

# Clinic User training guide

A user guide to submitting cases on the  
Small Animal Internal Medicine TeleConsulting  
Telemedicine platform



# Log into platform

(sign in)

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



Sign up Log in



Bring specialty expertise to your clinic

If you have trouble logging in please send an email to [support@timelessveterinary.com](mailto: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.

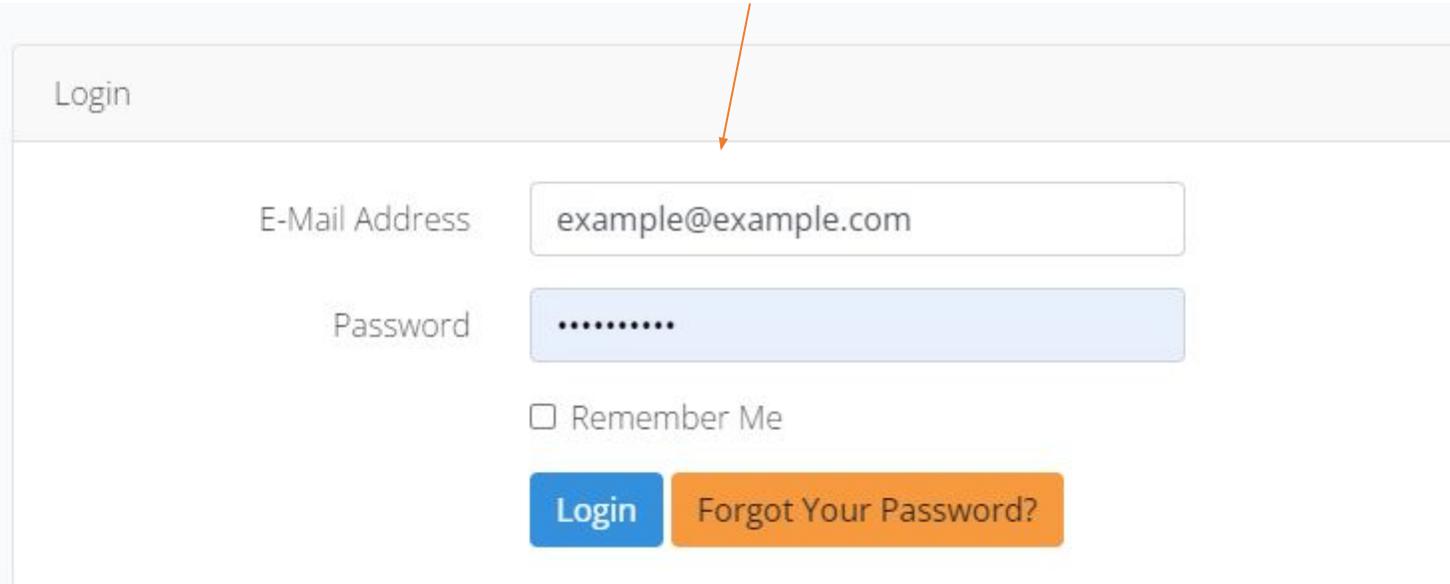


# Log into platform

(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](mailto:support@timelessveterinary.com) for assistance.



The image shows a login form titled "Login". It contains two input fields: "E-Mail Address" with the value "example@example.com" and "Password" with masked characters ".....". Below the password field is a checkbox labeled "Remember Me" which is unchecked. At the bottom of the form 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.

Small Animal Internal Medicine Teleconsultants

Bring specialty expertise to your clinic

Home

Cases

Patients

PACS

Calendar

Help

Admin

Current Service List

Show 25 entries

Search:

Name	Department	Description	Price
Initial consultation with 30-minute web-based video call and full report			\$250.00 USD
Follow-up appointment with 15-minute web-based video call and full report			\$150.00 USD
Diagnostic (laboratory or imaging) review with written recommendations report			\$150.00 USD

Showing 1 to 3 of 3 entries

Previous 1 Next

Create New Case

## Clinic Training (PACS Worklist)

If you have already forwarded a study to the Timeless PACS server, you can also create a case directly from that study by clicking on the PACS option in the left navigation menu bar.

The screenshot displays the user interface for Small Animal Internal Medicine Teleconsultants. The left navigation menu includes Home, Cases, Patients, PACS (highlighted), Calendar, Help, and Admin. The main content area features a banner for the service and a 'Current Service List' table. The table has columns for Name, Department, Description, and Price. There are three entries in the list, and a 'Create New Case' button is located in the top right corner of the table area.

Name	Department	Description	Price
Initial consultation with 30-minute web-based video call and full report			\$250.00 USD
Follow-up appointment with 15-minute web-based video call and full report			\$150.00 USD
Diagnostic (laboratory or imaging) review with written recommendations report			\$150.00 USD

Showing 1 to 3 of 3 entries

## Clinic Training (Creating case from the PACS study)

From the Worklist page you will a list of studies that have been sent to the Timeless PACS. To create the case form the Study, click the briefcase icon to the left of the Study UID as shown in the below image.



The screenshot displays the PACS Worklist interface. On the left, a navigation menu includes 'PACS', 'Home', 'Cases', 'Worklist' (highlighted with a red circle), 'External Servers', and 'Account'. The main area shows a table of studies with columns: Study UID, Organization, Cases, Patient, Patient ID, Study Date, Description, DICOMS, Modality, and Accession Number. A single study is listed with a Study UID of 1.2.156.112536.1.2116.222245005117098007.15004886980.1. A red circle highlights the briefcase icon to the left of the Study UID, and an orange arrow points from the text above to this icon. The table also shows the Organization as 'Test Clinic #1', Patient as 'WILBUR^WILBUR^WINDPKRR', Patient ID as '20241115-101528-460B', Study Date as '2024/11/15', Description as 'IVC- CASE- 59712', DICOMS as '30', and Modality as 'US'. At the bottom, there is a 'Show 25 entries' dropdown, 'Showing 1 to 1 of 1 entries', and 'Previous 1 Next' navigation buttons.

Study UID	Organization	Cases	Patient	Patient ID	Study Date	Description	DICOMS	Modality	Accession Number
1.2.156.112536.1.2116.222245005117098007.15004886980.1	Test Clinic #1	IVC- CASE- 59712	WILBUR^WILBUR^WINDPKRR	20241115- 101528-460B	2024/11/15		30	US	

## Clinic Training (How to DICOM Send a Study)

# How to DICOM Send to Timeless PACS

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 shown in the example below.

The screenshot displays the SAIM system interface. On the left is a navigation menu with 'Admin' and 'Account' highlighted. The main content area shows the 'Profile' page for 'Test Clinic #1' under the 'Organization' tab. The 'AE Title' field is circled in red, and an orange arrow points from the text above to it.

Field	Value
Identifier:	
Phone:	11122212344
Website:	
Portal:	
Active:	<input checked="" type="checkbox"/>
AE Title:	TVC_NA_4448
Late Fee:	No Late Fee

Licenses:  
TVC - TVC Clinic

Credit Card:  
No Credit Cards Provided.

## Clinic Training (How to DICOM Send a Study)

# How to DICOM Send to Timeless PACS

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

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

AE TITLE= (Every clinic receives their own AE TITLE in this system, please review slide 7)

IP: 34.120.76.114

PORT: 11112 (you can also use port# 110 if you experience issues)

The screenshot shows the 'Admin' interface of the Small Antipal Medical website. The left navigation menu includes 'Admin', 'Home', 'Cases', 'Settings', 'Account', and 'Invoices'. The 'Account' menu item is highlighted with a red circle. The main content area displays the 'Profile' for 'Test Clinic #1'. The 'Organization' tab is selected, showing the following details:

Identifier:	
Phone:	11122212344
Website:	
Portal:	
Active:	<input checked="" type="checkbox"/>
AE Title:	TVC_NA_4448
Late Fee:	No Late Fee

Below the organization details, there is a 'Licenses' section with a button labeled 'TVC - TVC Clinic'. The 'Credit Card' section indicates 'No Credit Cards Provided.'

## Clinic training (Create a new case)

If you have not already sent a study to the Timeless platform you can still create a case, click the “Create New Case” Button on the home page. You will be able to link the study or upload the study to the case in a later step.

Small Animal Internal Medicine Teleconsultants

Home Cases Patients PACS Calendar Help Admin

SMALL ANIMAL INTERNAL MEDICINE TELECONSULTANTS  
Bring specialty expertise to your clinic

Create New Case

Current Service List

Show 25 entries Search:

Name	Department	Description	Price
Initial consultation with 30-minute web-based video call and full report			\$250.00 USD

## 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 shows the 'Cases' page in a medical software interface. The left sidebar has a green header and a list of menu items: Home, Cases (highlighted with a red circle), Patients, PACS, Calendar, Help, and Admin. The main content area has a top navigation bar with the following tabs: 'Cases Requiring Action' (4), 'Cases In Progress' (3), 'Finalized Cases' (2), and 'Cancelled Cases'. Below the tabs is a 'Create New Case' button, which is circled in red. To the right of the button are 'Filter by' and 'Column Visibility' options. Below the navigation bar is a table header with the following columns: ID, Patient, Priority, Status, Scheduled, Updated, Services, Service Provider, Sonographer, Specialist, Clinician, Studys (DICOMS), JPGs, Documents, Cost, Age, Weight, and Species. The table body is currently empty, displaying 'No data available in table'. At the bottom of the page, there is a 'Show 25 entries' dropdown and a 'Showing 0 to 0 of 0 entries' message, along with 'Previous' and 'Next' navigation buttons.

## Clinic Training (Create a new case)

Once you have hit the “Create New Case” button, you are taken to this page where you start the process of submitting a case. First you will need to select a service from the drop-down Services menu. More than one service can be selected when submitting a case.

The screenshot shows a web interface for creating a new case. At the top, there are three steps: Step 1 - Patient/Clinician/Service(s) (highlighted in blue), Step 2 - Findings, and Step 3 - Submission. The main heading is "Create New Case".

The "Services \*" field is a dropdown menu with the text "Select services" and a downward arrow. This field is highlighted with a red border. Below it are the "Patient \*" and "Clinician \*" sections. Each has a blue button labeled "Add Patient" and "Add Clinician" respectively, and a dropdown menu. The "Patient" dropdown shows "Select a patient" and the "Clinician" dropdown shows "John Simms — exampleuser1@test.com". A light blue notification box below the clinician dropdown states: "Report will be delivered to selected Clinician's registered email address."

Below these are the "Requesting Physician for report" section, which includes a text input field and a dropdown menu labeled "Select a clinician name". At the bottom is the "Additional Emails for Report Delivery" section with a text input field. A blue "Save & Continue" button is located at the bottom right.

## 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 a "Services" section with a text input containing "Initial consultation with 30-minute web-based video call and full report \$250.00 USD" and a "Select services" dropdown. Below this, the "Patient" section features a red-bordered box around the "Add Patient" button and a dropdown menu for selecting a patient. The dropdown menu is also red-bordered and shows "Buster (Smitt)" and "Misty (Cameron)" as options. A blue message box below the dropdown states "Report will be delivered to selected Clinician's registered email address." The "Clinician" section has an "Add Clinician" button. At the bottom, there are fields for "Requesting Physician for report" and "Additional Emails for Report Delivery", along with a "Save & Continue" button. Two orange arrows point from the text above to the "Add Patient" button and the patient dropdown menu.

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

### Create New Case

Services \*

Initial consultation with 30-minute web-based video call and full report \$250.00 USD

Select services

Patient \*

Add Patient

Select a patient

Buster (Smitt)

Misty (Cameron)

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

Clinician \*

Add Clinician

Requesting Physician for report

Select a clinician name

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. Click ADD Owner. 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: \*

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 the 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 is currently on Step 1. It includes sections for Services, Patient, Clinician, and Requesting Physician for report. The Clinician and Requesting Physician for report sections are highlighted with red boxes. Orange arrows point from a central point above the Clinician section to the "Add Clinician" button, the "Select a clinician" dropdown, and the "Requesting Physician for report" text input field. A blue "Save & Continue" button is at the bottom right.

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

### Create New Case

Services \*

Initial consultation with 30-minute web-based video call and full report \$250.00 USD

Select services

Patient \*

Add Patient | Buster (Smitt)

**Clinician \***

Add Clinician | John Simms — exampleuser1@test.com

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

Requesting Physician for report

Dr. John Smith

Select a clinician name

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 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.

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 have need to have the final PDF top be 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 "Create New Case". The steps are: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings, and Step 3 - Submission. The form is currently on Step 1. It includes sections for Services, Patient, Clinician, and Requesting Physician for report. The "Additional Emails for Report Delivery" field is highlighted with a red box, and the "Save & Continue" button is also highlighted with a red box. An orange arrow points from the top of the form down to the "Additional Emails for Report Delivery" field, and another orange arrow points from the top of the form down to the "Save & Continue" button.

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

### Create New Case

Services \*

Initial consultation with 30-minute web-based video call and full report \$250.00 USD

Select services

Patient \*

Add Patient

Buster (Smitt)

Clinician \*

Add Clinician

John Simms — exampleuser1@test.com

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

Requesting Physician for report

Dr. John Smith

Select a clinician name

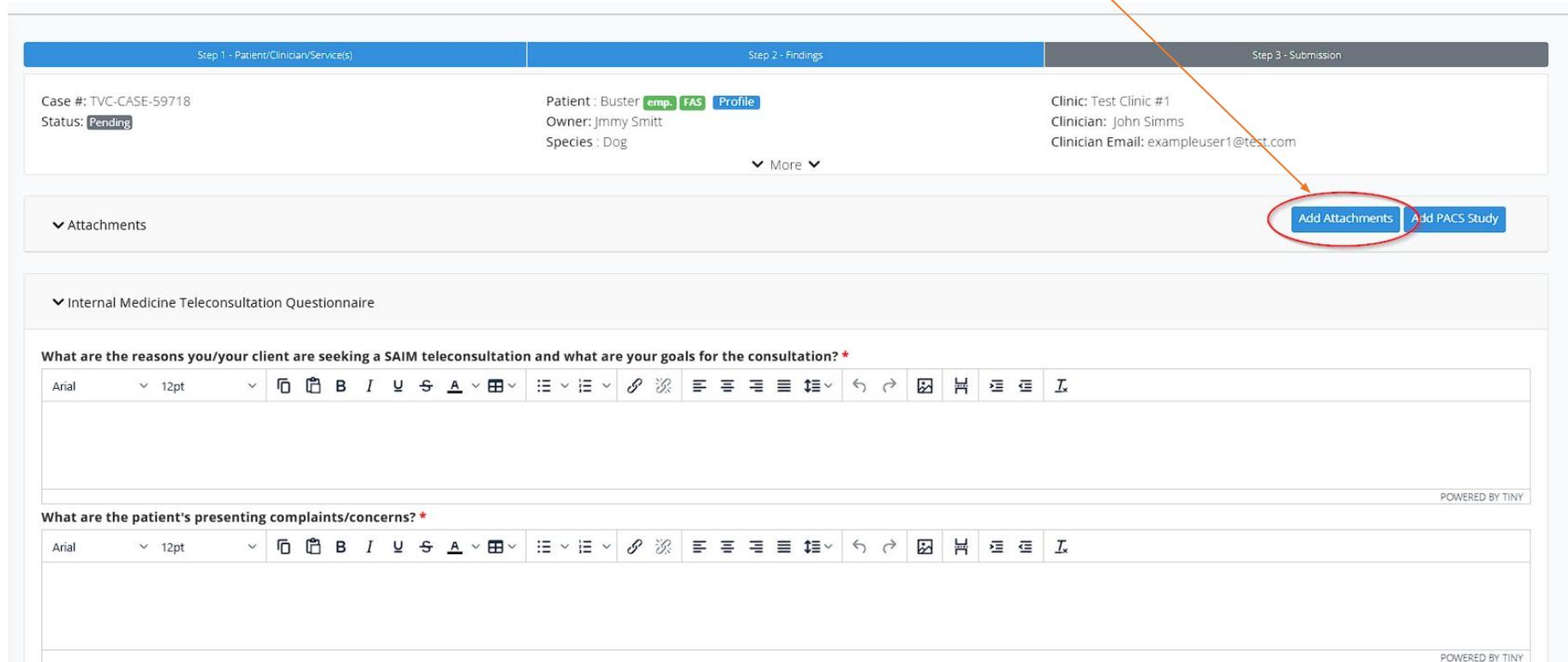
Additional Emails for Report Delivery

info@example.com

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.  
If you did not DICOM forward a study to the Timeless PACS you can manually upload it through this step using the Add Attachment option.



The screenshot displays a web interface for case submission, currently on Step 2 - Findings. The interface is divided into three steps: Step 1 - Patient/Clinician/Service(s), Step 2 - Findings (active), and Step 3 - Submission. The patient information section shows Case #: TVC-CASE-59718, Status: Pending, Patient: Buster (with emp., FAS, and Profile tags), Owner: Jimmy Smitt, and Species: Dog. The clinic information section shows Clinic: Test Clinic #1, Clinician: John Simms, and Clinician Email: exampleuser1@test.com. Below this, there are two buttons: 'Add Attachments' and 'Add PACS Study'. The 'Add Attachments' button is circled in red, and an orange arrow points to it from the text above. Below the buttons, there is a section for 'Internal Medicine Teleconsultation Questionnaire' with two text input areas. The first input area is titled 'What are the reasons you/your client are seeking a SAIM teleconsultation and what are your goals for the consultation? \*' and the second is titled 'What are the patient's presenting complaints/concerns? \*'. Both input areas have a rich text editor toolbar above them, including options for font face (Arial), size (12pt), bold, italic, underline, link, unlink, list, and indent. The text 'POWERED BY TINY' is visible at the bottom right of each input area.

## Clinic Training (Adding an Attachment)

When you click on the **“Add attachments”** button it will take to this page. You can drag your files or images 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.

---

#### Patient

Name: Buster  
Owner: Jmmy Smitt  
Species: Dog  
Breed: Beagle  
Gender: Male (Neutered)  
Age: 6 years, 3 months and 16 days  
Weight: kgs  
Clinic Identifier:

#### Results

## Clinic Training (Adding an Attachment)

Now that you have added your files or images 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.

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

Case #: TVC-CASE-59718  
Status: Pending

Patient: Buster emp. FAS Profile  
Owner: Jimmy Smitt  
Species: Dog  
More

Clinic: Test Clinic #1  
Clinician: John Simms  
Clinician Email: exampleuser1@test.com

Attachments | Add Attachments | Add PACS Study | Open in Viewer

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

Name	Type	Description	Date Added	Include with Report?
 00000010760_00000007484.pdf			2025-09-29 13:58:50	<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"**.

(If you click on "Submit case", you can go to Slide 20).

The screenshot shows a web-based form for entering clinical data. It consists of three main text input sections, each with a rich text editor toolbar. The first section is for current medications, the second for previous medical concerns, and the third for physical examination findings. Each section is powered by TinyMCE. At the bottom of the form, there are two buttons: "Save & Continue" and "Submit Case". An orange arrow points from the top right of the form area down to the "Submit Case" button, which is circled in red.

POWERED BY TINY

Please list any current medications the patient is receiving, including dosages (in mg/kg) and frequency of administration. \*

Arial 12pt

POWERED BY TINY

Please list the patient's previous medical concerns

Arial 12pt

POWERED BY TINY

Please provide the patient's physical examination findings including body weight and body condition score.

Arial 12pt

POWERED BY TINY

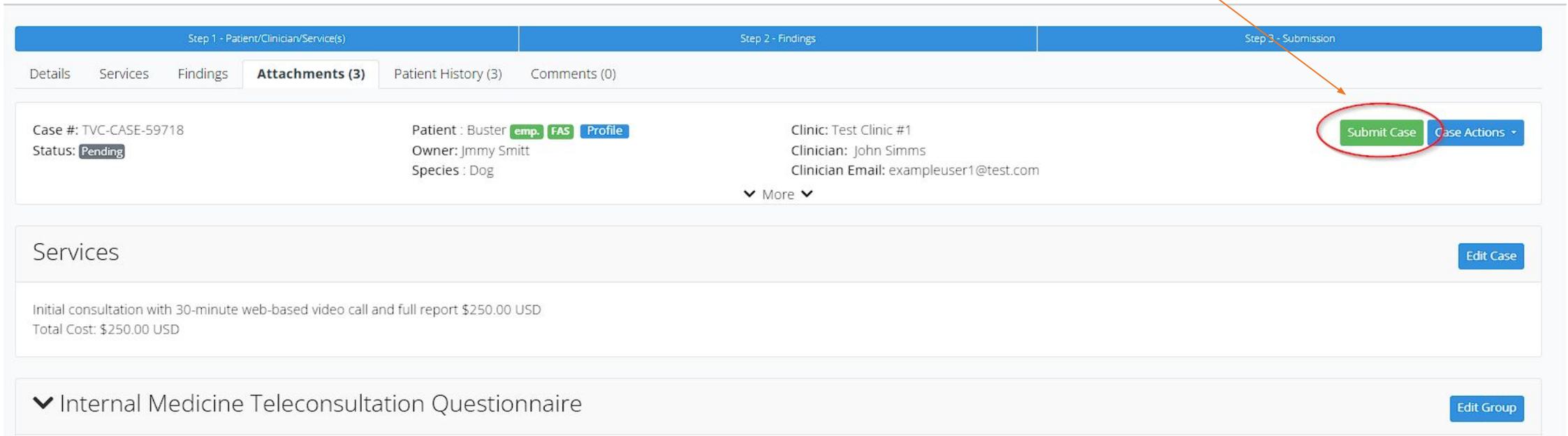
Please provide/attach all diagnostic test results.  
Documents can be attached using the attachments option in step 2 or 3 of the submission process.

Please attach patient's complete medical records.  
Documents can be attached using the attachments option in step 2 or 3 of the submission process.

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 shows a web interface for submitting a case. At the top, there are three blue tabs: "Step 1 - Patient/Clinician/Service(s)", "Step 2 - Findings", and "Step 3 - Submission". Below these are navigation tabs: "Details", "Services", "Findings", "Attachments (3)", "Patient History (3)", and "Comments (0)". The main content area displays case details: Case # TVC-CASE-59718, Status Pending, Patient Buster (with emp., FAS, and Profile tags), Owner Jmmy Smitt, Species Dog, Clinic Test Clinic #1, Clinician John Simms, and Clinician Email exampleuser1@test.com. A "More" dropdown is visible. On the right, there is a green "Submit Case" button and a blue "Case Actions" dropdown menu, which is circled in red with an orange arrow pointing to it from the text above. Below the details are sections for "Services" (with an "Edit Case" button) and "Internal Medicine Teleconsultation Questionnaire" (with an "Edit Group" button).

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

Details    Services    Findings    **Attachments (3)**    Patient History (3)    Comments (0)

Case #: TVC-CASE-59718  
Status: Pending

Patient: Buster **emp.** **FAS** **Profile**  
Owner: Jmmy Smitt  
Species: Dog

Clinic: Test Clinic #1  
Clinician: John Simms  
Clinician Email: exampleuser1@test.com

▼ More ▼

**Submit Case**    Case Actions ▼

Services Edit Case

Initial consultation with 30-minute web-based video call and full report \$250.00 USD  
Total Cost: \$250.00 USD

▼ Internal Medicine Teleconsultation Questionnaire Edit Group

## Clinic Training (Adding a Comment)

At the bottom of the 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"**

If an online consultation was scheduled a Zoom meeting URL will be posted here for you to join that meeting on the scheduled day.

Comments (0)

Arial 12pt

New Comment

POWERED BY TINY

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 a web application interface for case management. At the top, there are navigation tabs: 'Cases Requiring Action' (0), 'Cases In Progress' (4), 'Finalized Cases' (2), and 'Cancelled Cases'. The 'Cases In Progress' tab is selected and highlighted with a red circle. Below the tabs is a 'Create New Case' button and a 'Filter by' dropdown. The main content is a table with columns: ID, Patient, Priority, Status, Submitted, Expected, Taken, Scheduled, Updated, Services, Service Provider, Sonographer, Specialist, Clinician, Studys (DICOMS), JPGs, and Docum. The first row is circled in red, showing a case with ID 'TVC-CASE-59712', Patient 'Buster (Smitt)', Priority 'Normal', Status 'Submitted', and Submitted date '2025-09-29 10:33'. Other rows show cases with 'Submitted' and 'Taken' statuses. The interface also includes a sidebar with navigation options like Home, Cases, Patients, PACS, Calendar, Help, and Admin, and a user profile 'John Simms' in the top right.

ID	Patient	Priority	Status	Submitted	Expected	Taken	Scheduled	Updated	Services	Service Provider	Sonographer	Specialist	Clinician	Studys (DICOMS)	JPGs	Docum
TVC-CASE-59712	Buster (Smitt)	Normal	Submitted	2025-09-29 10:33				2025-09-29 10:33	Follow-up appointment with 15-minute web-based video call and full report	Small Animal Internal Medicine Teleconsulting			John Simms	1 (30)	5	0
TVC-CASE-59713	Misty (Cameron)	Normal	Submitted	2025-09-17 11:36				2025-09-17 11:36	Diagnostic (laboratory or imaging) review with written recommendations report	Small Animal Internal Medicine Teleconsulting			John Simms	1 (64)	0	0
TVC-CASE-59718	Buster (Smitt)	Normal	Submitted	2025-09-29 11:29				2025-09-29 11:29	Initial consultation with 30-minute web-based video call and full report	Small Animal Internal Medicine Teleconsulting			John Simms	1 (47)	0	1
TVC-CASE-59711	Buster (Smitt)	Normal	Taken	2025-09-17 11:30		2025-09-26 10:09		2025-09-26 10:09	Initial consultation with 30-minute web-based video call and full report	Small Animal Internal Medicine Teleconsulting		Timeless Admin	John Simms	0 (0)	38	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 a web application interface for a clinic. The top navigation bar includes the clinic logo, a user profile for 'John Simms', and a notification bell with '14' alerts. Below the navigation bar, there are tabs for 'Cases Requiring Action' (0), 'Cases In Progress' (4), 'Finalized Cases' (2), and 'Cancelled Cases'. The 'Finalized Cases' tab is selected and circled in red. A red oval highlights the first case entry in the table below, and two red arrows point from the text above to the 'Finalized Cases' tab and the highlighted case row.

ID	Patient	Priority	Status	Submitted	Expected	Taken	Finalized	Scheduled	Updated	Services	Service Provider	Sonographer	Specialist	Clinician	Studs (DICOMS)	JPGs
TVC-CASE-59704	Buster (Smitt)	Normal	Finalized	2025-09-10 09:29		2025-09-10 12:41	2025-09-10 12:41		2025-09-10 13:34	Initial consultation with 30-minute web-based video call and full report	Small Animal Internal Medicine Teleconsulting		Timeless Admin	John Simms	1 (60)	0
TVC-CASE-59707	Misty (Cameron)	Normal	Finalized	2025-09-10 13:13		2025-09-10 13:14	2025-09-10 13:18		2025-09-10 13:34	Initial consultation with 30-minute web-based video call and full report	Small Animal Internal Medicine Teleconsulting		Timeless Admin	John Simms	0 (0)	0

Showing 1 to 2 of 2 entries

# Calendar

(Scheduled online consultation)

If an online consultation has been scheduled for your requested service, you will be notified via email about the date and time of the meeting. You can also access the details of that appointment using the Calendar.

The screenshot displays a web-based calendar interface for the period of September 28 to October 4, 2025. The interface includes a navigation sidebar on the left with options: Home, Cases, Patients, PACS, Calendar (highlighted with a red circle), Help, and Admin. The main calendar area shows a weekly view with columns for each day from Sunday to Saturday. A green event titled "Example Online Consult" is scheduled for Thursday, October 2nd, between 10am and 12pm. This event is circled in red, with an orange arrow pointing from the text above to it. The interface also features a "Connect Google Calendar" button, view toggles for "month", "week", "day", and "list", and navigation controls for "Calendars", "today", "24h Day", and navigation arrows. The user's name, "John Simms", is visible in the top right corner.

# Calendar

(Scheduled online consultation)

If you click on the appointment in the calendar a window will appear to provide the details for the scheduled consultation. You will be able to see the start and end times and well as the date. The description section will contain information about the consultation including the web URL for the online consultation.

The screenshot displays a calendar interface for the period from September 28 to October 4, 2025. A modal window titled "Appointment" is open, showing details for an appointment on October 2, 2025. The appointment is titled "Example Online Consult" and is scheduled for 09:00 to 11:00. The specialist is Suzanne Benedict, and the clinic is Test Clinic #1. The description includes a Zoom meeting link: <https://us02web.zoom.us/j/86261270260?pwd=tzghUtUW7nDYAp5AwwpYXjaTV>. The appointment is associated with case TVC-CASE-59712. The calendar grid shows a green block for the appointment on October 2nd. The modal window has buttons for "Delete", "Close", "Edit", "Create New Case", and "Edit/Add Case".

	Sun 9/28	Mon 9/29	Thu 10/2	Fri 10/3
all-day				
8am				
9am			Example Online Consult	
10am				
11am				
12pm				
1pm				
2pm				
3pm				
4pm				

## Clinic Training (Help)

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

The screenshot displays the user interface of the Small Animal Internal Medicine Teleconsultants system. On the left, a navigation sidebar contains menu items: Home, Cases, Patients, PACS, Calendar, Help (circled in red), and Admin. An orange arrow points from the text above to the 'Help' menu item. The top right corner shows the user's name, 'John Simms', and a notification icon. The main content area features a banner with the company logo and the text 'SMALL ANIMAL INTERNAL MEDICINE TELECONSULTANTS' and 'Bring specialty expertise to your clinic'. Below the banner is a 'Current Service List' section with a 'Create New Case' button. The list includes a search bar and a table with columns for Name, Department, Description, and Price. The 'Show 25 entries' dropdown is visible above the table.

# 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 shows the user interface for the Small Animal Internal Medicine Knowledge Base. On the left is a navigation menu with the following items: Home, Cases, Knowledge Base (circled in red), Release Notes, New Request, Support Requests, and Back. The main content area is titled 'FAQ:' and lists several 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, there is a search box with the text 'Search' and a green 'Clear' button, both of which are circled in red. An orange arrow originates from the search box and points towards the text at the top of the page.

# 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](mailto:support@timelessveterinary.com) for assistance.

The screenshot shows the 'Support' section of a web application. On the left is a navigation menu with the following items: Home, Cases, Knowledge Base, Release Notes, **New Request** (circled in red), Support Requests, and Back. The main content area is titled 'New Ticket' and contains a form with the following fields:

- Subject:
- Description:

At the bottom right of the form is a green button labeled 'Submit Ticket' (circled in red). Below the form, there is a green box containing the following text:

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.

Below that is a grey box containing the following text:

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.

