

AVImark ReadMe 2011.2

Table of Contents

Please use the bookmark menu on the left to navigate between each project and feature.

Important Information for LabRexx Users

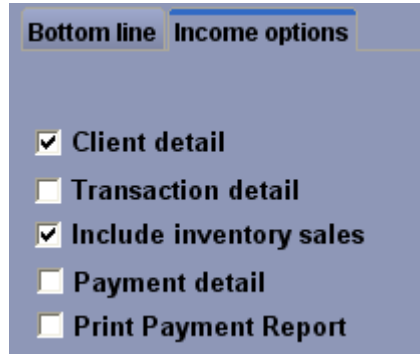
If you currently use IDEXX LabREXX within AVImark please DO NOT update until you are directed to do so by the MSS Lab Support team. The latest official version of AVImark, 2011.2, brings improvements to the LabREXX interface that requires new setup; for this reason we are pushing out a controlled update process. MSS and IDEXX are committed to ensuring that the transition to this new workflow for AVImark- IDEXX LabREXX is a seamless one as we are actively updating hospitals as quickly as possible. If you currently use IDEXX LabREXX and would like to update to the latest version of AVImark, please email Lab@avimark.net and a member of the support team will contact you in the order that it is received.

1. Income by Provider Report
2. IDEXX LabREXX
3. Ability to Retrieve Results from the Serially Connected IDEXX ProCyt
4. VetRx Integration for Canadian Users
5. MyVetsMeds/VetsFirstChoice
6. ASAP for Kentucky
7. 2011.2 Fixes List

Income by Provider Report Enhanced

There is now an option for including payment information on the Income by Provider report and also an option for printing an additional report after the Income by Provider report.

- From **Work with, Reports** after selecting the Income by Provider report the **Income Options** tab displays and you will notice two new additional options.



Bottom line **Income options**

- Client detail
- Transaction detail
- Include inventory sales
- Payment detail
- Print Payment Report

- Select **Payment Detail** to include the payment type used for each income entry.
- Check the option **Print Payment Report** to have AVImark print a separate report that will list all payments made during the reported time frame. This Payment Report will print after the Income by Provider report and will display the date, type of payment, client information and payment amount. Included on this report will be account adjustments and treatment and item returns.

Report Period: 10-01-11 through 10-24-11		Mono Vt Clinic Professional Corporation		Page: 1
PAYMENTS				
Date	Client	Type	Amount	
10-13-11	Fizzard, Trish	Check payment	-64.58	
10-13-11	Long, Joyce	Check payment	-134.92	
10-13-11	McCauley, Angela	Visa payment	-56.59	
10-13-11	Smith, Doug	Cash payment	43.42	
10-13-11	Smith, Doug	Cash payment	-150.00	
10-13-11	Speers, Leaytte	Mastercard payment	-650.50	
10-13-11	Speers, Leaytte	Cash payment	-100.00	
10-13-11	Speers, Leaytte	Held check payment	-100.00	
10-24-11	Rowntree, Carol	Cash payment	-64.58	
10-24-11	Rowsell, Alvin	Check payment	-108.90	

IDEXX LabREXX

Important Information for LabRexx Users

If you currently use IDEXX LabREXX within AVImark please DO NOT update until you are directed to do so by the MSS Lab Support team. The latest official version of AVImark, 2011.2, brings improvements to the LabREXX interface that requires new setup; for this reason we are pushing out a controlled update process. MSS and IDEXX are committed to ensuring that the transition to this new workflow for AVImark- IDEXX LabREXX is a seamless one as we are actively updating hospitals as quickly as possible. If you currently use IDEXX LabREXX and would like to update to the latest version of AVImark, please email Lab@avimark.net and a member of the support team will contact you in the order that it is received.

AVImark and IDEXX have once again teamed up to improve the AVImark/IDEXX LabREXX feature! The result importing process has been automated, as well as improving requisition generation.

For those users that wish to also download a PDF result file along with the results being downloaded and imported into Medical History, we have provided that as well. Users can choose to download the PDF automatically with every set of test results downloaded, or manually download any specific result PDF at will.

A new Action Code has been added to the AVImark Patient Area to mark a patient as an “In-House Pet”. The “@” Action Code will allow users to designate specific patients as In-House instead of being required to do so for each LabREXX requisition generated for those animals.

We have also incorporated the ability to handle “Add-On” test requests for those tests that offer the possibility of an Add-On test.

A new automatic Medical History entry is created when an IDEXX LabREXX requisition is made from within AVImark. This entry will have the code **IDXREQ**, and description of **IDEXX LabREXX Requisition** that contains the **Requisition ID** as a unique identifier. This Requisition ID will be the identifier that allows **ALL** LabREXX test results associated to that requisition to be automatically imported when loading results. The AVImark Advanced Option, **Auto Import Results on Load**, should be set to **True** to achieve the most user friendly benefits of this feature while requiring the least user intervention.

AVImark has changed the way it handles loading and storing LabREXX results. When loading results using the “Load” button in the Requisition Management window, all available test results will be downloaded from IDEXX and stored in individual XML files in a new directory. Acknowledgement of results will be automatic at the time of download. 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:

- **LabREXX 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 LabREXX Requisitions directory. All results will be transferred from the LabREXX 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.

The **Load Previously Imported** button found in Requisition Management, Download Requisitions, 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 LabREXX 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.

Setup –

Advanced Options

- Auto Import And Attach IDEXX Lab PDF – Setting this value to True will automatically download and import the Lab Result PDF to the IDXREQ entry in Medical History as a File Attachment.
- Auto Import LabREXX Results on Load – Setting this value to True will automatically import results to the Tests window of the IDXREQ line entry in Medical History.
- IDEXX Web services Account ID – This field should contain the IDEXX assigned Account ID information (formerly VCAgent User ID)
- IDEXX Web Services Account Password - This field should contain the IDEXX assigned Account password information (formerly VCAgent password)
- Suppress RX prefix on LabREXX Codes – This controls whether or not there is an RX assigned at the beginning of each LabREXX code when imported as an AVImark Treatment.
- VetConnect Password – This field should contain the IDEXX assigned password (formerly known as the LabREXX password)
- Username (refers to the former LabREXX username)
- Warning Message for Duplicate Codes

****Please note:** All Username and Password information will need to be entered or re-entered into the appropriate Advanced Option fields after updating to 2011.2.

System Tables

There has been a new addition in the Breed Table to accommodate AVImark/IDEXX breed matching. However it is important to know that users are not required to make matches in the breed list itself. If an exact breed match is possible, it will be done automatically. At the point of requisition generation, a manual match can be made if required.

****It is also important to note that species matching has been automatic and requires no intervention and is based on breed assignment.**

Treatment Mapping –

Mapping of IDEXX test codes to AVImark treatment codes can be performed in multiple ways:

- Mass mapping: From the Treatment List, select Import Treatments
 - Import IDEXX LabREXX Treatments – will import all IDEXX LabREXX services into AVImark. Improvements to this method include:
 - The speed has been improved
 - A progress bar is now displayed
 - A Cancel button has been added
 - A Markup Percentage field has been added to allow users the ability to set the Treatment Price based on the List Price of the tests being added as AVImark Treatments.
 - Associate IDEXX LabREXX Services– will present users with an entire list of AVImark treatment codes and descriptions as well as a column for LabREXX codes and Descriptions. If an AVImark treatment currently has an IDEXX test code associated, it will be displayed.
 - Clicking in a field in the LabREXX column will display a drop down selection list containing LabREXX tests. Users can either drill down to the desired test, or begin typing in the field to filter selections.

**If you are a current LabREXX user, your treatment associations will remain. You will not be required to re-associate codes.

- Mapping by AVImark Treatment Category:
 - If a user would prefer to map a single AVImark Treatment Category at a time, this can be accomplished by selecting the desired AVImark Treatment Category, right-click, Associate this category with IDEXX LabREXX Services.
 - This will load only the AVImark treatments within this category, where LabREXX assignments can be added, changed, or removed.
- Of course, users can still map AVImark treatments to LabREXX codes within the AVImark Change Treatment window.
 - Open the Change Treatment window for the desired AVImark code, select Laboratory, Labs, and make your new entry association.

Generating Requisitions –

LabREXX requisitions can be generated by performing a right-click, Create Requisition from the Patient or Medical History area of the CID, or by placing the LabREXX associated AVImark treatment directly into Medical History.

- When a LabREXX requisition is generated, an IDXREQ line entry is added to Medical History containing unique requisition identifiers. This will be the line entry results will be imported for, when returned by the lab.

When a requisition is initiated for a test with the ability to select an IDEXX Add-On test, AVImark users will be prompted with a secondary “Create Requisition” window from which to make the Add-On selection, if desired.

Retrieving Results –

Result retrieval and import to Medical History can be automatic when the Advanced Option “**Auto Import LabREXX Results on Load**” is set to True.

- If True, selecting Services > Requisition Management > Download Requisitions tab, and pressing the Load button, results being returned from the lab will be displayed.
 - When a requisition match is made, the requisition entry will be displayed in black indicating the “Imported” status.
 - Selecting the Medical History Requisition entry in Medical History for those entries will display the automatically imported results.
 - Information displayed in the Download Requisitions tab in orange, are indicating “orphaned” results...meaning no automatic association could be made. These results can be manually pulled to the correct entries.
- A new right-click menu option has been added in the Requisition Management > Download tab labeled “Download PDF”. This option will allow users to manually download any desired result PDF file whether or not the “Auto Import And Attach IDEXX Lab PDF” is set to True.

Ability to Retrieve Results from the Serially Connected IDEXX ProCyte

With AVImark version 2011.2, our users will be able to import results from the IDEXX ProCyte when using the IDEXX VetLab Station via serial connection.

VetRx Integration for Canadian Users

AVImark now provides the ability to let AVImark automatically generate the information necessary to allow the VetRx Pet Owner Education Program to communicate relevant information to your customers based on their specific veterinary medical needs.

To enable this AVImark feature you will need to add your VetRx credentials to AVImark in Advanced Options.

- VetRX User Name – Information provided by VetRx.
- VetRX Password – Information provided by VetRx.

** You can obtain the appropriate credentials from VetRx by the following:

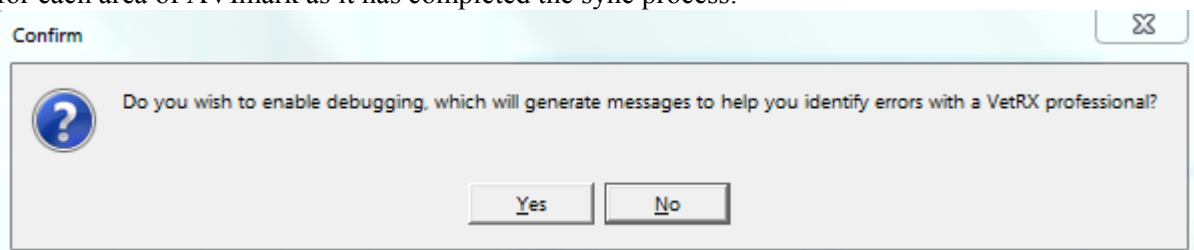
Marc Edwards via email at m@vetrx.ca or phone at 514-910-6991.

There are additional Advanced Options to allow flexibility.

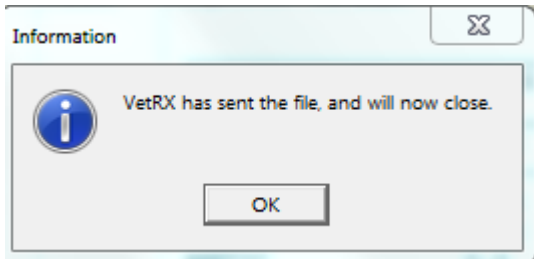
- VetRX Default Means of Communication – Allows users to set the default communication that best suits the needs of the customer base. Options include:
 - o Ask - Users will be prompted to set the default method for each customer when the VetRx utility runs.
 - o Email (English or French) – Will default the communication method to either English or French email for each customer with a valid email address and prompt you for an alternate communication method for those customers without a valid email address.
 - o Mail (English or French) – Will default the communication method to either English or French mail for each customer with a valid mailing address.
 - o Any (English or French) – Will send communications in both email and mail when valid email and mailing addresses exist.
 - o None – Will default to not sending any communication to customers.
- VetRX Default Time to Run – This feature will become available with VetRx 2.0. Currently, this service will run automatically the first time AVImark is launched each day. The service can also be run manually from the Services menu of the AVImark CID, if desired.

Once your options have been set, you can run the VetRx service to sync your Client, Patient, Weights, Client Titles, Inventory, and Diagnosis List and create the appropriate VetRx subfolder within the AVImark folder.

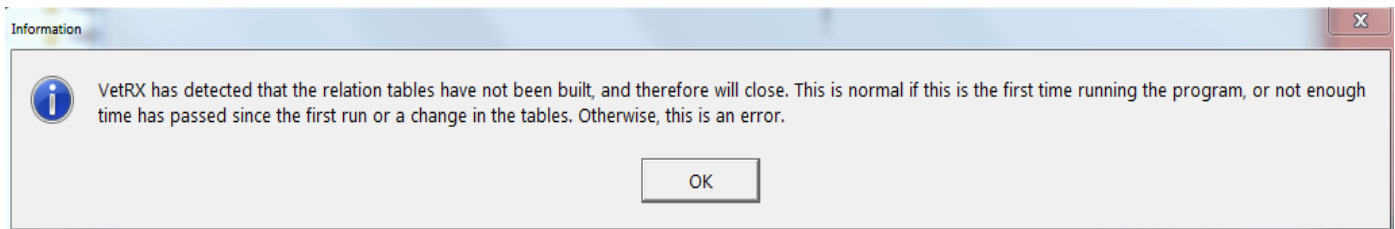
To run the VetRx Service, you can either select “Yes” when prompted upon opening AVImark, or select Services, VetRx and follow the prompts. Pressing “Yes” to the following prompt will display a message for each area of AVImark as it has completed the sync process.



Selecting “No” will continue to run the service, but only alert you when the sync is complete.



If changes have been made to the Inventory, Diagnosis, Breed, Titles, or Weight tables in AVImark, a message will be generated as the service runs indicating those tables will again be synced with VetRx.



Once the service has run and closed, there will be files added to the VetRx subfolder:

- Strings.txt – a txt file containing all the data collected from AVImark. Will only be created when a user has clicked “Yes” to the enable debugging message.
- VetRX.XML – the data as it is uploaded to VetRx
- VetRX.XML.GZIP – XML data in zipped format as sent to VetRx
- VetRxLockFile.txt – This file prevents the VetRx service from running more than once at a time.

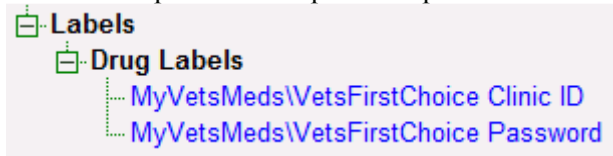
Clients with patients meeting specific criteria, as determined by VetRx, will be contacted via designated method with important information regarding diagnoses or medication.

MyVetsMeds/VetsFirstChoice

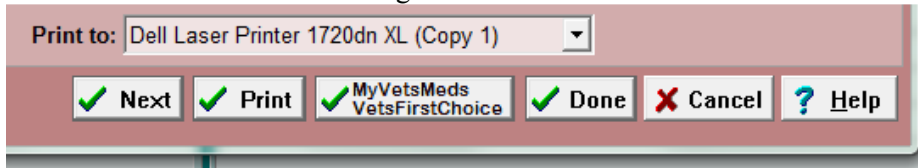
The “MyVetsMeds” buttons from within AVImark have been changed to show “MyVetsMeds\VetsFirstChoice”.

Below is a list of areas with the change:

1. On the CID > Patient Area, Right Click > Interfaces > MyVetsMeds\VetsFirstChoice.
2. Advanced Options in Hospital Setup



3. The button at the bottom of a drug label window.



NOTE: The website has remained the same <http://www.myvetsmeds.com/>

ASAP for Kentucky

Clinics in Kentucky are now required to submit their Controlled Substances in ASAP 4.1 (2009) format. Because of this requirement the state of Kentucky has been added to the ASAP report utility. This will replace the use of the KASPER utility.

To begin generating the report for the State of Washington, you are required to:

- Update to AVImark version 2011.2.6 or higher
- Have your Hospital DEA number assigned on the Demographics tab in Hospital Setup
- Assign your doctor DEA numbers in Users and Security
- Make sure the AVImark items to be reported have the C Action code (denoting it as Controlled Substance) and the NDC number assigned
- Have the “Include Sequence Number option for printing Drug Labels” set to True in advanced options
 - Printing prescription labels through AVImark will assign numbers and maintain them in sequential order. This number will be a unique Rx number that will be printed on the corresponding Drug Label, as well as being reported for that Controlled Substance line entry on the ASAP report.
- Setup the Days Supply for the controlled substances. You will do this in the “Minimum Interval Between Refills” field, on the Pharmacy tab in the change item window of the controlled substance.

To acquire the properly reported data for your state follow these steps:

- From the AVImark CID select **Utilities, Utilities** and type in **ASAP**.
- You will be prompted with a Backup option, if you currently do daily backups you can click No. If you would like AVImark to be backed up, click Yes.
- In the ASAP utility, select the **From** date and **Days to send**.
- For **Export to**, select the location to which you wish to export the file. For example, the C:[] option.
- Select your state: **Kentucky**
- Select the option **Only report entries with label notes**. If a Controlled Substance entry in Medical History contains drug label notes, only those entries will be reported when using this option.
- Click **Run**.
- When completed, you will find the .dat file at the location you selected. You may then send this file to the proper authorities.

2011.2 Fixes List

Accounting:

2860 - Canceling Out of Invoice Transfer Window Still Placing Line Entry in Accounting as Transfer

Upon clicking NO to cancel out of an invoice transfer, it was still placing a line entry into accounting stating there was a transfer.

2863 - Access Violation Clicking Done Out of Transfer Invoice Window

When using account locking, attempting to transfer an invoice the following error was displayed: "Access violation at address 01217F4F in module 'AVImark 2011.2.2 develop.exe'. Read of address 00000000"

2944 - Error running Recurring Payment using Client Server

Attempting to run Recurring Payments was causing the following error: "An exception was raised on the server: Invalid use of TaviClientList.CreateTableScan (E:\Chris-AVImark-git_mcs\umcsAbstractRecord.pas, line 4169)". This only happened when running in Client Server mode.

2859 - List Index out of Bounds Error in Accounting when Payment is "Unknown"

When the advanced option, "Default Payment Type" was set to None, the user was allowed to click done on a payment without entering a payment. This was causing the following error: "List index out of bounds (-1)"

Antech:

3086 - Antech Breed Assignments Not Being Saved

Antech Breed assignments associated to an AVImark breed were not being saved.

3064 - Antech Breed Associations Are Lost Upon Updating to 2011.1

Antech Breed associations were shifted from the Antech Breed field to the Breed Species field and thereby caused the association to be broken from the Change Breed window in the Breed Table.

Appointments:

2796 - Blockoffs are being Stacked

When a new on the fly blockoff was created, a duplicate was being created. This was causing the blockoffs to become stacked.

520 - Calendar Not Refreshing Patients

When a patient is displayed on the CID, and the appointment calendar is opened and placed behind AVImark, then a new client/patient is pulled up on the CID, when a new appointment is created, the appointment was created for the patient originally displayed on the CID, instead of the patient currently on the CID.

2287 - AVImark "Skipping" when Making Changes to Appointments

Making changes to an appointment was causing the appointment calendar to appear to be skipping. This will no longer happen.

1721 - New Appointment Created for Incorrect Patient

When creating an appointment, if the appointment calendar was left open behind the CID, the appointment was being created for the old patient not the new one.

1540 - Medical History Not Included on Chart

If a patient chart was printed from the appointment calendar, the medical history was not being included on the chart

Error Messages:

1251 - Error Printing Purchase Order History When "Amount Owed" is Selected

When printing the purchase order history by amount owed; in classic AVImark would lock up, in client server the following message was displayed: "An exception was raised on the server: Property TotalAmount in class TaviPurchaseOrderEntryList has no setter method. (E:\AVImark\Branches\2010.1_mcs\umcsPropertyInfo.pas, line 212)"

1024 - "Attempt to Read a Record" Error Rebuilding the Boarding Index

When rebuilding the boarding index, some clinics were getting the following error: "'Attempt to read a record from VISIT.VM\$ that doesn't exist".'

2850 - Integer Overflow and Assertion Failure Working with Associated Entries

The Associated Entries tab was showing the Package cost in the total cost, instead of the Unit cost. This was causing the following error when entering entire bottles of medication sold by the pill or CC: "Integer overflow".

2880 - Forced to Update Twice

When updating from below 2010.5, the update process was being forced to be preformed twice. Also the following error was displayed in the middle of updating the first time: "Unable to locate option, ID is {9CDFC178-8829-41DF-9F21-95FFC0C37A12}."

2933 - Range Check Error Opening More Stuff

Opening more stuff, on some clients, was causing a range check error. This was caused by a field named <name>. These fields will now be named "Unnamed."

Information Search:

2829 – SQL - Error Running Info Search Based on Medical History Types

When searching for inactive clients based on medical history types s,t; the following error was displayed: "The multi-part identifier "History._Recno" could not be bound. The multi-part identifier "Patient._Recno" could not be bound."

2813 – SQL Info Search: Error with Inactive Client Search

Attempting to do an inactive client search in SQL by accounting gives the following error: "The multi-part identifier "Account._Recno" could not be bound."

2813 – SQL - Info Search: Error with Inactive Client Search

Attempting to do an inactive client search in SQL by accounting gives the following error: "The multi-part identifier "Account._Recno" could not be bound."

Medical History:

586 - Requisition Being Created When Treatment is Entered in Vaccine History Window

If a treatment that has an IVLS association was entered into the vaccine history window, a requisition was being created in medical history. A requisition will not be created when a treatment is entered in vaccine history.

2476 - Allocated Quantity Incorrect After Removing Un-Posted Treatment from Medical History That has Inventory Used

When a treatment with inventory used was removed from medical history, the allocated quantity of that item was being changed incorrectly.

585 - Requisition Being Created When a Treatment is Entered in History Mode

If a treatment that has an IVLS association was entered into the history mode, a requisition was being created in medical history. A requisition will not be created when a treatment is entered in history mode.

2649 - Error Logging Into AVImark if Chronological Tab is not First

If the Chronological tab is not in the first position, logging into AVImark was causing the following error: "Assertion failure (E:\AVImark-Git\avimark_avi\uaviHistory.pas, line 3021)"

2648 - Error When Moving Chronological Tab

When the Chronological tab was moved to a position other than the first position the following error message was displayed: "Assertion failure (E:\AVImark-Git\avimark_avi\uaviHistory.pas, line 3021)"

2783 - Medical History Tabs and Advanced Options Tab Order

Letter "S" added to View Tabs advanced option.

2648 - Error When Moving Chronological Tab

When moving the Chronological tab to a position other than the first position the following error was displayed: "Assertion failure (E:\AVImark-Git\avimark_avi\uaviHistory.pas, line 3021)"

Miscellaneous:

1665 - Associated Entries Displaying Total Cost

The Associated Entries tab was showing the Package cost in the total cost, instead of the Unit cost. The unit cost will now be displayed.

2835 - Inappropriate Patients Available for eQuote Selection

Creating an eQuote by pressing the "New Insurance eQuote" button, deceased/missing/inactive patients were being listed and available for sending eQuote. These patients will no longer be listed.

2548 - Slowness in Estimate

Some clinics were experiencing slowness when adding entries to patient estimates.

2719 - Treatment Markup Analysis Window Reporting "Price" as 0.00

When attempting to mark up a treatment with a 0.00 price, by a markup percent, the markup was not being performed, the price was staying 0.00.

2563 - Dragonfly - Preview/Print Request Status List Broken

When selecting CID Patient area - Radiography - View - Print request Status Lists, printing or previewing the radiograph results was not possible.

3056 - SQL: AVImark Prompting to Update Each Time The Program is Opened

2879 – SQL - Posting Service Set to Remind As Itself Giving Assertion Failure

Posting a service set to Remind As itself and another service was throwing the following errors:
"Assertion failure (E:\Chris-AVImark-git_sql\usqlConnection.pas, line 548)"

1345 – SQL - Error Attempting to Copy Inventory from Home to Site Clinic

When attempting to Copy Inventory from Home clinic to Site clinic in SQL, some clinics were getting the following error: "Assertion failure (E:\AVImark\Branches\2010.4.1_sql\usqlUsage.pas, line 113)"

MPS:

2618 - Unprocessed Payment Showing Instead of Changing Back to Credit Card

When clicking on the unprocessed payment and running it thru as a successful payment, the payment was not changing the type back to credit card payment (Visa Payment), it was leaving the entry as an unprocessed payment showing in green (Visa Payment-UNPROCESSED).

3048 - MPS Recurring Payments Was Not Working in SQL

Patient Area:

2903 – Patient Relation – Resides Here or Farrier gives an error

When creating a new Equine patient in AVImarkEQ, selecting a Patient Relation such as Farrier and then choosing another relation such as Resides Here an error was occurring. This has been corrected by prompting the user to save the pet file first then it will allow the user to continue with associating a patient relation.

Reports:

1063 - Printing Income by Provider Report for All Doctors Printing Extra Page

Selecting the doctor "All" when printing the Income by Provider report would print separate pages for one doctor inconsecutively. Also, on the separate page it would only include the first 3 letters of that doctors name. AVImark will now include the information associated with that doctor on one page or consecutive pages and it will include the doctor's full name.

1203 - Unable to Reconcile Income by Provider for Treatment/Items Split over Extended Period

When a treatment or item is split by different payments over various reporting periods the Income by Provider Report can be printed for multiple months and used for Reconciling the Profits for a treatment or item.

2854 - Error Running Client Retention

When attempting to run the Practice Analysis Client Retention Report, the following error was being displayed: "Floating point division by zero"

2954 - Error Printing Income by Provider by Report Code

When attempting to print the Income by Provider report by report code the following error was displayed and the report did not print: "Access violation at address 01261F8E in module 'AVImark.exe'. Read of address 00000000"

2947 - DBFExport Will Not Run With Account Locking

When trying to run DBFExport, the following message was being displayed: This utility is unable to run due to the Account/History Locking feature. Account Locking was set by a System Administrator. Contact Tech Support... Since this utility is only reporting information, Account Locking will no longer effect it.

1595 - Patient Chart - Blank Page Being Printed

If a treatment with more stuff attached, was printed at the bottom of a page on the patient chart, and the more stuff would stretch across 2 pages, a blank page was being printed.

Utilities:**2679 - Unable to Run ChgCode to Consolidate Codes**

ChangeCode was not allowing multiple codes to be combined into one code. This has now been corrected.

2891 - Update ChgCode to Work With New Remind As System

The ChangeCode utility was not working with the new Remind As system. This has now been corrected.

2324 - ASAP for Alabama Should be 4.1 Format

The ASAP report for Alabama will now read 4.1 format.

X-Charge:**3019 - Prompt for Signature when Taking Debit Payment**

When taking a debit payment, the client was being prompted for a signature. There is no signature needed when taking a debit payment.

2364 - Ability to Capture Signatures with Topaz Devices for Invoice

Users that use X-Charge and AVImark will now have the ability to use the Topaz Signature Devices to capture signatures. The advanced option "Enable Topaz Signature" must be set to true for these devices to function with AVImark.