

# Case Notes

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## Survey gives big tick for support



Julian Bryan, Head of NMR Veterinary Solutions

**Good, professional support is very highly valued among veterinary practice software users. Head of NMR Veterinary Solutions, Julian Bryan, reveals results of a recent survey.**

'Peace of mind' support is my understanding of what you demand from your practice management system supplier and achieving this is the drive behind the support and development teams for PremVet and RoboVet.

It is vital that we listen to you, our customers. So to this end we asked our sister company, NMR Telemarketing Solutions, to contact many users over the summer to find out your views.

Response was very encouraging. We spoke to over 60 per cent of PremVet users and asked them the following questions about the support service they received:

- What was the initial response to your call for support?
- How accessible were the support staff?
- What was the attitude of the support staff to your call?

- How quickly did the staff respond to your problem?
- How quickly did the staff follow up the problem?

The results are given in Figure 1. Over 80 per cent of you rated the initial response to your support call as excellent or good, with just four per cent considering it poor. Our opening hours are a major contributor to this, as we are available from 8am until 6pm on every working day. This covers most of the hours that veterinary practices are logged on to their system.

A similar number scored access to support staff as excellent or good because we have plenty of staff on hand to answer your calls. They deal with your calls in a helpful friendly manner with 92 per cent of you scoring excellent or good for staff attitude.

We're achieving our aim of being prompt and quick off the mark in responding to your problems with 96 per cent giving scores of average, good or excellent. And 94 per cent of you rate our speed at following up problems as average, good or excellent.

This is because we recognise the significance of your practice management system in running your business and the need to keep fully operational at all times. Our support team, which include an ex-nurse, a practice manager and a vet's partner, have plenty of first hand experience of practice life.

While this survey did not cover RoboVet users, a straw poll of a number of practice sites this autumn has certainly given us a 'much improved' tick. With this in mind, we have recently integrated the RoboVet support with the PremVet team in Edinburgh so we can maintain the same standard across both the Unix and Windows products.

MegaVet and Practice Master users did not report so well in the survey. Support for these products will cease next April, so with PremVet5 support coming out with flying colours, now is the time to upgrade.

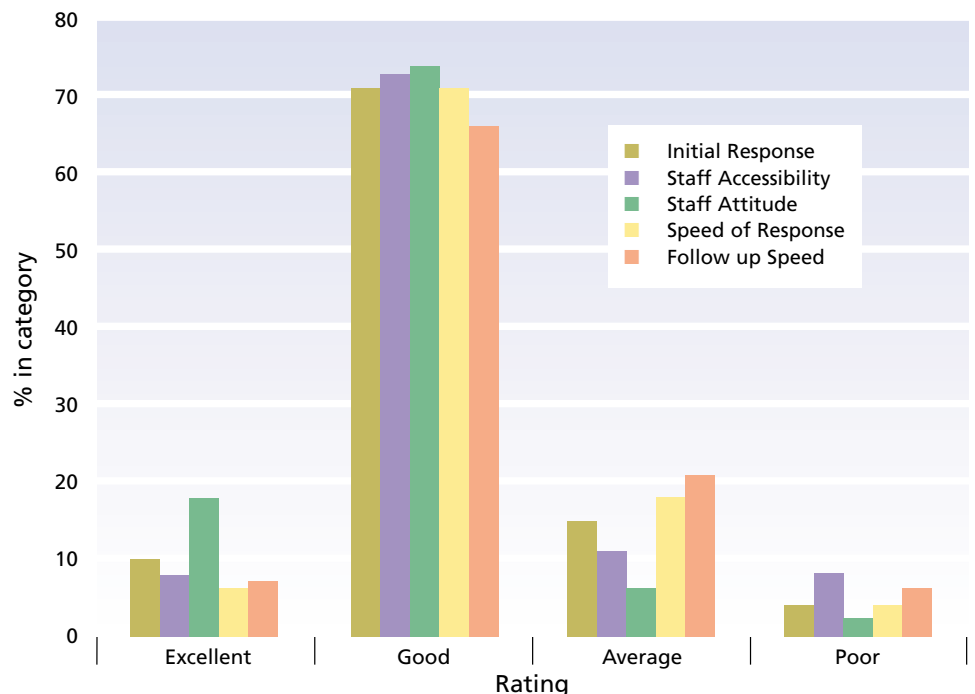


Figure 1: PremVet user survey, summer 2000

# Hardware support now FREE

We have turned our discounted hardware support deal into free hardware support. All PremVet and RoboVet users buying a new server through NMR Veterinary Solutions will get a three year free onsite warranty from our supplier, Dan.

Priced at £1,999 plus VAT, the new 700Mhz, 10GB HDD, 128MB RAM tower server could come with a saving of £550 against your existing hardware support contract and keep your equipment bang up to date.

Why not consider a new server and convert your old server into a workstation for use with either product?

**Call us on 0131 556 0555 for more details or check out [www.nmrvets.co.uk](http://www.nmrvets.co.uk).**

## Windows with PremVet5

The current version of PremVet5 is 2.19.03. Upgrades to this are free to existing users and we have added some new features and options. These include:

- Windows integration
- Attachments
- Improved stock ordering and batch traceability
- Cross update stock and auto pricing codes
- Better documentation
- Average transaction value by vet
- Support for the FDI Mark II initiative

- Additional recalls
- Update and 'Tidyup' your records routines.

It is strongly recommended that you upgrade. In addition to the new features, a few bugs have also been fixed. Please call support if you still need to upgrade.

Just to remind you, even if you are running PremVet5 under Unix you can still take advantage of Windows applications for running on your PC. PremVet5 has links into all Windows applications. For example, simply picking the appropriate option, a

copy of Excel will pop-up allowing you to analyse your data further.

Some of the Windows integration options include:

- Direct link for csv files into Excel
- Mail merge recalls etc using Word
- Use of Internet Explorer to look at the manual and to display the BSAVA formulary entries for drugs
- Use of Word to write letters directly from the animal card
- Video of the operation and attach it to the record
- Use of Overlay files to make your printouts and handouts look better.

## Field formatting in Word

As a RoboVet user, are you frustrated by displaying the time alongside a reminder date in a vaccine reminder letter?

If so, this can be removed quite simply.

Open the letter through Word or open the relevant document by selecting Documents to present the folder containing the document then the document name and the form (see Figure 2).

Select New/Edit and click anywhere in the date field to be changed. Then right click and select Toggle Field Codes. The field will



Figure 2

be presented to you like this:

```
{*MERGEFIELD*Reminder_Due_Date*}
```

Insert \@“dd/MM/yy” as illustrated below. This will ensure the date is printed in the form 01/01/00. Other formats are available so try “dd MMM yyyy” to get 25 Dec 2000. Check out the Word Help for more examples of field formats.

```
{*MERGEFIELD*Reminder_Due_Date*@"dd/MM/yy"}
```

Maybe you want to tailor your letters to refer to males as him and females as her. Word allows you to do this by using the 'If' statement in conjunction with the animal gender field. Check out Word Help to see how to personalise the documents. Just remember to save the document on exit!

## Automatic pricing macros

Working together, automatic pricing and the metacharacter functionality is a very powerful tool in PremVet5. However, it can be complex and difficult to remember each code because of the number of possible permutations. An enhancement to PremVet5 has simplified this by allowing you to define your own keywords and abbreviations - these are called 'Macros'.

For example, castrating a cat is a fairly common operation, but involves a number of separate steps which all have their own automatic pricing codes. You can now set up a macro to charge all steps to the client's record using a simple keyword, eg CC (castrate cat). In this macro you can

enter all the associated auto pricing codes, such as em, sc1, ma, asm, yy2, casc .

When you enter CC at the auto pricing

prompt in a clinical record, PremVet5 recognises you have entered a macro, looks up your definition of the macro, performs all the necessary automatic pricing functions and displays the details on the client's card (as illustrated in Figure 3).

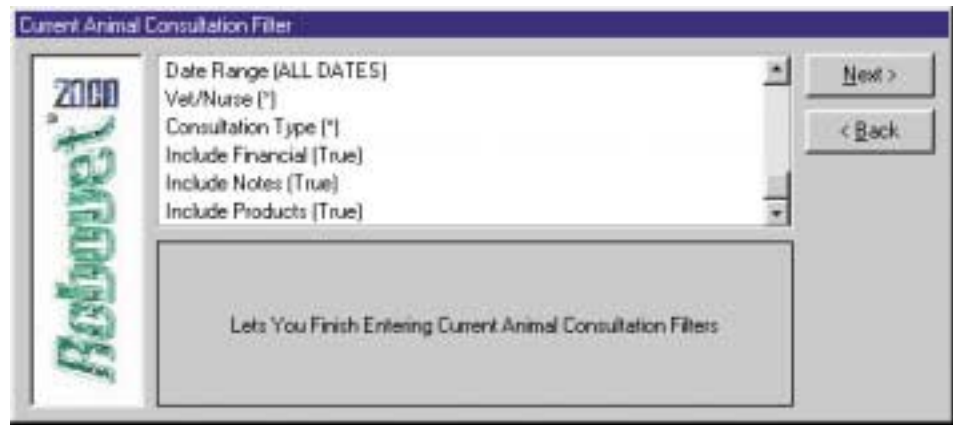
(2) Client, Mr	:animal	Fees	Drugs	Bal	Ana	U
01.11.00	Brought forward			0.00		
	Induction of Anaesthesia			62.15	62	1C
	ECG monitoring of anaesthesia			62.15	62	1C
	Surgery: Castration			62.15	70	1C
	Morphine analgesia			62.15	62	1C
	All surgical materials			62.15	200	1C
	Antibiotic injection			62.15	254	1C
	Fee to castrate KIM		26.12	92.84	75	1C

Auto Bill Cash Diary Edit List Reports Management Text Up Hidden Quit  
Return to the Main Menu F1=Help?

Figure 3

# Clinical notes, insurance claims and referrals the easy way

In RoboVet, the 'Current Animal Consultation List' makes life easy for sending off information about a specific animal outside the practice.



You can filter by date range, member of staff, surgery and consultation type. You can also filter out financial information, clinical notes and products very quickly and easily.

In fact you could filter all the information except the animal and client details (see Figure 4).

Figure 4

# School room grammar!

PremVet5 allows automatic pricing (AP) descriptions to be grammatically correct with regard to plurals. The description field appears on the client's clinical record and by being able to use plurals, the printed text

reads correctly. For example, if the description was 'hours on farm', and you entered a parameter of 1, then it would read '1 hours on farm' on the client's card. If you changed the description to read 'hour[s] on farm', and entered parameter of 1, then it would read '1 hour on farm'.

If fractional factors are used, then the plural will be used for both numbers above one and numbers below one, eg. '0.75 hours on farm' or '1.5 hours on farm'. Note that if the AP item has a suppressed multiplication factor, and the description contains a plural specifier in square brackets, the correct form

is still worked out, but no number appears.

Sometimes the plurals are not simple, eg. calf/calves. For this to be handled correctly, the description entered should be: 'Cal[f/ves] castrated'. This will be printed as 'Calf castrated' or '2 Calves castrated'.

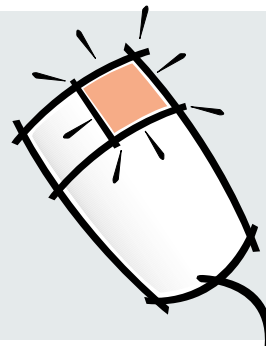
Sometimes it is not always appropriate for the multiplication factor to appear at the start of the line.

In this case you can specify where the multiplication factor is to appear, by using a hash (#) symbol, eg. the description 'Visit # cow'.

# Right click RoboVet!

Here are a few tips using the right mouse button:

- Right click on the product name before selling it to check out price, surcharges and discounts.



- Right click in the clinical notes to look at and create or add attachments.
- Right click in the 'Work with' box to clear the box.
- Right click in the diary to change the status of an appointment.
- Right click in a Word document and see what happens.



Figure 5

# Sorting diary queues in RoboVet

In this example the database number is 1. For each queue you have set up, enter the queue name in the New Category field and then the order rank in the New Sub Category. So, in the example below, Morning Surgery appears first in the queue. Repeat this for each queue and then click cancel when complete. (Figure 5)



Figure 6

If you want the diary queue names to appear in a specific order, this is how you do it.

Select OPTIONS from the main toolbar. Select LISTORDERING, or if it is not present add it by clicking ADD. Complete the form as below with the Record Sub Type as nDIARYQUEUE where n=database number (if you are not sure of the database number check it out in the RoboVet.ini file in the RoboVet 2000 admin folder).

Once you have added a number of queues for sorting they will build up in a list (see Figure 6). It is important that the New Category fields exactly match the diary names you set up within the diary setup. You can have up to 255 queue names and so if you know you want one particular queue at the foot of the list give it a number of 255. Alternatively, number the queues with an interval of 10 (eg 10,20,30) so you can add new queues later without renumbering all the others, (Figure 6).

# RoboVet Master Classes

Many sites using RoboVet 2000 are not using the system to its optimum. Often basic features have been overlooked in the hurly burly of normal practice life.

Three one-day courses have been designed to improve the way you operate RoboVet and to help you get the very best value for money from your system.

Courses will be run by an experienced RoboVet user and trainer with many years experience in teaching. Participants will work with prepared databases on state of the art machines. Each course will be very

interactive and discussion is an integral part. We want people to learn and enjoy finding out more of the ins and outs of the system which they can turn into real value 'back at base'.

Each one-day course is self-contained although they are designed to follow on logically, so for maximum benefit, practices may wish to send representatives for two or three days.

The daily programme starts at 9am with tea and coffee available on tap.

9:30 - 10:30	Introduction to morning session
10:30 - 12:30	Practical workshop with realistic practice scenarios
12:30 - 13:00	Discussion
13:00 - 13:30	Lunch
13:30 - 14:00	Introduction to afternoon session
14:00 - 16:00	Practical workshop
16:00 - 17:00	Discussion/Question and Answer session



Courses offer RoboVet users the chance to maximise use of the system

These courses will run in spring 2001. For details see enclosed booking form or contact Heather Anderson at NMR Veterinary Solutions, 0131 556 0555

## Course 1.

### Back to Basics

#### Who should attend:

This course is intended for those who have been using the program for a while and want to improve their practice procedures. Ideal for practice managers, key accounts personnel and vets who want to have a handle on their business.

#### Areas covered:

- Customising the accounts system.
- Dealing with debt.
- Stock Control.
- Training staff to use RoboVet efficiently.

#### Pre-requisites:

- Use RoboVet on a day to day basis.
- Comfortable with the accounts window with a will to manage client accounts and stock more efficiently.

#### Follow-on courses:

- Making sense of RoboVet accounts.
- Optimising RoboVet stock and stock control.

## Course 2.

### Making Sense of RoboVet Accounts

#### Who should attend:

This course is intended for accounts personnel and practice partners.

#### Areas covered:

- Understanding and using RoboVet account reports.
- The VAT report and justifying your figures to the VAT man.
- Integrating RoboVet with other accounting packages.
- Daily, weekly and monthly procedures.
- Moving RoboVet financial data into Excel or other spreadsheet programmes.
- Debt control.
- Adjustments in practice procedures to improve efficiency.

#### Follow-on courses:

- Optimising RoboVet stock and stock control.

## Course 3.

### Marketing your Practice using RoboVet

#### Who should attend:

This course is intended for practice managers, practice partners and computer literate staff who can help develop the marketing techniques.

#### Areas covered:

- Extracting client data from RoboVet.
- Using mail merge directly into Word and from data extracted via Excel.
- Adapting the reminder system to focus on specific client types, animal types and treatment.
- Introduction to using the Fort Dodge Index to obtain essential marketing information.
- Using RoboVet for the Pfizer scheme to promote Arthritis Awareness.
- Persuading drug companies to do the work for you.