AVImark ReadMe Version 2010.4.1

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AVP Integration

AVImark version 2010.4.1 now integrates with Associated Veterinary Purchasing, an electronic purchase order system. This integration will allow Canadian AVImark clinics that are members\customers of AVP to place inventory orders electronically from within AVImark.

**NOTE: If you currently have AVP Order Code information stored in the Mfg. No., UPC code, or NDC/MSDS field of your AVImark inventory items, or need to update your AVP codes, there is a utility available that will copy or move the AVP codes from those locations to the new AVP Order Code field of the AVImark Change Item window for you. Please contact our friendly support staff for more information regarding this utility.

AVImark Setup:

Add the appropriate Advanced Option information for this feature by selecting the Advanced Options speed bar button (wrench icon), then type AVP in the Search field.

- **AVP Billing Code**- this code is assigned by AVP and will be unique to each clinic
- **AVP FTP Address**- automatically defaults to the AVP FTP address (FTP2.EDOC.CA)
- **Directory**- a new AVP folder will need to be created in the AVImark folder. Enter the name of the folder into this field, ie, AVP.
  This folder is used to store the purchase orders using the AVP billing code and purchase order number. Each file will have a .avp extension.
- **FTP Password-** automatically setup in AVImark by default
- **FTP User Name- a**utomatically setup in AVImark by default (AVPWEB)
- **Password-** AVP will provide each clinic with a password to enter in this field. Although, each AVImark user within the clinic that is authorized to use AVP will also need to setup a User Defined account under the Password default value.
- **User Name-** AVP will provide each clinic with a user name to enter in this field. Although, each AVImark user will also need to setup a User Defined account under the User Name default value.
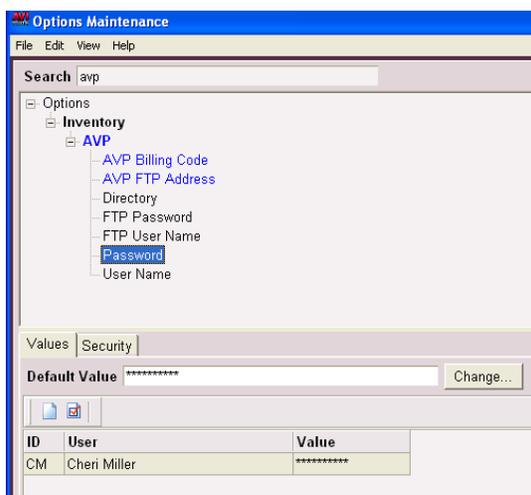
**NOTE: Valid email account information is required in Hospital Setup to use this feature.
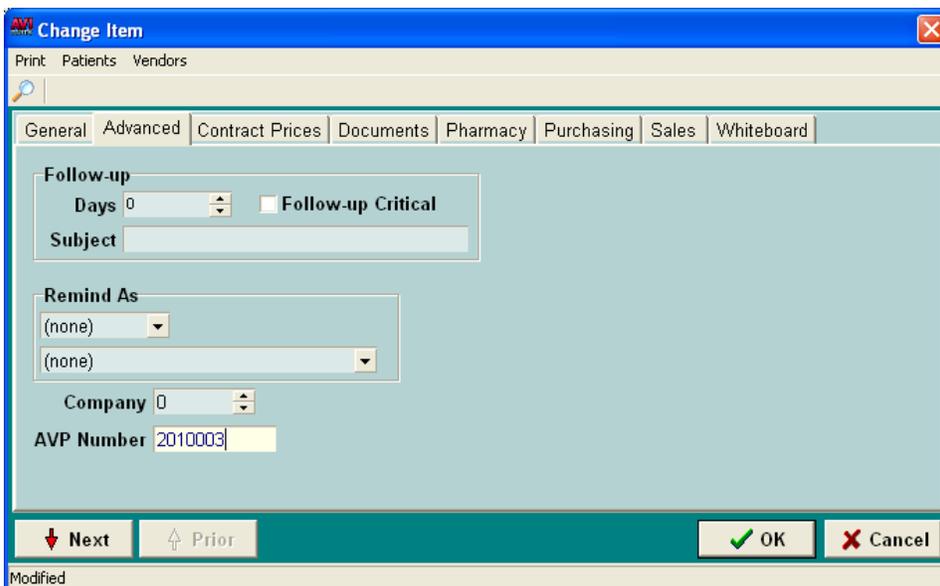**Adding the AVP Vendor:**

After the Advanced Options have been setup a new AVP Vendor will need to be added to the AVImark vendor list. To enter this vendor open the Inventory List, choose File…Vendor and right-click> New.   **The Code and Name of the vendor must be AVP**.
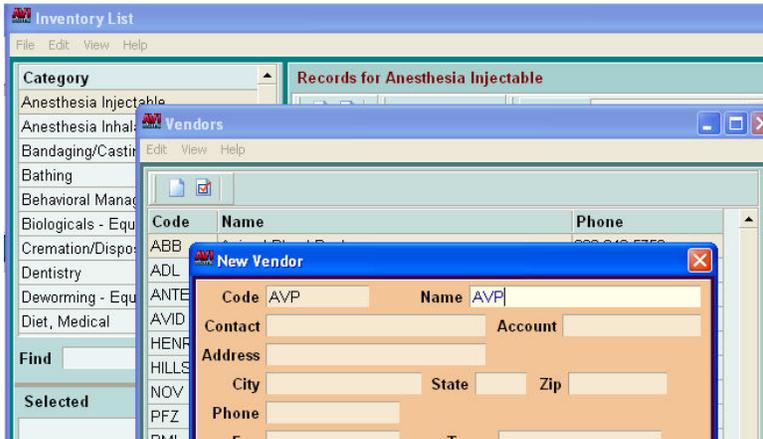

Attaching an AVP Number:

Once the **Billing Code** has been setup in Advanced Options all Inventory Items will have a new AVP field in the Change Item window, Advanced Tab.   This number is the product code found on the AVP Price List and will need to be manually entered prior to the initial AVP order.
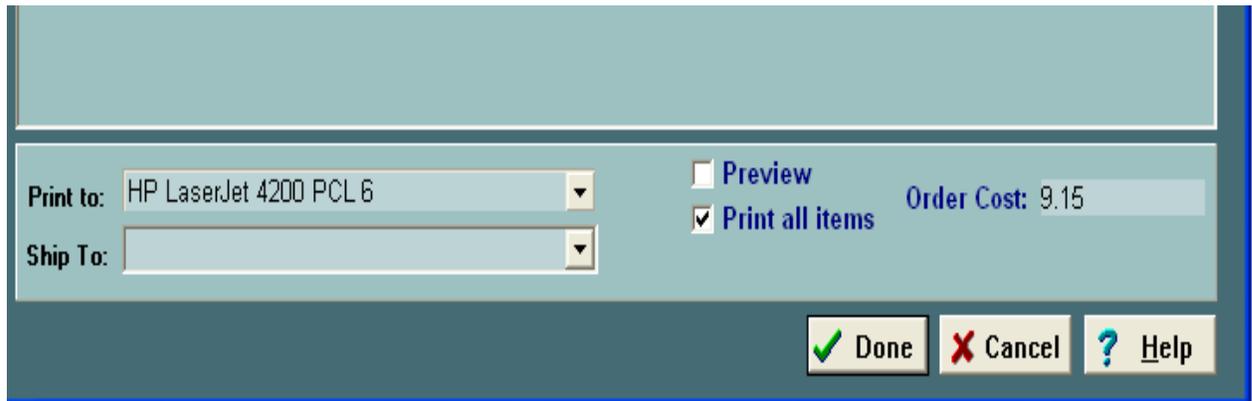
Placing an AVP Order:

When creating a Purchase Order (PO) in AVImark, the AVP vendor will have to be selected from the top right hand corner of the purchase order window in the Vendor field:
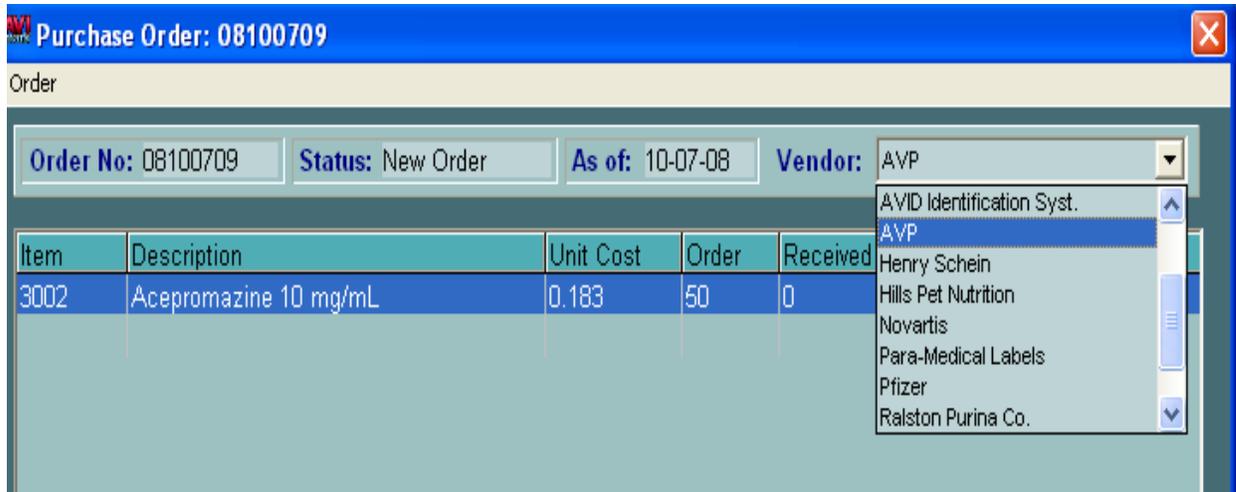
When the AVP vendor is selected a new "Ship To" field will be added at the bottom of the purchase order window below the Print field.


AVImark will retrieve a list of approved Ship To locations for the clinic from AVP. The Ship To field will default to the current location of the clinic but it will also contain all possible locations for the clinic. The list of "Ship To" locations is loaded from the AVP webserver.

Releasing an Order:

When the order is completed and ready to release, you can do so by selecting, Order, Release.
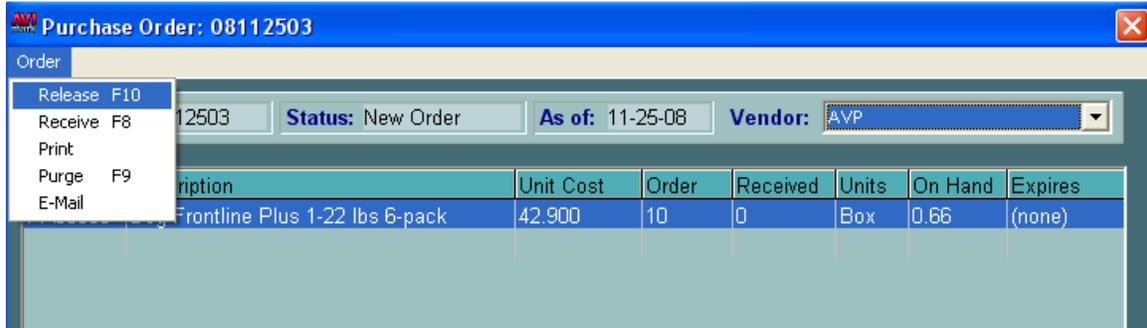
As each PO is released, the AVP web service will be polled to verify the product code(s) and sufficient stock availability. A message will be displayed offering to place the item on backorder if the on-hand stock isn't sufficient to process the order. Selecting Yes, will send the order to AVP. Selecting No, will blank out the order and allow the user to cancel the order process.
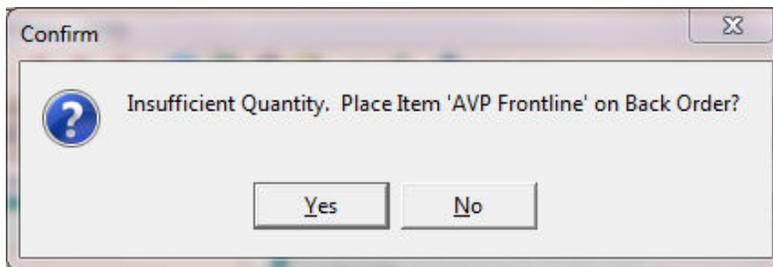
Once the purchase order is released, AVImark exports the purchase order data to a text file that is sent via FTP to AVP. If the file is sent successfully, an e-mail notification will be sent to orders@avpbc.com with the filename as the subject. The order will then be processed and the PO can be received into AVImark as it would normally be done.
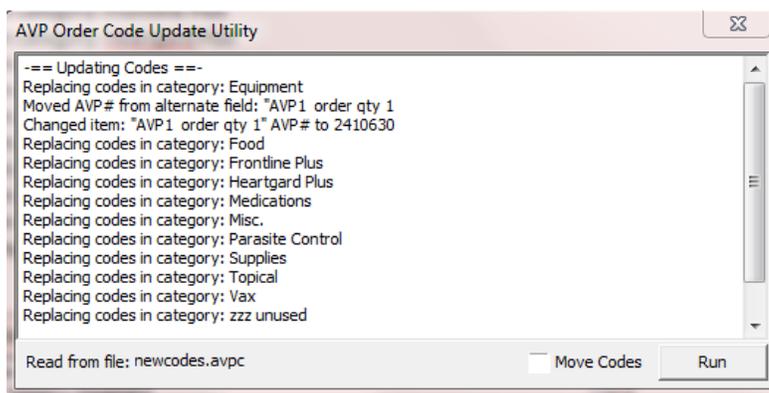
UpdateAVPCodes Utility

With the addition of the AVP purchasing integration it was necessary to create a utility that would assist in AVP code modifications. Two areas that have been addressed by this utility are:

- **The ability to pull existing AVP codes that clinics may be currently storing in any one if these below three areas into the new AVP field on the Advanced tab of the Change Item window –**
  - The Mfg. No. field on the Purchasing tab of the inventory item.
  - The UPC code field on the General tab of the inventory item.
  - The NDC/MSDS number field located on the General tab of the inventory item.
- **The ability to update existing AVP item codes to new codes automatically.**

When used, this utility will search each item in the AVImark Inventory List for AVP codes that are outdated. When an outdated AVP code is found, it will be replaced with the new AVP code as assigned by AVP. If an outdated or new AVP Order code is found in any of the inappropriate fields mentioned above that code will be updated and removed or copied from that field, and the proper updated code will be assigned to the new AVP Number field that is now located on the Advanced tab of the inventory item. This utility is designed to read from a specific file generated by AVP and distributed to clinics. This file should always be named "newcodes.avpc" and be placed in the AVImark folder.

- To use this utility, you will need to place it into your AVImark folder.
- Take a backup or make a copy of your AVImark folder.
- Make sure the AVImark program is closed, double left-click on the UpdateAVPCodes.exe.
- UpdateAVPCodes will automatically load the .avpc file the clinic received from AVP. You will see the name of the .avpc file in the lower left corner of the utility window.
- The Move option defaults to being unchecked. When checked, the utility will update the code to the new code found in the .avpc file, and move to the AVP field of the Change Item window. Leaving the option unchecked will copy the updated code to the new location, instead of moving.
- Click Run.
- The utility will display a list of all the categories in the AVImark Inventory List, as well as any items that were affected by the AVP code change.


- When you see the "Finished Processing" message displayed at the bottom of the list, you can close the utility and reopen the AVImark program.
- You will now have all the updated AVP codes assigned to the items in the correct fields.

Hemagen Instrument Interface

 The Hemagen Analyst III and HC5 in-house analyzers are the newest addition to the AVImark Instrument Import utility. Results can be captured and automatically imported into patient records with minimal user intervention.

Setup:

Assign the appropriate comport for each instrument on the appropriate AVImark workstation. For example, if you have the Hemagen HC5 connected to serial port Com 1, then your AVImark port setting in Hospital Setup, System tab, Instrument sub tab should reflect that setting.
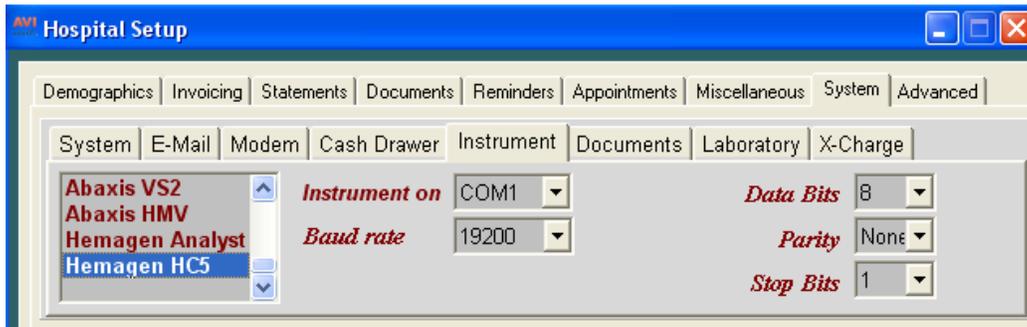
Assign your instrument to the Instrument Types tab of the appropriate AVImark treatment.
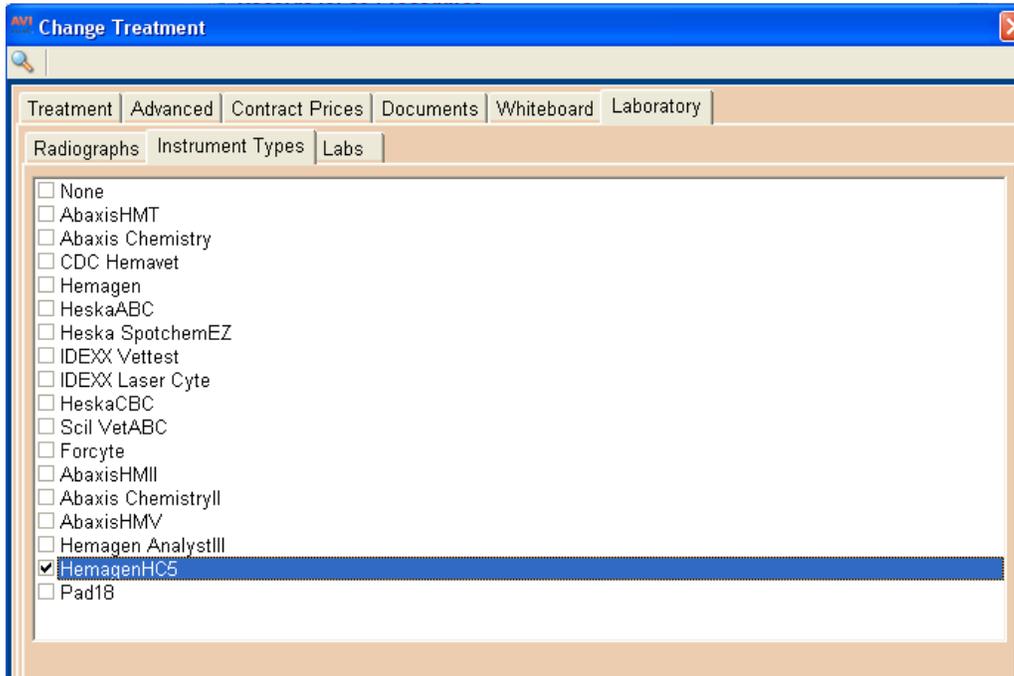
**Important NOTE: As of AVImark version 2009.3, you have the ability to assign multiple instruments or labs to a single AVImark treatment. If you have more than one instrument that is used to perform a single treatment such as a pre-surgical panel, you are no longer required to have one AVImark treatment

per instrument; or in the case that you have more than one instrument that can perform the same test, such as an IDEXX instrument and a Heamgen instrument that can each run the same CBC test.

- o The utility can be found by accessing Utilities, Run Instrument Import.
- o This utility is now set up to automatically start when AVImark starts, and has the option to Close on AVImark Shutdown.
- o When AVImark opens you will see the "shaking hands" icon located in the System Tray of your workstation. This indicates that AVImark is in communication with the instrument(s) assigned to communication ports on this computer, and is "listening" on each port for any incoming data.
- o The options to Start when AVImark opens, and Close on AVImark Shutdown can be controlled by right click options on the icon in the System Tray.
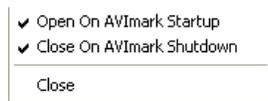
** **Important NOTE:** If you have de-selected the Close on AVImark Shutdown option, please note you will need to manually close the connection utility prior to index rebuilding or any other maintenance utility that requires exclusive access to AVImark files.

Once the instrument is properly assigned in Hospital Setup, and associated to the AVImark treatment(s), your setup is complete.

Use:

When a treatment is entered into Medical History for a patient that has an instrument assignment, AVImark will start listening to the ports in which the associated instruments are assigned for results. As results are ready to be transmitted, AVImark will import the results to the proper Medical History entry. If the proper Medical History cannot be located, the results will be sent to the new **"Test Inbox"** to await manual import.

- First, the import utility looks for a patient with a record number that matches the "Patient ID" field received from the instrument.

  - o The Patient ID that is being searched for a match is the AVImark Patient ID.
  - o When running the test on the designated analyzer, and prompted for a patient identifier, the AVImark Patient ID is the number that will allow the utility to make the proper patient association for automatic result import.

- Once the patient identifier is located on the incoming results, the utility will begin searching for a Medical History entry for that patient that is awaiting results.
- When that Medical History entry is located, the results will be automatically imported into the Tests Attachment area.
- If the Patient ID doesn't match or exist or there is no matching Medical History entry on that patient awaiting results, the test results are placed in the **"Test Inbox."**

- To manually import the results that were sent to the Test Inbox, simply highlight the Medical History entry you wish to import results for, select the Tests attachment, **Import From, Test Inbox**. You will be presented with a list of results that were transmitted from instruments that did not find the Medical History entry to complete the automatic import. Select the set of results you wish to import to this history entry, and click Done.
- When you "Import from" the Test Inbox, the record is actually moved from the Test Inbox onto that Medical History entry. This will allow the Test Inbox to only contain results that have not been imported to Medical History.
- As an additional safety measure to ensure no results are lost, an RX$ file is also created with the transmitted results. This RX$ file is sent to the user defined Instruments storage folder. This path to this storage folder will need to be set in Advanced Options. Select the "Save Lab Instrument results To" entry and assign the path to your storage folder. If you are currently using AVImark to retrieve your results, you likely already have this in place.
  - Results can be imported from this location if needed by opening the Tests attachment, select **Import From, Stored Tests.** This will display all stored RX$ files on the left pane. You can select the RX$ file that holds your test, move to the right pane, select the test, right-click Import Test.
- In the case of an emergency, where access to results is immediately needed, right click on the treatment in Medical History that has the lab instrument association that represents the test instrument being used, and select **Import Results.** This will open the **Associated Instruments** window displaying a list of associated instruments for this treatment. Place a check in the box that represents the instrument from you wish to receive results, click the Import Results button, and AVImark will begin listening to these ports. In the event there is only one instrument associated to the treatment, the instrument checkbox will automatically be checked and listening to the proper port. As the data is sent from the instrument via the port, AVImark will capture and place it immediately in the Test Results window. After the results are received, the Import Results window will disappear, and you can view the results by selecting the Tests attachment option for that Medical History entry.

**Important NOTE: To alleviate the chance of sending results automatically to the wrong Medical History record that may also meet the requirements for automatic import selection we have incorporated a two day time frame to use for searching, then selecting the oldest entry in that time frame for which these results would apply, to make the result attachment. To summarize, the utility will look for that patient record, then start at the farthest date/time as dictated by the two day time frame, and apply it to the first one it finds....versus starting with the most recent and looking back.

VetCentric Home Delivery Interface

AVImark has teamed up with VetCentric, Inc. to provide our mutual Veterinary Practices the ability to offer home delivery of FDA- and EPA-approved pharmaceuticals, compounded medications, and therapeutic and wellness diets, for their clients. This integration will allow our users the option of filling prescriptions "in-house", sending the prescription to VetCentric for convenient home delivery or a combination of the two.

To use this feature, you must have AVImark version 2010.4.1 or higher and have an active VetCentric account. If you are not currently a VetCentric customer and would like to take advantage of this feature, call a VetCentric specialist toll-free at 1-866-868-2368. Select option 2, and then option 4, Monday through Friday between 8:30 a.m. and 5:30 p.m. EST.

If you have an account with VetCentric and would like more information on activating your VetCentric Home Delivery account for use with AVImark, you can choose from the following:

- E-mail your request to avimark@vetcentric.com
- Contact VetCentric's Practice Management Software specialist, Rob Fitch at 410-412-1457

AVImark Setup

Your clinic's VetCentric account information will need to be entered into AVImark **Advanced Options**. This can be accomplished by the following the below steps:

- Type "VetCentric" in the search field of Advanced Options.
- Expand the VetCentric tree.
- Set the default value for each of the following fields using information provided by VetCentric.
    - Password
    - Secret Key
    - Username
    - Vet ID
- You may wish to assign your Default Pharmacy Company. Setting this option to VetCentric, will allow VetCentric to automatically be selected when creating your home delivery order from within the AVImark Drug Label window. To achieve this:
    - While still in Advanced Options, type "pharmacy" in the search field.
    - Select VetCentric as your Default Pharmacy Company
- An option has been added to set the default Fill Preference for prescriptions. You can set this value by searching for **Default Order Type.**
    - InClinic – will keep the Home Delivery option from being automatically checked in the drug label window.
    - FirstInRemainingOut – will automatically default to the **First Fill in, Refills out** selection in the drug label window.
    - AllFillsOut – will automatically default to the **All Fills Out** selection in the drug label window.

***Important NOTE:** To allow the entire drug label to be displayed, you will need to set your screen resolution to 1024 x 768 or higher.

Doctor Information (Users and Security)

Each doctor generating VetCentric prescriptions will need to have additional user information to accommodate prescription reporting requirements. The following new fields have been added in the AVImark Change User window found in Users and Security:

- **License State Field -** This field is to be filled with the state in which the doctor is licensed and will coincide with the doctor's License Field.
- **License Exp -** The expiration date of the doctor's license.
- **DEA Exp -** The expiration date of the DEA number assigned to this doctor.
- **First and Last Name Fields -** The name of the doctor will need to be modified from the single "Name" field, to now reflect the first name and last name in the corresponding fields.

**Special NOTE: The First and Last Name fields will only need to be manually modified during early Beta Testing stages. When released officially, the AVImark update process will make the first and last name modifications automatically.

AVImark/VetCentric Code Association

There will need to be VetCentric item associations to AVImark items in order to have the proper VetCentric items selected for home delivery when an AVImark prescription item is entered. There are several ways to accomplish this.

Option 1
- By opening the Inventory List select VetCentric, Setup from the menu. You will be presented with the VetCentric Wizard.
  The Setup Wizard will allow you to make associations in two ways.
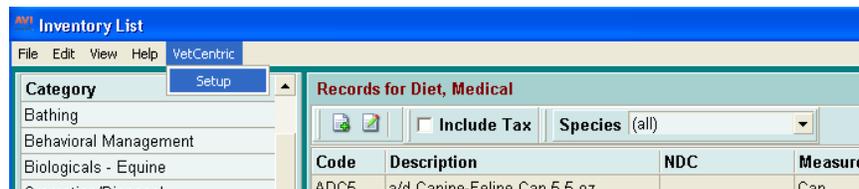
o **Setup by matching drug labeled items with VetCentric equivalent**. This will load your AVImark Item Codes and Descriptions with associated drug labels and allow you to select the VetCentric item from a drop-down list that most appropriately matches your AVImark item.
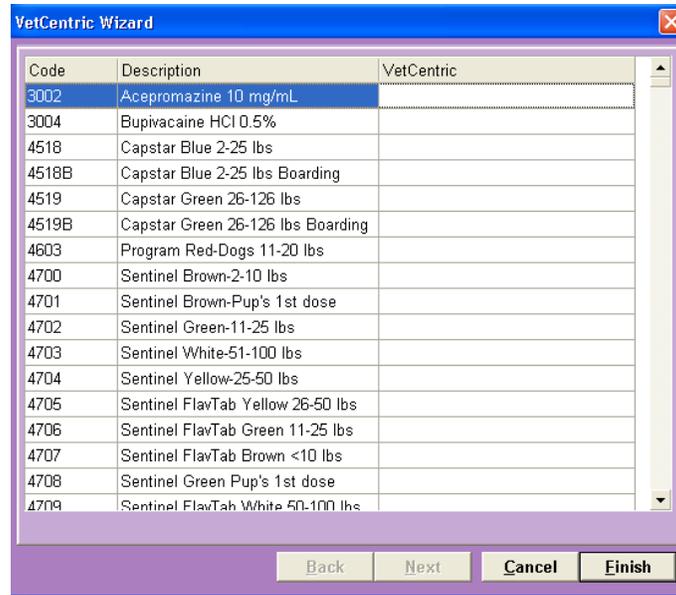
o **Setup by selecting categories needed and importing as new items.** This will load all the VetCentric categories and allow you to select which categories you wish to have automatically added to your AVImark Inventory List.
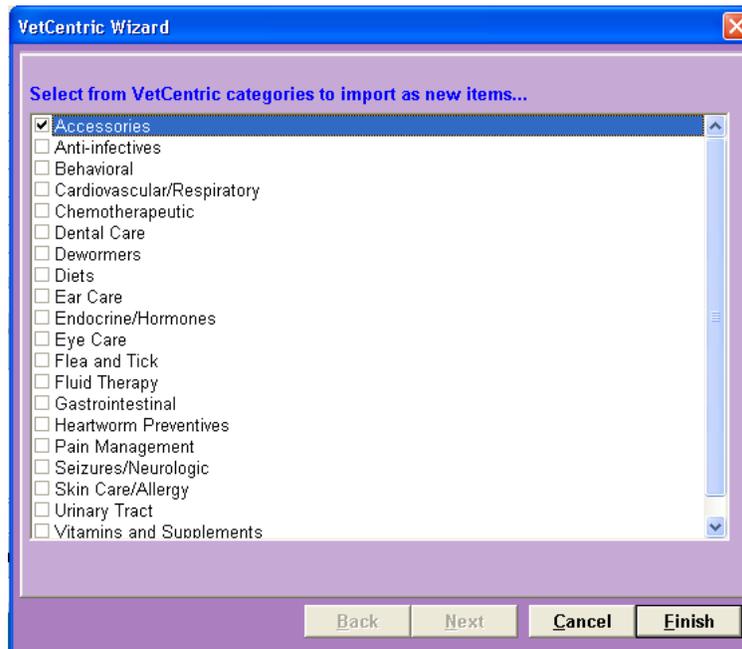
**Important NOTE: When you add new AVImark items by VetCentric category, item descriptions will be abbreviated in a manner to allow fully identifiable information while taking into consideration the AVImark item description character limitation. Each VetCentric item added by category will display a description beginning with an asterisk (*). This distinction will allow a user to search a list including or excluding VetCentric items when adding prescriptions to Medical History.

Option 2
You can directly map a VetCentric item to your AVImark items from within your AVImark Inventory List.
- Open the Change Item window for the selected AVImark item.
- Select the Pharmacy tab.
- In the area labeled Pharmacy Company Codes choose right-click New.
- Select VetCentric from the Company pull down menu.
- Select the VetCentric item that represents the AVImark item equivalent.

Option 3
The mapping of a VetCentric item to an AVImark item can also be completed "on the fly" directly from within the AVImark Drug Label window at the time of item being entered into Medical History.


Feature Use

Opening the Drug Label for a VetCentric associated AVImark item in Medical History will display a Drug Label with many new options. The Drug Label window will allow you to both print a drug label to affix to your direct dispensed prescription and/or enter Home Delivery Order information to have the prescription sent to VetCentric online pharmacy to have it filled and delivered by them. One of the great features of this enhancement is the ability to perform a "first fill" from in-house and send the balance of the prescription and/or refills to be performed via VetCentric.
Below is a list of the VetCentric options that will be available in the Drug Label window of a VetCentric associated item.

1. **Place Home Delivery Order** – Option indicating intention to place Home Delivery Order.
2. **VetCentric Item Description**
3. **Home Delivery Pharmacy** selection. (Will default to Home Delivery Selection made in Advanced Options). **HD Prescription Quantity** – indicates qty of the item per fill. **Price Check** – will give you the VetCentric price for qty chosen.
4. **Fill Preference** is how you wish to have prescription filled. **1st fill in** – indicates intention to fill first from in-house and all subsequent fills from VetCentric. **All fills out** – indicates you wish to have all fills of this prescription filled by VetCentric. A default value can be set for the Fill Preference in Advanced Options.
5. **Wait on Client Action** – will upload the prescription information to the VetCentric Medicine Cabinet allowing the client to log into the site, or call VetCentric, at their discretion to purchase the item as needed.
6. **Next Ship Date** – is when you wish the first shipment to take place from VetCentric.
7. **Days Supply** – indicates the number of days you wish to have supplied per delivery.
8. **Number of Refills** – will allow you to indicate how many refills of this script can be obtained. **PRN** – indicates the prescription can be filled as needed until the prescription expiration date has been reached.
9. **Prescription Expires** – indicates the date at which the prescription is no longer valid.
10. **Qty** – indicates the number of the prescription item you are dispensing from the clinic and will be deducted from your clinic on-hand qty, as well as print on the drug label.
11. **Flavor** – will be activated when a VetCentric item calling for a flavored suspension has been prescribed, allowing a user to select the desired suspension flavor.
12. **Prescription Auto Refill** – indicates this prescription can be refilled automatically without refill authorization for the interval selected and can only be used with a **Number of Refills** greater than 0 or **PRN** option being selected. VetCentric offers free standard shipping with no minimum order amount on all products when Auto-Refill is activated.
13. **HD Pharmacist Instructions** – Field for specific instructions from the user who prescribed the medication to the pharmacist.

- When the option to "1st fill in, refills out" is selected, a Print button will be available to print your Drug Label. If you have chosen the "All fills out" option, the Print button will not be available. If you have selected "1st fill in" you can Print the drug Label, then Press the VetCentric button to send your online pharmacy order.
- When a prescription is chosen to be filled by VetCentric, and not directly dispensed from the clinic, the Medical History entry will become black in color with a qty and amount of 0.00, indicating that nothing was dispensed and of a "posted" status.
- An AVImark invoice that contains a VetCentric prescription will display that line entry indicating it has been assigned to VetCentric. There will also be an informational message on the invoice with the VetCentric web-address and customer username, allowing the AVImark/VetCentric customer to log into the VetCentric website to make arrangements for prescription delivery and payment arrangements.
- AVImark will contact the VetCentric server daily for prescription updates on all open prescriptions. When a VetCentric assigned refill is dispensed a new AVImark Medical History entry is created indicating a refill took place.
- From the right-click Integrations, VetCentric menu option in Medical History there are additional options.
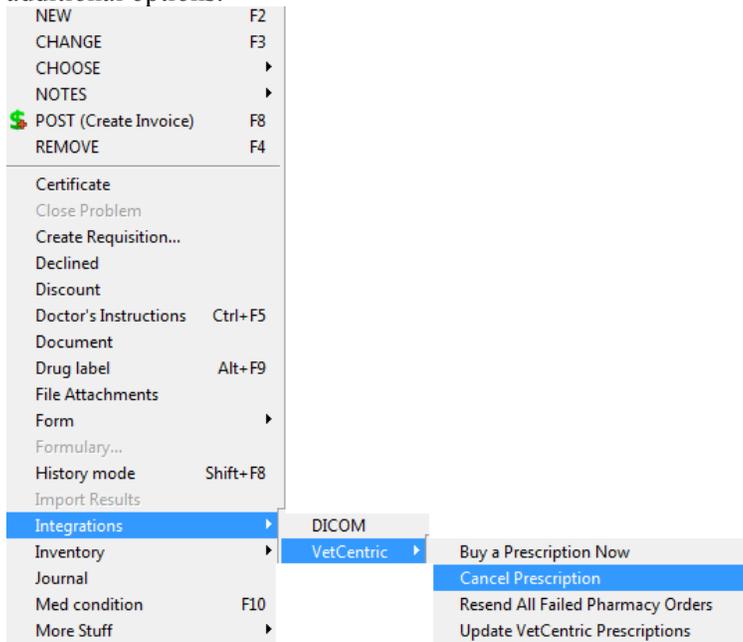
  - **Buy a Prescription Now** – will take you to the VetCentric secure site to allow the customer to place and pay for their Home Delivery Order before leaving your clinic.
  - **Resend All Failed Pharmacy Orders** – will allow you to send Home Delivery orders that were not able to be uploaded at the time the Medical History order was generated.
  - **Update VetCentric Prescriptions** – will poll the VetCentric site for any information on Home Delivery pharmacy orders filled, or any other status changes, and create AVImark Medical History entries accordingly.

Medical History										
Date	Time	Dr.	Type	Code	Description		Qty	Amount	By	Photo	Public?
06-09-10	12:00a		O	V2906	VetCentric Prescription Refill VetCentric RX# 111148; Expires: (none); Status: Completed Refills Pending Price: $63.47		1	0.00			Yes

- o **Cancel Prescription** – will present you with a "Cancel Reason" window to enter the reason for cancellation. Once cancelled, the Medical History entry will display "Cancelled".

When a VetCentric item is ordered through AVImark, specific information for that order will be included on the AVImark Invoice. This will allow the customer to take important material with them outlining details about the item ordered, as well as customer login information that will allow the customer to log into the VetCentric site and set up payment and delivery arrangements.

- The AVImark line item on the invoice will be displayed as:

Date	For	Qty	Description	Price
11-02-09	Chary	1	Advantix Blue over 55 lbs Canine, 12 pk(VetCentric Order)	0.00

- With a notation on the bottom of the Invoice stating:

View VetCentric account at http://www.vetcentric.com or call (866)838-2368.
Your username is marla@avimark.net.

***Important NOTE**: The AVImark client should have a valid email on file in the email field of the Client Information area for this feature. This email address will be assigned as the User ID for their VetCentric site access. If no email address was found in the AVImark Client area, the phone number will be used, and noted on the AVImark Invoice.

Antech XML Result Storage

AVImark has changed the way it handles loading and storing Antech results. When loading results using the "Load" button in the Requisition Management window, all available test results will be downloaded from Zoasis and stored in individual XML files in a new directory. Acknowledgement of results will be automatic at the time of download and no longer repeatedly load the same set(s) of test results until the time they are imported to patient records. Results that have been imported to an AVImark patient record will be stored in a different new directory. These imported XML files will be automatically deleted after 45 days.

The above described directories will be automatically created within the AVImark folder.   These directories are:

- **Antech Requisitions** – This folder will be created directly within the AVImark directory and contain all downloaded result XML files that have not yet been imported to an AVImark patient record.
- **Imported Results** – This directory will be automatically created directly within the Antech Requisitions directory. All results will be transferred from the Antech Requisition folder to this location upon being imported to a patient record. The XML files will reside at this location until 45 days have passed, at which time they will be automatically deleted. This automatic file deletion will help prevent the folder from becoming unnecessarily large.

**Important: These folders should not be renamed, moved, or deleted. There are no options to allow file name or location changes. When not found, these directories will be automatically recreated each time the "Load" button is pressed from within the Requisition Management window.

A new button has been added to the Download Requisitions tab in the Requisition Management window. The **Load Previously Imported** button will allow users to load results that have already been imported to a patient record for viewing or importing. This feature will make it unnecessary to move a previously imported set of results manually from the Imported Results folder to the Antech Requisitions folder to be viewed or re-imported. When previously imported results have been loaded, the requisitions will be displayed in green to allow an "at a glance" determination of the import status as well as (Viewing Previously Imported Results) in title bar.
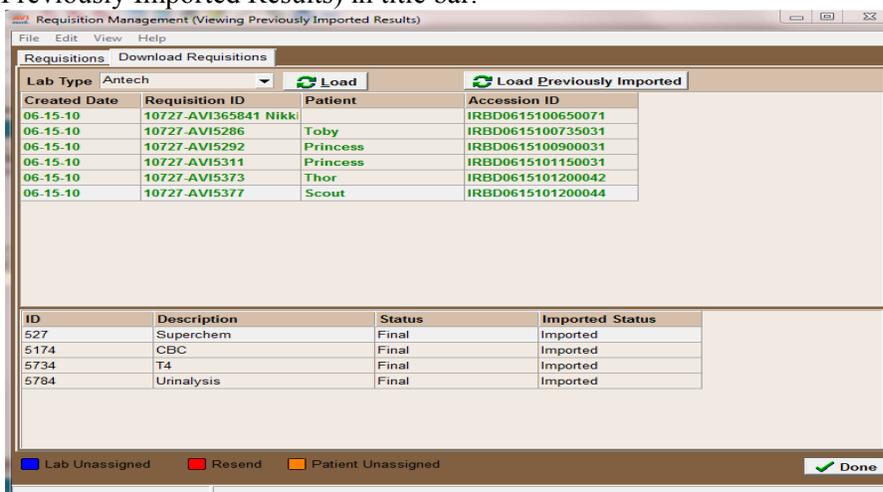
IDEXX InterLink Technology Integration for DICOM Imaging

AVImark has once again teamed up with IDEXX to bring our users bi-directional communication. With this feature, you will have the ability to send radiography requests and view study images without leaving AVImark!

Hardware Required

- The IDEXX DR 1417 and/or CR 1417
- This feature will **not** work on a Windows 64-bit OS.

The following hardware specifications are required to run the IDEXX-PACS* 3.3 Imaging Software:

- 2 GHz dual core 32 bit processor
- 2.0 GB RAM
- 20 GB HD
- CD/DVD burner
- 128 MB graphics card
- 100 GB Ethernet port

**Please note: Only computers provided by IDEXX should be used for capturing images from the IDEXX-DR* 1417 Digital Imaging System or IDEXX-CR* 1417 Digital Imaging System.

AVImark Setup and Configuration

   Advanced Options

- **IDEXX Digital Imaging Active -** Set to True

- **IDEXX Digital Imaging Miscellaneous Shot Treatment Code** – The AVImark treatment you wish to represent additional shot charges. More information below in the section labeled **Additional Features > Capturing Additional Shots.**

- **IDEXX Digital Imaging PACS Timeout –**Allows users to increase the PACS Timeout to assign a designated wait time to bypass the default time period.

- **IDEXX Digital Imaging PACS User Password –** enter user specific password information used for logging into IDEXX PACS

   **Important Note: When you set up or modify the IDEXX-PACS passwords of users in Advanced Options, they will automatically be created or modified in the PACS system as well. Conversely, if you change a password through the PACS system, they will NOT be updated in AVImark.   It will then become necessary to also log into AVImark and set this information to match. We always recommend all password maintenance be performed from within AVImark.

Treatment Configuration:

- You may add Radiography shot requests to any existing treatment or create new treatments for shot requests.

   o In the Change Treatment window, select the Laboratory tab.
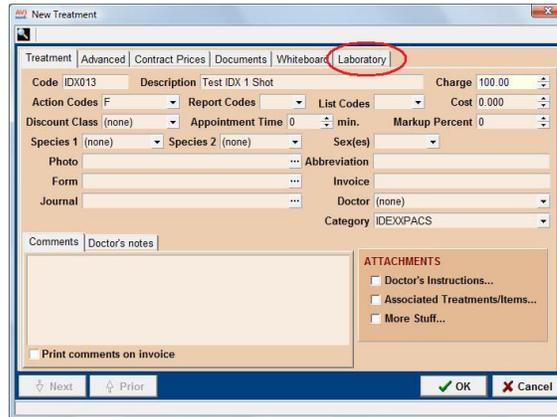
    o Within the Laboratory section, select the Radiographs Tab.

    o Right-click, or F2 New, to add the shot request, and select IDEXXPACS as the Radiograph Source.

    o Click the button for the Code field. You will be presented with the IDEXX Digital Imaging Shot Tree window to make your shot selection.
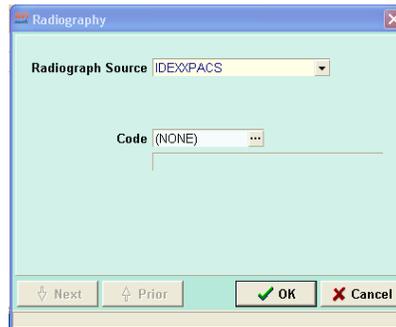
    o Selecting a group of shots is possible by selecting from a higher level on the shot tree, as shown in the example below:
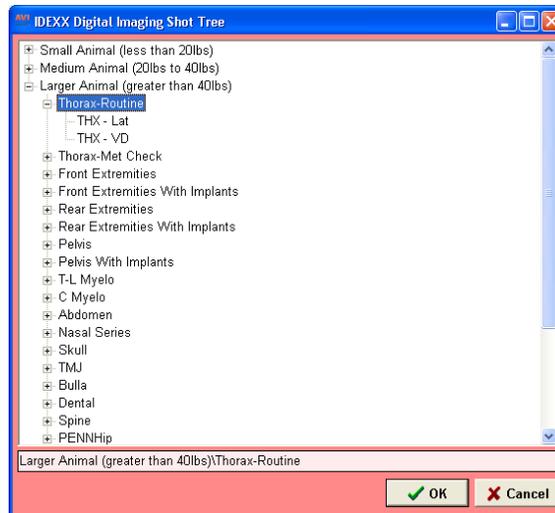
- o Selecting Thorax-Routine will add one line to the Radiograph tab of the Treatment, but will request 2 radiographs when the treatment is assigned to a patient (THX – Lat, and THX – VD).

- o When you press OK, the entry form will be filled in.
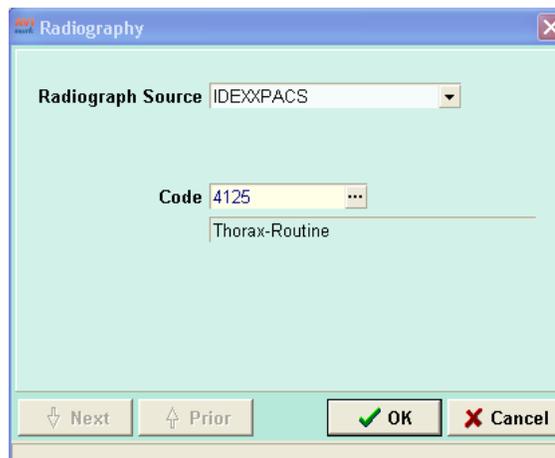
- o Click OK to finalize the shot addition to this treatment. You can continue adding shot requests, if desired.

  NOTE: If a single radiograph shot request is desired, simply drill down to the desired individual shot in the Shot Tree to make your selection.

Although we recommend proper advance setup of IDEXX Radiograph Code association to your AVImark treatments, and creating shot requests using the pre-defined AVImark Treatments for this feature; we understand there will inevitably be times when it will become necessary to send a generic or unspecified shot request. Pre-defining an AVImark treatment with an Unspecified Shot will allow a user to select the shot(s) from the IDEXX-PACS Imaging Dashboard. To set up and use this treatment, do the following:

- o In the Change Treatment window, select the Laboratory tab, Radiograph subtab.
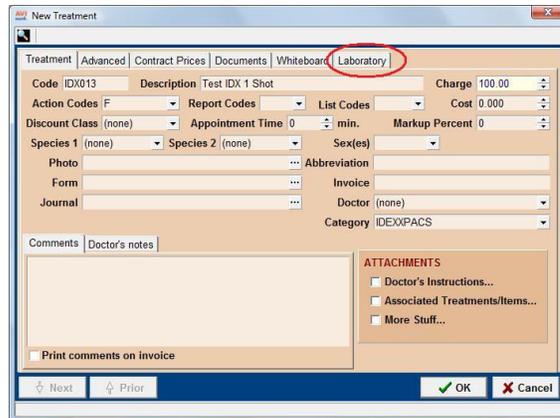
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o Right-click, or F2 New to add the shot request, and select IDEXXPACS as the Radiograph Source.

o Click the **Unspecified Shot** button.
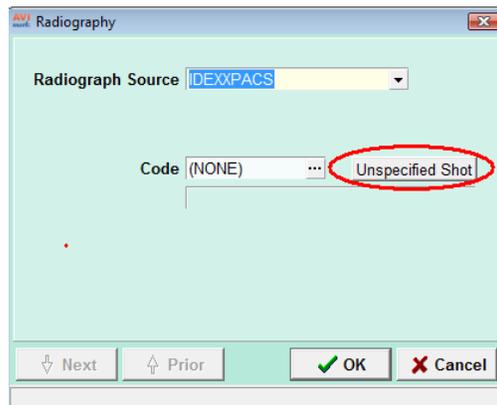
o In the Enter Description window you can create the description that best defines your desired use for this treatment.

o When this treatment is selected and added to Medical History, you will be presented with the DICOM Request Instructions window. Enter the number and type of shots to be taken. This information will appear in the IDEXX-PACS Imaging Dashboard request as well as the DICOM Radiography Request Record.

**Important NOTE: While it is possible to have more than one DICOM Shot Request on an AVImark treatment, it is NOT possible to have more than one DICOM Shot Request on an AVImark treatment that has an Unspecified Shot Request (code 9999) assigned.

Feature Use:

Client and Patient Records

- When new Clients and Patients are added to AVImark, they will be added to the PACS database as well.
  **Please Note: New clients alone will not be added to the IDEXX InterLink system. Only new clients that have patients will be automatically added.

- Saving changes to client or patient records in AVImark will automatically update records in the IDEXX InterLink database.
  **Please Note: Deleting client/patient records automatically is not supported by the IDEXX InterLink interface at this time.

Creating Radiograph Requests

Creating your InterLink Radiograph Requests from within AVImark can be accomplished in a variety of ways. You can simply add an AVImark treatment containing a radiograph shot assignment into Medical History using any of the many available Medical History addition methods, such as F2, right-click New, right-click Choose, etc. The preferred method is to right-click in the AVImark Patient Area, and select Radiography, Create Request.
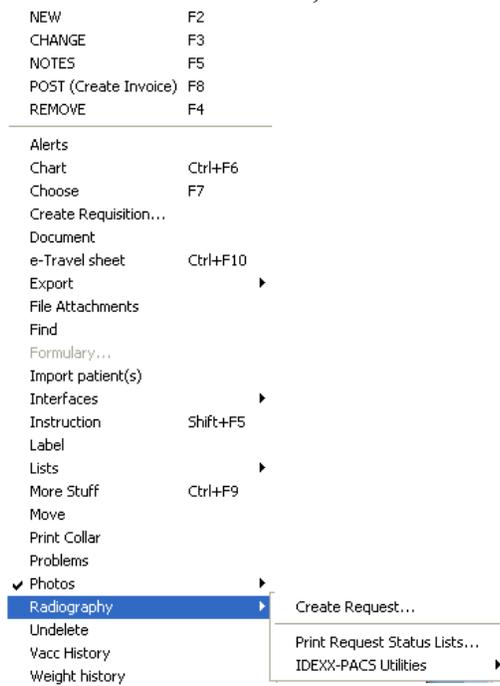
- A DICOM window will be displayed with your IDEXX InterLink associated AVImark treatments.

- Make your treatment selection by highlighting the appropriate treatment; hit the Spacebar or right-click, Select.

- Select your doctor, and press Done.

- Your AVImark treatment will be entered into Medical History, and the shot request will be sent to the InterLink software.

- Once a shot request has been generated from within AVImark, you will notice the Radiographs option in the Medical History Attachments section will become red, and be marked with a check. This indicates that a shot request has been sent, and is awaiting images.

- When the shots are completed and available for view, you will see the Radiographs Attachment is now brown in color.

Viewing Images and Checking Request Status

You can view the status of any shot request, view shots taken, as well as manage shot status from within the same area.

- To access images, click the Radiographs attachment. You will be presented with the details of the Radiography Requests for this Medical History entry, such as Status, number of Ordered Shots, and number of Taken Shots.

- Right click on a completed request to see the following options:

- View Images – allows you to either view the selected series or whole study.

- Burn to CD or Folder - will allow you to burn images to a CD or Folder

- Digital Imaging Send – will allow users to send images from PACS while still in AVImark, provided PACS is setup to perform the Telemedicine function.

- E-Mail – allows users to email images from PACS while still in AVImark, provided the E-Mail feature is set up in PACS.

- Request Status:

  - Check for Completed Requests will poll the InterLink software for completed shot requests.

  - Set Status for Requests to Complete will mark the status of this request as completed. This will need to be done to manually close the request if it has been completed without taking the recommended number of shots.

Additional Features

- **Reconciling Studies** – Occasionally you may need to reconcile a study that was performed in the InterLink software, but not generated by an AVImark request. This can be accomplished by:

  - Right-click in the AVImark Patient area and select Radiography, Create Request.

  - You will be presented with the DICOM list containing the radiography request associated AVImark treatments. From this list, right-click on the entry that represents the study, select IDEXX Digital Imaging, and the appropriate reconciliation option.
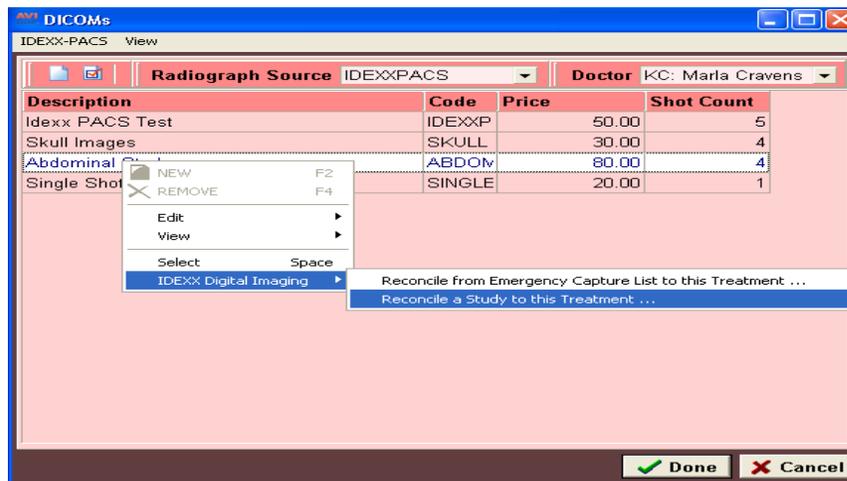
o   Once you have made your Reconciliation selection, the AVImark treatment is added to Medical History with the study assigned, in both AVImark as well as IDEXX InterLink, and the status will be marked as Reconciled.

**NOTE: When using the reconciliation option and selecting an AVImark treatment with multiple shot requests associated, the IDEXX InterLink shot count will all be assigned to the first entry in the list. When a study is initiated outside AVImark, the shot mapping information is not sufficient to fully align shots to the AVImark "canned" shot requests. This results in all captured shots pulled to this selected treatment, but simply not broken down into separated shot requests for that selected treatment.

- **Capturing Additional Shots** – When shots are taken in addition to the shots requested from an AVImark request, AVImark provides the ability to automatically make additional entries in Medical History. The purpose of this added feature is to allow any additional shots taken to be easily tracked, as well as reducing missed charges.

  o   To benefit from this ability, you will need to make sure the **IDEXX Digital Imaging Miscellaneous Shot treatment Code** is established in AVImark Advanced Options.

  o   Create or locate the AVImark treatment you wish to represent additional shot charges.

  o   Open Advanced Options, type IDEXX in the Search field, select **IDEXX Digital Imaging Miscellaneous Shot treatment Code**, press the Change button, and add your AVImark treatment code in the field provided.
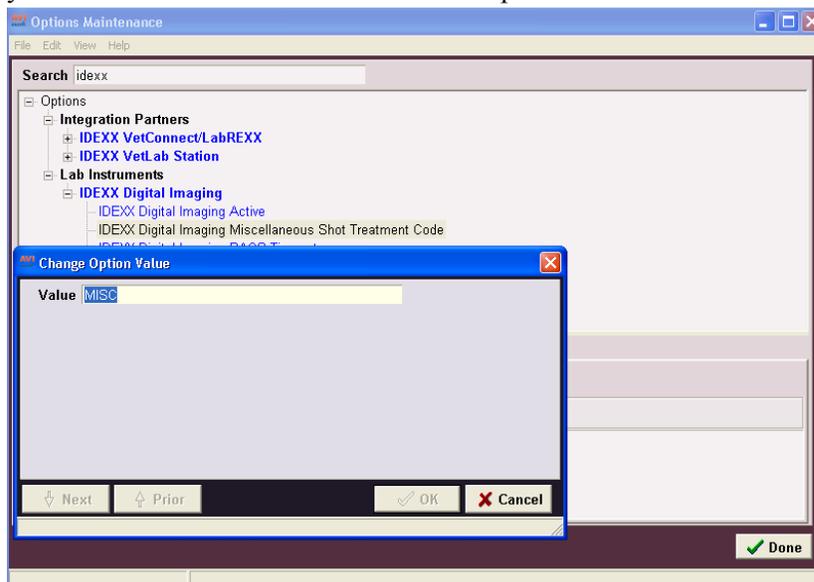
  o   During the shot capture, if it is determined that shots are needed in addition to images requested from within AVImark, simply continue with the shot capture as desired.

- o When accessing the Radiographs Attachment for that original Medical History entry, you will be alerted with a message that additional shots were taken.

- o An additional entry will be placed in Medical History using the code designated in Advanced Options, with the quantity and amount representing the number of additional shots taken.

- o All images will be associated to the original Medical History entry, including the additional images.

- **Closing a Request** – If a request is completed without taking the number of shots recommended, it will become necessary to close the request manually.

  - o Select the Radiographs Attachment, right-click on the open request, select Request Status, Set Status for Request to Complete.

  - o This process will also "complete" the request in the IDEXX InterLink software.

    **NOTE: The forced closure must be performed from within AVImark, as there is no way currently to "complete" a request in IDEXX InterLink software without taking all requested shots.

    In addition, if you delete a Medical History entry from AVImark containing shot requests for which none of the shots have been taken, the request will be closed and removed from the IDEXX Imaging Dashboard.

- **Review Status List** – You can print or view a list of requests by right-clicking in the Patient Area, selecting Radiography, **Print Request Status List**.
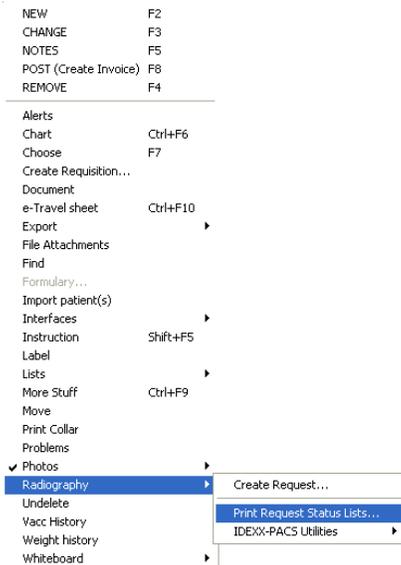
- o The Radiograph Requests print dialogue window will open.

- o From this window you are able to select the parameters of the report you wish to generate.
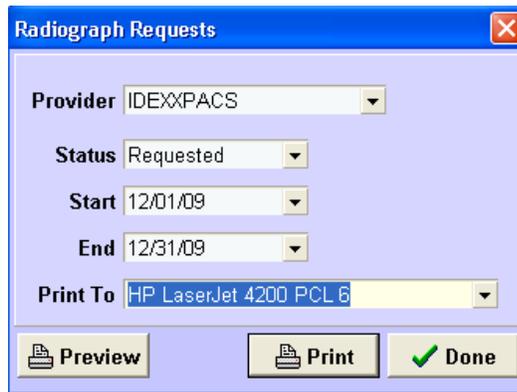
Client	Patient	Req Date	Description	ID	Ordered	Taken
Cravens, Marla	Zoey	12-14-09	Skull	54	4	4
Cravens, Marla	Toby	12-14-09	Skull	55	4	4
Cravens, Marla	PITA	12-16-09	Skull	56	4	4
Cravens, Marla	Toby	12-28-09	Skull	59	4	4
Dalia, Pamela	Buster	12-30-09	Skull	60	4	0
Dalia, Pamela	Buster	12-30-09	Skull	61	4	0
Dalia, Pamela	Buster	12-30-09	Dental - Mandible Right OBL	62	1	0
Dalia, Pamela	Buster	12-30-09	Dental - Mandible Right OBL	63	1	2
Dalia, Pamela	Buster	12-31-09	Dental - Mandible Right OBL	64	1	4

- **Medical History View Tab Addition** – A new Radiographs Medical History View tab has been created to allow users to view all Medical History entries that have associated Radiograph shots. Treatments with radiograph assignments in the Change Treatment window will automatically be displayed on the Radiographs History tab when posted to Medical History.
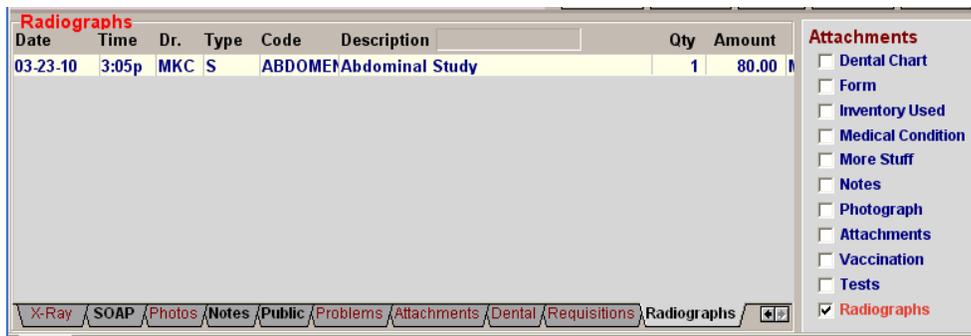
MSS Online Reminders

AVImark now boasts a new service for online reminder cards and promotional campaigns. This new service is fully integrated into AVImark and reduces the steps from start to finish of the ordering process. Within the Advanced Option **Reminder Partners,** the **AVImark** option now represents the **MSS Online Reminders.**   Selecting the **AVImark** option as well as entering your Clinic ID, which will be assigned by the MSS Online Reminder sales reps, will activate this fabulous feature.

Call 877-838-9273 option 2, sub-option 3 to contact an AVImark Sales representative.
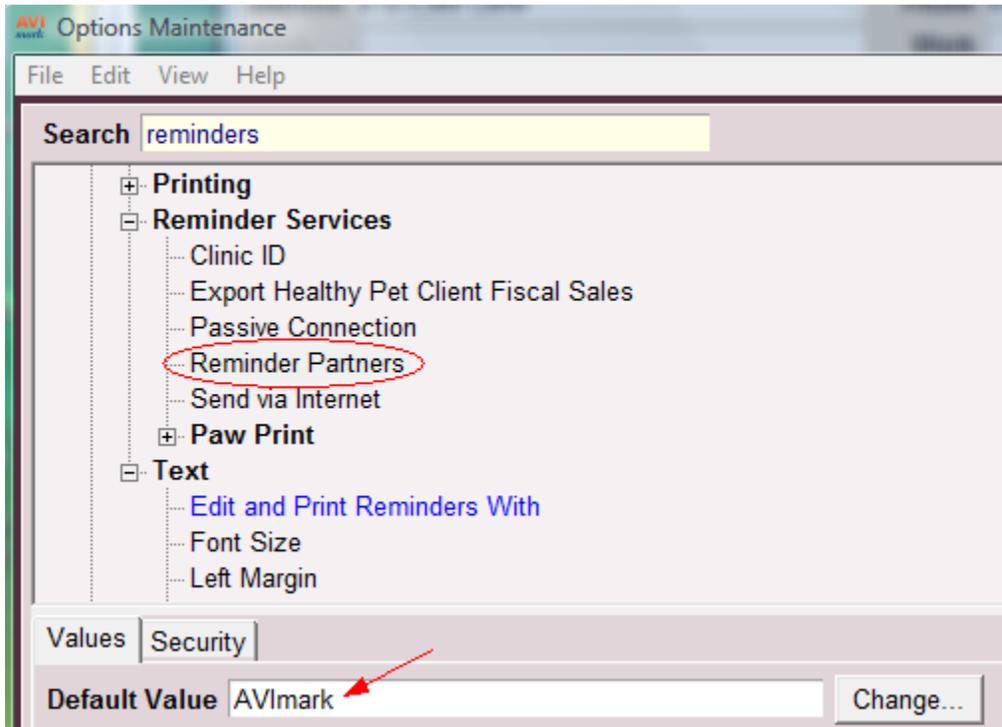
Once this feature is activated and your Clinic ID has been assigned, the Merge File section of Work with Reminders area will contain an **AVImark** button. Selecting this button will export all appropriate reminders based on the time frame and reminder selections.
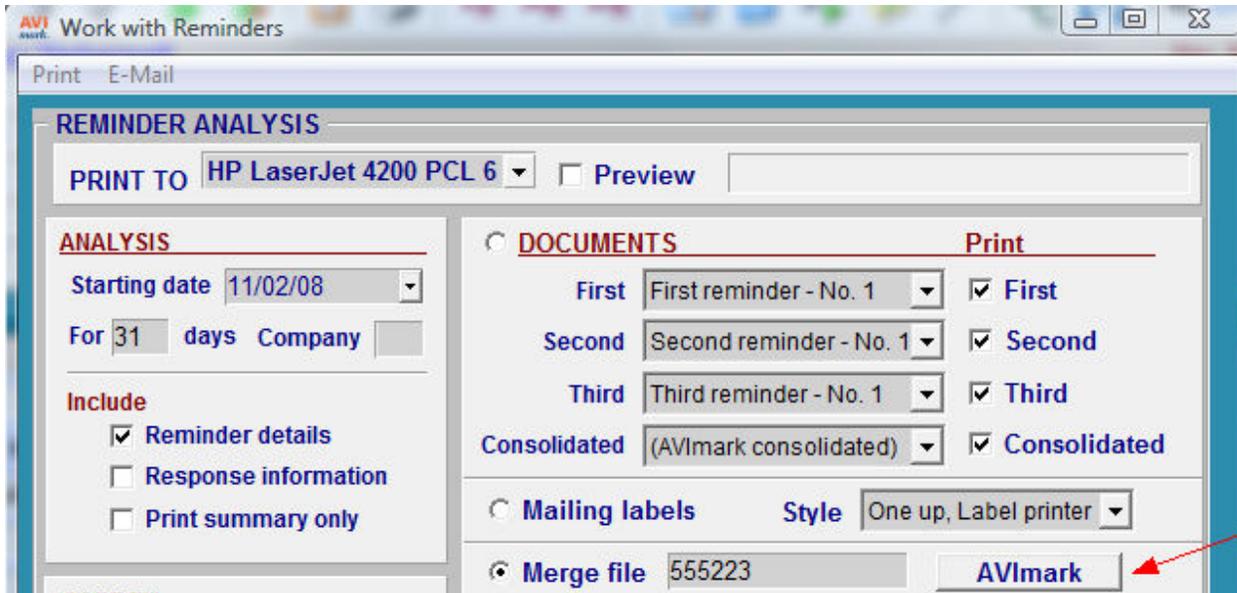
Once the export is complete, you will be auto-logged into our reminder site where you will have the ability to select the details of your reminder or marketing cards and submit your order.

This auto-login will be based on the current AVImark user's First Name, Last Name, Email address (all of which are new fields added to the **Change User** window of Users and Security), and Password. Each AVImark user will have the ability to have his/her own website login. By allowing each user to have a unique login for the reminder site, mailings will have the ability to be able to be tracked by user as well as allow each user to have card preferences saved to his/her login for designated mailings. All user logins will be associated to the Clinic ID for billing purposes.

If a unique email address for each AVImark user is unavailable, a generic clinic email can be used by entering this address into the **Email** field of the **Change User** window. This will allow all users who export reminders using MSS Online Reminders to be logged on to the website as the general clinic ID. When first logged into the site, you will be prompted to complete and/or verify your profile information before submitting an order. Complete all required information and select to **Save Profile**. (This step will only need to be completed during the initial login.)

Selecting the **New Orders** button will walk you through the selection of the reminder details:
- ✓ **Card Selection**
  - o Personalized Cards
    - ▪ Marketing Materials
    - ▪ Special Occasion Cards
  - o Dental
    - ▪ 6x9 Cards
    - ▪ Marketing Materials
  - o Feline Cards Only
    - ▪ 6x9 Cards
    - ▪ Marketing Materials
    - ▪ New Movers Cards
    - ▪ Special Occasion Cards
  - o Other Animal Cards
    - ▪ Marketing Materials

- New Movers Cards
- Special Occasion Cards
- Boarding & Grooming
  - 6x9 Cards
  - Marketing Materials
- Canine Cards Only
  - 6x9 Cards
  - Marketing Materials
  - New Movers Cards
  - Special Occasion Cards
- Canine/Feline Cards
  - 6x9 Cards
  - Marketing Materials
  - New Movers Cards
  - Special Occasion Cards
- All Cards

- ✓ **Personalize Information**
- ✓ **Proof of Card**
  - All details selected and displayed on this proof can be saved by selecting the Save This Order button allowing the order to be finished at a later time.

- ✓ **Mailing List**
  - Browse to your AVImark folder and select the exported CSV file created by AVImark.
- ✓ **Billing**
- ✓ **Review Order**

Once you have reviewed your order, select Send Order to finalize.

Reminder Magazine Name Change

With the update to AVImark version 2010.4.1.12489 comes additions and changes to the Reminder Partners listed within the Advanced Options. Prior to version 2010.4.12489, the reminder partner listed in the Advanced Options as AVImark was actually managed by a company called **Creative Marketing Services.** To better represent the reminder company, this Advanced option has been renamed from *AVImark* to *CMS-In Touch*. The only changes that merchants who are currently using the *AVImark/CMS-In Touch* reminder service will see will be the name changes to both the Advanced option as well as the export button displayed in Work with…Reminders. The service or the function of the export button will not change.
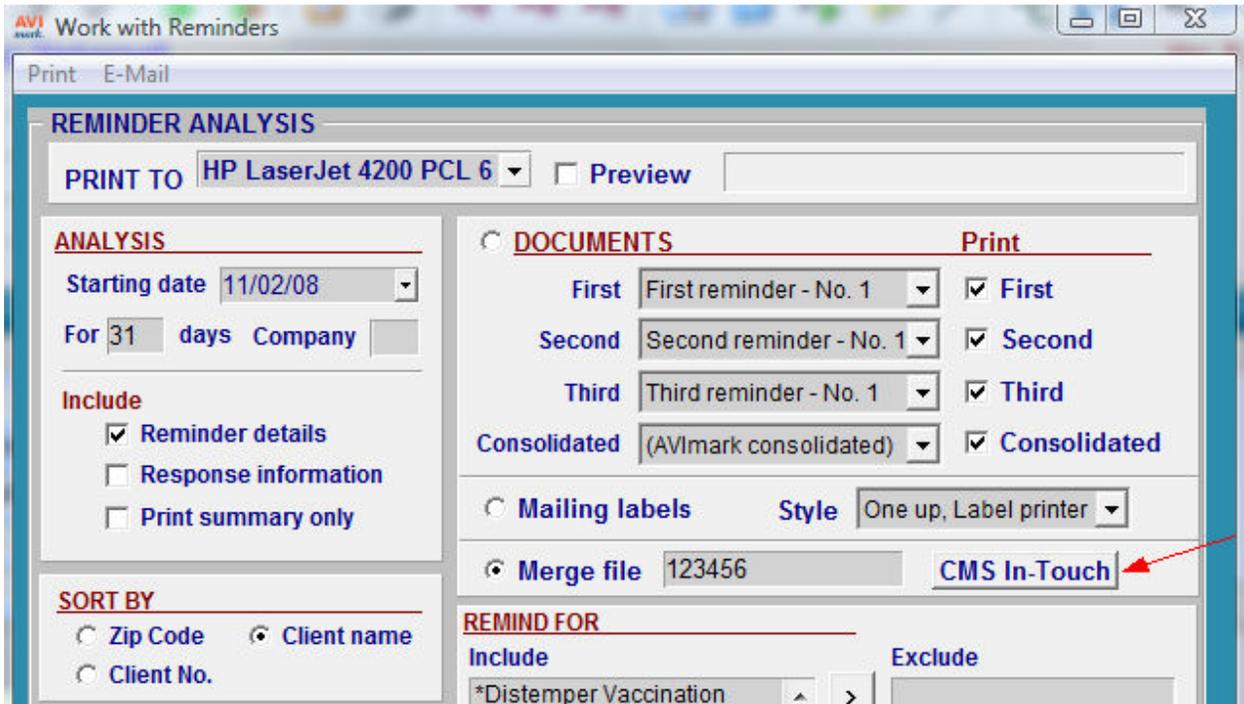
Using the wrench icon on the CID menu to open the Options Maintenance window, or using Work With..
Hospital Setup to open the Advanced Options you will now find the Reminder Services listed under
Reminder Partners as is shown below.   (In past versions, the magazine service selections were located
under the heading of Reminder Magazine.)
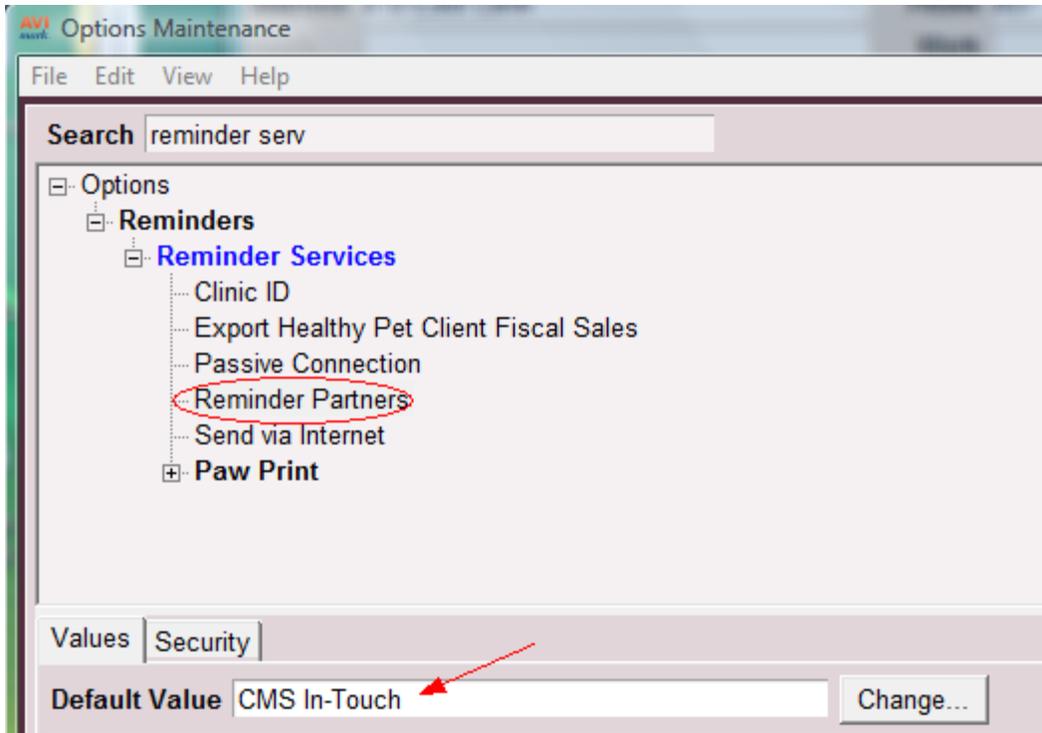
Along with the change of the reminder partner to CMS-In Touch comes a new reminder service that MSS
is hosting, MSS Online Reminders. This new option will now be listed as *AVImark* within the Advanced
Options. To learn more about this new service, please see the following section of the README titled:
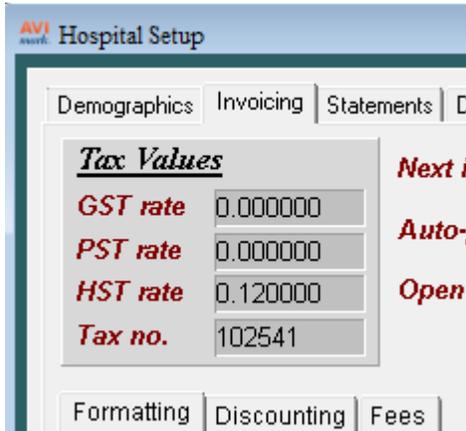MSS Online Reminders.

Canadian Harmonized Tax

Effective July 1st, 2010, some clinics in Canada will be required to charge a Harmonized Tax (HST). The HST field will be available to clinics that have a Canadian zip code on the demographics tab of hospital setup and will use the new HST field in place of the GST and PST used prior to AVImark version 2010.4.1. For clinics that are NOT required to use HST; the GST and PST fields are still available and these users will NOT make any changes to their current setup.

You will notice that the tax area of the invoicing tab will now look like this:

Entering a value in the HST field, will automatically set the GST and PST amounts to 0. This is a safe guard to help avoid inadvertently over taxing clients. You will find this also works if you have something setup in the HST field and then try to enter a value in the GST or PST area(s).

In the past AVImark required the use of S, L, or T action codes on Treatments or Inventory items to charge GST , PST or both amounts. Hospitals that use the new HST field do NOT need to change any action codes previously setup. Any of the tax action codes being used will charge the HST tax value.

To setup these Advanced Options, select the Screwdriver icon from the CID menu and type Tax in the Find field to see the options listed as below:
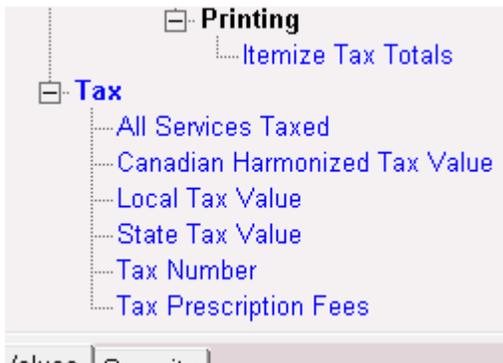
If you currently have values in the State or Local Tax Value and you change the Canadian Harmonized Tax Value you will get the following prompt, letting you know the State and Local Tax Values will be changed:
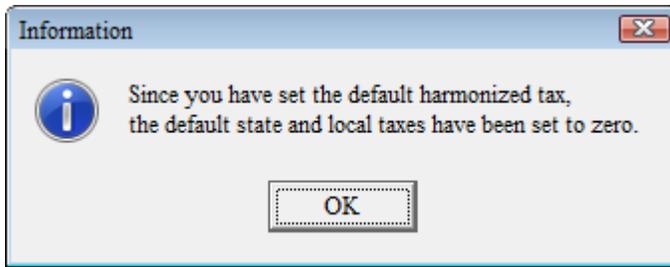
Upon clicking OK to this prompt, the PST and GST values will be set to 0. This is another way to protect over taxing your clients.

New SOAP Hot Key

There is now a new hot key to switch between the treatment and inventory tabs when selecting entries from the plan area of the SOAP window. You will no longer have to use your mouse to change between the tabs, simply push CTRL+Tab to change from selecting treatments to inventory items.

Also, if you have typed anything in the find field, using this hot key will keep your text. There will not be a need to retype what you were searching for.

New Option to Clear Prices of Declined Entries

A new advanced option has been added to allow you to select whether to show the price of a declined entry in medical history or leave it as $0.00. Setting the option "Clear Amounts of Declined History" to True will post all declined entries to medical history with a $0.00 price. Changing the option to False will allow the declined entries to post to medical history with the amount the client would normally be charged. If you post declined entries to accounting, the price of the declined entry will still print as $0.00 on the invoice.

2010.4.1 Fixes List

Appointments:

5686 - Schedule Next Appointment Prompt is booking all patients under the first patient's name

5682 - Alerts Being Displayed When Appointment Calendar Refreshes
If you had alerts on some of your blockoffs. If you left the appointment calendar open behind AVImark and an appointment was made on another computer the block off alerts come up on the CID each time it refreshes. Now the appointment calendar will refresh in the background but the alert will not be displayed.

5671 - Appointment Calendar Refresh
When the appointment calendar refreshed it was focusing on the newest appointment instead of the slot you were originally highlighted on.

3865 - Unnecessary prompt concerning scheduled blockoff when exception has been made
When making a block-off exception and creating an appointment in the old block-off time, the following warning was being displayed: "This is a scheduled block-off. Do you still wish to continue with creating an appointment?" This warning was unnecessary and has been removed.

Antech:

5424 - Antech- Posting from Estimate
When posting ANTECH tests from an estimate, it would prompt you with a message saying "one or more treatments with an ANTECH code have been entered, would you like to create a requisition at this time?" if you said yes, it would go through the requisition process for that first treatment, then present you with the prompt again, and again and again… it gave you a prompt for each ANTECH test that was entered. Now AVImark only prompt you one time, then create the needed requisitions.

5669 - Antech: Problem with overwriting files in the imported directory
When a partial result is received, imported, and the XML file is moved to the imported folder, everything worked fine. When the FINAL result for that same XML is received, imported, and moved, it could not move the file because a file of that name already existed in the imported directory and it would not overwrite. This has been corrected.

5618 - Antech: Handling Range Value if Not Numeric
If a test result is not a numeric value, then AVImark should graph it as usual, but if it's not numeric AVImark should just display the range.

5390 - Antech: "Select Antech Breed" window not prompting
The only time the breed selection window was opening for unassociated patient breeds is when you did a r/c "create requisition" in the patient area. Now every method (F2; F7; Estimate posting) will prompt for the Antech Breed association.

Drug Labels:

5621 - Re-Printing Drug Label Changing Measure to Each
Reprinting a drug label was causing the measure to change to EA instead of what you have on the item. This only failed if your item had an expiration date. The measure on the item was not being changed, only the measure on the drug label.

1303 – Refilling a Drug Uses Original Expiration Date
When refilling a drug, the refill was holding the original expiration date.

Error Messages:

5547 - Abstract Error Rebuilding Boarding with Repair
When rebuilding the boarding index with repair checked, some clinics were getting an abstract error. This will no longer happen.

5544 - Error Refilling Item
When doing a right click refill on some items clinics were getting the following error: "Cannot save due to the following errors: History Extra, record number 7345: Property Prescription Supply, whose value is, 0, is less than minimum allowable value, 7". The error will no longer be displayed.

5681 - Error Printing Drug Label
When printing a drug label that does not have an expiration date following error was being displayed: "Could not convert variant of type (String) into type (Date)". You will no longer receive this error.

5614 - Access Violation printing document attached to item when VPR drug is linked
When printing a document that is attached to inventory item and the drug is linked to VPR an access violation was being displayed. The document will now print without error.

5613 - Assertion Failure Printing Advanced Options
When printing the advanced options an assertion failure was being displayed and nothing was being printed

4337 - Printing patient chart by dental view, giving assertion failure

4483 - Assertion Failure rebuilding "Work List" Index with Repair Links.
Upon rebuilding the "Work List" index, with "Repair Links" checked, in a database that has Work List entries associated to patients that do not exist; the following message was being displayed: "Assertion failure (C:\AlphaDev\Synchronized\2009_btr\ubtrAbstractRecordIO.pas, line 357)"

5486 - Out of Memory Error Printing Variance Report
Some clinics are getting the following error when trying to print their variance report: "Out of memory". This was caused by so much data being loaded. The default range for the variance has been changed from one year to the current month.

5073 - List Index Out of Bounds Error Entering Vaccine History on Patient
When unchecking "Show All Reminders" in the vaccination history window, a List Index Out of Bounds was being displayed.

Estimates:

949 - Declined entry incorrectly posting to accounting when Post Declined Services is FALSE
When "post declined history" was set to "FALSE" in advanced options; it was still allowing entries that were declined on an estimate to post to accounting and be charged for.

950 - Declined entry incorrectly charged for in accounting when Post Declined Services is set to TRUE
When "Post Declined Services" was set to TRUE in Adv. Opts.; it is correctly allowing declined services to post to accounting, but it was also charging for a declined entry when it should not be.

951 - Declined entry incorrectly posting to accounting and listing incorrect price in Medical History
When "Post Declined Services" was set to False and the "Number of days until Estimate Expires" was set to something other than 0, it incorrectly showed the price of that entry as 0 in Medical History, and it also posted to show on the Invoice.

780 - Estimate: Highlighting an Entry and Hitting Spacebar Causes Access Violation
On a patient estimate, selecting an entry with the spacebar was causing an Access Violation.

Information Search:

5562 - Info Search - Searching for Client Email Text not Working
Client E-Mail Text is blank and Client E-Mail Text does not contain @ were not working like they did in the prior information search. They will not work like they did before.

4640 - Security function, ADM27 Change Information Search User Options, not working properly.
When ADM27 (Change Information Search User Options) was secured and an unauthorized user tried to change the E-mail or Post Card text in the Print Report or Document window of an information search, there was no longer a prompt telling them they were not authorized. They were allowed to make the change but the change would not hold. The Sorry You Are Not Authorized window will be displayed again.

4416 - Info Search- When printing an information search and including a document; a blank page prints at the end with certain printers.
When printing documents from an information search, a blank page was being printed at the end. This only occurred with some printers.

5443 - Info Search - Large Icons Cutting off Tabs
If you are using Large Icons part of the information search tabs were being cut off.

5706 - Info Search - Code Editor is Changing Summarize Options
When a search was setup using the summarize option and you selected to summarize by sort order, then copied the code editor and pasted it in another search, the code editor was being changed after clicking OK.

617 - Searching for Folder Numbers Not Working
Searching for the client folder number equal to a certain number and report the client's account number and folder number, the program was displaying all clients whose folder numbers started with the first 4 digits of the folder number.

Inventory:

5695 - AVP- Generating an Order With No Code in AVP Field

When generating an order, with an item included which did not have a code in the AVP field. The program alerted you to that fact, and aborted the order. However, the order status changed to OPEN instead of NEW, so that even if the item code was added in the AVP field, the order could not be released again, giving the warning "Can't release an order that isn't a new order" Now, if an order aborts due to an error, like a wrong code, its status will remain NEW.

5717 - Container Quantity Incorrect

The container quantity was not being updated correctly. If a controlled substance was linked to a treatment with allow over ride checked. When that treatment was put into medical history and the quantity of the item was changed in the associated treatments and items window; the original amount was being deducted from the container amount instead of the quantity the item changed to.

5730 - VPR- Drug Information Tab Not Displaying Information

When selecting formulary from medical history on a particular drug, then going from the Dosage Calculator page directly to the Drug Info sheet, no information was displayed. When moving directly from the Dosage Calculator Tab, to the Drug Info Tab, and there is a drug selected in the Dosage Calculator Tab, the Drug Info Tab will be populated with the information for the drug selected in the Drug Info Tab, regardless of what is or isn't selected in the Search Screen.

1329 - Printing Order Details Gives Error

When attempting to print Order Details; the following error was being displayed: "Integer overflow".

LabREXX:

5415 - LabREXX - Spayed Female/Neutered Male defaulting as Female Intact/Male Intact

Medical History:

4016 - On the Fly Discount to Prescription Causes Error When Restoring Normal Price

When attempting to "Restore Normal Price" and apply a discount on a medical history entry with the P action code, the following error was being displayed: Error. Record, History, record number, 365842, Record state, Modified. Destroying modified object.   This error will no longer be displayed.

5410 - The "By" Column in Medical History is Showing Doctor ID Instead of User Logged In

When creating a requisition and selecting a tx, posting it to medical history, it shows the providing doctor's ID instead of the user you are logged in as.

Miscellaneous:

5641 - Canadian HST Tax ID number showing as GST on Invoice

At the top of the AVImark Invoice, for Canadian users, under the clinic information, the "GST" Tax # was being printed. Since the new HST tax has gone into place this has been to be changed to show on the invoice as GST or HST.

5688 - Boarding Check Out Date Not Holding
When making a boarding reservation you were not able to select the check out date using the calendar in the Reservation window. The check out date would always revert back to what you have set as the Normal Duration in advanced options.

5612 - ASAP for Tennessee
ASAP reports from Tennessee were being rejected. It was found that there needed an extra blank character at the end. You have an endline character instead of this blank character. This has been corrected and approved by Optimum Technology, Inc.

5714 - Clinic Phone Number No Longer Printing on Statements

5721 - Statements showing GST instead of HST in column header
When using HST tax, GST was being printed as a heading on the statements, instead of GST.

5611 - Moving a Patient to New Account Loses Forms if Using By Client, Then Patient
When moving a patient to a new client and using sub-directories set to By Client, then Patient the Forms attached to Medical History were lost. Now the Forms will move to the correct sub-directory when the patient is moved.

5694 - Quickbooks Only Exporting 30 days of Data
When exporting from AVImark to Quickbooks the program was only looking back 30 days from the date selected in the Quickbooks Interface window. This has been changed to 90 days.

5243 - Merge Words No Longer Working with Open Office 3.2
AVImark merge words were not working with Open Office 3.2.

960 - MSS Online Reminders: CSV file missing reminder due date and description
The new AVImark Export option in the Information Search that is used for exporting results (CSV file) to the appropriate format needed for uploading to the MSS Reminder website, was not including reminder due dates or descriptions.

MPS:

5657 – MPS – PINpad using Terminal Services
Previously, using a VeriFone PINpad 1000SE in a Terminal Services environment had the potential of causing all non-PINpad using MPS terminals to search for a PINpad device when processing a transaction. This would result in slowness on those non-PINpad MPS terminals. Modifying how the MPS processing hardware is stored and preventing the hardware from being written to the Terminal Service registry has resolved this issue.

Patient Area:

683 - Patient Birthday Unknown
In the Change Patient window, if there was a birthday enter and unknown was also checked, the patient's birthday was be cleared out.

Reminders:

5684 - Cannot Change Date of Reminder
You could not change the date of a reminder on the reminder tab in the patient area. This functionality has now been restored.

5683 - New Reminder Template Species Overlap
When creating a new reminder template there wass a date area showing that should not be there. It was overlapping the species drop down. This has now been removed.

Reports:

5757 - Client Server Giving Access Violation Running Period Totals Report
When running the Period Total report in Client Server an Access Violation was being displayed.

3641 - Client, Patient & Medical History "Phrase" Type More Stuff Printing Incorrectly on Chart
Upon attaching Phrase type More Stuff to a client, patient or medical history entry and printing the patient chart to include "more stuff"; it was printing the information shifted down a line from the more stuff field name.

5302 - Practice Analysis: Selecting Organize by for "Visits" Giving Message
In the Practice Analysis, selecting Visits…no matter what option that was selected under "Organize By"; "Please select an Organize By option" would be displayed.

5303 - Practice Analysis: Total Charges Doesn't Display Anything
Practice Analysis...selecting Total Charges, nothing would be displayed.

Sidekick:

907 - Sidekick Changing to False
Upon refreshing the sidekick from the server the AVImark Sidekick advanced option was being change from True to False on the sidekick, in some databases.

1147 – Client_Extended Field Not Being Updated
If a new client is added on both the server and the sidekick they will be given the same account number. Upon Import the new client added on the Sidekick will given a new account number. This is correct. The Client_Extended number was not being changed. This was leaving 2 clients with the same Client_Extended field. This was causing issues with SSN and DL numbers. This could cause 2 clients to have the same Client_Extended number, changing the SSN or DL on one client also changed it on the other client.

SOAP:

3741 - Subjective, Objective, Assessment Notes Need to Use Same Margins
When including the SOAP on a patient chart, the margins for the Subjective, Objective, and Assessment areas were not lining up.

5405 - SOAP - Hot Key to Switch Between Treatments and Inventory Tabs
The Ctrl+ Tab will now switch between the Treatment and Inventory tabs in the SOAP window.

Treatments:

5631 - Cannot Markup Treatments with Negative Amounts
If a treatment had a negative price you could not mark up this treatment. You will now be allowed to mark up treatments with negative prices.

Utility Programs:

4354 - Remove utility gives errors when running to remove certain clients
The Remove utility was giving the following error on some clinic's databases: "Error. Record, Patient, record number, 50576, record state, Deleted. Record is deleted. Invalid record state during PropertyChanging". The utility will now run without error.

5545 - Reminders Missing After Import/Refresh on Sidekick
After importing and refreshing from the Sidekick the reminders on the sidekick were missing. Rebuilding would bring them back. The reminders will now be visible without rebuilding.

1026 - ASAP for Tennessee - Record Length Wrong
Clinics submitting ASAP files for Tennessee were getting the following error when submitting their file: Record Length Wrong.

5742 - Remove Utility Causing Errors
When running the Remove utility the following error was displayed, on some databases: "Error. Record, Patient, record number, 89765, record state, deleted. Record is deleted. Invalid record state during PropertyChanging."

VetCentric:

5220 - VetCentric - Prompt or warning when a prescription has been sent already
When a prescription has been sent already, and the Drug Label is reopened, then using the VetCentric button to close out of the window will submit the prescription again. There is now a prompt stating the order has been sent, and will send another upon hitting the VetCentric button.

5223 - VetCentric - Number of VetCentric Refills is defaulting to -1
Number of VetCentric Refills was defaulting to -1, thus causing errors. It will not default to the correct number of refills.

5474 - Vetcentric: There is nothing but the Vetcentric Rx# to verify what a refill was sent out for in medical history
When sending off an order for VetCentric there wasn't a way to tell, by looking at medical history, what Rx had been ordered, except by looking at the notes.

5495 - VetCentric- Need to have R\C cancel option when using All Fills Out

5496 - VetCentric- Cosmetic change to word Incomplete instead of Uncomplete

5498 - VetCentric- All Fills Out entries need to post to Invoice

5499 – VetCentric- Ability for AVImark to add VC to VetCentric items
At the time AVImark imports the VetCentric category, AVImark will add an asterisk (*) to the beginning of every imported description. There may be instances where certain items may already be at the AVImark description character limitation, and in these instances, the last character will be truncated.

5473 - Vetcentric: Reminders are not being updated due to Vetcentric's code in Medical History instead of Avimark's

5609 - VetCentric- Error sending script when VC uses % symbol in the product name
When choosing to send a VetCentric product, or attach an AVImark product to a VetCentric product, that contains a % symbol; the following message was being displayed: "No argument for format %". This has been corrected and the error will not be displayed.

5593 - VetCentric- Error selecting Cancel
Entries marked "Complete" allowing a user to cancel the prescription. Now a user will only have the Cancel option available on the most recent fill entry.

5588 - Vetcentric: Drug Label is Defaulting to Having VetCentric Button Instead of Done Button
For any existing VetCentric client, when entering a drug label into history, and having the drug label to open up, it had the Vetcentric button at the bottom instead of the Done button. Now the window will only have the VetCentric button if "Place Home Delivery Order" is checked.

1084 - VetCentric - Access Violation Opening Drug Label
With the VetCentric feature Active, and an item is put into Medical History, attempting to access the drug label, display an Access Violation.