

# AVImark ReadMe 2013.0.0

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**Attention:** A previous AVImark version (2012.5.12) added new warning messages to the update process. These new messages have been incorporated to alert users if the update process is interrupted. These new warnings will display in the event the update process is interrupted. This could be due to a network access issue, hardware failure or power outage. Please read all warning prompts carefully to avoid putting your AVImark data at risk.

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## Enhanced Wellness Plans

The original Health Plan feature in AVImark has been greatly enhanced and is now referred to as Wellness Plans. It has been improved for ease of use and increased efficiency.

First thing to note is that upon updating to version 2013.0 all Health Plans or Discount Plans will be removed from System Tables and all plan information will now be stored in the Treatment List.

### Wellness Plan Setup

To create a plan you will add a treatment in the Treatment List as you typically would. To add plan entries or edit information on the plan you will follow these steps:

- Open the Change Treatment window on that Wellness Plan and select the new **Plan Entries** tab. For the plans that were transferred from System Tables the Included Services and detailed Plan information will appear in this window.
- **Right-click New or Choose** to add Included Services for the Plan.
  - Enter a Code or Description to add a service.
  - **Discount** is used to determine the percentage of discount this particular service is to receive. This will default to 100%.
  - In the **Count** field specify the number of times this service is to be performed and covered by the plan.
  - Define a **Min Qty to Perform** to ensure the service is administered the desired number of times.
  - **Alternate Codes** can be used when the current service is no longer appropriate to administer once the pet reaches a certain age or weight during the plan term. You can right-click New or Choose in the grid window to select alternate services. When there is a primary service and alternate services AVImark will not exceed the count set on the main service during the patients plan term.
- Click **Ok** on the Change Plan Entry window once the desired information is entered.
- At the bottom of the Plan Entries window are information fields that will cover the Plan details.
  - **Calculate Plan Charge** will automatically open the Plan Charges window at the time the patient is added to the plan. From this window you can define Recurring Charges.
  - Define the length of the plan in the **Term Count** fields by specifying a number and selecting the length of Days, Weeks, Months or Years.
  - If applicable you can choose a Client Discount Class in the **Courtesy Class** field which will allow the discounts associated with this client class to be applied.
  - **First Payment** is the upfront payment the client will pay when they purchase the plan.
  - A **Service Charge** can also be applied to cover fees such as processing fees and other various fees.
  - In the **Courtesy Rate** field specify what percentage discount is to be allowed on all treatments and/or items not specifically covered by the plan, if applicable.
  - Select **Auto-Renew** to have the plan automatically renewed once the end of the term has been reached.
  - Use the **Include Tag Alongs** option to apply the plan discount to any associated entries attached to the included services. Leaving this option unchecked will cause AVImark to charge normal price for tag a longs or apply the Courtesy Rate if one is defined. Note that any associated or linked entries to Included Services will automatically be included in the Plan when the parent treatment is administered.

- Once the Included Services are associated with the Plan AVImark will display the Cost, Total Price and Total Plan Amount.
- Click **OK** to close the Change Treatment window after defining information.

Code	Description	HistoryType	Count	Minimum	Cost	Amount	Plan Amount
408	Canine Rabies Vaccin	Treatment	1	0.00	0.000	13.50	0.0
672ISO	Microchip Admin./Reg	Treatment	1	0.00	0.000	67.00	0.0
401	Canine Bordetella Va	Treatment	1	0.00	0.000	17.10	0.0
406	Canine DA2PP Vaccina	Treatment	1	0.00	0.000	23.55	0.0
926	Antech SA020 SuperCh	Treatment	2	0.00	0.000	281.00	0.0
202	Annual Physical Exam	Treatment	6	0.00	0.000	356.40	0.0
4513	Frontline Plus 0 to	Inventory	12	0.00	106.680	213.36	144.0
4913	Heartgard Plus 0-25	Inventory	12	0.00	32.400	99.84	0.0

Calculate Plan Charge    Term Count  Months    Courtesy Class     Cost 139.080  
 First Payment     Service Charge %    Courtesy Rate     Total Price 1071.75  
 Auto-renew     Include Tag Alongs    Total Plan Amount 144.00

### Selling a Plan and Defining Recurring Charges

- From the patients Medical History add the Plan by using F2 New or right-click New and click OK to add the Plan. When a Plan is sold the plan name and expiration date will appear in the Plan field in the Patient area.
- If Calculate Plan Charge was selected the “Wellness Plan Recurring Charges” window will open and from here you can set how the client will pay for the Plan. This Recurring Charges window is designed more for MPS and X-Charge users but can be partly used by clinics that do not have MPS or X-Charge.
  - The full Plan amount will appear in the **Total** field.
  - In the **First Payment** field AVImark will carry over the default payment set on the plan; however, this price can be altered per client.
  - AVImark will then calculate the balance and it will appear in the **Payment Remaining** field.
  - The **Term** should automatically be selected if defined on the plan but that can also be changed here if necessary.

- If the client has a stored credit card click on the **Payment Account** drop-down list to select the credit card. AVImark will automatically charge the clients credit card the term payment amount. Leave this field blank if the client wishes to pay for the plans balance by cash or check over the plans term or if they are paying the full cost of the plan upfront.
- After setting the first payment amount, term and payments left AVImark will display the weekly, monthly or yearly amount to be charged in the **Payment Amount** field.
- In the **Service Charge** you can set a fee for processing or other various fees. This fee will be charged to the clients account based on the term set.
- Click **Set Charge Plan** to set up the Recurring Charges.
- Should the client wish to pay the full Plan amount click **Apply Full Charge**.

AVI Wellness Plan Recurring Charges

Silver Patient Plan

Total 450.00

First Payment 30.00

Payment Remaining 420.00

Term Monthly

Payments Left 11

Payment Account 6781-Mastercard

Payment Amount 38.18

Service Charge 0.000

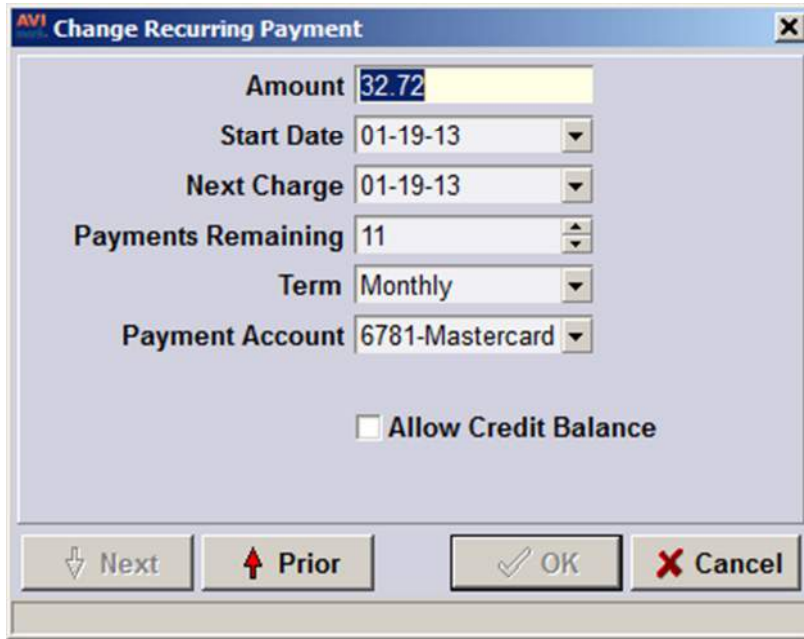
Auto-Renew Plan

If MPS is set up and a Payment Account is selected, Credit Card recurring payments will be automatically withdrawn from the clients account for the plan payment date defined by the set term. When this date is reached AVImark will display an entry in Medical History indicating the charge and for credit card payments the amount will be withdrawn from their account and a payment entry will appear in Accounting. For clients who are making term payments via cash or check AVImark will display an entry in Medical History and display a balance for the client, you will have to handle the payment manually.

## Altering Recurring Payments

If a recurring payment plan needs altered, currently, you can only modify the Recurring Payments within MPS.

- Right-click in the Client area and click Recurring Payments
- Double-click on the recurring payment entry.
- Modify the payments remaining, amount, and/or date, and click OK.



## Viewing the Patients Current Plan Information

Once a patient is added to a plan you can view services that have been performed and those that are yet to be performed.

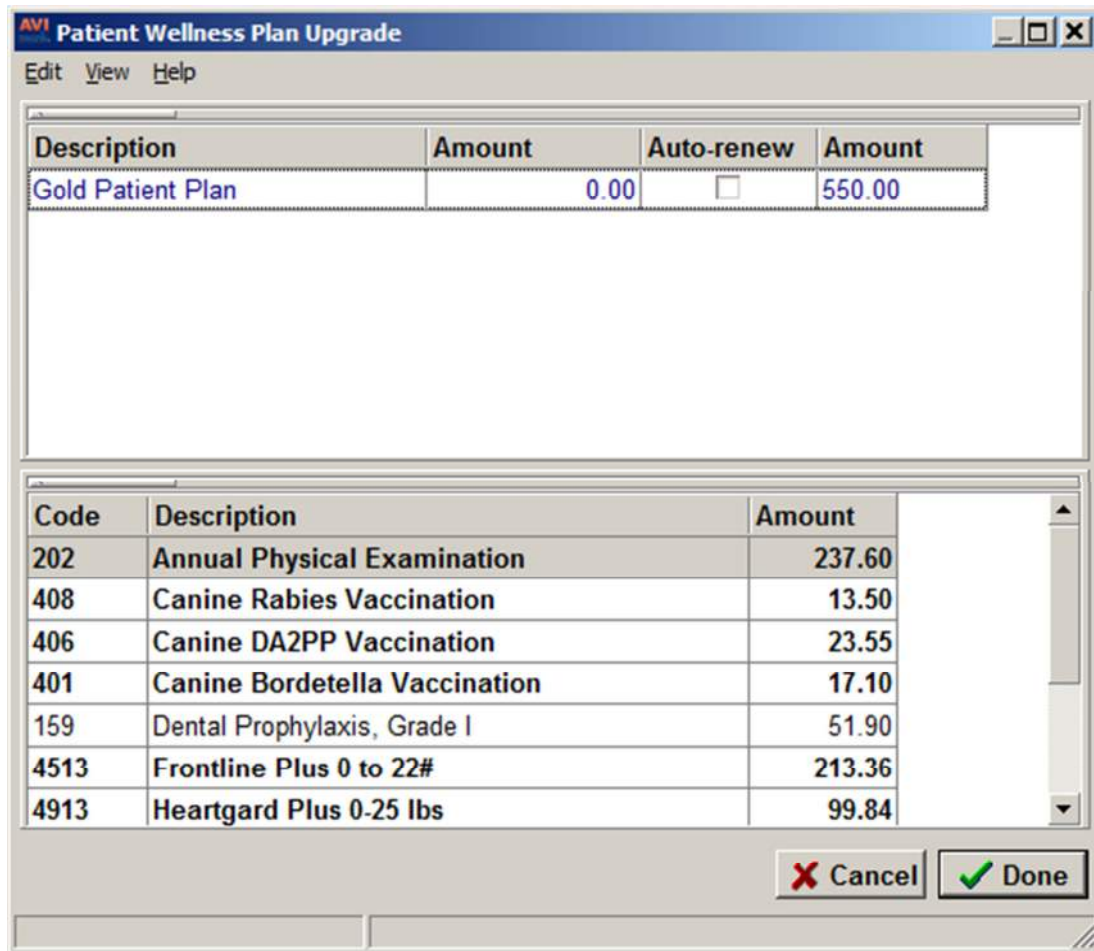
- From the Patient area select the **Wellness Plans attachment** option or use right-click Wellness Plans.
- In this window AVImark will display all the plans the patient is currently on.
- To view detailed information about a plan, select the Plan and choose **right-click Included Services**. AVImark will display services performed and those yet to be performed. For services that are to be performed a number of times during the plan term AVImark will display the Quantity yet to be performed.

## Upgrading and Cancelling Patient Plans

Even though a patient is on a current plan there is the potential they can upgrade to another plan.

- In the Patient area click the **Wellness Plans attachment** option.
- Click on the plan that needs to be upgraded and choose **right-click Upgrade Plan**.
- AVImark will display plans that are of greater value than their current plan.

- The codes in common between the current plan and the potential upgraded plan will display in a bolded font.
- Select the Plan to upgrade to and click Done. You will need to confirm you wish to upgrade to the selected Plan and then the Recurring Charges window will appear if that option was selected for that plan. The Total will display the difference between the two plans and a First Payment can be entered if applicable. Choose Set Charge Plan.
- AVImark will cancel the current plan and begin calculating from the plan the client upgraded to.
- The current plan name will now appear in the Plan field in the Patient CID area and the expiration date will also be re-evaluated.

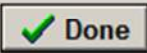


- A plan can also be cancelled from the Patient Wellness Plans window.
- Choose the plan and select **right-click Cancel Plan**.
- AVImark will calculate the Usage and Remove the plan from the patients Plan History.

AVI Wellness Plan Included Services			
Services UnPerformed	Quantity Remaining	Amount	
Annual Physical Examination	6.00	356.40	
Antech SA020 SuperChem & CBC	2.00	281.00	
Canine Bordetella Vaccination	1.00	17.10	
Canine DA2PP Vaccination	1.00	23.55	
Canine Rabies Vaccination	1.00	13.50	
Frontline Plus 0 to 22#	12.00	213.36	
Heartgard Plus 0-25 lbs	12.00	99.84	
Microchip Admin./Registration ISO	1.00	67.00	
		1071.75	

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



### Income by Plan Activity Report

With the enhancement of Wellness Plans derived a new report titled Income by Plan Activity, which is similar to the Income by Treatment report. This report will display production statistics for doctors who provide plan services and it can be printed by Doctor or Consolidated.

- From **Work with, Report** select the **Income by Plan Activity** report.
- Income indicates what the price was on the plan for any included service or item. In many cases, this will be zero.
- Usage is the quantity within the time period selected that was used in conjunction with a wellness plan.
- Normal Price is the amount normally charged without a discount.
- Plan Value is the Plan Amount multiplied by the Usage.



Date of Report: 12-19-12		Loving Care Animal Hospital		
For period: 12-19-12 - 12-19-12		INCOME BY PLAN ACTIVITY		
Category/Description	Income	Usage	Normal Price	Plan Value
<b>FLEA CONTROL</b>	<b>0.00*</b>	<b>0.0</b>	<b>26.67</b>	
Frontline Plus 0 to 22#	0.00	3.00	0.00	0.00
<b>HEARTWORM PREVENTION</b>	<b>4.16*</b>	<b>100.0</b>	<b>2.73</b>	
Heartgard Plus 0-25 lbs	4.16	1.00	0.00	0.00
	<b>4.16**</b>	<b>100.0</b>	<b>29.40</b>	

**Wellness Plan Report**

The original report for Health Plans has been renamed to Wellness Plan Report. A new option is also applicable to this report and will provide detailed information on patients that are currently on Plans.

- In **Work with, Reports** select the **Wellness Plan** Report.
- Under the Income Options tab check the option of **Detailed Wellness Plan**.
- Now if you Preview or Print the Report the original Wellness Plan Report will print along with an additional report. If previewing you will need to Close the first report and then AVImark will display the Detailed report.
- This Detailed Wellness Plan report will list owners and patients currently on plans along with plan information such as name, plan expiration, services fulfilled and those yet remaining.



Date of Report: 12-19-12 Period ending: 12-19-12		Loving Care Animal Hospital DETAILED WELLNESS PLANS			
Last	Patient Wellness Plan	Description	First Expiration	Fulfilled	Remaining
Dugan			Laura		Bashful
	Bronze Patient Plan		10-22-13		
		Annual Physical Examination		0.00	2.00
		Heartgard Plus 26-50lbs		0.00	12.00
		Frontline Plus 0 to 22#		0.00	12.00
		Canine Rabies Vaccination		0.00	1.00
		Canine DA2PP Vaccination		0.00	1.00
		Canine Bordetella Vaccination		0.00	1.00
Gilbert			Lana		Killer
	Geriatric Plan		12-10-13		
		Annual Physical Examination		0.00	4.00
		Antech SA020 SuperChem & CBC		0.00	1.00
		Differential, Manual CBC		0.00	1.00
		Heartgard Plus 0-25 lbs		0.00	12.00
		Frontline Plus 0 to 22#		0.00	12.00
Gilbert			Lana		Willow
	Silver Patient Plan		12-19-13		
		Annual Physical Examination		0.00	6.00
		Antech SA020 SuperChem & CBC		0.00	2.00
		Frontline Plus 0 to 22#		0.00	12.00
		Heartgard Plus 0-25 lbs		0.00	12.00
		Canine Rabies Vaccination		0.00	1.00
		Microchip Admin./Registration ISO		0.00	1.00
		Canine Bordetella Vaccination		0.00	1.00
		Canine DA2PP Vaccination		0.00	1.00

### Wellness Plan Report Advanced Option

Wellness Plan visit invoices can now be included on the Period Totals report. There is a new Advanced Option that will include those patient visits that only consisted of wellness plan services.

- Select the Tool-Wrench icon to open the **Hospital Advanced Options**.
- Search for **visit** and select the new option of **Wellness Plan Only Visit Count**.
- By setting this option to **True** AVImark will total only those Wellness Plan Invoices and display that number as a separate line under the Total Invoices on the Period Totals Report.

## Scriptel ScripTouch Signature Capture Integration

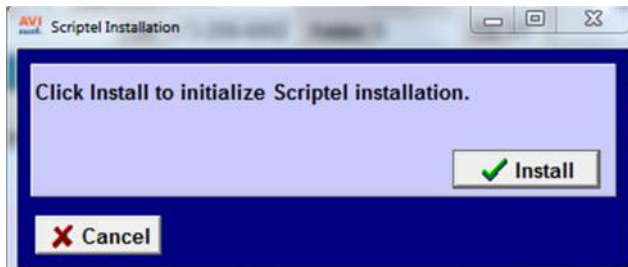
This integration is intended to allow the ability to capture electronic signatures for Microsoft Word documents in AVImark. With this integration, users will also be able to use the device to capture signatures for the AVImark Invoice when taking MPS and X-Charge payments.

### Requirements and Limitations

- The STFamily.dll and RegAsm files must be installed in the AVImark directory. This should be automatic with the AVImark 2013.0 update.
- The STFamily.dll must be registered. This can be accomplished using the built-in registration tool. Instructions for registration are listed below.
- Workstations intended to capture signatures for documents will be required to have MS Word installed.
- Open Office will not be supported for this feature.
- Workstations intended to capture signatures will be required to have the Scrip Touch signature capture device installed.
- When a document containing the proper signature merge word is printed from a workstation that does not have MS Word or the signature capture device installed, it will just print the document “as is”, neither prompting for the signature, nor printing anything merged for that merge word.

### Setup

- Register the STFamily.dll using the built-in AVImark utility. This can be accomplished by selecting Utilities > Utilities and typing in InstallScripTouch and pressing OK. Follow all requested prompts and press Install when in the Scriptel Installation window..



- When completed, press OK to the Registration Completed message.
- Open Advanced Options (wrench icon on AVImark CID) and set the **Enable the Scriptel Signature Capture Device** option to ‘True’.
- Add the new merge word where the captured signature is desired on the MS Word document. Displayed below is an example of an ESTIMATE.doc.

I accept and agree to the terms of this estimate:  
→ <signature-image>  
<first-name> <last-name>

## Workflow

- When a print call is made to that document from AVImark, the user will be prompted for the signature capture.



- Once the signature is captured and saved, the signed document can be printed.  
\*\*AVImark will display the document with the words merged so the customer is aware of what they are signing.

### PROCEDURE ESTIMATE

573-223-1234

This document lists procedures to be performed on Browser. This estimate only approximates the cost of this visit. It does not include any treatments that may be deemed necessary upon examination and commencement of the included treatments. You are responsible for all fees incurred during this visit included or not on this estimate.

The following is a list of the treatments and/or supplies expected to be required during this visit and their approximate cost.

If you have any questions concerning this estimate please do not hesitate to ask.

Procedure or Dispensed Item	Qty	Charge
Treatment to Generate MSS eMinder		10.00
Total estimate charges...		\$10.00
Created: 12-04-12		

Be assured that the health of Browser is our highest concern and we will do everything possible to maintain that health. Understand, too, that your signature below indicates that you have reviewed and agree to the terms of this estimate.

Your signature below does not make you responsible for the charges listed above unless performed upon Browser.

I accept and agree to the terms of this estimate:

→ Test

Marla Cravens

AVImark areas allowing the ability to capture signatures include:

- Estimate document - Patient Area
- Check-in documents- Appointment Calendar, Patient Area and Whiteboard

- Surgery consent forms- Medical History
- Boarding agreement- Boarding calendar, Patient Area and Whiteboard
- Release form- Patient Area
- Euthanasia consent form – Patient Area or Medical History
- Rabies– using the Drs. Signature- – Patient Area or Medical History
- Spay doc- – Patient Area or Medical History
- Health Certificate- – Patient Area, Medical History and SOAP

A ‘read-only’ copy of the signed document is saved as a File Attachment to the AVImark Client Area.

**Use with MPS and X-Charge**

Users will also be able to capture signatures and have them be displayed on the AVImark Invoice with the Scriptel ScripTouch signature capture device.

By setting the Enable the Scriptel Signature Capture Device Advanced Option to “True”, you will be prompted for a signature when taking an MPS or X-Charge credit card payment within AVImark. This signature will print on the AVImark Invoice and any subsequent reprints of that invoice.

XXXXXXXXXXXX6781 Approval code: 082585 Card Balance: N/A

X

*I agree to pay above total amount according to card issuer agreement. (Merchant agreement if credit voucher).*

## IDEXX PACS Phase III Improvements

The latest phase of AVImark improvements to the IDEXX PACS integration include:

- The ability to initiate shot requests from the IDEXX PACS system and capture the billing charges in AVImark using the i-Vision Mobile app from IDEXX.
- Improvement to the Additional Shot prompt allowing users the ability to choose to charge for the extra shots or not.
- The ability to assign a default shot count to the Change Treatment window for Unspecified Shot treatments.

To be able to take advantage of a truly bi-directional integration, IDEXX PACS allows the user to create a study from IDEXX PACS (that did not originate in AVImark) and still bill correctly within AVImark. This requires IDEXX PACS to display the census list from AVImark as well as display a directory of services (AVImark treatment codes that are associated to IDEXX PACS billing codes) to allow the user to select the client, patient, and Charge that the study should be associated to. This can only be accomplished via the i-Vision workflow.

To accomplish this:

- AVImark must be open
- IDEXX PACS server must be open and running

Within the i-Vision Mobile – The current AVImark patients with a “checked-in” status will be displayed.

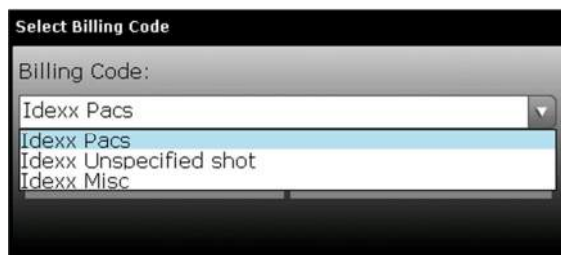
The screenshot shows the i-Vision mobile app interface. At the top, there is a search bar labeled "Search for patient" and navigation icons. Below the search bar, two patient cards are displayed. The first card is for "M&M" (Susie Antell, 120) with details: Species: Canine, Breed: Other Breed, Sex: Male, Age: 12 Years 3 Months 8 Days, and Weight. The second card is for "McKenzie" (Rebecca Arledge, 1127) with details: Species: Canine, Breed: Other Breed, Sex: Spayed, Age: 10 Years 1 Month 14 Days, and Weight. Each card has a small icon on the right side.

Arriving <b>Checked-in</b> Schedule							
Client	Patient	Unposted	In Date ▾	In Time ▲	Waiting	Out Date	Out Time
Arledge, Rebecca	McKenzie		11-08-12	2:43p	1:01	11-08-12	1:00p
Antell, Susie	M&M		11-08-12	2:46p	0:58	11-08-12	1:00p

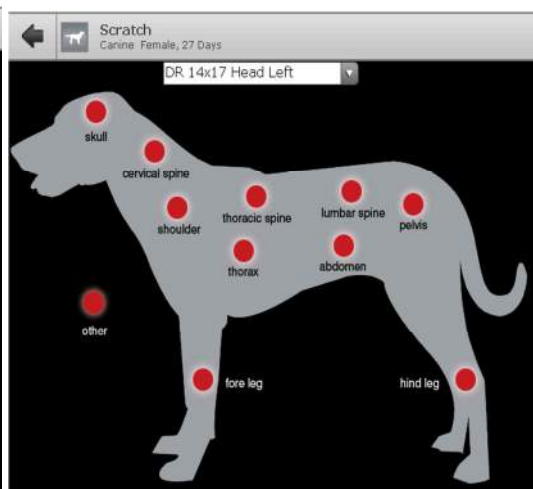
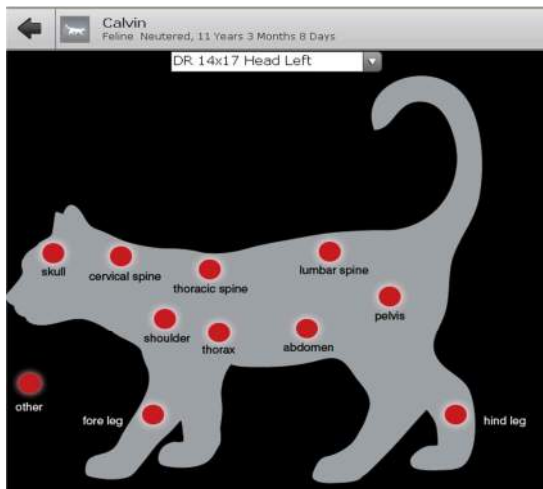
- Double click on one of the desired patient names to see the screen below displaying captured shots for the patient listed by date.



- Click the Shot Request option (  Shot Request) to receive the below window, displaying AVImark IdexxDicom associated codes:

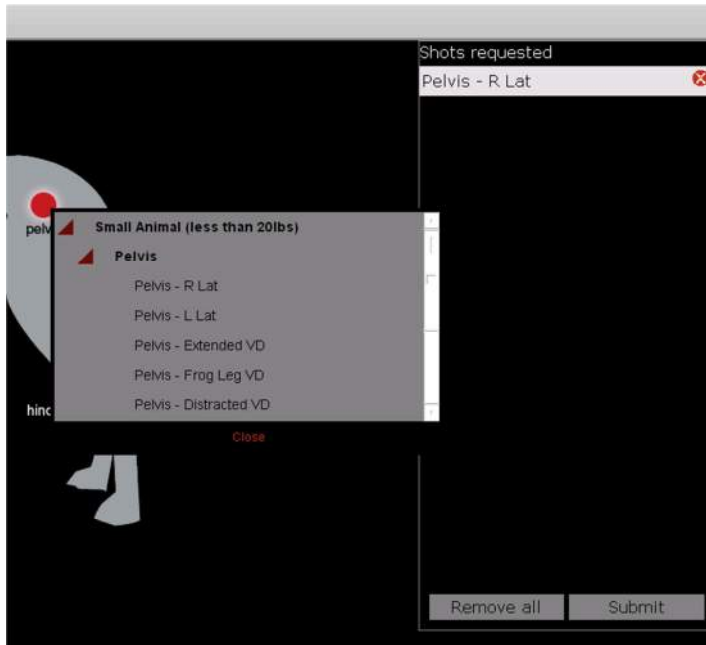


- Depending on the species. It will display the areas – you can select for the shot needed.



- Once an area has been selected the following window will appear and the shot will show up under the 'shots requested' area.

**\*\*NOTE:** Before the request can be submitted you will be required to 'close' the small window displaying the shots to select.



- Once 'Submit' has been selected you will receive confirmation.



- Refresh IDEXX PACS and capture the requested shots.
- With the shot showing in the i-Vision Mobile



- Once the server has run, the shots will be displayed in AVImark Medical History.

### Additional Shot Prompt Change

We have changed the way the user is prompted for additional shot fees by allowing more flexibility for clinics. When additional shots (beyond the shot count originally requested) are found, users will now be presented with the following confirmation message:



“IDEXX-PACS imaging request had more shot(s) taken than requested. Would you like to charge for these additional views?”

Pressing “Yes” will add the miscellaneous shot to Medical History with the additional charge and the images will be imported.

Pressing “No” will not add any additional charges or entries into Medical History. The images will be imported.

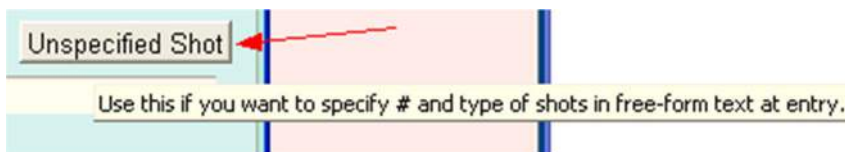
### Unspecified Shot Treatment Improvement

This addition allows the user to set a default number of shots and create multiple billing codes for 2 view, 3 view, etc... without requiring the user to remember the number of shots to set each time a shot request is made.

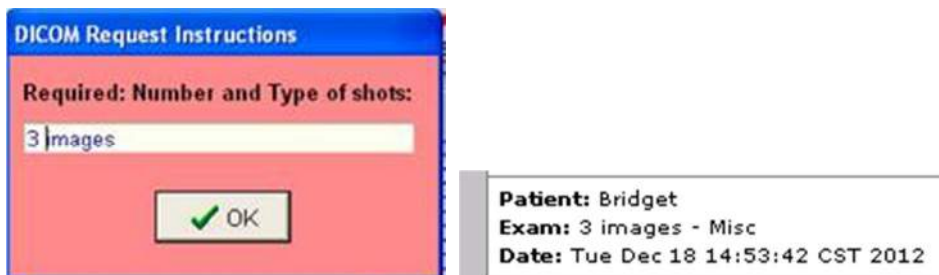
You will see a Shot Expectancy field when creating a new Radiography entry and clicking on the ‘Unspecified Shot’ option in the Change Treatment > Laboratory > Radiographs window. In the example below, the Shot Expectancy was set to 1:



Hovering over the Unspecified Shot button will display:  
“Use this if you want to specify # and type of shots in free-form text at entry.”



When creating a Request for the above Unspecified Shot example, the ‘DICOM Request Instructions’ window in Medical History will default to ‘1 images’ – this can be changed on demand and show appropriately in PACS. In the below example, the count was changed to 3:



AVImark will bill the client correctly for the requested shot count.

**\*\*NOTE:** If a user attempts to add a shot count or any shot request default values to the AVImark treatment code represented in Advanced Options as the IDEXX Digital Imaging Miscellaneous Shot Treatment Code, the following warning will be displayed:

“Warning: Do not assign an image request to the IDEXX-PACS Miscellaneous Code.”

## Intelligent Inventory Phase II Improvements

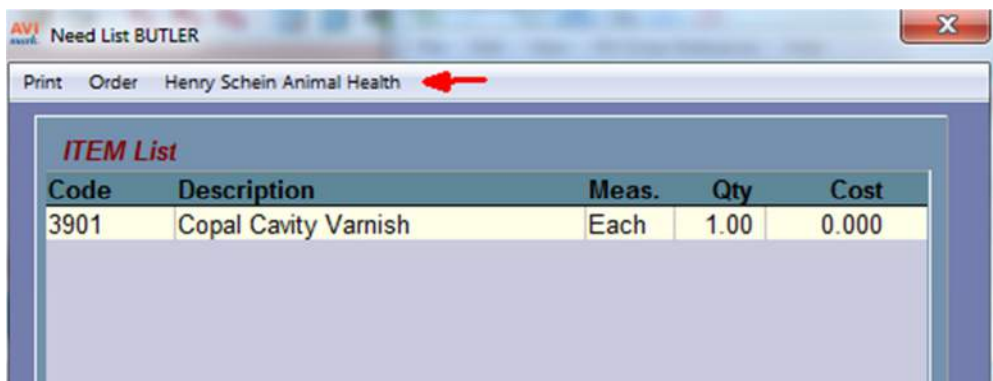
Ordering items through Henry Schein Animal Health can now be accomplished directly from AVImark. We have added access to this ability from the AVImark Needs List as well as from the AVImark Purchase Order system.

Some new Advanced Options have been added to accommodate this feature. In Advanced Options, type Henry Schein into the Search field. Expand the Henry Schein Animal Health Shopping Cart menu to display the following fields. Information for these fields can be obtained from your Henry Schein Animal Health Account information.

- Account Number
- Password
- Sequence Number
- User Name

### Placing an order from the AVImark Needs List

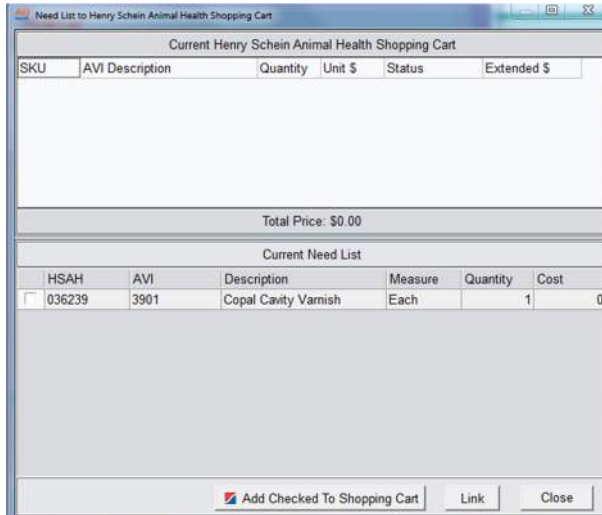
Within the AVImark Needs List you will find a new menu item labeled Henry Schein Animal Health.



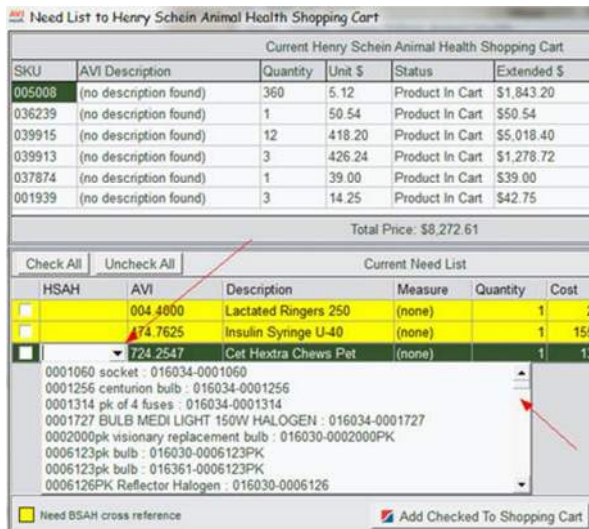
This menu contains two options:

- Place Order – this will allow the user to open the Needs List to Henry Schein Animal Health Shopping Cart window to make selections for the Shopping Cart.
- Go To –
  - Account Maintenance – will display your Butler Schein account details and allow you to make account changes.
  - Order Details – will allow you to search by order number to find details of existing orders.
  - Product Search – will allow you to view the entire list of products available for order.
  - Promotions – will allow you to view all available promotions.
  - Shopping Cart – will allow you to view all current Shopping Cart contents.
- When you select the item(s) on the Needs List (by highlighting the item and using the spacebar or using the right-click, Select), it will be placed in the ‘Selected’ pane in the bottom portion of the window.

- Once all items are selected, you can place your order by selecting Henry Schein Animal Health, then Place Order.
- The Need List to Henry Schein Animal Health Shopping Cart will open displaying the items from the Needs List.

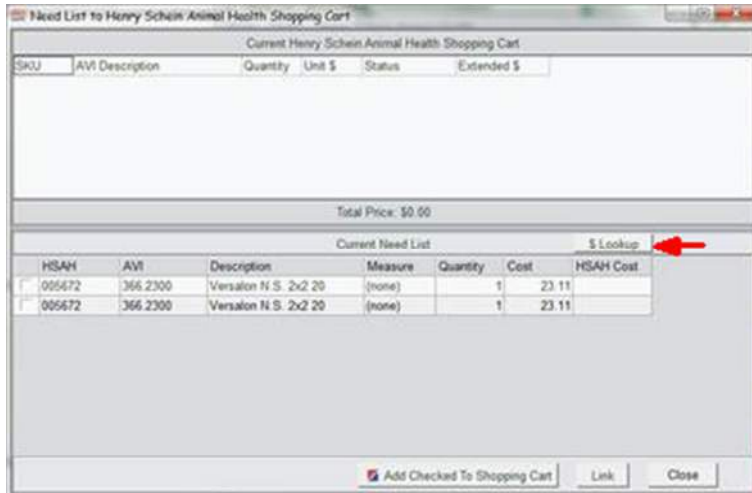


IMPORTANT NOTE: Selected items that do not have a Butler vendor association will be displayed with bright yellow highlight. To make an association, items can be linked on in-line entries.

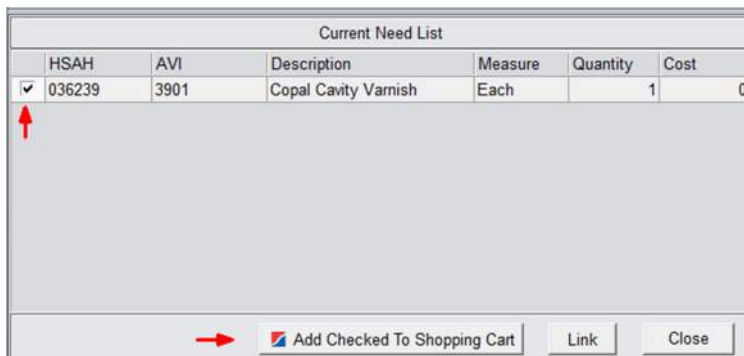


\*\*However, if you do not wish to make a product association, you are still able to proceed to the Shopping Cart and place the order, but you will be required to acknowledge the product SKU is missing to proceed to checkout. Then you will need to link the item appropriately once in the shopping cart.

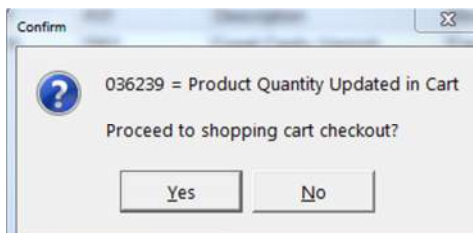
- Within this window you are also able to view current cost of HSAH items by using the new \$ Lookup button.



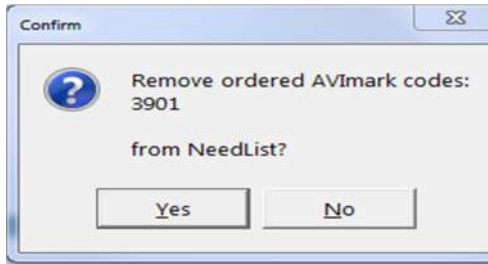
- You can make your final selection to be uploaded to your Shopping Cart by placing a check in the check box to the left of the line entry or use the Check All button.
- Once all selections have been made, you are ready to press the Add Checked to Shopping Cart button and proceed.




- Press Yes to the following:



- Press Yes:



- The Butler Schein Animal Health site will open to your Shopping Cart displaying your items and you can complete your purchase.


Welcome, BUTLER SCHEIN ANIMAL HEALTH  
My Account ▾ | Cart (1 item: \$50.54) ▾ | Quick List(s) ▾  
 A Henry Schein Company

---


Browse Categories ▾

Search
toll-free: 888-My1-BSAH (691-2724)






---

Shopping Cart
Promotions
Confirmation/Checkout
Completed

Shopping Cart for: ELIZABETHTOWN BRANCH
Print Cart | Select a Saved Order ▾

Quantity	Description	GL Code	Unit Price	Total
1	 <b>036239 - COPAL CAVITY VARNISH 2OZ/BT</b> Each -- Henry Schein -- Found in: <a href="#">Dentistry</a> » <a href="#">Restoratives</a>	<input type="text"/> <input type="button" value="Update"/>	\$50.54	\$50.54
<input type="button" value="Update All"/> You have 1 item in your cart.			Order Total: <b>\$50.54</b>	

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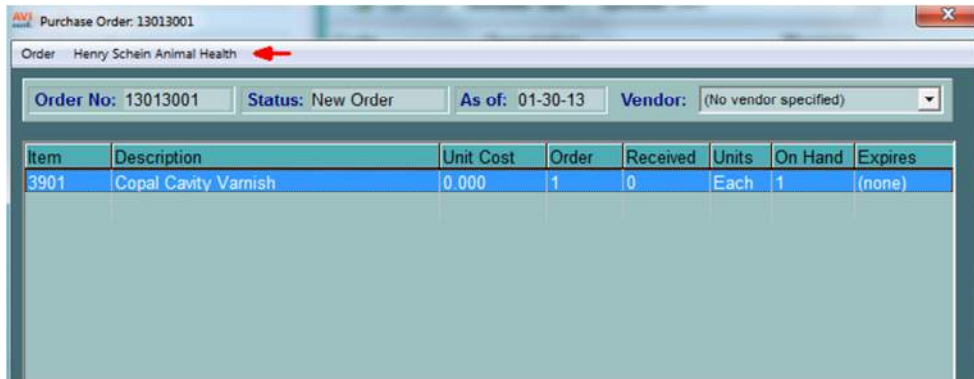
<b>About Us</b> <a href="#">FAQs</a> <a href="#">Partners for Healthy Pets</a> <a href="#">News</a> <a href="#">Events</a> <a href="#">Regulatory Information</a> <a href="#">Our Locations</a> <a href="#">Contact Us</a> <a href="#">Mission and Vision</a> <a href="#">Executives</a>	<b>Products and Promotions</b> <a href="#">Promotions From System 21</a> <a href="#">Private Label</a> <a href="#">Promotions</a> <a href="#">New Products</a> <a href="#">Backorders</a>	<b>Education and Resources</b> <a href="#">Industry Publications</a> <a href="#">Veterinary Associations</a> <a href="#">Resources and Articles</a> <a href="#">Professional Development Program</a> <a href="#">Veterinary Academia</a>	<b>Programs and Services</b> <a href="#">Business Solutions</a> <a href="#">Professional Development Program</a> <a href="#">Veterinary Dentistry</a> <a href="#">Supplies</a> <a href="#">Financial Services</a> <a href="#">Privacy and Security Solutions</a> <a href="#">Inventory Management</a> <a href="#">Technology Solutions</a>	<b>Community</b>  <a href="#">Facebook</a>  <a href="#">Twitter</a>  <a href="#">LinkedIn</a>  <a href="#">YouTube</a>  <a href="#">E-Mail</a>
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For assistance call (888) My1-BSAH (691-2724)  
 Copyright © 2012 Butler Schein Animal Health, Inc. All rights reserved.

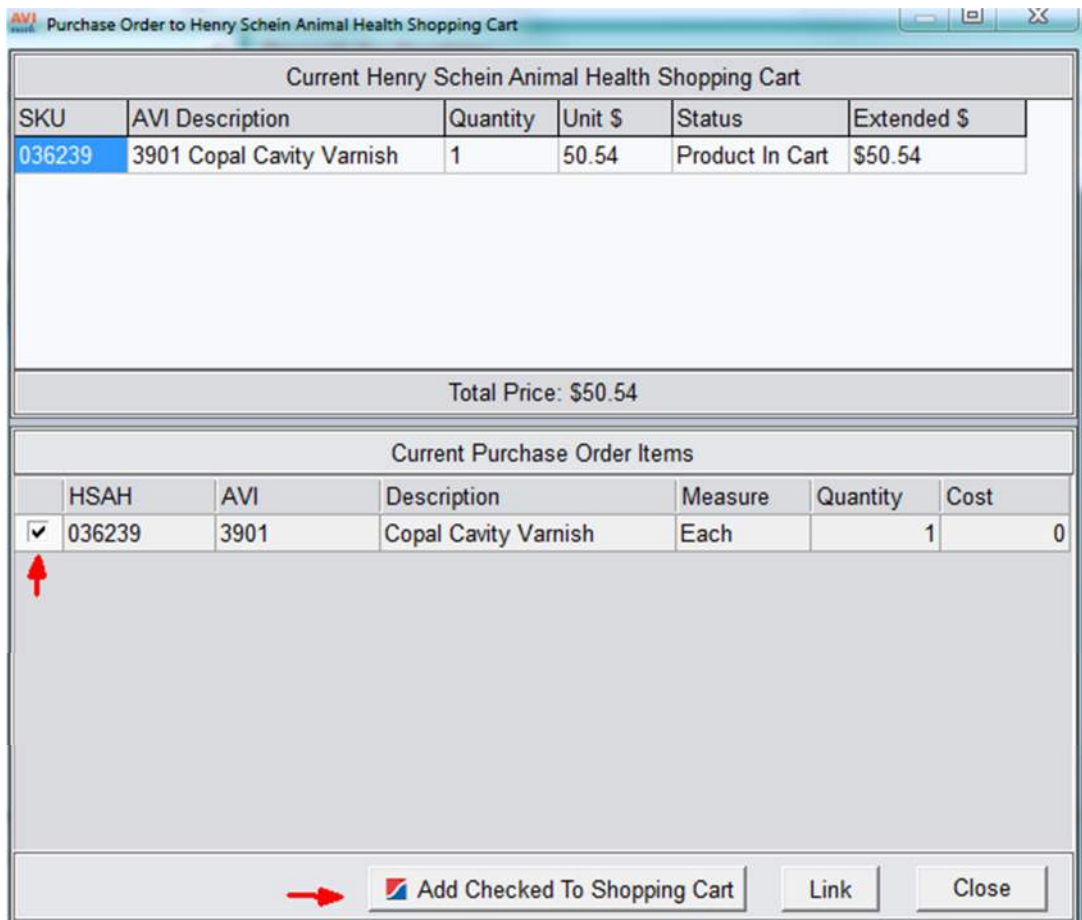
## Placing an order from the AVImark Purchase Order

You can place an order with Henry Schein Animal Health from within the AVImark Purchase Order window by the following:

- Select Henry Schein Animal Health from the menu bar of the Purchase Order window.

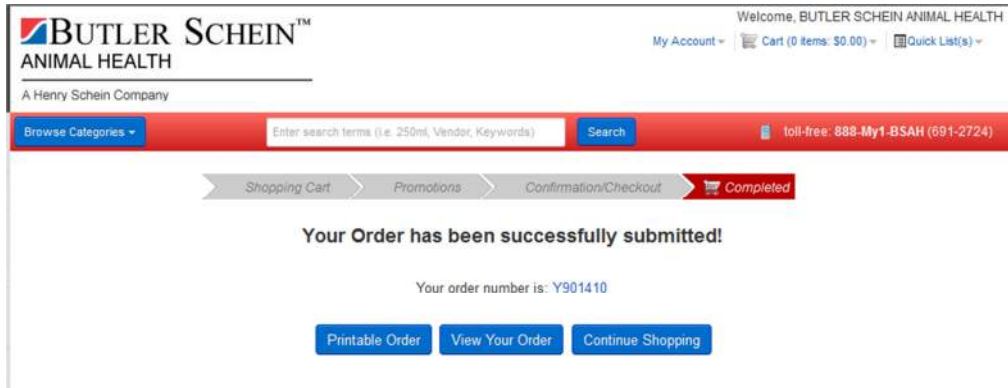


- Select Place Order to open the Purchase Order to Henry Schein Animal Health Shopping Cart window. This window will display any items currently existing in your shopping cart as well as the item you are preparing to add to the shopping cart.
- In the bottom pane, select the item(s) you are adding to the cart by placing a check in the selection box.
- When all selections have been made, press Add Checked to Shopping Cart.





- Press 'Yes' to the prompts to proceed. Your Butler Schein Animal Health Shopping Cart will be displayed containing your items and you can complete your purchase.
- When your order has been processed, you will receive a confirmation.



When your order ships, it will be available to be imported and received via Intelligent Inventory as usual.

## **Dragonfly Feature Enhancements**

With the release of AVImark version 2013.0 you will find two new improvements.

### **Dragonfly Speedbar Button Now Available on the AVImark CID**

We have added an easy access Dragonfly button to the AVImark CID. This new feature will allow the following:

- For users that do not currently have Dragonfly installed – You will be presented with a message indicating Dragonfly is not installed. This information window will also provide you a web address for learning more about Dragonfly or contact information to our sales team directly.
- For our users that currently have Dragonfly installed and active – The full viewer will be launched at this terminal (if installed). If the full viewer is not currently installed at this terminal, the Lite/Mobile viewer will be launched.
- For our users that have Dragonfly activated but not installed on this workstation – The user will be presented with a message alerting them to contact AVImark Technical Support with assistance with activation on this station.

### **Ability to Launch MobileView Viewer App from AVImark**

As mentioned above, our users now have the ability to launch the Dragonfly MobileView app viewer when the full viewer has not been installed. Access to the MobileView app will launch in the following ways:

- From the Dragonfly button on the AVImark Speedbar. If the full viewer is the only viewer installed at this station, it will open instead of the MobileView.
- In the Radiographs window when the full viewer is not installed on this station.

### **MobileView App Requirements and Limitations**

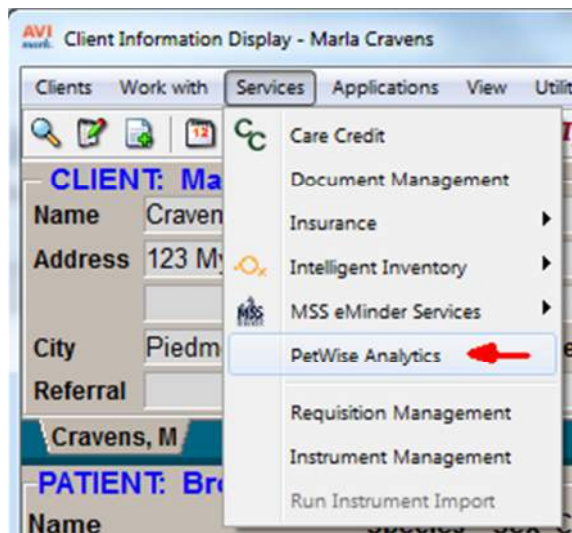
Due to the MobileView viewer being an online app or ‘Lite’ viewer, there are some requirements and limitations. These include:

- Browser requirements: HTML5. You can check your computer browser compatibility by right-clicking in the Patient Area > Radiography > Dragonfly Mobile Viewer Compatibility Check. If your browser fails to meet the compatibility requirements, you will be directed to make appropriate remedy.
- This viewer is not intended to be used for initial diagnostics.

## PetWise Analytics Dashboard

We are pleased to announce our new PetWise Analytics Dashboard! This new feature provides you at-a-glance business analytic information directly from your AVImark CID. This feature is protected by the Users and Security function RPT23 (Run PetWise Analytics). This will allow you the ability to control who views this sensitive information.

Accessing the Analytics Dashboard is accomplished by selecting Services > PetWise Analytics from your AVImark CID.



This will launch the PetWise Analytics page displaying important printable information for the following areas:

- Revenue – This area provides graph comparisons of:
  - The current month and the same month of the previous year.
  - The previous month and the same month of the previous year.
  - Year to Date Revenue for the current year and previous year.
  - Average Visits Revenue.
- Client/Patient Information – This area provides information on:
  - Client Visits
  - Patient Visits
  - New Clients
- Reminder Stats – This area provides a graph displaying pets with and without future reminders.

**\*\*Important NOTE:** To access this feature you must be on Support and have AVImark Sync installed. This tool automatically installs during the AVImark update process for you – simply check the box “Include AVImark Sync” when performing your AVImark update. AVImark Sync helps connect your AVImark server to new AVImark software features as well as other AVImark services such as practice management tools, mobile apps, reminder cards, and text messaging.

## Invoice Improvements

### Tracking Items Added on Invoice

Items that are added directly from an invoice will now be required to have an association with a patient and the items will be posted to medical history.

These transactions will be recorded in Medical History and Accounting for reporting. When an item is added directly in the invoice AVImark will now force you to select a patient to associate the item with. The patients listed will be those patients belonging to the client you are creating the invoice for.

- Create an Invoice from the Client area or be in an Open Invoice and from the invoice window use **right-click Choose** to select the desired items.
- Click **Done** from the Inventory List to return to the Invoice.
- After returning to the invoice AVImark will display the new window “Select Inventory Invoice Patient”.



- From this window click on the **Patient drop-down list** to select a patient you will associate the items to. The selection will default to the current patient you are creating the invoice for or the first patient listed on the invoice. Click OK.
- Enter a payment and Print the invoice as normal.
- The items will post to Accounting and Medical History and the items On Hand quantities will be deducted accordingly in the Inventory List.

### Tax Include in Invoice Total for Patient Summary

When printing a Patient Summary invoice the total tax can now be included in the total Charges for each patient.

- In Advanced Options verify that the Invoice option of **Patient Summary** is set to **True**
- Next locate the new option **Include Tax in Patient Summary** and set the option to **True**.

# INVOICE

## Loving Care Animal Hospital

#5 Sugar Creek Road  
Piedmont, MO 63957  
877-838-9273

"Our Goal Is To Make Your Pet Happy"

**FOR:** Laura Dugan  
Carrera 10 #85-26  
Piedmont, MO 63957

**Printed:** 11/7/2012 at 9:15a  
**Date:** 11/6/2012  
**Account:** 10  
**Invoice:** 169735

Date	For	Qty	Description	Price
11/6/2012	Bashful	1	Annual Physical Examination*	40.00
11/6/2012		1	Heartgard Tablets up to 25 lbs*	5.10
11/6/2012	Fudge	1	Sentinel FlavTab White 50-100 lbs*	16.54
11/6/2012		1	Fecal Examination, Flotation*	19.00
Total charges, this invoice...				80.64
*StateTax....				*5.85
*Local Tax....				*4.03
Total, this invoice...				90.52
Your old balance...				0.00
Total payment(s) received...				90.52
11/6/2012 Cash payment				90.52
Your new balance...				0.00

Patient	Total charges
Fudge	39.90
Bashful	50.62

### Pre-Invoice Format Obeys Invoice Format

If the Invoice format is set to Print Charges Chronologically, the Pre-Invoice will also obey this format. For example if you have an invoice that includes several patients the Pre-Invoice will group the services by patient and the entries will be listed chronologically, like the invoice.

# INVOICE

## **Elk Meadows Animal Hospital Inc**

#5 Sugar Creek Road  
Piedmont, MO 63957  
877-838-9273

"Our Goal Is To Make Your Pet Happy"

**FOR:** Judy Moss  
2103 Counterpoint  
c/o Moss Landscaping  
Piedmont, MO 63957

**Printed:** 11/8/2012 at 10:05a

**Date:** 11/8/2012

**Account:** 11

**Invoice:** (open)

<b>Date</b>	<b>For</b>	<b>Qty</b>	<b>Description</b>	<b>Price</b>
11/8/2012	Bullet	1	Annual Physical Examination*	40.00
11/8/2012		1	Canine DA2PP Vaccination*	18.50
11/8/2012		1	Sentinel FlayTab White 50-100 lbs	16.54
11/8/2012	Sabrina	1	Groom, Miscellaneous*	65.00
11/8/2012		1	Canine Bordetella Vaccination*	12.48
Total charges, this invoice...				152.52
*StateTax...				*2.72
*Local Tax...				*0.00
Total, this invoice...				155.24
Your old balance...				-33.00
Your new balance...				122.24

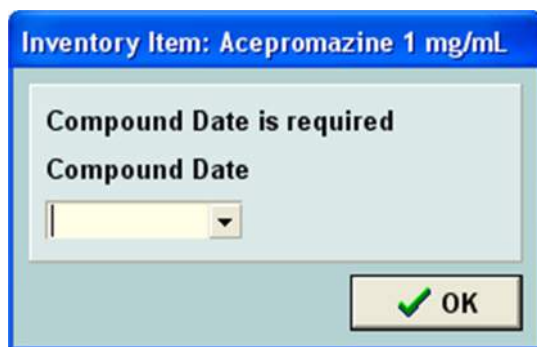
### **Invoice Number Fields Digit Limit**

The Hospital Setup field of Next Invoice No. holds 9 digits and is now limited to only allowing you to enter 9 digits. The Invoice No. field found in the Accounting Change Transaction window is also limited to 9 digits.

## Compounded Date for Drug Labels

An enhancement has been made to drug labels for our Texas users in order to comply with their state regulations. The enhancement will allow users to record and print a prescribed items Compounded Date on the drug label.

- In order to print the compound date on the drug label set the new Hospital Advanced Option, **Compound Date**, to **True**.
- Locate the desired item in the Inventory List and associate the new action code ), **Compound Drug**.
- After associating the new compound drug action code to an item AVImark will automatically open a compound date window at the time the item is entered in Medical History.



The image shows a software dialog box with a blue title bar that reads "Inventory Item: Acepromazine 1 mg/mL". The main content area is light blue and contains the text "Compound Date is required" and "Compound Date" in bold. Below this text is a date input field with a yellow background and a small downward arrow on the right side. At the bottom right of the dialog box is an "OK" button with a green checkmark icon to its left.

- From this window enter the appropriate date and click **OK**.
- At this time the label can be printed and the defined Compound Date will appear. In the instance you need to reprint a drug label the original compounded date will print on that label.



## **New Drug Label Format for California Users**

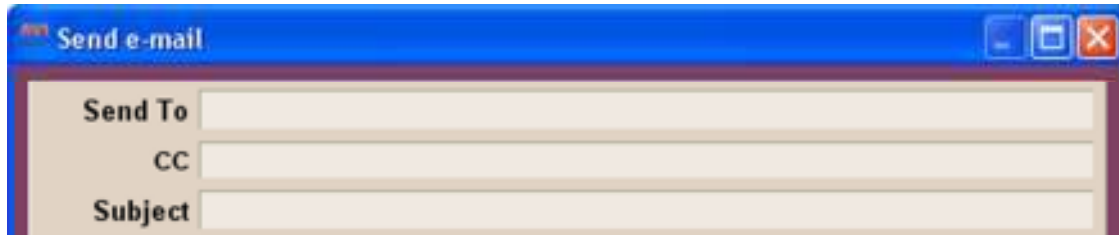
For our California AVImark users a new advanced option is now in place that will force the drug label to print information in the States required order.

- Access Hospital Advanced Options and search for **California**
- Locate the new option of **California Drug Label Format** and set it to **True**.
- With the option to true the drug label will print in the following format: Patient Name, prescribed Item description, drug Strength, label instructions, and then label comment or phrase.

## Blank E-Mail Address for Reports

From the Preview Reports window you have the ability to e-mail the report. Originally, the Send To field defaulted to the email address assigned to the client on the CID; now this Send To field will be blank allowing you to manually enter the desired e-mail address.

Setting this Send To field to be blank will prevent a user from potentially sending confidential information to an inappropriate e-mail address. Should you have questions concerning e-mailing reports please contact Technical Support for assistance.



The image shows a screenshot of a 'Send e-mail' dialog box. The window title is 'Send e-mail'. It contains three text input fields: 'Send To', 'CC', and 'Subject'. The 'Send To' field is currently empty, while the 'CC' and 'Subject' fields also appear to be empty. The dialog box has a standard Windows-style title bar with minimize, maximize, and close buttons.

## **SQL Printing Reports Speed Improved**

For our AVImark SQL users speed issues have been improved in processing and printing reports. When previewing and printing the Open Invoices, Controlled Substance and Unposted Transactions reports you will notice an increase in speed when processing the information.

## **No Schedule Appointment Prompt for Deceased Patients**

When the Advanced Option of Schedule Next Appointment prompt is set to anything except None, it will no longer display this prompt when a pet is marked Deceased.

## Rounding Penny Total Values

The Royal Canadian Mint has ceased the distribution of pennies and businesses are being encouraged to round cash transactions. With the phasing of the penny for Canadian clinics AVImark has implemented an enhancement to round Cash Payment total values.

AVImark will accomplish this by rounding cash payment totals to the nearest .05. The following rounding rule will be in place: \$0.001 - \$0.024 rounds to \$0.00 and \$0.025 - \$0.049 rounds to \$0.05, \$0.051 - \$0.074 rounds to \$0.05 and \$0.076 - \$0.099 rounds to \$0.10, etc.

- From Advanced Options search for **Round Invoice Total to Nearest .05** and set the value to **True**. Leaving this option set to False will prevent changes from being made to the invoice total.
- Create an invoice and select Cash Payment.
- If there is a penny value it will automatically be rounded at the time the Cash Payment is selected. In the Enter Payment window the new rounded payment value will be reflected immediately. The rounding of penny values will only affect cash payments.

The screenshot shows a window titled "Enter payment" with a close button (X) in the top right corner. The window contains several input fields and buttons:

- Date:** 02-11-13
- Type:** Cash payment (dropdown menu)
- Site:** 0 (dropdown menu)
- Ref #:** (empty text box)
- Amount:** 67.35
- Co:** (empty text box)
- Doctor:** (none) (dropdown menu)
- Entered by:** ADM

At the bottom of the window, there are four buttons: "Signature", "Done" (with a green checkmark icon), "Cancel" (with a red X icon), and "Help" (with a question mark icon).

- The difference in the original cash total and the rounded total will be handled as an Account Adjustment, preventing AVImark from implementing a refund or credit.
- The Invoice will display the adjustment as a "Rounding Cash Adjustment" and this will also be reflected as such in the clients Accounting window.

Date	For	Qty	Description	Price	Discount	Net Price
02-11-13	Thai	1	Advan.9 For Cats(Less than 9lbs)*			60.12
02-11-13			Cash payment			-67.35
02-11-13			Rounding Cash Adjustment			0.02
<b>Old balance</b>		<b>Charges</b>	<b>HST</b>	<b>Payments</b>		<b>New balance</b>
0.00		60.12	*7.21	67.35		0.00

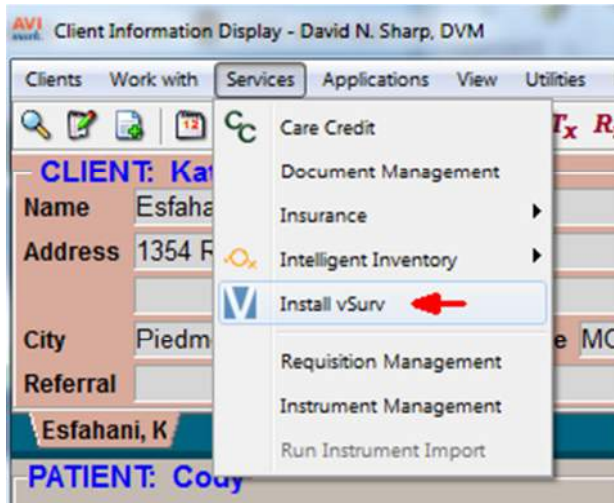
Date	Patient	Code	Description	Tax	Amount	Balance
02-11-13			Invoice #155394	7.21	60.14	0.00
02-11-13			Rounding Cash Adjustment		0.02	
02-11-13		ADM	Cash payment		-67.35	
02-11-13	Thai	MAD9	Advan.9 For Cats(Less than 9lbs) 1		60.12	

- The penny rounding values will also be reported as Adjustments on the reports such as the Period Totals and Transaction Journal.

## VSurv CID Changes

VSurv access has been moved from the AVImark CID Speedbar to the Services menu. We have also redirected the link to the new VSurv Home Page.

To access VSurv in AVImark version 2013.0 and above: Select Services > VSurv. This will launch the VSurv website (<http://www.vsurv.com/>).





## **National Provider Identifier Field Available in Change User Window**

The state of Arkansas requires the doctor's NPI (National Provider Identifier) number to be included on the ASAP report. The NPI field has been added to the Change User window. "User is a Doctor" must be checked to activate this field.

## ASAP for Arkansas

Arkansas has made changes to the requirements for their ASAP report for controlled substance reporting. We have updated the ASAP utility to include these changes.

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

- Have your Hospital DEA number assigned on the Demographics tab in Hospital Setup
- Assign your doctor's DEA numbers in Users and Security
- Assign your doctor's NPI 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.
- Patient's date of birth should be entered in the Change Patient window
- Patient's gender should be entered in the Change Patient window

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: **Arkansas**
- 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**.

## ASAP for California

California has made changes to the requirements for their ASAP report for controlled substance reporting. We have updated the ASAP utility to include these changes.

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

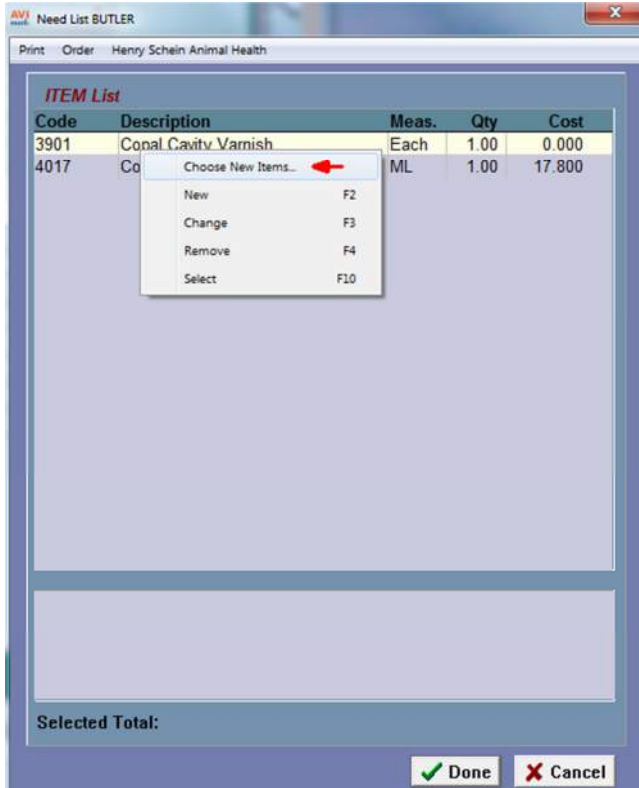
- Have your Hospital DEA number assigned on the Demographics tab in Hospital Setup
- Assign your doctor DEA numbers in Users and Security
- Assign your doctor NABP numbers in Users and Security
- Make sure the AVImark items to be reported have the C Action code (denoting it as Controlled Substance) and the NDC number assigned
- Items should have a measure of Ea, Each, ml, Milliliters, gm or Grams
- 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.
- Client’s date of birth should be entered in the Change Client window
- Setup client More Stuff with the Field Name of Owner\_Gender, and type of Phrase, and enter M for Male or F for Female into this field

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: **California**
- 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**.

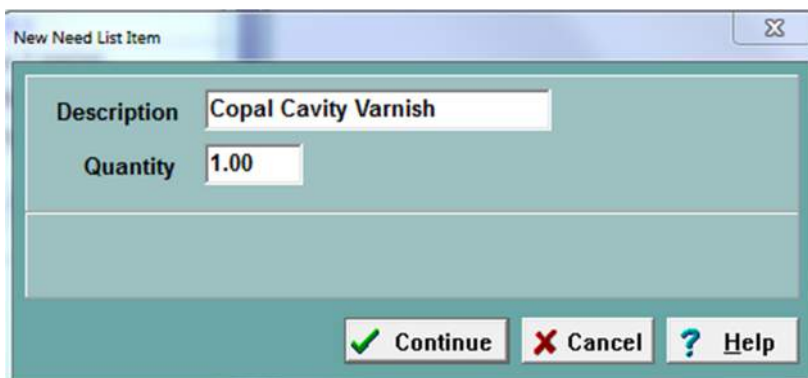
## Ability to Choose and Edit Selections on Needs List

Users now have the ability to select items for addition to the Needs List from within the open Needs List window. A right-click, Choose New Items menu has been added to the Needs List.



When selected, a new instance of the AVImark Inventory List opens allowing a user to make item selections.

Item selections are able to be modified from this window by selecting the right-click, Change menu option or double left-click on the item to open the edit window allowing a change in quantity.



## **GVL Electronic Coggins Integration**

**\*\* IMPORTANT NOTE about this Feature:** AVImark version 2013.0.2 includes the new GVL Electronic Coggins integration. Although, at the time of the official release date, March 11 2013, this feature is being tested by a controlled beta group. When it is officially released an email will be sent out to all AVImark Equine users and an announcement released on Yahoo Groups as well as on the AVImark website.

## **MPS MagTek All-In-One**

McAllister Payment Solutions is happy to announce that the latest update is now compatible with the MagTek All-in-One device. For more information, call 877-838-9273 then select option 2 and then option 5 or email [mps@avimark.net](mailto:mps@avimark.net) to reach the MPS Sales Team.

**IMPORTANT NOTE:** The MagTek All-In-One device has not yet been recommended to be used with Terminal Services and Thin Clients. This will be added to the MSS Hardware Recommendation document once it's been made available.

## MPS Check Reader

**\*\* IMPORTANT NOTE about this Feature:** AVImark version 2013.0.2 includes the new MPS Check Reader Feature. Although, at the time of the official release date, March 11 2013, this feature is being tested by a controlled beta group. When it is officially released an email will be sent out to all MPS users.

## **2013.0 Fixes List**

### **Accounting:**

**5012 - Rounding Adjustment Was Not Added when Multiple Payments Were on an Invoice**

**5008 - Change Maker Value Was Not Rounding Cash Total**

**4997 - Rounding Advanced Option Was Misspelled**

**4992 - Cash Value Not Rounding with Cash as Default Payment**

When using the "Round to Nearest .05" Advanced Option, and setting the "Default Payment" to Cash, the value was not being rounded.

### **Antech:**

**711 - Antech: Orphaned Results Show Status of Un-Imported**

Clicking the option to load previously imported results, if a result that was an orphaned result was displayed, the status said un-imported rather than imported.

**707 - Invalid pointer operation importing from old Antech reader**

When importing from the old Antech reader the following error was displayed, if the test window is blank, "Invalid pointer operation".

### **Appointment Calendar:**

**3756 - Cannot Use F12 to Log Out When in Appointment Calendar**

If the appointment calendar was open, F12 would not log the user out.

**4426 - Medical History Not Included on Chart from Appointment Calendar**

If charts were printed from the appointment calendar, the medical history was not being included on the chart.

**4534 - Access Violation Printing Appointment Openings**

Attempting to print the appointment openings, caused the following error, if there was a block off exception in the time frame the user was printing the openings: "Access violation at address 015EC8BD in module 'avimark.exe'. Read of address 00000000."

**4745 - Schedule Next Appointment Prompt Not Working Correctly**

If the Schedule Next Appointment Prompt was set to CID Posting, and the appointment calendar was open behind AVImark; posting entries to accounting was causing the payment window to be open on top of the appointment calendar.

**4743 - Blockoff Exceptions Were Not Working with Site**

### **Boarding Calendar:**

**4361 - Shift+F9 Not Opening Boarding Calendar from Appointment Calendar**

Shift+F9 will now open the boarding calendar, from the appointment calendar.



**4479 - Incorrect Message When Checking Patient Out of Boarding**

When checking a patient out of boarding, clinics were receiving the following message: "WARNING. Changes to the currently selected reservation have not been saved. Close anyway?"

**4456 - Wrong Boarding Cage Being Selected**

If two patients had boarding reservations in the same boarding facility, the reservations were being stacked instead of being added to the next "room" in the facility.

**Client Area:****4475 - Driver's License Numbers Changed When Updating**

When updating from 2008.2 or below, some of the driver's licenses were being changed.

**2799 - Referral Required to Complete Client Information Not Working Correctly**

If Reuse Empty Accounts was set to True and Referral Required to Complete Client Information is set to True, users were allowed to add a client without choosing a referral.

**1658 - More Stuff Was Not Showing in New Client Window****4459 - More Stuff Panel Allowing Date to Be Selected**

If a client more stuff entry has a type of date, the more stuff panel will no longer show the calendar drop down.

**Diagnosis:****4887 - Client Server Resolve Changes Window Creating Diagnosis**

Creating a new diagnosis with remind as was causing an incorrect resolve changes window to be displayed.

**Documents:****4343 - <vacc-due> Merge Word Was Not Working Consistently****4472 - Pref-doctorname Not Working Correctly**

In some databases, if there was not a preferred doctor on a client, the Pref-doctorname merge word was printing the first doctor in the list.

**Drug Labels:****4437 - Limit Number of Refills Not Working**

If an item had the A( action codes but no label saved, when the item was put into medical history, checking limit number of refills and entering 0 was not working.

**4432 - Access Violation Printing Drug Label with Sequence Number Set to True**

If the Sequence Number advanced option was set to True, printing a drug label from the inventory or treatment list caused the following error: "Access violation at address 0187859F in module 'AVImark 2012.5 develop.exe'. Read of address 00000000"

**Equine:****4967 – EQ - Mapping Appointments Printing in Wrong Order**

When printing appointments with directions; the appointments were not printing in the order of the appointment time.

**Estimates:****4600 - Tax Not Lined Up on Estimate Document**

When printing a document with the merge word <estimate>, the tax was not lined up with the rest of the estimate entries.

**4685 - Printing Estimate List to Excel Shifting Each Line to the Right**

When the estimate list was printed to excel, each row was being shifted to the end of the line of the one above it.

**4451 - Declined Estimate Entries Posting to Whiteboard**

If an entry on an estimate was declined and the estimate was posted to the whiteboard; the declined entry was being included in the patient activities.

**794 - Entry Not Grayed Out After Posting from Estimate**

Posting an entry to medical history from a patient estimate was not graying out the entry on the estimate.

**752 - Incorrect Price Being Displayed on Estimate**

If the default number of days until estimate expires was set to 0 and an item that includes a fee was added to the estimate, the estimate will then show the wrong price.

**1849 - Incorrect Price in Medical History**

When charging a fee on an item attached to a treatment, posting an estimate with this treatment caused the price to be incorrect. For this to happen the estimate must have had the Default Number of Days Until Estimate Expires set to anything other than 0 and the advanced option Include Surcharge in Estimate set to false. Also the user would have had to change the quantity of the inventory used when the treatment was posted to medical history.

**Information Search:****765 - Printing Information Search Results to Excel Both Columns Don't Print**

Printing search results that include the phone number and area code to Excel was not including the phone number.

**607 - More Stuff Age Reported in Days Instead of Years**

When searching for an Age in a more stuff field, the age was being displayed in days instead of years.

**605 - Decimal Type Reporting Incorrect Number**

When searching for More Stuff with a decimal type the number being reported was not the exact same number that was entered on the medical history entry.

**616 - Cannot Search for History More Stuff is blank**

Searching for History More Stuff Is Blank was not working.

**Inventory List/Purchase Orders:****4525 - Obsolete Items were Showing on Inventory Report**

**4441 - Txt File did not Contain Item Number when Emailing**

When emailing a purchase order, the TXT file did not contain the Item Number.

**4433 - Incorrect Resolve Changes Window**

If the category and price of a new item was changed, the user was being presented with an incorrect resolve changes window.

**4404 - Average Cost Displayed on Associated Entries Tab**

The item cost will now be shown on the associated entries tab.

**4720 - Species Not Working**

In the inventory list, selecting a species to display was not working.

**4435 - Prompt to Update Inventory After Updating**

When updating from a version below 2012.1 (2010.0 for example) to 2012.1, or above, clinics were being prompted to update inventory unnecessarily.

**4768 - Error Adding Variance Reason from New Variance Window**

When adding a new Variance Reason from the New Variance Entry window the following error was displayed and the reason was not added: "Assertion failure (E:\Amy\avimark\\_btr\ubtrEntry.pas, line 230)"

**689 - Mixture Item Container Quantity Not Updated**

Upon posting entry to Medical History, the Mixture Item container quantity field was not being updated.

**684 - Site Doctors Not Appearing in Doctor Drop Down in Change Treatment/Item Window**

When logged in as a site clinic, the site doctors will be an option in the Change Treatment/Item window. If logged in as home clinic, the home doctors will be an option in the Change Treatment/Item window.

**IVLS:**

**1453 - IVLS - Status of "Error" in Requisition Management for some Requisitions**

If a requisition is created by adding an IVLS treatment directly to Medical History (such as r/c New, F2 New, r/c Choose...etc.), the status displayed the word "Error" in red.

**1093 - IVLS: Species Auto Selection was not Recognizing AVImark Equine Species Name of Horse**

**Medical Condition Record:**

**4434 - Problem Protocol was not Working Appropriately with Species Specific Entries**

**Medical History:**

**2833 - Medical History Price Incorrect When Surcharging by Item Cost/Price**

When posting a treatment that is surcharging by item cost/price from an estimate, if the inventory used quantity was changed, the price in history was incorrect.

**2050 - Moving Category Not Holding Medical History View Tab Assignment**

When moving an inventory category to the treatment list (or a treatment category to the inventory list), the report codes were not being moved with the entries. This caused the entries to no longer show on the

correct medical history view tab. When moving treatment, or inventory, categories SetCodes will have to be run for the type to be changed.

#### **4601 - Incorrect Prompt in Enter Medical History Window**

Pressing Enter in an empty Enter Medical History window was causing the following message: "You have not entered an Item, Treatment, or Diagnosis Code. Proceed?" This prompt will only be displayed if something is entered in the description or price fields.

#### **4648 - Message When Logged Out in Note Window**

If a Notes window is open when the user is logged out, logging back in and clicking done on the notes window caused the following message: "Add another %" to this patients medical history?"

#### **4800 - Incorrect Prompt Changing Medical History Quantity**

When changing the Medical History quantity of an item with mixtures attached, the following prompt was incorrectly displayed: "The Price needs to be updated. This will overwrite any manually set prices, Continue?"

#### **4583 - Enter Medical History Window Displays Unit of Measure Code**

The Enter Medical History window was displaying the Unit of Measure code. The description will now be shown.

#### **833 - <serv-doctorname> merge word printing incorrect doctor on invoice**

If the doctor on a medical history entry was changed, the <serv-doctorname> merge word was printing the original doctor, not the newly selected doctor.

#### **Miscellaneous:**

#### **4627 - Incorrect Results Path Automatically Added for Abaxis CDS**

#### **4476 - Preview Print of Test Results Cutting Off Values**

Preview printing the results of some tests, was causing the values to be cut off.

#### **3080 - Travel Sheet Only Printing One Column**

If a treatment category with only 1 treatment was included at the bottom of the travel sheet, only the left column was printed on the first page.

#### **4505 - Time Card for Inactive Users not Holding the User Name**

A new right click "Include Inactive Users" option has been added to the user area of the time card. This option will allow inactive users to be selected.

#### **4493 - Emailing Attachment Not Allowing Attachment to be Opened**

If an attachment was email, the user could not open the attachment until AVImark is closed and reopened.

#### **4363 - Excel Attachments Not Being Printed**

When printing the patient chart with attachments checked, excel spreadsheets were not being printed.

#### **4770 - Change Default for "Use Cubex Pricing..."**

The Advanced Option "Use Cubex Pricing when Greater than Zero" will now default to be set to False.

#### **4764 - PhotoOrg Not Moving Medical History Photos Correctly**

The PhotoOrg utility was not moving medical history photos correctly.

### **1213 - Work List and Follow-Up List More Stuff Was Not Visible in "New" Windows**

### **4168 - Improper Antech Breed Associated After Antech Breed Selection**

#### **4611 - Rebuild Error Working Differently**

After completing a rebuild, if an error is found the following message will again be displayed before the errors are shown: "One or more errors shown. Please review and correct the information shown"

#### **4984 - Error Closing Invoice When Changing Computer Date**

If the computer date was changed to a prior date and the Auto-Payment advanced option was set to none, closing an invoice caused the following error: "File access error detected. This may indicate a lost network connection. Close AVImark? Error. Record, Client, record number, 34, record state, Modified. Error. File, CLIENT.V2\$. Unable to retrieve lock RecSize: 512, RRN: 33. Error code, 33."

#### **4987 - "Invalid Base64 Character" Error Updating from 183.4**

Updating clinics from older versions was causing the following error: "Invalid Base64 Character" when AVImark was opened. If you are currently getting this error, please call our technical support department at 877-838-9273 for help stopping this error.

#### **4996 - Cash Drawer Opening Inappropriately when CC Payment Taken**

A serially connected cash drawer was opening inappropriately when a credit card payment was taken.

### **MPS:**

#### **4872 - The MPS Login Window Will Always Open in Front of AVImark**

### **Reminders:**

#### **4491 - Medical History Not Being Rebuilt When Applying**

When applying reminders, medical history will also be rebuilt.

#### **4551 - Choosing Reminder Not Following Interval on Reminder Template**

If a patient specific reminder is creating by choosing the code, if there is a reminder template on the code, the interval will be the same as the reminder template.

#### **4592 - Error if no Reminders in Vaccine History**

If there were no reminders in the Vaccine History window, checking Show All Reminders was causing the following error: "List index out of bounds (0)".

#### **4844 - Error Attempting to Open Reminder Template**

If REM03 was secured and an unauthorized user was logged in, attempting to open a reminder template without a species caused the following error: "Cannot focus a disabled or invisible window"

### **Reports:**

#### **4630 - Total Tax for Multiple Entries Not Included in Patient Summary**

#### **4602 - Referral Report Was not Grouping Business Referrals Together**

#### **4579 - Tax on Reports not Matching Invoice**

In some cases, the tax on the Account Summary and Period Totals was off by .01. These now match the invoice.

**4641 - Printing Time Card Report to Excel Shifting Column Over**

Printing the time card report to Excel was causing the date column to shift over one column to the right.

**812 - Account Summary Option Not Working Correctly**

When the Advanced Option, "Include Inactive Clients in Account Summary Totals", was set to TRUE, the amounts were being included in the totals, but no longer listing the "Change in A/R" for Inactive Clients.

**1146 - dd/mm/yy Date Format for Canada**

When using the dd/mm/yy and English (Canada) date format, the dates in work with reports were not defaulting correctly.

**4888 - Drug Label Not Printing on Controlled Substance Report**

The drug labels were no longer printing on the controlled substance report.

**4999 - Period Totals Tax ON Amount Not Including Returns**

The Period Totals tax ON amount was not including returns.

**SQL:**

**2938 – SQL - Information Search for Tests Caused Error**

When using the information search to look for test information, the following error was being displayed: "The multi-part identifier "Test.\_Recno" could not be bound."

**852 - SOAP More Stuff Not Importing to SQL**

Upon creating "Phrase" type morestuff for each of the areas of the Medical Condition Record and importing to SQL; the information from the pre-import data was not being included in the new SQL data.

**4271 – SQL - Unable to Add Breed in System Tables-SQL Data**

Attempting to add a breed in SQL would cause the following error: "Error. Record, Breed Entry, record number, 5620, record state, Loaded. Record is deleted. Record, 5620 not found."

**4047 – SQL - Searching for Account-History-Treatment Code Caused Error**

When searching for the Account-History-Treatment Code the following error was being displayed: "Parameter 'Client\_\_Active000' not found."

**4620 – SQL - Purchase Order Name is Blank after Updating**

Upon updating, previously existing purchase orders no longer showed the "Name" in the Order...Choose window.

**4692 - SQL: Locking Prompt When Running ChgAcctDate**

In SQL, when attempting to run ChgAcctDate clinics were presented with the following message, even when not using account locking: "This utility is unable to run due to the Account/History Locking feature. Account Locking was set by a System Administrator. Contact AVImark Technical Support at 877-838-9273 option 1 option 1 if you need assistance."

**862 – SQL - Error Attempting to Remove Blank Line from Table Type More Stuff Field**

Attempting to remove a blank line from a table type more stuff caused the following error in SQL: "Error. Record, More Stuff Entry, record number, 1442, record state, Loaded. Record is deleted. Record, 1442 not found."

**4976 – SQL - Clinic Receiving Error Attempting to Open the Reminder Text for First Reminders**

Attempting to open the first reminder text in hospital setup caused the following error: "Error. Record, WP, record number, 7172061, record state, Loaded. Record is deleted. Record, 7172061 not found"

**Treatment List:**

**4543 - Error Adding Comments to New Treatment Before Saving**

Adding comments to a new treatment before saving the treatment caused the following error: "Error. Record, Treatment, record number, -1, record state, New. Associated record, WP, has an invalid record number."

**Users and Security:**

**4621 - APT09 Not Working Correctly**

If APT09 was secured, an unauthorized user could still create a block off exception, which in turn removes the block off.

**Whiteboard:**

**4552 - Incorrect Resolve Changes Window**

When a treatment group was added to the schedule tab of the whiteboard, and posted, a resolve changes window was being incorrectly displayed.

**4718 - Discounted Group Price Not Working From Whiteboard**

When posting an expanded group from the whiteboard to medical history, the discounted price was not being charged.

**844 - Whiteboard Column Heading For Whiteboard Category Was Not Correct**

**788 - Using Military Time with Dosage Schedule in Whiteboard**

When using Military Time Format, the dosage schedule was incorrect in the whiteboard.

## **2013.0.5.0 Fixes List**

### **2669 - Error Message Running Info Search in SQL**

Running some searches in SQL was causing errors and the results were not displayed.  
This search is now working correctly in 2013.0.4.0

### **5105 - Cannot Add Date to More Stuff**

More stuff with a type of date, could not be edited from the work list, follow up list, or whiteboard.



## **2013.0.6.0 Fixes List**

### **5104 - Notes Not Importing on Sidekick**

Some notes were not importing from the sidekick to the server.

### **5145 - Abaxis VS2 - Results Field Also Displaying Low Range Value**

The Low Range values were showing in the results field, along with the results.

### **5170 - Needs List Suggestions with Similar Names Combined**

Items with similar descriptions were being combined together into one item when moving from the Needs List to the HSAH Shopping Cart.

### **5153 - Apply From Template Causes Incorrect Reminders to Appear**

Applying a reminder from the template was causing issues with random reminders appearing on patient's reminder tabs.

### **5173 - Phone Menu Options Incorrect in Help About AVImark**

The phone menu options in help about AVImark have been updated.

## **2013.0.7.0 Fixes List**

### **5249 - Not a Valid Date and Time Error Entering Dates with Slashes**

Users were getting "05/01/13' is not a valid date and time", when entering dates with slashes instead of dashes.

### **5244 - Included Services Not Working Correctly After Updating**

If a patient was on a health plan before updating to 2013, the included services used were being reset. This was allowing customers to get a discount on services that had already been given.

### **5098 – MPS - Recurring Payments Reporting Incorrectly**

Some clinics reported an issue when running Recurring Payments. The issue was showing up because either the payment was on the Failed Transaction report when the payment actually processed thru Element OR it is putting the payment on the Successful Transaction report when the payment did NOT process thru Element.

### **5151 - "Not a Valid Date and Time" Error**

Some clinics were randomly getting the following error: "Not a Valid Date and Time". This also caused issues with the IVLS.

## **2013.0.8.0 Fixes List**

### **5268 - Included Services Not Working Correctly if Updating to 2013.0.x then 2013.0.7**

If a clinic had updated to an earlier version of 2013.0 then to 2013.0.7.0; an included service, already given to the patient from a health plan, was not being charged for.

### **5262 - Discount/Amount not Applying Correctly**

If a plan had a courtesy rate, after fulfilling a count for an included service, the discount was being doubled. This only failed when using courtesy rate.

## **2013.0.9.0 Fixes List**

### **5250 - Abaxis Instrument Results Importing with a Blank Space Causing Improper Range**

Some test results were imported with a blank space at the end of the result value, which caused the range value to not display where the actual result falls in reference to the Normal Range.