

Jane x VitaminLab Integration FAQ

General Integration Questions

Do I need a separate VitaminLab account to use this integration?

You can either create a new VitaminLab account during setup or log in to connect your existing account if you already have one.

Where do I find the VitaminLab integration in Jane?

Go to Settings > Integrations, then select VitaminLab from the list.

Does this integration cost extra?

No, it is a free service

Which countries is the integration available in?

The Jane x VitaminLab integration is currently available in these countries: US, Canada, UK, Australia, Puerto Rico, Ireland, Bermuda, Barbados, New Zealand, Netherlands, Singapore, and Hong Kong.

Using the Integration

Where can I view information on how to get started?

You can access the [Video Tutorial](#) or [How to Guide](#) to get started.

How do I create a formula for a patient?

This can be done in two ways:

1. Navigate to the patient's profile in Jane, click the VitaminLab tab, and you'll be redirected to the formula creation screen.

2. Navigate to the Formulas tab in VitaminLab, click the “Add Jane Patient” button. Search and select your patient, click “Select Patient” and you will land in the formula creation screen.

From the formula creation screen, you can select ingredients, add dosing instructions and then proceed to checkout.

Why is the formula name auto-populated with my patient's name?

This helps you easily identify which formula belongs to which patient. You can customize the name further by adding details like goals or timing (e.g., "Jane Doe - Morning" or "Jane Doe - Sleep Support").

Can I modify dosing and ingredients?

Yes, you have full control over ingredient selection, dosages, and dosing instructions within VitaminLab's platform. We also have an extensive list ready to use protocols that are available to add to a formula and customize even further. If you are completely new to formulating, we suggest reading through our [Formulating with Confidence](#) guide.

After Creating Formulas

What gets sent back to Jane after I place an order?

A PDF of the complete formula gets automatically attached to your patient's chart notes as a draft entry.

Where can I find the formula information in the patient's chart?

The formula PDF will appear in your patient's chart notes and will be visible in their medical record.

Can I access the formula information later?

Yes, the PDF remains permanently attached to the patient's chart for future reference. And the formula is saved within your VitaminLab account. You can also navigate to the Medications tab within your patient's profile to view the details of the formula/medication.

Workflow Questions

Can I create multiple formulas for the same patient?

Yes, you can create as many customized formulas as needed for each patient. We recommend appending details to the name, so you can differentiate the purpose of the formula. For example: "Jane Doe - Morning" or "Jane Doe - Sleep Support".

Do I need to manually enter patient information each time?

No, the patient's name is automatically pulled from Jane and used to identify the formula. If checking out via MRP or Wholesale-Ship to Patient, you will need to enter their details at that step.

Can I see my order history?

Yes, you can access your complete order history within your VitaminLab account, on the Order History tab. Use the search bar to find your results faster.

Can I reorder my patient's formula when their supply runs out

Yes, you can. To reorder:

1. Log into [VitaminLab](#)
2. Navigate to the Order History tab
3. Search for the formula you want to reorder using your patient's name
4. Click the Reorder button
5. Enter required information and checkout
6. A new chart entry will be created within Jane, with "Reorder" appended to the chart title.

What if I want to set auto-refill for my patients' formula?

To set auto refill for your patient's formula, use the Auto-Refill selection on the Edit Formula screen when building your patient's formula. You will be able to set auto refill for one or two cycles. Watch [this](#) tutorial for more information.

How do I pay for my patient's vitamins?

You have two options:



Invoice to Clinic (Wholesale):

Pay the wholesale price for your patient's formula at once, and bill your patient yourself at whatever margin you'd like. Wholesale orders can still be shipped directly to the patient.



Invoice to Patient (Monthly Retail Price):

Patients are billed monthly for the duration of the supply length - similar to a payment plan. The selected supply length is processed & shipped in full after the first payment is made, and the remaining instalments are auto-processed monthly. After all payments are made, you (the practitioner) will receive a margin payment from VitaminLab for 25% of the total cost of the order.

Note: Orders go into production once payment is received (either from you or your patient, depending on the option you choose). See full payment guide [here](#).

How do I charge my patient for their formula?

Within Jane, navigate to Settings > Products. Click "New Product", fill in the required information, and click "Create Product." Once the product is created, add it to your patient's invoice and adjust the price with your preferred markup, based on the cost from VitaminLab..

Note: This flow applies only if you are checking out via the Wholesale option in VitaminLab. If you are checking out via MRP, this does not apply.

What if I need help formulating?

If you need help formulating or other support, please check out our extensive [Guides](#), [Tutorials](#), or [FAQs](#) or contact your VitaminLab account manager.