

Congress Case Notes

The Vet solutions Special Edition Newsletter • Spring 2006

WANTED

Bags, uniforms, footballs, pens....

CaseNotes
In focus

what's on + what's in



Vet solutions go wild in Africa!

Just back from the Maasai Mara in Kenya is director, Liz O'Brien. Liz originally visited the area last September on a safari holiday staying in a camp just outside the reserve. Whilst in the camp she spent some time talking to the manager and one of the head guides for the region. They had started a Community Project with an aim to providing improved school, clinic and other facilities. The project supports 2 schools, the Olkimatare school catering for 5-7 year olds and the Aitong Academy, which takes older pupils. These schools receive no government funding and consist of a few rundown buildings with very few desks and chairs and almost no books.

It didn't take Liz long to realise that a very small effort from people in the UK could have a very large effect on a whole community.

Returning home, Liz immediately started using her contacts to collect items that would benefit the project. Telephone calls and mailing lists were used to request things like old Congress bags (any Congress would do!), as they would make great school bags.

"I was delighted to have so many positive replies from vets saying they had bags that were surplus to requirements. I collected these and other items such as pens, papers, chinks from vet surgeries around the UK." Once packed up, Liz returned to Kenya loaded down with all the bags, school items and some footballs.

The Community Project is also hoping to start work on building some new school buildings and taking on a properly trained teacher. Vet solutions are currently looking into the possibility of sponsoring the teacher. This teacher would then be able to train other staff as well as teach the children.

"We take educating our children for granted here in the UK. Out there, simply getting the children to school can be a major problem on many levels. Firstly, the Maasai people move whole villages on a regular basis, this moves children away, then they have family commitments so often have to stay at home to watch the cattle that are their livelihood and help the others. And not least is the problem of the school run!! These children may have to walk up to 10k to reach school and that is across the Mara...which is teeming with predators!!"

"What I am trying to do, back here in the UK, is try and support the Project as best I can. The people running the project are Maasai, or do live locally within the culture and are best placed to give the appropriate sort of help. They are working to a "give us a fishing rod not just a fish" type of aid. We hope to return to help build the new school classrooms.

"And if anyone still has surplus Congress bags, green and white striped primary school uniforms or any non-drug medical supplies, such as bandages and dressings I'd be happy to relieve you of them and deliver to somewhere they will be very appreciated!!"

STOP PRESS - Any items can be brought to the Vet solutions' stand E34 at BSAVA Congress or can be sent to our Edinburgh offices. Alternatively contact Liz directly - liz@vetsolutions.co.uk to arrange collection.

Countdown
to BSAVA Congress

Play
Perfect Match

New Feature
A day in the Life of...

TOP TIPS





BSAVA Congress

Stand **E34**



Vet solutions

Countdown to BSAVA Congress

20 – 23 April

Vet solutions at BSAVA Congress 20 – 23 April 2006

Vet solutions will be exhibiting at this year's BSAVA Congress at the NIA in Birmingham. We will also be hosting our annual free competition, which will take place on our stand. With a vast array of prizes up for grabs – including Single User Systems, Laptops, iPod nanos and much much more, simply bring along the enclosed 'Perfect Match' competition invitation and claim your Free prize - it really is that simple!



Hands up for training

On the first two days of Congress, we will be holding free of charge training workshops. All veterinary surgeons, nurses and administrative staff are welcome at these training days where we will focus on our PremVet system. The advantages of having our most experienced members of support and development at your mercy are endless and so we strongly recommend you all try to attend!

Workshop agenda

The workshops are being held on Thursday 20 April and Friday 21 April at the St Paul's Suite of the Repertory Theatre. The agenda for the workshop is as follows:

- 9.30 Coffee
- 10.00 What has changed since last year? - **Tom Melvin**
- 10.55 Coffee
- 11.05 Make a diary date! - **Liz O'Brien**
- 12.00 Add some colour to batch traceability
Guest Speaker, Mike Jessop of Ash Veterinary Surgery
- 12.30 Lunch
- 13.15 Who says that you cannot do three things at once? - **Liz O'Brien**
- 14.00 Who needs a hard sell when you need an easy sell? - **Liz O'Brien**
- 14.45 Introduction to Protocols - **Tom Melvin**
- 15.30 Question and Answer Time




Top Tips Latest short cuts and info

How Do in **PREM**VET

PremVet Top Tip 1

- Q.** How do I find a client or pet's name I've forgotten, I do remember it was a Borzoi!
- A.** At the search box (new style menus) leave the name and animal name fields blank and enter Borzoi into the **Contains** field. You will get a list of all the Borzois. This is a generic search of the management record cards so if you have a Mr & Mrs Borzoi, they will be included!

 **Narrow the search by using commas to separate more information. For example you can add a sex and colour.**
borzoi,mn,brown

Don't bother doing dsh,tabby!!!

PremVet Top Tip 2

- Q.** How do I quickly go through the list of all my Borzois' to find the one I saw yesterday?
- A.** Once you have the list on the screen, select the first record on the list. When on the management card, look at the **Last Cons** field. If the date shown there isn't yesterday's date then press **N** for **Next**. This will return you to your original list. Repeat the process until you get the one you want.

PremVet Top Tip 3

- Q.** My record cards have old incorrect information on them. How can I change all the mis-spelt Shit Zoo's to Shih Tzu without doing them individually?
- A.** Use **Data Major: Reports > Data Major > Tidy Up** menu. Select **Update** menu then select **Look for Breed** contains **Breed**. Enter Shih Tzu in the **Replace With** field.

Enter Shit Zoo (or any other incorrect version!) into the search field.

Limit by species if required. Data Major will return a list of those it finds and offers you the choice of updating the records. If you are happy it is only going to change the records you want it to, then answer yes.

PremVet Top Tip 4

- Q.** How can I find all the mis-spelt breeds?
- A.** Use **Data Major: Reports > Data Major > Tidy Up Index**.

Select **Uncommon Breeds (less than 20)**. You will get a list of ALL breeds (any species) that show as being less than 20 registered on your system. Some of these will be genuine, especially with avian breeds. But the list will show you 100s of different ways a Staffie has been registered on your system. Use the Update Tip above to make them all the same.

How Do in **ROBO**VET

RoboVet Top Tip 1

- Q.** Is there any other way of entering an animal's age without putting in the date of birth?
- A.** You can enter the animal's age in any combination of years, months and days. This will save you time when registering a new animal.

RoboVet Top Tip 2

- Q.** How did they find out about you?
- A.** You can record how your new clients found out about your practice. When registering a client, the **Origin** field can give you a drop down list of reasons. To add or remove a new origin, go to the **Options** button on the main toolbar, select **Options Database, Type and ClientOrigin**.

RoboVet Top Tip 3

- Q.** Is there a way to order the waiting room list on different criteria?
- A.** You can choose from appointment priority, appointment time, waiting time, diary name or whether the client is late. To select this option, right click on **waiting** in the day list and select **order priority**. Drag your preferred priority items to the **Selected** box as illustrated.

RoboVet Top Tip 4

- Q.** I always found it difficult to manage Part Payments in version 3. Has this changed?
- A.** Yes. In version 4 you can take a Part Payment from within the **Accounts** window. Simply select the consultation or invoice to part pay and enter the part payment amount – that will make dealing with those insurance claims easier!

RoboVet Top Tip 5

- Q.** I have received a patient from a referring vet. What should I do?
- A.** An option exists to allow you to switch to referral mode using the new **RoboVet Settings Maintainer**. With this option on, the referral button on the animal details screen allows you to record details of the referring vet and veterinary practice. You can also set up **Documents** to allow you to generate letters to the referring vet and client simultaneously.

RoboVet Top Tip 6

- Q.** Is there a quick way of updating the price of services?
- A.** Rather than having to update individual items, just right click on the service category and select **Reprice**. Enter the % change in price and click **Reprice**. Do remember that you cannot undo a reprice!

RoboVet Top Tip 7

- Q.** How do I add a weight in RoboVet4?
- A.** Easy – from the main clinical notes screen just select **New Stat** and a weight can be added immediately.



Discovered any top tips that you wish to share with other users?
Give us a call or email us and we'll print the best ones in the next newsletter.

All published tips will earn their author an exciting bottle at Christmas!
email to laura@vetsolutions.co.uk





A day in the Life of...

Neil Porter - Field Engineer

To get to know us better we have decided to let you experience a typical day through the eyes of the Vet solutions staff. In this edition it is the turn of **Neil Porter our Field Engineer** who is part of the Implementation team.

6:00

Up and at it; it's way early, so creep around and try not to wake the girls. Quick shower and I'm good to go. Grab my phone, tools, laptop, directions and a copy of the SOI, and we're off.

No we're not; car's frozen solid. Out with the CD cover and scrape the ice off (must get a proper ice scraper, perhaps someone will be giving them away at BSAVA Congress).

7:00

We're off. On with the radio and catch the local traffic. Quick return to Radio 4; won't be long before they start giving a Politician a hard time, always good entertainment!

Decision time: Off to London:

So which route to take. Could go cross country but it's icy, last time I went that way in the ice, ended up facing the wrong way!

Decided to give the M40 a go and avoid Swindon.

Overwhelming sense of impending doom as I turn onto the M42, a stationary queue of traffic for as far as I can see. Oh hum... Off at the Services for fuel, a Red Bull, & a Snickers Flap Jack. Angela keeps on at me to be more healthy, so a bottle of water as well.

Back on the M42, M40, M25 and eventually to the practice.

10:00

Umm don't seem to be expecting me. The person you need to speak to is not in; wait here! So I hang around in reception for 20 minutes while they fight off all sorts of clients.

At last I manage to breach the reception desk and get my first look at the server. An antique buried in a rat's nest of cables and dust. This is going to be fun. Anyway you can't shut the system down till noon: the war cry of any Practice manager worth their salt. Err..... we arranged for 10:30 - a compromise is reached and I can get cracking.

It's now gone 11:00, my window of opportunity is closing quickly and I haven't even started. Where is the new kit? Dunno! Has it been delivered? Dunno! A quick scan round the building and I spot some boxes with the familiar Vet solutions tape piled up against the fire door in a back room. Kit's all here which is good. Need to speak to someone to clarify precisely what they want where, but the only person who can help is operating. He's OK to speak if you want to go through. Great! Get to see the inside of a dog; and I haven't even had a cup of tea yet. Poor Vet, up to his elbows in something rather unpleasant. He insists on gesticulating as he describes what he wants me to do. Please put your hands back inside the dog, you're dripping all over the floor! I wonder if he can put that back together without any bits left over. I am glad computers don't have any fluids. Yuk!

12:00

I'm stuck, something odd is going on and I don't understand the error message. I am in deep concentration reading and following this instruction, when the cleaner walks in and starts chatting to me. On goes the Hoover, she is still chatting away, I can't hear a thing she is saying. Twenty minutes later all sorted.

13:00

Into reception; all done here, but I can't get out. The only way out of reception is through a consult room where there is an euthanasia in process. I can't possibly interrupt. I consider jumping over the reception desk, but there is a waiting room full of people and I am bound to fall and land flat on my face. I busy myself with some bits of config on a terminal for 15 minutes.

Into a vacant Consult Room to do the config. Ugh! Wish I hadn't bothered. Something has just had its anal glands emptied, no wonder the room was empty.

Into the lab; there's a pot of yellow fluid balanced on the keyboard. A quick sniff as I put it to one side confirms my first guess. There's also a strange lump in a jar; fascinating! I don't know what the other stuff is and wouldn't like to guess either; looks nasty though. All done here.

14:00

Loads of really technical stuff and the kit's in and users are back on their system. I let everyone know they can use the system now, but no printers for the moment as I am just setting them up. It isn't long before someone starts shouting at me to print a label. Off to the place where there are lots of little packets with unpronounceable words on them - dispensary. The label printer jumps into life first time. That makes a nice change.

15:00

Need a dial in test and check a couple of things with Lee. I write the connection details on my hand and head off out to the car to phone in. Heather answers the phone. She chats away and makes me laugh; suddenly everything seems a little better. Through to Lee, he asks me for the connection details, aggh... well as I went to the toilet on the way out to the car. I seem to have washed the details off my hand. Doh! No matter; we get the details, Lee dials in and all is well.

Just the kennels to sort. I negotiate my way down a narrow corridor to the terminal at the end. It seems quiet in here, perhaps not many patients in today. As I get to the last cage a flamin' rottie hurls himself at the front of his cage barking and snarling like crazy. I jump three feet into the air, desperately hoping the flimsy lock will hold. I didn't notice the nurse walk in. QUIET she yells at the top of her voice. After I have recovered from the shock, you could have heard a pin drop.

16:00

I can hear a kettle boiling and the rattle of tea spoons on china. Yipeee.

16:30

All done. A quick chat with the people on site to make sure all is well. I have filled in my Job Sheet and proudly present it for signing. Oh you didn't set up my PC and the PC in there, the Sales Man said you would. I'm sorry, that message wasn't passed to me, I will have a look now. Guess what the two oldest slowest W95 PC left in the UK. Back to get my Job Sheet signed. Back on the road, just in time to hit the M25 at traffic hour....

