Consult (1-6 images)

Clinic Training (HELP)

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

timelessveterinary.community/tvc

KCVSA
KANSAS CITY VETERINARY
SPECIALTY ASSOCIATES

Home
Cases
Patients
PACS
Calendar
Help
Admin

Welcome to Kansas City Veterinary Specialty Associates

Other services are available (e.g., thoracentesis/abdominocentesis with draining of fluid, pericardiocentesis, arthrocentesis, urinary bladder traumatic catheterization, tru-cut needle biopsies, bone marrow aspirate/core biopsy), however, an in-person consult is required prior to these procedures. An estimate for the services can be provided after the initial consultation.

Current Service List

Create New Case

Show 25 entries Search:

Name	Department	Description	Price
Virtual Internal Me			\$100.00

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 header includes the **TIMELESS VETERINARY SYSTEMS** logo and a user profile for Jim Murphy. A left-hand navigation menu is visible with the following items: **Support** (highlighted), Home, Knowledge Base, New Request, Support Requests, and Back. The main content area displays a list of help topics:

- 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?

The footer contains the **TIMELESS VETERINARY SYSTEMS** logo, a copyright notice for 2020, and a link to the EULA. A PDF viewer at the bottom shows a document titled `TVC-CASE-11.pdf` with a `Show all` button.

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 includes a sidebar with navigation options like 'Home', 'Knowledge Base', 'New Request', 'Support Requests', and 'Back'. The main content area features a form with 'Subject' and 'Description' fields, a 'Submit Ticket' button, and a dropdown menu for selecting a priority level. A green box details the 'Low Priority' category, including response and resolution times. A grey box at the bottom contains 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.'

Support

- Home
- Knowledge Base
- 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, 9:00 to 5:00PM Eastern Standard Time.
Resolution Time: 5 business days.
- Normal Priority
- Urgent Priority
- Question
- Feature Request

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.

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Show all

Clinic Training

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