SITE

AVIMARK®

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Overview

The description of software and hardware requirements is for use with the Site Support feature of Avimark which is designed for hospitals with more than one location (satellite/remote hospitals) yet wants a centralized database. Each location shares the same database of clients, while keeping their own unique treatment, inventory list, appointments, and reporting.

Avimark Software Requirements

An additional license of Avimark must be purchased for each location that will use the Site Support feature. When the purchase order is received indicating that it is a license for a second location, our Technical Support staff will call the hospital to ask if they will be using the Site Support feature. If not at that time, you will need to call Avimark Technical Support to notify us that you wish to begin using the Site feature.

Once we know that a hospital will be using the Site feature, we will send to you a Site.vm$ file which contains the demographic information for the other Site locations.

Due to the complexity of the Site setup, if you wish to discontinue the use of the feature, a fee will be charged for the special programming involved.

More than one Bi-Directional IVLS integration is not currently possible in a Site environment. Only one Site will have Bi-Directional IVLS capabilities. We are currently working on an enhancement to allow Bi-Directional IVLS at all locations.

If you have two Avimark sites running from one computer and they both use MPS, you will need to close MPS before you switch from one Avimark to the other. Failure to do so can cause moneys to be deposited into your other Sites clinic's account.

Windows Server Edition

The main hospital (home clinic) will house the server computer which must be on a Windows Server Edition. Refer to Hardware Specifications for the **Server Specifications**.

⚠ *Please contact Microsoft® for licensing requirements of their products.*

Terminal Services

Terminal Services is recommended for satellite hospitals with more than one computer. Refer to Hardware Specifications for best hardware/software recommendations. Please visit www.microsoft.com for more information on terminal services and licensing requirements for this product.

Terminal Services is a multi-layered program, multi-session program that will not tie up the server. Terminal Services acts as a tool to access other computers, allowing all computers at all sites to access the entire Avimark program at the same time. Each user logs on and sees only their individual session, which is managed transparently by the server operating system and is independent of any other client session.

Internet Connection

A Broad Band Internet access connection is required, (typically DSL, T1 line or Cable Modem access.) A dial-up connection is only fast enough for one satellite hospital's computer. The minimum recommended speed of the DSL connection is 1.5 MB. It would be best to have a speed of 3MB or higher.

Hardware

⚠ *A qualified technician, experienced in terminal services, should set up hardware. The distance between the home and the Site hospitals doesn't matter since you are accessing via the Internet.*

Q. If I decide to begin using the Site feature what is the first thing I must do?

A. The first requirement is that you purchase Avimark licenses and support for each of your hospitals. Once these requirements are met, we will need to request the Site.vm$ that Contains the demographic information for the other hospital locations. This file needs to be placed in the Avimark folder at the home clinic/ hospital.

⚠ *It is important to know that although you may purchase several Avimark licenses, Avimark will only be installed at one hospital and that hospital will be considered the home clinic and house the server computer.*

Q. What if I already have purchased an additional license and have been using Avimark at this Site?

A. The data from both hospitals will need to be merged. Please contact our Conversion Department for pricing information on merging data.

Q. What can be kept separate for each Site?

A. Treatments, Inventory, Boarding, Appointments, and Rabies tag numbers can all be kept separate.

B. Once the decision has been made to keep treatments, inventory, boarding, appointments, and rabies separate we do not recommend changing it. It can result in loss of data. Please call our Technical Support for help choosing, which will work best for you.

Q. Can accounting for each Site be kept separately?

A. Accounting cannot be separated by Site, however, Avimark can keep track of which Site each transaction was performed at. For example, some accounting reports can be separated for each Site, e.g. Deposit slip and Period Totals to name a few. Please call our Technical Support for help choosing which will work best for you.

Q. What needs to be set up in Avimark?

A. All employees from all locations need to be added into Users & Security. For any user that will be working at more than one hospital, you will want to highlight their name and do a right-click > Locations and add each hospital they will be working at in that window. They will choose which location they are at within the Log On Window so Avimark can distinguish which location the employee is working at when they log in.

B. Each unique Site location will need to be set up in Work with > System Tables in the Company Table. This means for each Site that is set up in the Site Manager in Hospital Setup there will need to be a company in the Company Table that matches that Site name, e.g. Site 1 will be Company number 2 and Site 2 will be Company number 3.

Q. How should the treatment and inventory list be set up?

A. There are three different options to choose from when setting up the treatment and inventory list.

1. Use the same list as the home hospital which means changes at the home or Site hospitals will be reflected at all locations.

2. All Sites begin using the same list as the home hospital but are then able to modify the treatment and inventory lists without it affecting the other Sites.

3. Each Site can start by having a blank treatment and inventory list and building their own.

Technical Support can assist you setting these up. We do not recommend switching options after the initial set up.

Q. Can I have separate appointments and boarding for each Site?

A. According to your preference, you can either have only the appointments show for whichever Site you are logged in at or you can see appointments for all Sites. Boarding reservations are the same way.

B. If choosing the option to separate appointments and boarding do not change this option without calling Technical Support. If it is changed, you will lose appointment and boarding reservations.

Q. What are my options for running statements for different sites?

A. There are two choices for running statements. Before you run statements, each Site needs to be set up in the company table. Starting with Company 2, which will represent the first Site Hospital in the Site Manager Window, Company 3 will represent Site 2 and so on. Either way you choose, statements will still be run by company number.

One way to run statements by Site is to use the option to synchronize company number by Site and refresh before running statements each time. This will look at the client's latest accounting transaction and change their company number to match. By choosing this option, the Site hospital name and the Home hospital address will print on the statement.

If you do not want a client's company to change by their latest accounting transactions, then you will need to manually change their company number to represent the Site they are associated with.

Another option for printing statements is to have the Site hospital's name and address print on the statements. A utility program will need to be sent if you decide to use this option. This utility will also allow reminders to print with the Site hospital name and address, otherwise according to the companies that are set up, your reminders will print with the Site hospital's name and the Home hospital's address.

Q. What do I need to know about Lab machines?

A. Lab machines have been tested and they will work with Site. Making this setup work requires that terminal services are set to look at the COM ports of the machine you are on. This means that the terminal services session needs to share the local COM ports.

> 📄 **Recently the option to connect through a USB cable has been added to some lab machines, but when using terminal services, a USB connection will not work. In Terminal services, there is no option to use the local USB ports, only Local Serial ports. The clinic will have to use a Serial connection.**
>
> **This is something that Technical Support cannot assist with.**

Due to using terminal services, there are a few limitations. The home clinic workstations will have no limitations whatsoever, but due to the Terminal Services feature, the home clinic server and all sites only have one set of com ports. What this means is that if you have a VETSCAN® set to COM 1 on the server at the home clinic, COM 1 at all sites can only be used for an VETSCAN. So any other lab machine will need to be set to other com ports.

Q. What are the drawbacks to using Site?

A. Cash drawers, at this time, cannot be used at the Site clinics. They can be used at the Home clinic.

Q. What do I need to know about printer setup?

A. Terminal Services/Avimark Printer Setup The Avimark Site feature will only work with (TCP/IP) network ready printers or (TCP/IP) network print servers. The only recommended print servers at this time are HP Jet Direct en1700 for use with USB printers and HP Jet Direct 170X or 300x for connecting parallel printers.

1. Start and log on to local workstation.

2. Set up printers/print servers on local workstations per manufacturer's instructions.

3. Test print from Windows to verify printer/print server operation.

4. Share printers. Note share name and workstation name for later use.

5. Establish VPN connection between remote workstation and Terminal Server.

6. From remote workstation, log in to Terminal Server with a workstation unique username.

7. Set up printers as "a network printer...," "connect to this printer,"

   \\remoteworkstationname\printer_sharename

8. Test print from Terminal Server to verify printer/print server operation.

⚠ *Avimark does not provide support for the preceding steps. Please consult your local technician and/or Microsoft for assistance. If the Terminal Server cannot print a Windows test page to the remote Site's printers, Avimark will not print.*

9. Start Avimark from the Terminal Server desktop.

10. Set up printers in Avimark.

11. Test printers in Avimark.

12. Repeat the above steps for each remote location workstation.

More Information on Site

We recommend that you choose a network consultant that has experience with installing Microsoft Terminal Services.

- The Site Manager is found in Hospital Setup. You must be logged in as a hospital administrator to access this.

- The WhoGot list will show clients and patients for all locations.

- You can print reports by Site if you are logged into that Site.

- Invoices that contain transactions for more than one Site will not be listed separately. You should not mix transactions from different sites on the same invoice.

- A client may only belong to one company but may have transactions for many different sites. Therefore, you cannot keep separate reminders per Site – you may only run reminders by company.

- Terminal Services only supports Windows display colors of 256.

- If you purchase a new Site and decide to change the location of the Home Hospital, please contact our technical support before doing so.

- Reminder templates cannot be separated by Site location. Reminder templates can only be setup or modified by the Home clinic user and only for those codes that are a part of the Home clinic's list. If the clinics have the same reminder codes at all locations, they can print reminders to their clients by using the company option. If clinics are using separate treatment or inventory lists, their codes will not be accessible by the Home clinic to have reminders unless they set up the Site codes in the home treatment and inventory list.