



# VCP Care Plans



AVIMARK®

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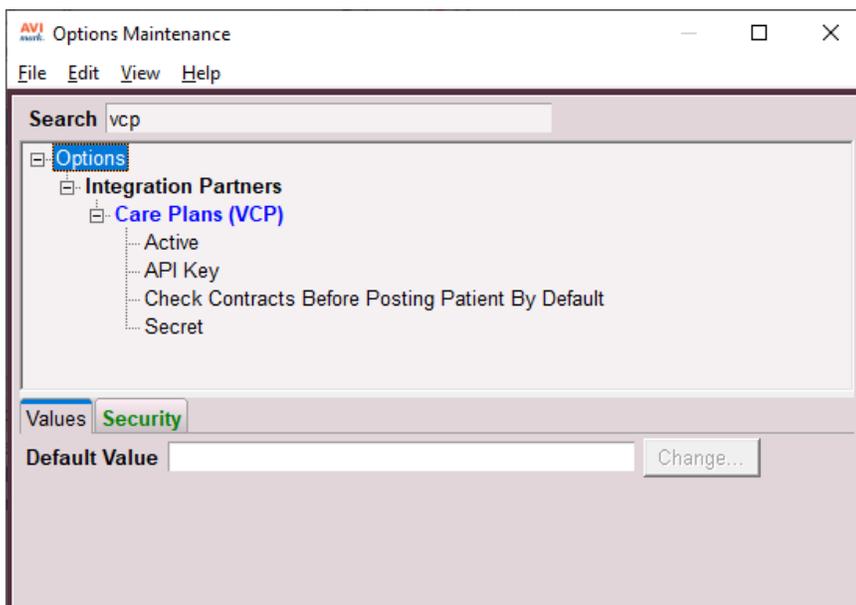
## Overview

AVImark now has an integration with VCP allowing practices to send enrollment links directly to the client so the client may enroll their pet in a care plan that will import into the AVImark software.

## Setup

Before getting started, some setup is required in Options Maintenance. This setup will be done by a VCP representative. Please call 800.315.1780 for assistance with the configuration.

1. In AVImark, click the Options Maintenance icon  on the speed bar.
2. In Options Maintenance, search for **vcp**.



3. Click on **Active** then click on **Change**. Set the value to **True**. Click **OK**.
4. Click on the **API Key**, click **Change** and enter in the Default Value. Click **OK**.
5. Click on **Secret**, click **Change** and enter the value. Click **OK**.
6. Click **Done** when finished to close Options Maintenance.

## Send Enrollment to VCP

Follow the steps below to send an enrollment to the client through VCP.

1. In the client area **right-click > Care Plans > Send Enrollment**.

The Send Enrollment window opens pre-populated with the client email address and cell phone number from the Client area. This information can be changed in this window and the user can enable/disable the SMS (text message) notification option.



**The Phone field is still required for enrollment but will not create an SMS with an enrollment link if SMS Notification is unchecked.**

2. In the Send Enrollment window, select which active patients for the client should receive an enrollment in VCP.

Patient	Contract
<input type="checkbox"/> Anya	Enrolled
<input type="checkbox"/> Eden Anne	Enrolled
<input checked="" type="checkbox"/> Rogan	No

### Contract Meanings:

- ◆ **Enrolled** — An enrollment has been sent and approved. Another cannot be sent.
  - ◆ **No** — An enrollment link has not been sent to the client for the selected patient.
  - ◆ **Sent** — An enrollment link has been sent to the client for the selected patient but the client has not finalized the contract.
3. Click **Send**. This will send the client an email and/or text message with an enrollment link.
  4. Click **Cancel** to cancel the enrollment process and return to AVImark.

# VCP CARE PLANS FOR AVIMARK

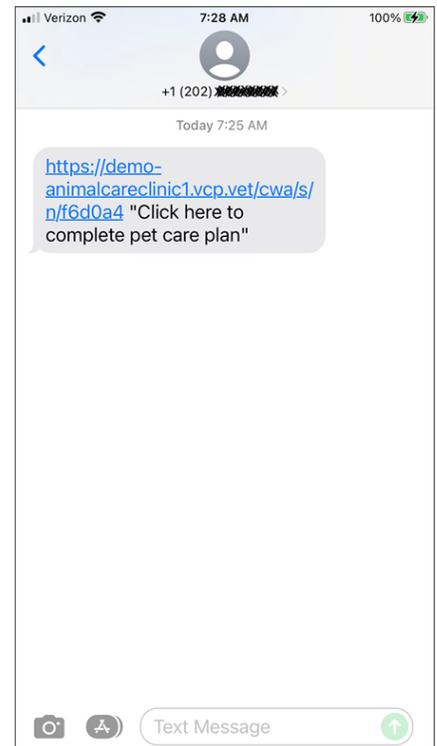
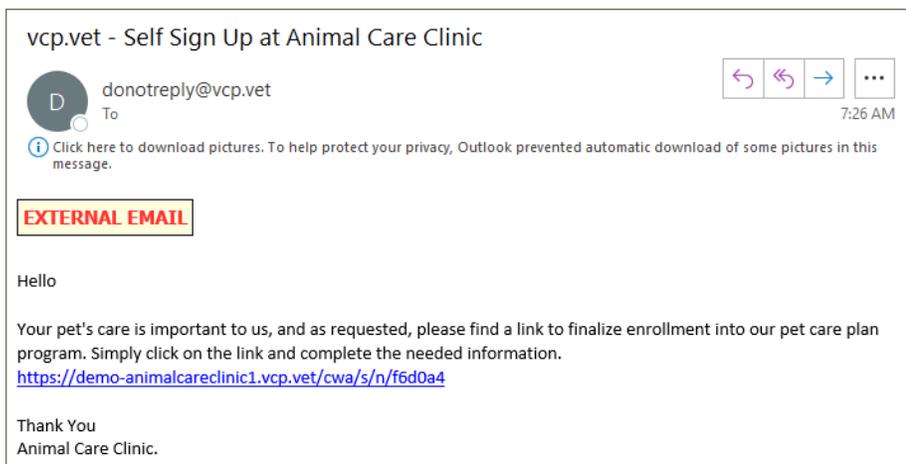
## Modified Email or Phone

If the client email address or phone number is modified, the user will receive a prompt confirming the change to be saved in the client record.



## Enrollment Confirmation

After enrollment has been sent, the client receives an email or text message with a link for the client to click on and complete the enrollment process. The image below is an example of an email enrollment message and the image to the right is an enrollment text message.



The client clicks the link in the email or text message to complete the enrollment process to select a care plan and a payment plan.

## VCP Care Plan

The practice needs to work with a representative from VCP to setup care plans so the treatment items and their codes in the VCP care plan match the products and codes in AVImark. Please note that the code for the VCP care plan must follow AVImark standards of up to eight alphanumeric characters. For questions regarding the VCP enrollment process or setting up VCP care plans, contact a VCP representative at 800.315.1780.

Once the practice has their VCP care plans in place, the client will then be able to select a plan in VCP when they follow the link in the email or text message.

## Imported Care Plans

When the client completes the process of selecting a VCP care plan and payment has been approved, the plan will appear in the patient's record in AVImark.

**PATIENT: Eden Anne** 1 ✔ 📅 Updated at 5/18/2022 8:47:20 AM No. 1545

Name	Eden Anne	Codes		Sex	S	Added	05-18-22	815	Fecal Examination, Flotation	08-11-17
Birthday	05-19-17	Age	5y	Rabies		Reminded	(none)	50002	Local Block	11-17-17
Breed	Newfoundland	Plan	AVIK9WP 05-17-23	Deceased	(none)			202	Annual Physical Examination	05-19-18
Color	White and Black	Weight	125.00	in	lbs	Microchip		406	Canine DA2PP Vaccination	05-19-18
Species	Canine	Allergy	(none)	Relation	(none)			408	Canine Rabies Vaccination	11-16-18

[Reminders](#) [Follow-ups](#) [Estimate](#) [Ownership](#) [Schedule](#)

Medical History										Attachments	
Date	Time	Dr.	Type	Code	Description	Qty	Amount	By	Photo	Public?	
05-18-22	8:25a		S	AVIK9WP	Canine Wellness Plan (VCP)	1	300.00	DNS		Yes	<input type="checkbox"/> Appointment(s) <input type="checkbox"/> Boarding <input type="checkbox"/> More Stuff

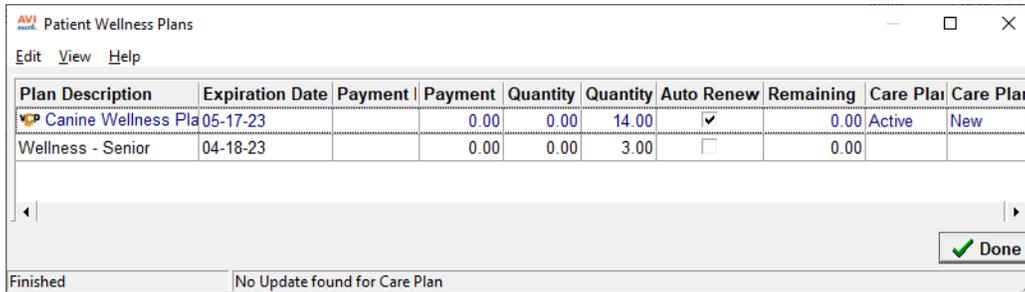
- 1. Plan Indicators** — The checkmarks indicate the patient has a wellness or care plan. The green heart check is an indication the patient has a plan (AVImark or VCP). The circled check represents a VCP care plan and will change color if the plan payment is current (green), close to expiring (yellow), or is late with payment (red). If the circled check shows payment is due or late (red), this gives the staff at the practice a “heads up” to bring it to the client’s attention.
- 2. Plan Name** — The name of the wellness or care plan will appear in the Plan field. If the patient has multiple plans, the word “Multiple” will appear. **Note:** Only one VCP care plan is allowed at this time; however, there may be more than one AVImark wellness plan associated with a patient.

# VCP CARE PLANS FOR AVIMARK

## Patient Wellness/Care Plans

To view a patient's wellness or VCP care plans:

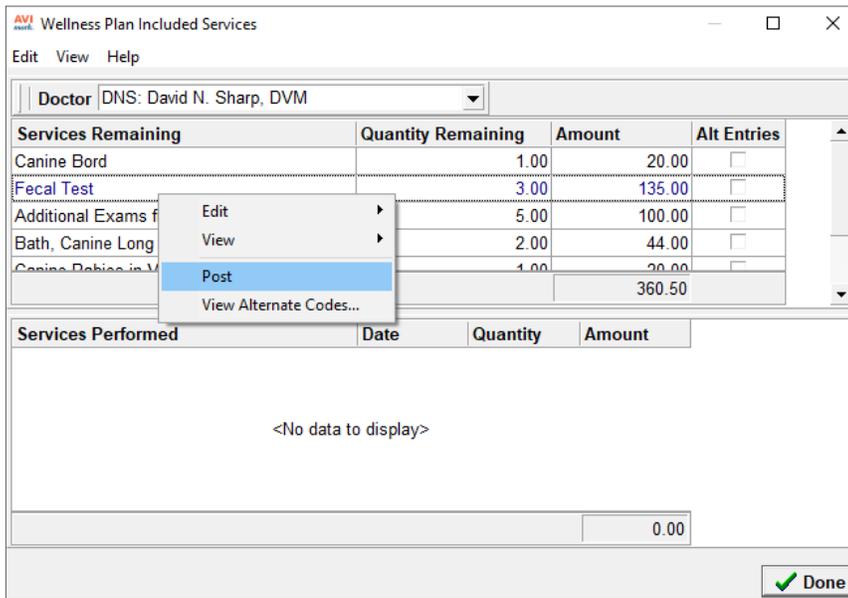
1. **Right-click > Wellness Plans** to open Patient Wellness Plans. VCP plans will have the VCP icon next to the Plan Description.



The screenshot shows the 'Patient Wellness Plans' window with a table of care plans. The table has columns for Plan Description, Expiration Date, Payment, Quantity, Auto Renew, Remaining, Care Plan, and Care Plan. The first row is highlighted with a VCP icon.

Plan Description	Expiration Date	Payment	Payment	Quantity	Quantity	Auto Renew	Remaining	Care Plan	Care Plan
Canine Wellness Pla	05-17-23		0.00	0.00	14.00	<input checked="" type="checkbox"/>	0.00	Active	New
Wellness - Senior	04-18-23		0.00	0.00	3.00	<input type="checkbox"/>	0.00		

2. From the window, click on a plan then **right-click > Included Services** to view the items in the plan. When viewing the services, select the doctor then **right-click** on a service and choose **Post** to apply the service to the patient's medical history.



The screenshot shows the 'Wellness Plan Included Services' window. It features a dropdown for the Doctor (DNS: David N. Sharp, DVM) and a table of services. A context menu is open over the 'Fecal Test' service, with 'Post' selected. Below the table is a 'Services Performed' section with columns for Date, Quantity, and Amount, and a total amount of 0.00.

Services Remaining	Quantity Remaining	Amount	Alt Entries
Canine Bord	1.00	20.00	<input type="checkbox"/>
Fecal Test	3.00	135.00	<input type="checkbox"/>
Additional Exams f	5.00	100.00	<input type="checkbox"/>
Bath, Canine Long	2.00	44.00	<input type="checkbox"/>
Canine Rabies in M	1.00	20.00	<input type="checkbox"/>
		360.50	

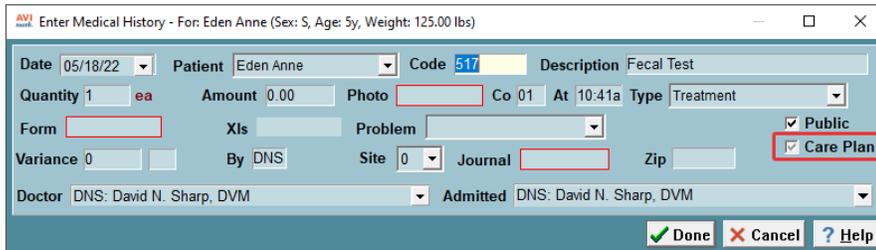
  

Services Performed	Date	Quantity	Amount
<No data to display>			
			0.00

# VCP CARE PLANS FOR AVIMARK

## Posting Treatments

If a treatment is added to medical history and is part of a VCP care plan, the **Care Plan** option will be checked but grayed out. It cannot be unchecked.



The screenshot shows a software window titled "AVI Enter Medical History - For: Eden Anne (Sex: S, Age: 5y, Weight: 125.00 lbs)". The form contains the following fields and values:

- Date: 05/18/22
- Patient: Eden Anne
- Code: 517
- Description: Fecal Test
- Quantity: 1 ea
- Amount: 0.00
- Photo: [Redacted]
- Co: 01
- At: 10:41a
- Type: Treatment
- Form: [Redacted]
- Xls: [Redacted]
- Problem: [Redacted]
- Public:
- Variance: 0
- By: DNS
- Site: 0
- Journal: [Redacted]
- Zip: [Redacted]
- Care Plan:  (grayed out)
- Doctor: DNS: David N. Sharp, DVM
- Admitted: DNS: David N. Sharp, DVM

Buttons at the bottom: Done (green checkmark), Cancel (red X), Help (question mark).

## Care Plan Right-click Options

Care plans may need to be updated if changes are made, such as the client may add services to their current plan. Updating plans can be done from the client area shortcut menu or by changing the default setting under Options Maintenance.

## Update Care Plans

The AVImark program has been designed to check for changes to VCP care plans.

### Auto Updates

Open Options Maintenance (🔧) and search for VCP. Click on the option **Check Contracts Before Posting Patient By Default**. By default, this option is set to **True**. This means, before posting plan items to the invoice, the program will check for any changes to care plans. To turn this off, click **Change** and select **False** for the value.

Switching patients or checking a patient into the calendar will also auto check for plan updates but cannot be turned off.

### Manual Updates

To manually run a plan update, in the client area, **right-click > Care Plans > Update Care Plans**.

**Note:** If there weren't any changes made to a plan from check-in to check-out, updating care plans is not necessary.

## Manage Care Plans

This feature will be available in a future release.