

# Case Notes

## Can Broadband save the practice money?

### In Focus

what's on + what's in

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RoboVet3 INSURANCE CLAIMS

TOP TIPS



Vet solutions

*Since January 2004, over 80 practices are now using Broadband for branch linking and high speed internet access thereby enjoying the benefits that this new technology brings. With 99.6% of the population due to have Broadband available by Summer 2005<sup>1</sup>, there is no reason why this figure should not continue to rise rapidly.*

Julian Bryan, Chief Executive of Vet solutions commented that: "Broadband is very secure when combined with EnServ. Installation is straightforward with our engineers taking care of everything onsite. Practice staff are always amazed by how much quicker it is to access the server and the speed their emails are sent and received!"

Gwen Howartson, Practice Manager of Wern Vets who manages sites in Ruthin, Denbigh and Bala, recently had Broadband installed by Vet solutions engineers to enhance the benefits of using PremVet5.

"Traditionally we have held our data at the Ruthin surgery and relied upon Denbigh and Bala regularly dialling into the server to update information.

This was expensive and very time consuming. Telecoms costs were high, with the practice spending around £3000 per year on phone calls, line rental and internet service provider charges."



Denbigh and Ruthin were lucky to get Broadband enabled in June of this year and Gwen was immediately on the phone to Vet solutions to install the necessary hardware.

"It's fantastic, costs are now fixed at £252 per year and Denbigh are permanently connected to the server in Ruthin.

We also have a direct voice line between the surgeries so we can talk, free of charge, for as long as we like. Other advantages are that our banking is much quicker, emails are faster which is now one of our main methods of communication, links to VeBus are also rapid so we can file TB forms and receive visit lists electronically.

Practice vets can also access Vetstream (<http://www.vetstream.co.uk>) online to get clinical information straight away."

**Cost saving = £1500 per year**

Roger Scott runs a successful practice in Hexham and is utilising Broadband to link his home office laptop to the surgery.



"I use a virtual private network to link the two sites and find it very convenient to be able to synchronise RoboVet3 on my laptop with the surgery, almost instantaneously. I can also access the entire surgery network from home, so I can work on all the documents on the surgery server. Email is now much quicker and all the PCs can rapidly access the internet."

**Cost = £252 per year all inclusive**

Philip Scott, Hale Vets in Chippenham uses PremVet5 in three branch surgeries and was linking them using leased lines.

"In March 2004 we introduced Broadband. The Vet solutions' engineers took a few hours to set the whole system up and I am now saving around £4,000 per year on my Telecoms costs. The system is rapid, secure and as reliable as the leased lines that we have replaced."

**Cost saving= £4000 per year**



<sup>1</sup> BT website August 2004



# How do I



- ... record extra information about a pet?
- ... show the vet's qualifications on a printout?
- ... use DataMajor *ad hoc* reports

## PremVet5 Extra information

You may wish to record information about a client or a pet that is not necessarily clinical or financial. For example directions to a client's house, information about extra contact details, or details of a pet's previous owner. The system can hold information relevant to an individual pet and, at the same time, information relevant to the CLIENT. These are called client sheets.



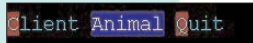
1. Find the client or pet you wish to add the information to.
2. At the Client Management Card press the letter **S** for sheet (It is a Hidden option on the prompt line.)

One of two things will now happen.

- If there is NO existing information you will get taken to a blank ANIMAL sheet.

or

- If there is information available for either pet OR client, but not both, OR if there is existing information available for pet AND client, a prompt line will appear.



You can select Client or Animal, depending on which you wish to add to.

3. After selection, a box will appear, type in your information.
4. When you have finished typing, press **Esc** to finish.
5. A prompt line will appear:



6. Select Quit to finish.

The other options on this prompt line allow you to print the sheet, delete it or swap to the other information sheet available.



When Sheet information is present, the Client Management Card will display the words SHEET and/or CLIENT as below:



The CLIENT information sheet is held on the MASTER record card but can be jumped to, from any related pet after accessing the Sheet screen using the 'S' key.

## PremVet5 Printouts

When the practice is handing out printed materials eg a prescription, it is more professional and adds credence to the document, if the vet's qualifications are shown with their full name.

1. To enter the vet's qualifications onto PremVet5, start from the main menu on a screen where the vet in question is logged in. Enter an equals sign (=) then select User\_Info - you will be prompted for your user's password - Enter it.
2. Check the top line of the screen - Does it show the qualifications?



If not use the **Name** option from the prompt line at the bottom of the screen to access the **Edit Name/Qual** details.

3. To use the qualifications on a printout/definition file use the reserved words:

- &USERNAME for the name of the user printing the handout
- &QUAL for the user's qualifications.



## PremVet5 DataMajor *ad hoc* reports

You want to list all the work done on Japanese Akitas in the last 6 months but can't find an appropriate DataMajor report. While there is no specific report, you can use the flexibility of the *ad hoc* option to do just that.

1. From the main menu select **Reports -> DataMajor -> AdHoc Reports -> Clinical By Date and Analysis Code.**

**Transactions dates:** Whatever range you want - x & y dates  
**Analysis Codes:** Just leave blank for all work  
**User:** Leave blank for all work  
**Restrict With:** Breed rlike "Akita"

2. The key here is the **Restrict by** field - this allows you to enter ANY of the animal details to limit the report by.

Why did we use **rlike** rather than = ? Equals will do an EXACT match whereas the **rlike** option will work no matter where or in what form "Akita" appears.

3. If you wish to mailshot the resulting clients, answer **Yes to Include Client Details**. Once the report has displayed, choose **File** and you will have a Windows Export file all ready to merge with Word.

4. It is possible to use **Restrict With** on a significant number of fields. To see the full list available, refer to the DataMajor manual, Appendix A.



# RoboVet3 'Mix 'n match' insurance claim

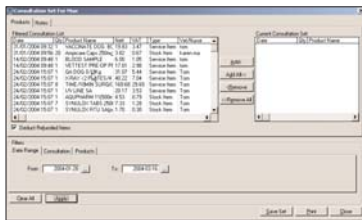
**Put away your calculator and cancel your bulk order for 'Tipp-Ex' and explore your new time saving insurance claim.**

Presently you use the 'Current Animal Consultation List' report to provide insurance information and this includes all the products and clinical notes from a range of consultations. Often it includes products such as food and booster vaccinations that are not part of the claim and non-relevant clinical notes. This new report allows you to add products from a range of consultations and exclude those not included in the claim. It even totals them for you! Also, you can add the relevant clinical notes excluding those with spelling mistakes and inappropriate comments about the client!

So, let's take Max with a claim for a 'splenic haemangioma' earlier this year. Open his clinical record and right click in the clinical notes and choose 'Build Consultation Set'.

The right-hand side shows the products sold on the current consultation. You are going to replace this list with the products for your report. If the current products are not required click on 'Remove All' and then have a look at the 'Filters' available (bottom left).

Three 'Filter' tabs allow you to display products in the left-hand side of the window meeting the criteria. Have a look at all 3 tabs and try different selections. When you have set one or more filters, click 'Apply' and you will see your selection. If you want to see all products click on 'Clear All' and then 'Apply'.



The quickest way to add products to your list is to double click on a product. You can also double click to remove an unwanted product. When you have completed your list click on the 'Notes' tab (top left). You can apply the same or modify the filters chosen before. To see the full notes, click on the entry and the notes will appear in the bottom box – a scroll bar will appear if the notes extend beyond the box.

When you are happy with your choices, click on 'Print' and select 'Insurance Claim'. It is best to preview the document first and check the contents.



If you want to be really clever you can save the document as an Animal or Client attachment. Whilst in preview, click on 'Export' and save the file in 'PDF Format' in an appropriate location. This PDF cannot be edited and can therefore be emailed to certain insurance companies.



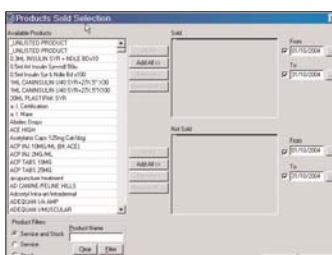
Close the document and the 'Consultation Set' - without saving the set. Now add the attachment in the normal way to an animal consultation or to the Client Record Card. (Note – if you save the document as a Word file the formatting will be wrong).

Save as an Animal attachment.

# RoboVet3 Sold or not sold

It is often more important to know the products or services that a client has not had, rather than the ones they have had. This new report enables you to market products to clients that have not had one or a range of products in a specified date range. It also allows you to specify, at the same time, products that they may have had. This enables you to promote alternative products to your clients.

You will find this report in the 'Client' folder of 'Reports'. You will find a series of filter options, similar to those found in other reports. When you use the report initially, you should use the grid view to determine whether your selection is appropriate. Select your filters as normal, then select the 'Product Sale Selection'. A new window appears, listing all the products and services in the left hand selection window.



You can narrow down the list of products and services by using appropriate filters. Once you have the products you wish you can add them to either the 'Sold' or 'Not Sold' window by selecting the relevant 'Add' button. You can add as few or as many products or services to each window as you like.

In addition, you can determine the date range in which the products or services have been sold - you can specify a different date range for each list.

Click 'OK' when you have built your lists and then 'Finish' to run the report. The grid shows you the results of your search. You can use the summary options within the grid to determine how many clients you have selected etc.

To write to these specific clients, close the grid and select 'Yes' to specify more filters. Click on 'Back' and then select 'Mail Merge To Microsoft Word'. The filters will already be set so when you see the filters, just click on 'Finish' and select 'Set Up Mail Merge Document'. It is then possible to merge the results of your selection into a Word letter – full details of this in the November 2004 release notes.

# Vet solutions Update

## Virus protection

We often get panic calls from practices seeking help to remove a virus on a PC. Whether you are using PremVet5 or RoboVet3, your Windows PCs are vulnerable to virus attack. It is essential that you protect any PC that is exposed to the internet with an anti-virus package - and keep it up to date! Even files on a rogue floppy disk from home or college could be infected with a virus. If you do still get a virus infection we will endeavour to remove them, but the work will be chargeable at our standard hourly engineering rate.

Of course, if you use an EnBox or EnServ, virus scanning software will check all email attachments and files on the server's hard disk.

## Hardware support

Please note that all new servers and workstations supplied by Vet solutions have a one or three-year on-site warranty. Response times can be 4 or 8 working hours.

All other computer equipment is supplied with a manufacturers' 'return to base' warranty. In the event of a hardware problem with one of these items, it will have to be sent back to the manufacturer for repair. It might be away from your practice for a number of weeks!

Alternatively, you may wish to consider upgrading the 'return to base' warranty to 'on-site' support for certain key items. These might include label/POS printers, some terminals and branch to branch data communication equipment.

To assist you, we despatch a number of reports to alert you to warranty expiries and upgrade options:

- In the month following any new equipment purchase, we will give you the option to upgrade any items with a 'return to base' warranty to 'on-site' support;
- Should you choose not to upgrade at this point, we will offer you a further chance to upgrade at the end of the warranty period.
- For servers, we will alert you to its' 'on-site' warranty expiry so you can choose to extend this support.

In addition, each year we send every practice with hardware support, an inventory report detailing all items with 'on site' support, the service level (4 or 8 working hour response), and the cost.

Do call the Administration team in plenty of time, if you want to add new items to your hardware support contract or take out a contract for hardware support – you never know when you might need it!

## Colin Ingram finally joins us on a full time basis

After three years working for Vet solutions on a part time basis, Colin Ingram now works for Vet solutions full time. Colin continues to be a valued trainer and carries out some engineering and trouble shooting services on site.



His enthusiasm for RoboVet is also being used to demonstrate and sell the system to new users.

Colin moved into the Veterinary world as a Practice manager after lecturing in Plant Genetics! He became involved in the development of RoboVet after using the system throughout his practice, and then moved into training other people on using RoboVet on a part time basis.

Colin is able to use the mix of practice management knowledge, requests and ideas from practices on his travels to communicate new ideas for the continued development of RoboVet.

**Join our Discussion groups which are available only to Vet solutions' users, you can simply browse other people's comments, pick up hints and tips or chat to other users - if you want to be added simply email us on [support@vetsolutions.co.uk](mailto:support@vetsolutions.co.uk) telling us whether you want to participate in the RoboVet3 or PremVet5 Discussion group.**



# Top Tips Latest short cuts and info

## How Do in PremVet<sup>5</sup>

### PremVet5 Quick Tip 1

- Q. Do you know how well your system is performing?
- A. You can get an automated report sent directly to your mail box giving you a summary of your system? This is part of the 'System Monitoring' carried out on your servers behind the scenes.

If you send a mail message to info@bdsedin with a subject of SysMon from your PremVet5 server, a report will be compiled and mailed back to you. The content of the message does not matter, it just needs to be addressed to info, have SysMon as the subject and come from your machine.

### PremVet5 Quick Tip 2

- Q. When you cancel an appointment in the PremVet5 diary, are you recording WHY they cancel?
- A. You can enter a reason at the time of cancelling and the entries are all stored in a log file which you can look at and monitor. It helps to know why people are cancelling. For example did the pet get better etc? You can also set params.txt up, to log the reason for cancelling, on a Clinical Record Card.

Use the params.txt entries `Log_Diary_Cancel = Yes` to create a small menu of reasons for people to choose from, use `Diary_Cancel_Reason = xxxx`. See Release Note: Read 220b Date 22-07-04 which can be accessed from the main menu, press **H** for the Help menu and then press **R** for Release Notes and select from the menu the one you require.

### PremVet5 Quick Tip 3

- Q. Did you know you can 'kill' a screen without having to login as root and remember a long command?
- A. Login as Admin with a password of Admin, you will then get a menu on the screen, select `Kill a user` and follow the instructions.

### PremVet5 Quick Tip 4

- Q. You have a client with a whole list of pets and the 'wrong' pet is the Master card?
- A. You can now reallocate WHICH pet should be the master pet. Go to the Tree screen and press **M** for Master, enter the card number of the pet you want to be Master. This activity is also protected by access permission in Password Maintenance.

### PremVet5 Quick Tip 5

- Q. The system is not displaying the correct location for the terminal eg it says 'unknown'. How can I change it?
- A. From the main menu, select **System Management, Setup, Parameters, Hardware, Device Settings** and then **Modify This Terminal**. Select Option 6 which is **Location** - enter something meaningful, like Reception Left.

## How Do in ROBOVET<sup>3</sup>

### RoboVet3 Quick Tip 1

- Q. I paid off part of Mrs Wagstaff's insurance invoice yesterday rather than pay for her pet Dilly's booster, so how do I get out of suffering her wrath?

A. Rather than removing the payment and messing up the Daybook, de-allocate the payment and re-allocate it to the booster using 'manual allocate'. (De-allocation is a new account correction featured in the November 2004 release).

### RoboVet3 Quick Tip 2

- Q. How do I monitor the 'Herd Size' of my farm animals and send a letter to farmers with herds of a specific size range?

A. Firstly set up a 'Herd Number' in the 'Statistics' section of 'Type' in the 'Options Database'. Now you can enter the herd size to an animal record just as you can with animal weight. To write a letter to all farmers with say a 'dairy herd' use the 'Filtered Animal' report and enter the animal name 'Dairy' and set the statistic range for 'Herd Number' (you have to be logged in as user 'RoboVet Admin' to use mail merge).

### RoboVet3 Quick Tip 3

- Q. How do I attach a copy of a letter to a Client Record Card?
- A. As long as you know the name of the document and where it is stored at your branch, it is easy. Right click in the Client Record Card and select 'Attachments'. Choose 'Create from File' and browse to the file using 'Windows Explorer' (see Advanced Tasks in RoboVet Help).

### RoboVet3 Quick Tip 4

- Q. During the winter months I want to offer all my old fat dogs a free Arthritis Health Check to increase my sales of castor oil. Can it be done easily?

A. Absolutely! Use the 'Filtered Animal' report logging in as user 'RoboVet Admin'. Select 'Grid View' and use the 'Species', 'Age' and 'Statistics' filters to select your dogs. Check that the list is correct and go back to the first window and select 'Mail Merge to Microsoft Word'. You may have to repeat the process if some staff use 'canine' and others 'dog' as species when registering a new dog.

### RoboVet3 Quick Tip 5

- Q. I would like to send a letter of condolence to all my clients who had an animal euthanased last week. Is this possible?

A. Create a reminder called 'Euthanasia' and apply it to all the euthanasia products so that it is created with the date of the sale (Interval Days = 0). Use the 'Animal Reminders' report to generate a letter to all clients with the reminder in a specified date range.

