

# AVImark ReadMe 2013.1.0

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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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## All Wellness Plan Visits Reported

The Period Totals report will now display a line entry for Wellness Plan visit counts even if the count is zero.

- From Advanced Options set the option **Wellness Plan Only Visit Count** to **true**.
- When the option is true the line entry “Wellness Plans Only Invoices” will always appear even when there are no wellness plan visit invoices to report. This Count, on the report will only include Plan Invoices that are of \$0 charge.
- Setting the Advanced Option to False will prevent the line entry from appearing on the report.

| <b>Date of Report:</b> 04-15-13 |                | <b>Loving Care Animal Hospital</b> |              |             | Page: 1               |
|---------------------------------|----------------|------------------------------------|--------------|-------------|-----------------------|
| <b>For:</b> 04-15-13 - 04-15-13 |                | <b>PERIOD TOTALS</b>               |              |             | <b>(Consolidated)</b> |
|                                 | TOTAL          | COUNT                              | AVERAGE      | % TOTAL     |                       |
| Cash Payments                   | 0.00           | 0                                  | 0.00         |             |                       |
| Check Payments                  | 43.00          | 1                                  | 43.00        | 100%        |                       |
| <b>Total Payments</b>           | <b>43.00</b>   | <b>1</b>                           | <b>43.00</b> | <b>100%</b> |                       |
| Production by Provider          |                |                                    |              |             |                       |
| David N. Sharp, DVM             | 40.00          | 1                                  | 40.00        | 100%        |                       |
| <b>Total Invoices</b>           | <b>40.00 *</b> | <b>1</b>                           | <b>40.00</b> | <b>100%</b> |                       |
| Wellness Plans Only Invoices    |                | 0                                  |              |             |                       |

## Creating Payment from Wellness Plan Recurring Charge

For MPS users an enhancement has been implemented that allows new stored payments to be added directly to the Wellness Plan Recurring Charge window.

- Sell a Wellness Plan to a patient and access the Wellness Plan Recurring Charge window.
- In this window choose **right-click New** in the Payment Account field.

AVI  
Wellness Plan Recurring Charges

Geriatric Canine Package

Total 100.00

First Payment 0.00

Payment Remaining Amount 100.00

Term Monthly

Payments Left 0

Payment Account [New...]

Payment Amount 0.00

Next Charge

Courtesy Charge 0.000

Auto-Renew Plan

✓ Set Charge Plan      ✗ Apply Full Charge

- Once you select New the Payment Solutions window will open allowing you to enter the credit card information.
- When the new stored credit card is added it will appear in the drop-down list for Payment Account selection.

Payment Account [005-Am-Express]

Payment Amount [8903-Visa]

## Defining Next Recurring Charge Date for Wellness Plan

At the time a Wellness Plan is sold to a patient the Next Charge Date is set based on the plan charge term. Now this date is visible from the Wellness Plan Recurring Charges window and can also be modified if necessary.

- Sell a plan to a patient and access the Wellness Plan Recurring Charges window.
- In this window there is now a **Next Charge** date field. Based on the payment term a next charge date will be calculated and displayed; however, this date can be altered if appropriate by clicking on the calendar drop-down arrow and choosing a desired date.

The screenshot shows a software window titled "Wellness Plan Recurring Charges" with a sub-header "Bronze Plan". The window contains several input fields and a checkbox:

- Total:** 85.00
- First Payment:** 15.00
- Payment Remaining Amount:** 70.00
- Term:** Monthly
- Payments Left:** 4
- Payment Account:** (empty dropdown)
- Payment Amount:** 17.50
- Next Charge:** 6/3/2013
- Courtesy Charge:** 0.000
- Auto-Renew Plan**

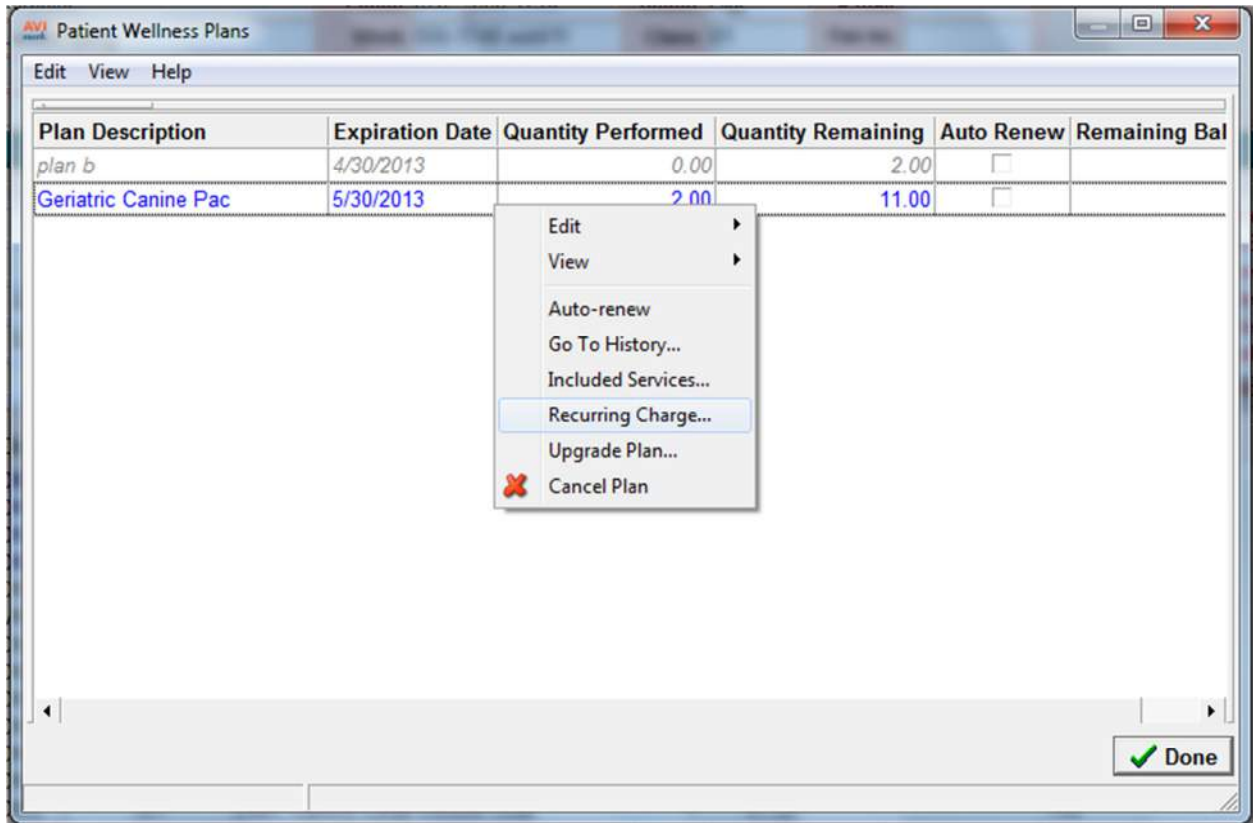
At the bottom of the window are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

- After the plan is sold, a next charge date can still be altered by opening Wellness Plans from the Patient area and from that window using right-click Recurring Charge to view and alter the appropriate information.

## Editing Wellness Plan Recurring Payment

At the time a plan is sold the Wellness Plan Recurring Charges window can be set to open automatically, allowing users to define recurring payments if appropriate. After closing the window you can now review and change the Recurring Charge from the Patient Wellness Plans window.

- From the Patient area choose **right-click Wellness Plans**.
- On the appropriate plan choose **right-click Recurring Charge**.

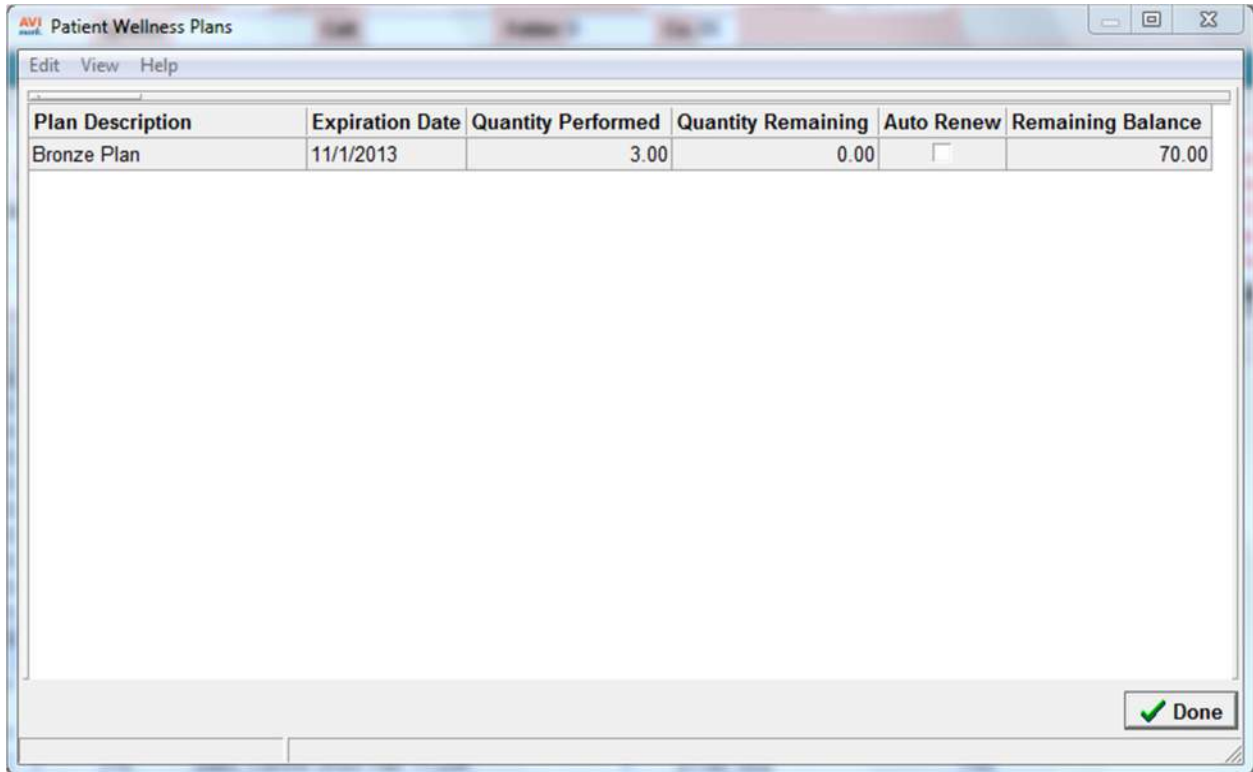


- This will reopen the Recurring Charge window allowing you to change the Payment Account, Payment Term and the Next Charge Date.

## Patient Plan Remaining Balance

When viewing the active wellness plans for a patient, AVImark will now display the Remaining Balance owed for the purchase of the plan.

- A **Remaining Balance** default column is now displayed in the Patient Wellness Plans window.
- This column can be renamed and moved if desired.



| Plan Description | Expiration Date | Quantity Performed | Quantity Remaining | Auto Renew               | Remaining Balance |
|------------------|-----------------|--------------------|--------------------|--------------------------|-------------------|
| Bronze Plan      | 11/1/2013       | 3.00               | 0.00               | <input type="checkbox"/> | 70.00             |

## Plan Due in 30 Days Appears Blue

A Wellness Plan title will now appear Blue in the Patient area when the plan expiration date is due within 30 days from the current date. If a patient exists on multiple plans and one of the plans expires in 30 days the title “Multiple” will appear in blue.

| PATIENT: <b>Bullet</b> |                  |         |               |           |           |          |          |
|------------------------|------------------|---------|---------------|-----------|-----------|----------|----------|
| Name                   | Bullet           | Codes   | Sex N         | Added     | 4/11/1992 |          |          |
| Birthday               | 6/1/2002         | Age     | 10y           | Rabies    | 62531     | Reminded | 4/1/2013 |
| Breed                  | Shepherd, German | Plan    | GKP 5/30/2013 | Deceased  | (none)    |          |          |
| Color                  | Black and Gray   | Weight  | 78.00 in lbs  | Microchip |           |          |          |
| Species                | Canine           | Allergy | (none)        | Relation  | (none)    |          |          |

## Plan Payment Term Count

As some clinics will deviate their wellness plan payments from the wellness plan term a new field has been added that allows a term to be set on the plan payment.

- From the Treatment List select a plan and choose right-click Change and select the Plan Entries tab.
- Two new **Charge Term Count** fields have been added allowing you to specify how often the recurring charge should occur. Use the first field to define the count and in the second field click on the drop-down list to specify the term of Daily, Weekly, Bi Weekly, Monthly, Semi Annual or Yearly.

The screenshot shows a software window with the following fields and values:

|                                     |  |   |            |                   |             |        |
|-------------------------------------|--|---|------------|-------------------|-------------|--------|
| <input type="checkbox"/> Auto-renew | <input type="checkbox"/> Include Tag Along | <input checked="" type="checkbox"/> Calculate Plan Charge | Total Cost | 0.000             |             |        |
| First Payment                       | 25.00                                      | Courtesy Charge   | 0.000      | %                 | Total Price | 212.50 |
| Courtesy Class                      | (none)                                     | Courtesy Rate   | 0.00       | Total Plan Amount | 0.00        |        |
| Charge Term Count                   | 12   | Weekly  | Term Count | 12                | Months      |        |

Buttons: Next, Prior, OK, Cancel

- This Charge Term Count will be displayed in the Wellness Plan Recurring Charges window when the plan is sold and the payment will calculate based on the defined count.



## Plan Usage Prompt Advanced Option

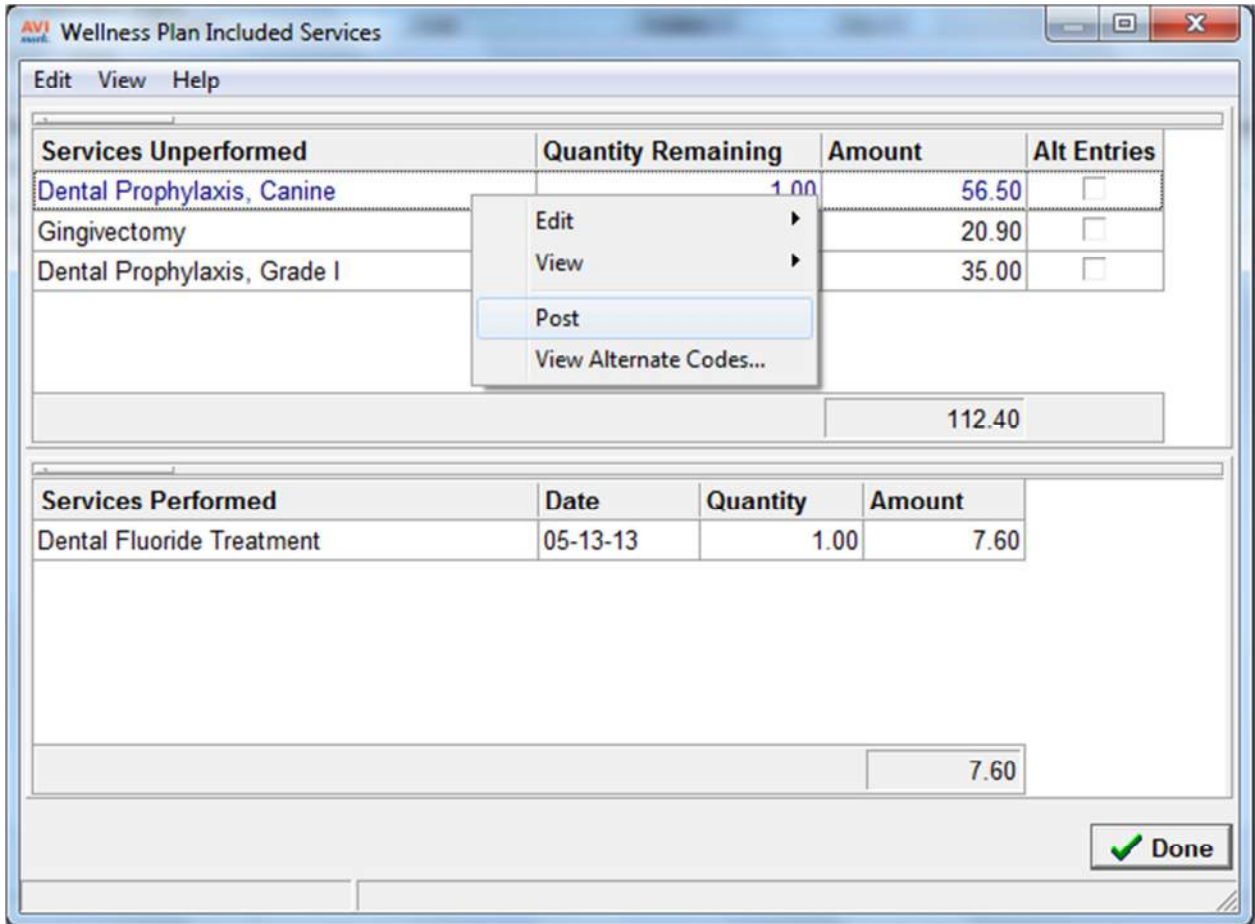
A new Advanced Option has been added for the Plan Usage calculation prompt. When a Plans Usage needs to calculate, for example because of back-dating a Plan, AVImark displays the following prompt: “Plan Usage will be calculated from mm-dd-yy”. This new Advanced Option can be set to prevent the prompt from appearing and forcing AVImark to calculate the date, confirming the function.

- In Advanced Options search for **usage**.
- The option of **Plan Usage will be calculated from %s** defaults to the value of Prompt. Click the Change value option to set it to **OK** to prevent the prompt from appearing.

## Posting Included Services

A wellness plans Included Services can now be posted from the Patient Wellness plan window.

- After selling a plan to a patient access the Patient Wellness Plans window.
- In the Patient Wellness Plans window choose **right-click Included Services** on the appropriate plan.
- The included services for this Plan will be displayed and to post a service simply highlight the service and use **right-click Post**.

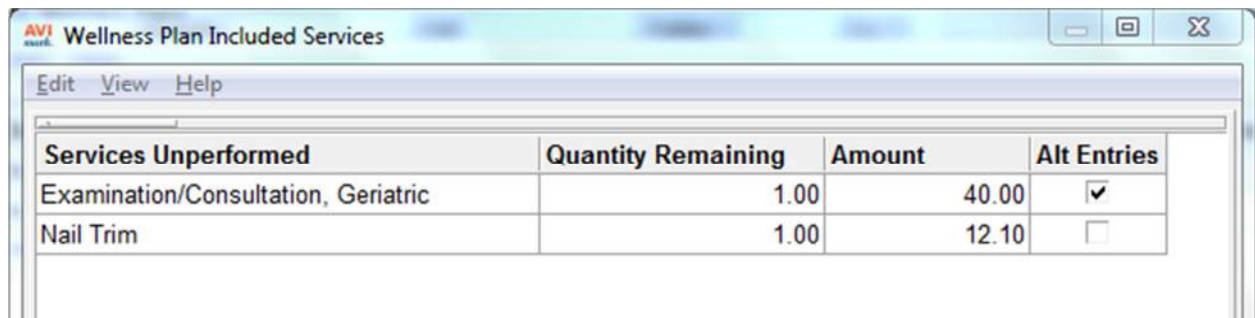


- Once selecting Post the entry will be posted to Medical History and will appear under the Services Performed area of the Included Services window.
- To Post multiple services hold down the Shift or Ctrl key and select the entries with the arrow buttons or simply click on them with the mouse pointer. After selecting the entries use right-click Post to post them to Medical History.

## Viewing Alternate Codes

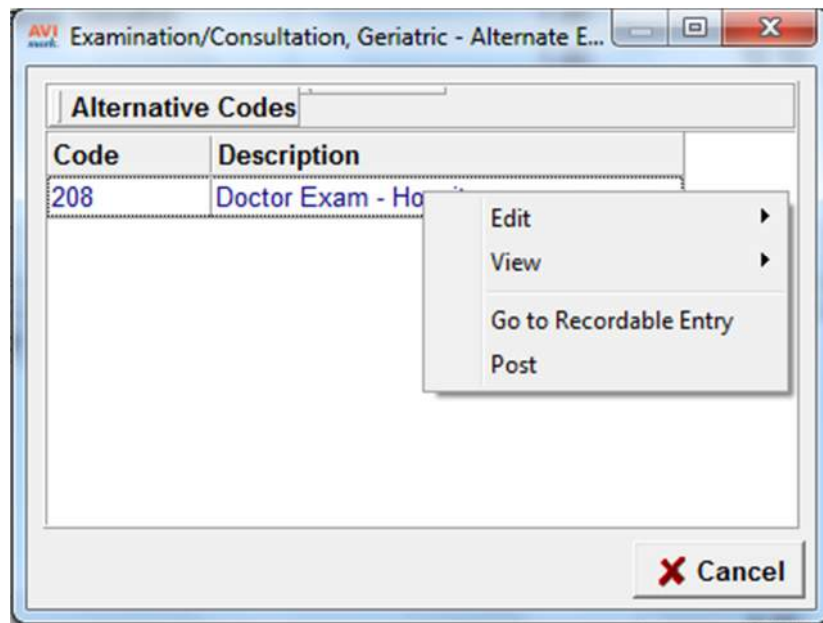
Once a patient is on a Wellness Plan you can now view the Alternate codes that are associated with the included services.

- Post a plan to a patient and from the Patient area, open the Wellness Plan window.
- In the Patient Wellness Plans window, select the appropriate plan and choose right-click Included Services.
- Should a service have Alternate Codes AVImark will display a checkmark in the new **Alt Entries** column in the Wellness Plan Included Services window.



| Services Unperformed                | Quantity Remaining | Amount | Alt Entries                         |
|-------------------------------------|--------------------|--------|-------------------------------------|
| Examination/Consultation, Geriatric | 1.00               | 40.00  | <input checked="" type="checkbox"/> |
| Nail Trim                           | 1.00               | 12.10  | <input type="checkbox"/>            |

- To view the alternate codes right-click on the entry and select **View Alternate Codes**.
- From the Alternate Entries window right-click to Choose other alternative codes. Use the Post option to post the selected alternative code to the pets Medical History.

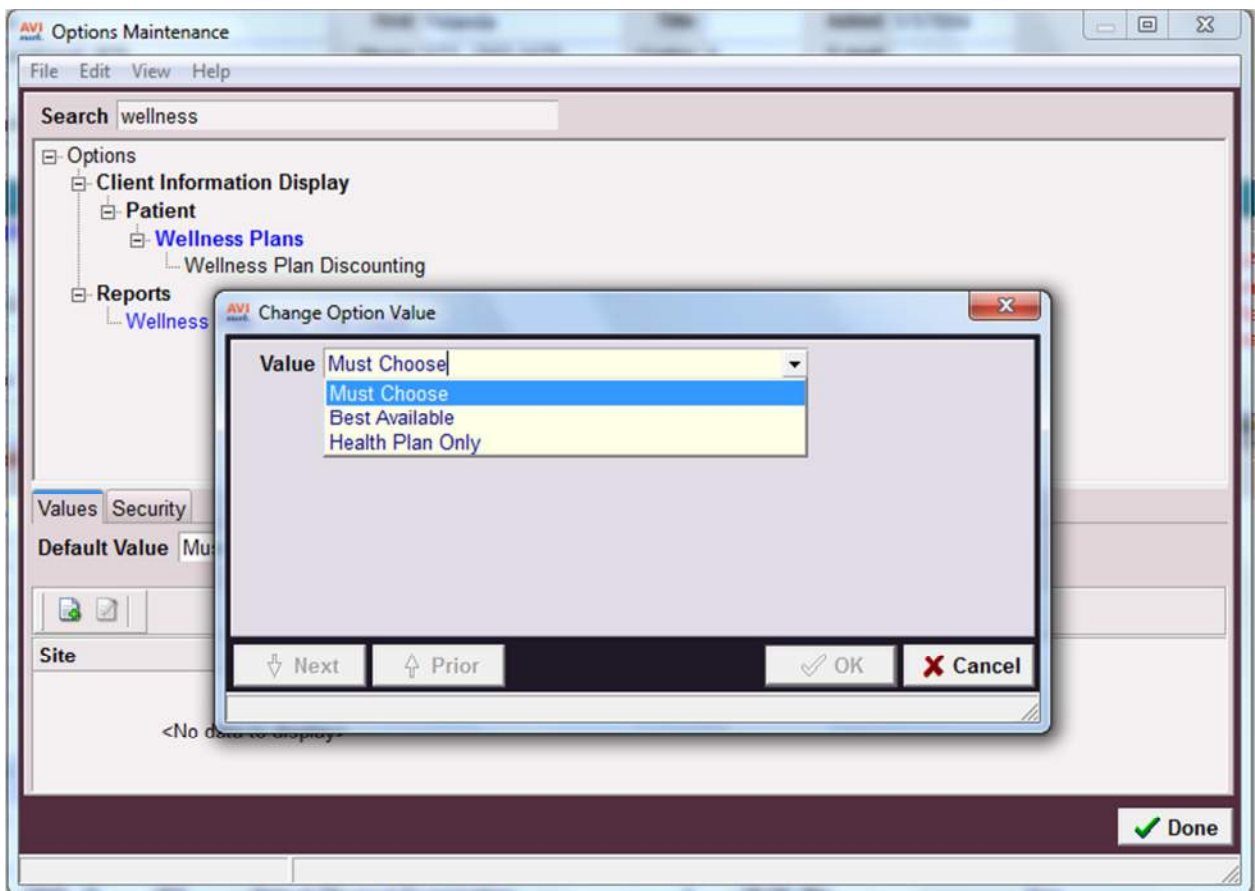


## Wellness Plan Discounts

Services not included in a wellness plan can either be discounted or not, during the plan term. The plan discounts for non-included services are known as Courtesy Discounts and another form of discounting is the use of Client or Patient Discount Classes. Previously there was not a way to choose what discount form you wished to apply to a pet on a plan for those non-plan services but this has been greatly enhanced. You can now choose if you wish to apply the Wellness Plan Discount, maintain the Client/Patient Class discount or automatically apply the Best Available discount.

### *Discount Options*

- Open Advanced Options by selecting the Tool Wrench icon and search for **wellness**.

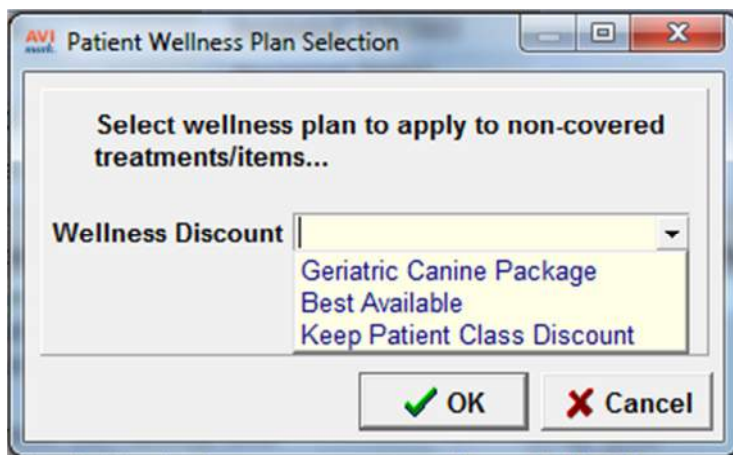


- Select the option **Wellness Plan Discounting** and click **Change** for Default Value:
  - **Must Choose** will display a discount window, after a plan is sold, allowing you to choose which discount to apply. This discount will only be active while the plan is active. AVImark will set Must Choose as the default value for this new Discounting Advanced Option.
  - With **Best Available** selected all discounts are considered and applied based on the best discount available: individual wellness plan discounts, patient discounts and client discounts.

- The value of **Health Plan Only** will override existing discounts and apply the Plan Courtesy discount defined. If both Courtesy Rate and Courtesy Class are defined, AVImark will compare these two discounts and apply the Best Available discount. If a second wellness plan is administered, its discount will override the previous wellness plans. Also if the Wellness Plan discount is selected but no Courtesy Discount is defined on the plan, AVImark will not apply a discount to the non-plan services.

### *Applying Discounts*

- After selling a plan to a patient the Discount window will appear if the Advanced Option is set to Must Choose.



- From this window click on the Wellness Discount drop-down list and choose the desired discount.
- This will list the current Wellness Plan being sold along with other active plans for this patient and the option to choose Best Available. If you wish to only apply the class discount set up on this client or patient you can choose Keep Patient Class Discount, and note that a patient class discount overrides the client class discount.
- Select the desired discount option. Now when a non-plan service is sold AVImark will apply the discount rate that was chosen here.

Remember if from Advanced Options you set the Wellness Plan Discount to Wellness Plan Only or Best Available, AVImark will automatically apply those discounts and not let you choose a discount option after the Plan is sold.

## Wellness Plan Merge Words

Along with enhancements to the Wellness Plan feature is the addition of new merge words for use in MS Word documents.

Use the merge word **<wellness-plan-entries>** to merge the wellness plan name, included services and alternative codes on a document. When Alternative Codes are associated the document will display “or” between the included service and the alternate code.

The merge word **<wellness-plan-charge>** will merge the plan term count and payment amount along with the next charge amount.

## Removing a Plan

Once a Wellness Plan was created there was previously no way to mark the plan as just a treatment without having to remove the entire treatment. There is now a Remove Plan option for wellness plans that will remove the plan setup, the associated entries and will also remove the Plan from any patients that are associated with the plan.

- From the Treatment List select the Plan and choose right-click Change.
- Click on the Plan Entries tab.
- Selecting the **Remove Plan** option will identify this treatment as just a treatment and not a plan.

The screenshot shows the 'Change - Wellness Plan' window with the 'Plan Entries' tab selected. The table below lists the plan entries:

| Code | Description          | HistoryType | Count | Minimum | Cost  | Amount |
|------|----------------------|-------------|-------|---------|-------|--------|
| 202  | Annual Physical Exam | Treatment   | 1     | 0.00    | 0.000 | 40.0   |
| 826  | Urinalysis           | Treatment   | 1     | 0.00    | 0.000 | 30.5   |
| 890  | CBC Test             | Treatment   | 1     | 0.00    | 0.000 | 25.0   |
| 727  | Nail Trim            | Treatment   | 1     | 0.00    | 0.000 | 12.7   |
| 671  | Colonoscopy          | Treatment   | 1     | 0.00    | 0.000 | 71.5   |
| 653  | Proctoscopy          | Treatment   | 1     | 0.00    | 0.000 | 71.5   |
| 235  | Examination/Consulta | Treatment   | 1     | 0.00    | 0.000 | 40.0   |

Below the table, the following settings are visible:

- Auto-renew
- Include Tag Alongs
- Calculate Plan Charge
- Total Cost: 0.000
- First Payment: 50.00
- Courtesy Charge: 0.000 %
- Total Price: 290.67
- Courtesy Class: ant Class
- Courtesy Rate: 50.00
- Total Plan Amount: 0.00
- Charge Term Count: 12 Monthly
- Term Count: 12 Months

A 'Remove Plan' button is located at the bottom right of the window. Navigation buttons 'Next' and 'Prior' are on the bottom left, and 'OK' and 'Cancel' are on the bottom right.

## **Tax Included in First Plan Payment**

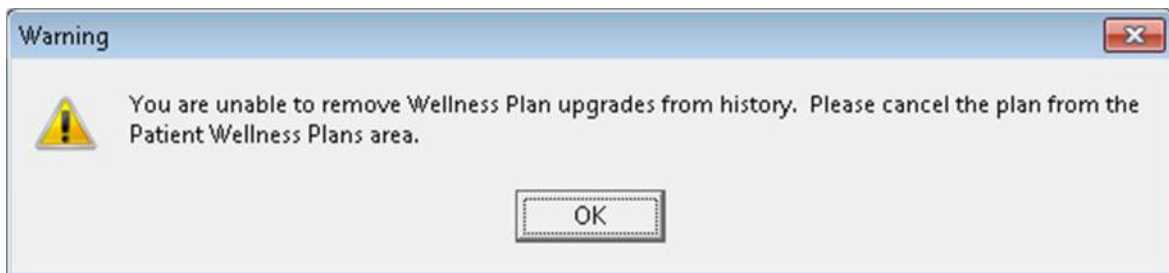
When the first initial payment is made for a Wellness Plan, AVImark will include the tax amount for the entire plan on that payment. Whether the plan is paid in full or set up as a recurring payment the full plan tax amount will be included in the first payment.



## Unable to Remove Upgraded Wellness Plans

After upgrading to a plan AVImark will also update the Plan Name that is displayed in the Patient area, reflecting the current active plan for the patient. Should an owner upgrade to another plan but then circumstances arise causing them to request Cancelling the plan, AVImark will not allow the user to Remove the upgrade plan entries from Medical History instead they will need to Cancel the plan.

- When using the Upgrade Plan option from the Patient Wellness window, AVImark displays 2 upgrade line entries in Medical History.
- If a user tries to right-click Remove the “\$UPG\$” upgrade line entry a prompt will appear alerting the user they will need to Cancel the plan and not Remove the plan.



- To Cancel the plan select the Patient Attachment option Wellness Plans.
- Click on the appropriate plan and choose right-click Cancel Plan and click Yes to confirm you wish to cancel the plan.

When a plan is upgraded and then canceled no Plan name will appear in the Patient area, because this pet is no longer on an active plan. However, if the pet was on multiple plans at the time one plan was upgraded, AVImark will revert back to the current active plan for the pet when one of the multiple plans are cancelled.

## Wellness Plan Amount Field Activated

At the time a Plan is sold, AVImark automatically calculates the recurring payment amount if the plan amount is not paid in full at that time. This amount is calculated based on the term and the term count. If necessary this Plan Amount can now be manually changed from the Wellness Plan Recurring Charges window.

- At the time the plan is sold if the Calculate window is auto-prompted click in the Payment Amount field to change the calculated amount.
- Or in the Patient area right-click Wellness Plans and on the plan use right-click Recurring Charges and click in the Payment Amount field to edit the Payment Amount.

AVI  
mark

Wellness Plan Recurring Charges

Silver Plan

Total 170.00

First Payment 25.00

Remaining Balance 145.00

Term Monthly

Payments Left 5

Payment Account

Payment Amount 29.00

Next Charge 07-26-13

Courtesy Charge 0.000

Auto-Renew Plan

✓ Set Charge Plan

✗ Apply Full Charge

Note: Although the Payment Amount can be changed, AVImark will still reflect the appropriate Remaining Balance to prevent overcharge. AVImark will disburse the Payment Amount correctly over the course of the plan term.

## **Wellness Plans Importing from Sidekick**

Wellness Plans will now import from the Sidekick to the Server. Originally, on the Sidekick Wellness Plans that were posted from the Server could be viewed, canceled or upgraded and included services could also be posted.

Now Plans can also be posted on the Sidekick and Included Services for those plans can also be posted. This information will not import back to the Server.

## **Abaxis Veterinary Reference Lab (AVRL) Integration**

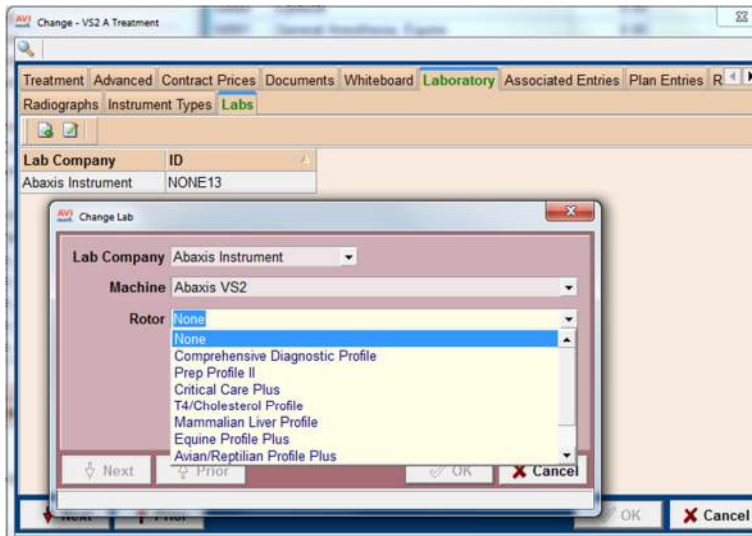
We are pleased to bring our users the ability to create test requisitions for AVRL, then download and import completed results directly into the patient record automatically! This communication is powered by the VetEnvoy service to facilitate the secure transfer of data between AVImark and AVRL.

**\*\*IMPORTANT NOTE:** Although this feature is included in an AVImark official release, version 2013.1.1 available on June 27, 2013, it is only available in a controlled test environment. AVImark is working closely with Abaxis in effort to ensure feature integrity before making it available to all users. Please watch for upcoming notifications indicating feature availability and feature details.

## Abaxis Rotor Type Assignment

Updating to AVImark version 2013.1 AVImark now has the ability to select a Rotor type for Abaxis VS2 and Abaxis Chemistry. By assigning specific rotors to treatments, AVImark will use this test rotor matching in addition to the current patient/instrument matching to automatically import results to the appropriate Medical History entry.

Rotor Assignment in Laboratory tab of Change Treatment window:



The Abaxis Chemistry and VS2 instrument have been moved from the Instrument Types tab of the Change Treatment window to the Labs tab to accommodate this rotor type assignment ability.

Treatments already assigned with either of these instruments will have the instrument automatically moved to the Labs tab and will default to a rotor assignment of None. To take advantage of the new rotor type assignment, users will need to select the desired rotor type. Until this is done, tests will be stored in the Tests Inbox.

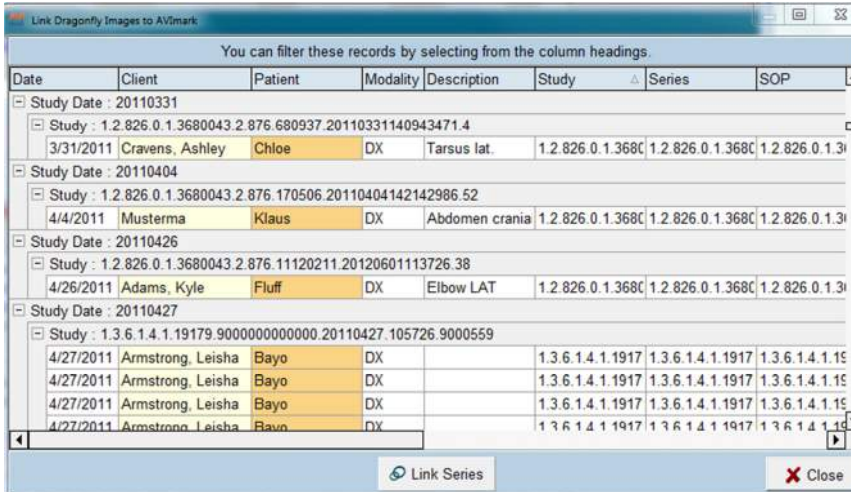
## Dragonfly Enhancements

### Automatic image handling for shots not requested from within AVImark

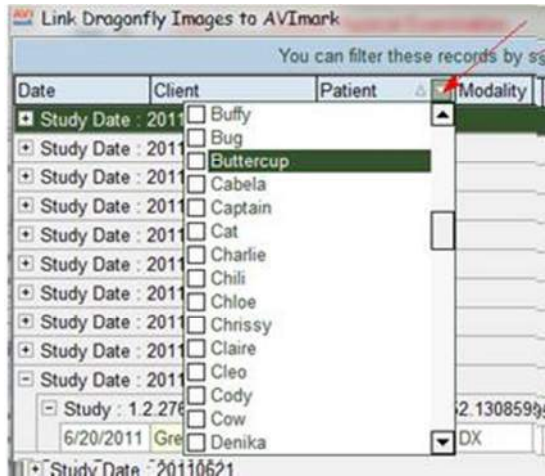
With version 2013.1 we have added the ability to reconcile shots to a patient record more smoothly for those times when shots were not initiated from AVImark.

To import shots initiated and captured outside AVImark to an AVImark patient record:

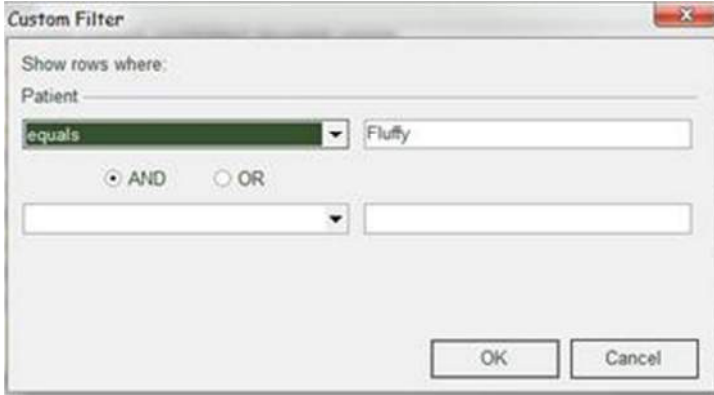
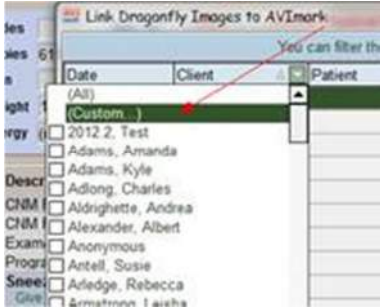
- Right-click in the Patient Area and select Radiography > Dragonfly Assign Unlinked Images.



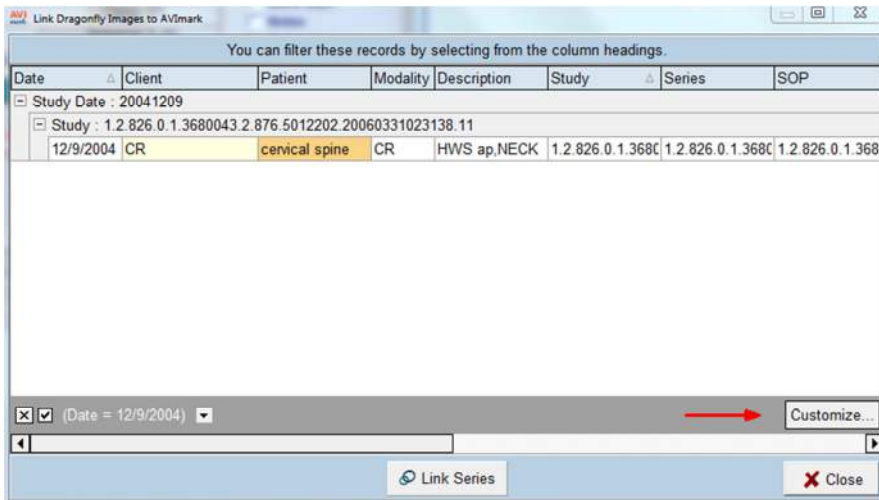
- You can search for specific studies for each available column. In the below screenshot example clicking on the Patient column gives a list of all patients.



- We have also added a custom search filter. Using this filter gives the option of creating a custom search similar to the Information Search feature in AVImark.



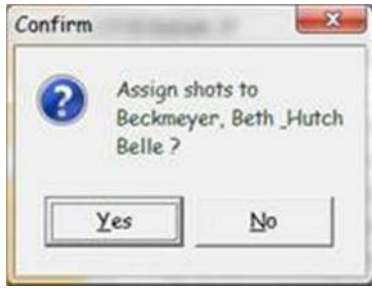
- Take the customization further by using the Filter Builder option. Once your Custom Filter information is displayed use the Customize button at the bottom of the Link Dragonfly Images to AVImark window.



- The Filter Builder window will be displayed:







- Choosing Yes will place the selected shot record in the patient history.

### Dragonfly Pick List Improvements

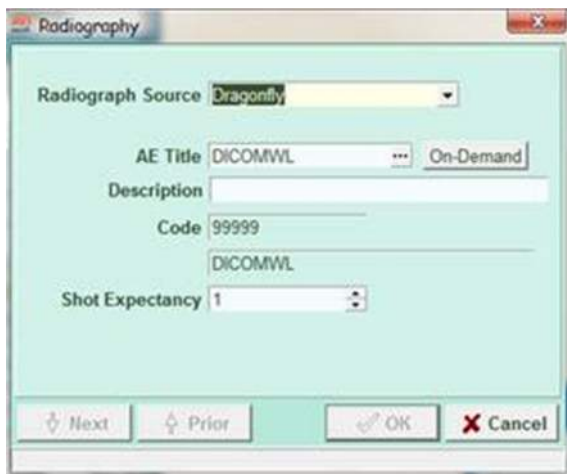
We have improved the way users can order Dragonfly images from AVImark by reducing the need for setting up AVImark Treatment Codes for every possible image request. Set up your Pick List to begin taking advantage of this feature.

The Pick List is modality specific and must be generated for each piece of DICOM equipment before it can be used. In the Work With > DICOM Modalities window, right click on the piece of equipment (i.e. Digital Radiography Category, DX-R modality) then select “Change”. Click the “Plan Codes” tab and enter or import all of the available procedure codes for this piece of equipment. There is not a canned list for the codes and descriptions. This will be vendor specific and is not necessarily available from all vendors. This code list will need to match the exact internal codes list that is used by the equipment. Example: Canine Abdomen Right Lateral = Code CA1234, when code CA1234 is ordered from AVImark the modality would automatically know that this is the area and position requested.

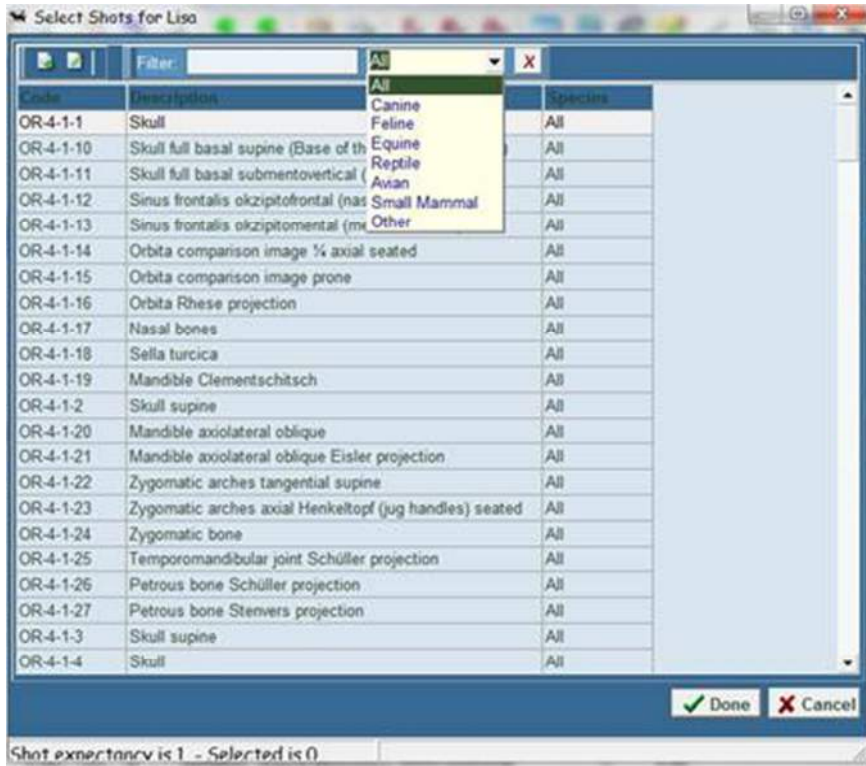
Additional improved areas include:

Species column added in the New DICOM Modality window, found in Work-With > DICOM Modalities > Plan Codes.

On-Demand button added to the Radiography window. This window is found in the Change Treatment window on the Laboratory > Radiographs tab. The Modality will need to be selected. Then upon creating the shot request, the codes will be displayed in the Pick List during the shot order request.



When creating the On-Demand shot request for a patient the Pick List window will be displayed showing all the available procedure codes and allow filtering/sorting by species, name, etc.



At the bottom of the Pick List window a Shot Expectancy will be displayed showing the shot count expected for the request selected.

A color indicator has been added to the shot expectancy information when a Pick List selection differs from the expectancy associated to the Treatment Code.

- Black – until reaches the expected count.
- Blue – when reaches the expected count.
- Red – expected count has been exceeded.

A new Show Dragonfly On-Demand overage/underage shot count prompt has been added to Advanced Options. This option is a True/False setting.

- True – will display a message if either more or fewer shots were captured than expected.
  - More: 2 images selected, but only 1 expected. Proceed anyway?
  - Less: Only 2 images selected. 3 expected. Proceed anyway?
- False – will not display a message when an overage/underage is found.

## AVImarkEQ GVL® Coggins Submission Form

The AVImarkEQ GVL feature is designed to allow users to submit Coggins information for an Equine patient directly from Medical History. After generating the first Coggins certificate through AVImarkEQ the horses information will be retained so that when submitting the next Coggins form for that horse their personal information will already be entered.

*You must have a GlobalVetLink account in order to utilize this feature.*

Active GVL members will be able to use your current GVL username and password to begin accessing the Coggins feature within AVImarkEQ.

### **AVImark EQ Setup**

After setting up an account in GVL and acquiring a Username and Password you can begin setting up AVImarkEQ to submit a Coggins certificate.

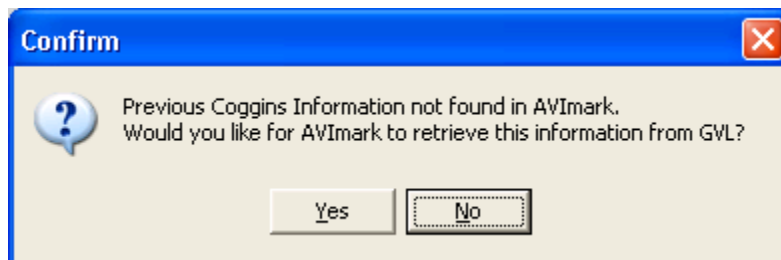
- To have AVImarkEQ automatically load the GVL Coggins form after a Coggins treatment is performed assign the 4 action code to the Coggins treatment.
- In the Treatment List locate the Coggins treatment or appropriate service. Use right-click Change on the treatment and in the Action field choose the 4 action code.
- If applicable the Premises ID information can be defined for the owner. On the appropriate client choose right-click Change to open the Change Information window. Locate the Premises ID and State Premises ID fields to enter the information and click OK.

### **Submitting a Coggins Certificate**

Any authorized user that has login credentials defined with GVL will be able to login and create a new certificate or retrieve the existing horses information from the GVL site.

- Enter the Coggins treatment in the horses Medical History and if the 4 action code is associated with the entry AVImarkEQ will automatically begin to open the Coggins window. If the action code is not associated you can open the Coggins window by selecting the GVL **Coggins Attachment** option in Medical History.
- Once AVImarkEQ recognizes this entry as a Coggins service it will begin to connect to GVL and search for existing patient information.
- A prompt will then appear where you will confirm whether or not this horse has stored information in GVL. Clicking **Yes** will cause AVImarkEQ and GVL to search for the information and load it into AVImark. Click **No** if this is a new horse or if it does not have a stored account (no previous Coggins submitted) on the GVL site.

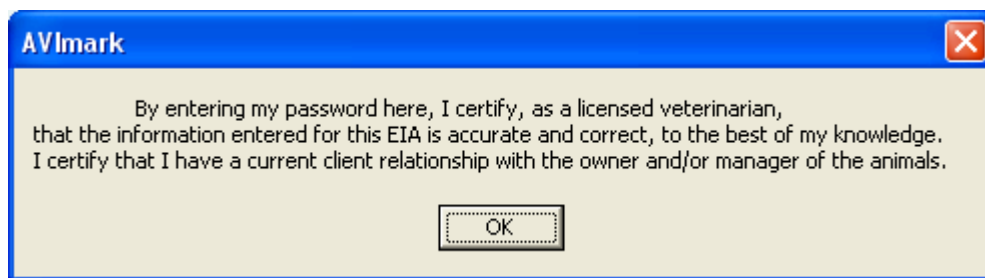
*If the owner and horse were previously stored on the GVL site, before using the new Coggins feature, the horses information can only be loaded in the Coggins Form window if the owners last name, phone number and horses name from GVL matches what is stored in AVImarkEQ.*



- The GVL Logon Form window will open where you will need to enter your GVL Username and Password credentials and click **Logon**. You cannot create a Coggins certificate without logging in; if you are unsure of your credentials click Cancel to return to the CID.

- AVImarEQ will then begin to load the horses information from the GVL site. If No information is found AVImarEQ will display a prompt and you can then begin submitting new information for the horse.
- The New Coggins form window will then appear. For a horse that already exists on the GVL site their information will be loaded into this Coggins window.

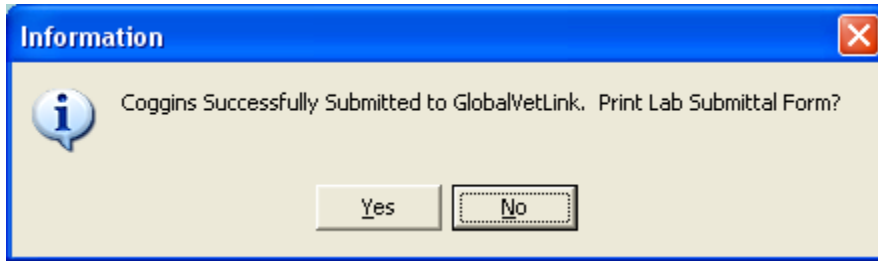
- When submitting the first certificate for each horse you will be required to define information such as Lab ID, Topic, Type, Purpose, State and County. The next time a certificate is generated for the horse the horses personal information will be loaded.
- Use the appropriate fields to define the horses information. AVImarkEQ is linking to the GVL site and loading the pre-defined lists for the drop-down fields.
- Certificate ID will be entered by GVL after submission.
- To load **Photos** click on the appropriate Photo ellipse button. The Coggins window will obey the Photo path that is defined in Advanced Options when searching for photos. Verify the images display in the Form window before clicking Submit.
- The **Remarks** and **Horse Remarks** fields are simply phrase fields.
- Use the **Head**, **Other** and the **Limb** fields to add text defining marking information specific to that area on the horse.
- Once the information is entered click **Review** to verify the information specified is correct. If not all required fields have been defined AVImarkEQ will display a prompt and the fields that need to be defined will be outlined in Red.
- After reviewing the information click **Submit**. You will not be able to submit a certificate until all required fields are defined.
- Upon clicking Submit a prompt will appear confirming the action.



- After clicking OK AVImark will display the logon window in an effort as signing-off or final authorization for submitting the certificate. From this window only the authorized Veterinarian will be able to enter their credentials and Submit the certificate.



- Once the certificate is submitted successfully you will receive the below prompt:



- Click **Yes** to print the Form or **No** to print it later.
- To print the Lab form at any time open the Coggins window and select **File, Lab Submittal Form** from the menu area.

This test has been electronically submitted to the lab. Please print this form and include with blood sample to send to the lab listed on this form.

**Print**

**Return to Menu**

|  |   |  |               |               |
|--|---|--|---------------|---------------|
| Clinic Account<br>Number with Lab:   | 32963   |                                      |               |               |
| Accession Number: (for lab use only)   |   |  |               |               |
| Test ID:   | 923552-1  | Test:  | EIA (Coggins) |               |
| Date Blood Drawn/Test Date:  | 1/3/11  | Test Type:   | ELISA         |               |
| <b>Veterinarian</b>  | <b>Owner</b>  | <b>Laboratory</b>  |               |               |
| Janssen Veterinary<br>Clinic<br>Chris A Ernst DVM<br>2420 W 236th St<br>Sheridan IN 46069<br>317-758-4865  | Ellen Smitson<br>7867 Retriever<br>Lane<br>Zionsville IN<br>46077<br>317-697-7325 | Antech Diagnostics, Inc. - Midwest (Indiana<br>Location)<br>11837 Technology Drive<br>Fishers IN 46038<br>800-955-6353 |               |               |
| <b>Container ID</b>  | <b>Primary ID</b>   | <b>Secondary ID</b>  | <b>Breed</b>  | <b>Gender</b> |
| 1  | Recip 188   |  | Grade         | Mare          |
| <b>Veterinarian's Comments:</b>  |   |  |               |               |
| CERTIFICATION OF FEDERALLY ACCREDITED VETERINARIAN:<br>I certify the specimen submitted with this form was drawn by me from the horse described and on the date indicated. |   |  |               |               |
| <b>Veterinarian's Signature:</b>   |   |  |               |               |
|   |   |  |               |               |

## Retrieving Certificates

- To view the Coggins Certificate after submission use **right-click Certificate** on the entry in Medical History.
- The certificate can also be viewed by clicking on the Coggins Attachment option for the entry in Medical History and choosing **File, Certificate** from the menu in the Coggins window.

| This Equine Infectious Anemia (EIA) test was processed by an NVSL Accredited Laboratory — GlobalVetLink's eEIA test form contains all data fields as found on federal form VS 10-11          |                          |   |                    |   |
|--|--------------------------|---|--------------------|---|
| GlobalVetLink - EQUINE INFECTIOUS ANEMIA LABORATORY TEST   |                          |   |                    | EIA-951644  |
| SERIAL NO.<br>MO-951644  | ACCESSION NO.            | DATE COMMITTED<br>11/16/11  | COUNTY<br>Reynolds |   |
| Forms Without Adequate Descriptions Of The Horse and Complete Addresses Including Zip Codes, and Telephone Numbers Will Not Be Processed.  |                          |   |                    |   |
| NAME & ADDRESS OF OWNER<br>Bradley, Kathy<br>35 Appleton Dr<br>Orangeville, MO L9W 5C4<br>942-2750<br>Premises ID: 18  |                          | NAME & ADDRESS OF VETERINARIAN<br>GlobalVetLink, LC 3<br>Lori Copeland<br>2825 N. Loop Dr.<br>R4012R<br>Sample City, MO 50010<br>515-298-0861 |                    | NAME & ADDRESS OF STABLE/MARKET<br>Bradley, Kathy<br>35 Appleton Dr<br>Orangeville, MO L9W 5C4<br>942-2750<br>Premises ID: 18 |
| VETERINARY LICENSE OR ACCREDITATION NO.<br>1234 / MO:1234  |                          | TEST TYPE<br>AGID (Agar gel immunodiffusion)  |                    | REASON FOR TESTING<br>Retest  |
| CERTIFICATION OF FEDERALLY ACCREDITED VETERINARIAN I certify the specimen submitted with this form was drawn by me from the horse described below on the day indicated above.                |                          |   |                    |   |
| SIGNATURE OF FEDERALLY ACCREDITED VETERINARIAN<br><br><i>Sample DVM</i><br><small>Signed by: Lori Copeland<br/>Reason: Authorization<br/>Date &amp; Time: 16 Nov 2011 09:07:18-08:00</small> |                          | SIGNATURE NAME<br>Lori Copeland   |                    | DATE BLOOD DRAWN<br>11/15/10  |
| CERTIFICATION OF OWNER OR OWNER'S AGENT I certify that I have examined this form and, to the best of my knowledge and belief, this form is true, correct and complete.                       |                          |   |                    |   |
| SIGNATURE OF OWNER OR OWNER'S AGENT  |                          | SIGNATURE NAME<br>Bradley, Kathy  |                    | SIGNATURE DATE<br>11/16/11  |
| NAME OF HORSE<br>Diamond's Domino  | ID1<br>N/A               | ID2<br>N/A  | ID3<br>N/A         |   |
| COLOR<br>Black/White   | AGE OR DOB<br>2003-11-17 | BREED<br>American Quarter Horse   | GENDER<br>Stallion |   |
| REMARKS: No Disease  |                          |   |                    |   |
|    |                          |   |                    |   |
| NARRATIVE DESCRIPTION (See animal photograph(s) above)   |                          |   |                    |   |
| HEAD white star  |                          | OTHER MARKS AND BRANDS 2  |                    |   |
| LEFT FORELIMB white  |                          | RIGHT FORELIMB white  |                    |   |
| LEFT HINDLIMB white  |                          | RIGHT HINDLIMB white  |                    |   |
| FOR LABORATORY USE ONLY  |                          |   |                    |   |
| LABORATORY   | TUBE NO.<br>924217-0     | DATE RECEIVED   | DATE REPORTED      | TEST RESULTS  |

## **AVImark Guardian Done Button**

When the AVImark Guardian is open and you select Done the guardian will now completely close out instead of minimizing to the System tray.



## **DIA Speedbar Changes**

DIA access has been moved from the AVImark CID Speedbar to the Services menu. DIA software can now be accessed from within AVImark by selecting Services > DIA.

## ACT Speed Button Changed on CID

The ACT speed button, on the CID Speed Bar, has been updated to reflect the “AVImark On-Line Academy”.



## New PetWise Analytics Speedbar Button

There is a new PetWise icon added to the Speedbar on the AVImark CID. Selecting this icon will launch the PetWise Analytics Dashboard which displays 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.

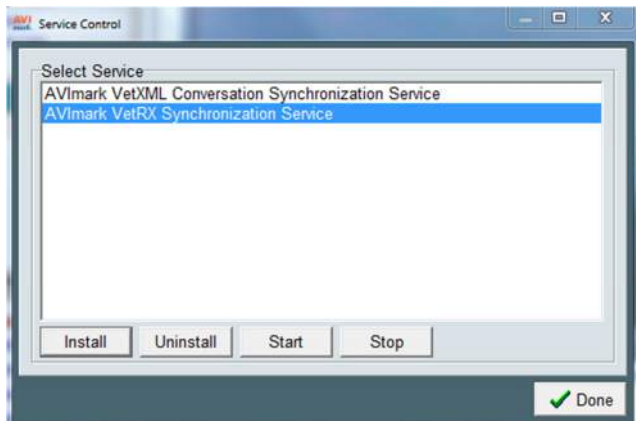
**\*\*Important NOTE:** To access this feature you must be on Support and have AVImark Sync installed. This tool automatically installs during the AVImark update process for you – simply check the box “Include AVImark Sync” when performing your AVImark update. AVImark Sync helps connect your AVImark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

## VetRx Available as an Automatic Service

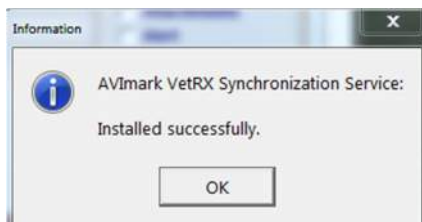
We have provided the ability to automatically generate information necessary to allow the VetRx Pet Owner Education Program to communicate relevant information to your customers for quite some time. We have now added the ability to allow this feature to run automatically as a service for our AVImark users with version 2013.1!

For our current VetRx users initiating the automatic service on the **AVImark server** is as easy as:

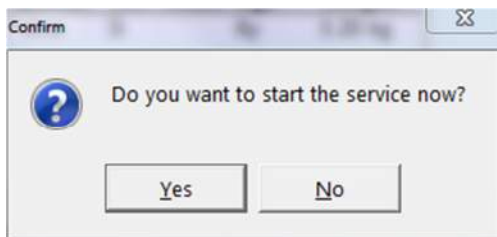
- Install the service from the AVImark CID – Ctrl + Shift and select Utilities > Service Control to open the AVImark Service Control window.



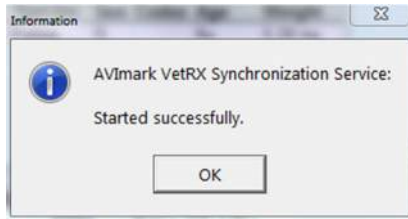
- Select AVImark VetRX Synchronization Service.
- Press Install.
- Press OK.



- Press Yes to start the service.



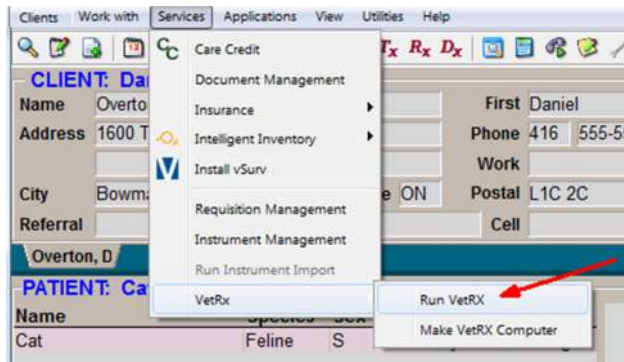
- Press OK



The service is now installed and running.

The service can be scheduled to run at a user specified time in Advanced Options. The **VetRX Scheduled Time to Run** option will default to 10:00 P.M. however it can be modified to a more suitable time to meet the needs of your clinic.

For times it is necessary to run the VetRX utility manually simply select Services > VetRX > Run VetRX.



If you are not currently an AVImark/VetRx user, and would like more information about using this feature, please contact our friendly AVImark Support Team for information and assistance at 1-877-838-9273, option 1.

## **Mixture Items Included on ASAP Report**

A controlled substance that is linked to another inventory item, also known as Mixture Items, will now be included on the ASAP report for all states.

## **Absent Email Addresses Reported Void for PawPrint**

On the merged file that is sent for PawPrint reminders, AVImark will now display “void” for those clients that do not have an email address listed in AVImark.

## 2013.1 Fixes List

### Accounting/Invoicing:

#### **5225 - Cannot Add Account Adjustment to Invoice**

An account adjustment could not be added to an invoice.

#### **5284 - Access Violation Printing a Blank Invoice**

Attempting to print a blank invoice caused the following error: "Access violation at address 00C178E0 in module 'AVImark.exe'. Read of address 00000000"

### Antech:

#### **4553 - Test Results Report Printout Displaying Incorrect Spacing**

Antech results in an XML will now be spaced as they are on the Antech site.

#### **868 - Antech: Problem Creating Requisitions When "Transaction Auto-entry" Was Set to True**

If an antech test was added to a patient's medical history, then added to another patient's medical history by selecting the patient in the Enter History window, the requisition would have both tests for the same patient.

#### **582 - Antech Test Box Refresh Issue**

When clicking on the "tests" check box, importing from Antech, selecting a test and importing the results, the user had to click done first and go back into the "tests" window before you seeing the test.

### Drug Labels:

#### **5188 - Second Drug Label Smaller Font**

When printing more than 1 label, the second label was printing a smaller font than the first.

#### **5303 - Merge Words Not Working**

The following merge words will now work on a drug label:

<serv-doctor>

<serv-doctorname>

<serv-date>

#### **5306 - Visible Lines of Text Changed on Drug Label**

After 3 lines of text, a scroll bar will appear to allow the text to be scrolled through.

### Information Search:

#### **4849 - Information Search Giving Abstract Error Unchecking "Enabled"**

In some searches, unchecking enabled caused the following error: "Abstract Error".

### Inventory List:

#### **5314 - Purchase Order History Format Changed**

When printing the purchase order history, organized by category, the category for each item was being printed instead of printing all the items for a category under one heading.



**IVLS:**

**3434 – IVLS - Remove Tags for Prompt**

During the requisition process in AVImark, if a patient without a sex or with Unknown sex is selected, the sex will be blank on the IVLS.

**Medical Condition Record:**

**4730 - Vitals Only Does Not Work When MCR is Maximized**

If the Medical Condition Record was maximized, checking vitals only did not work.

**842 - Preview/Printing SOAP Record Brought Over from Sidekick Showed a Square After Each Note Area**

**5195 - Manually Adjusted Price Reverting When Posting Estimate from MCR**

If the price of an entry on an estimate was adjusted, and the estimate was added to the medical condition record and posted to history, the manually adjusted price was reverting back to the treatment/item price.

**1214 - Problems Posted from SOAP to Medical History Were Not Obeying the "Post For" Doctor**

**1212 - SOAP Chart Printed Diagnosis' in Different Order Than They Appeared in the Medical Condition Window**

**Medical History:**

**5067 - Email Not Word Wrapping Correctly When Posted to History**

When an email was posted to history, the word wrap was not correct in the history note window.

**5287 - Incorrect Allow Access Window Changing Quantity**

If MED03 is secured, users will be allowed to change the quantity of a medical history entry from a drug label.

**4890 - Next Rabies Tag Not Incrementing Correctly**

If the rabies tag number was 10 digits long; the next tag number was not incrementing correctly.

**Miscellaneous:**

**5395 - VetXML Error Updating SQL Data**

Updating in SQL from 2013.0.5.0 or below caused the following error: "The operation failed because an index or statistics with name 'VetXMLConversationProcessingPhaseIndex' already exists on table 'VetXMLLabConversation'."

**5045 - Workstations Without ScripTouch Installed Prompting and Giving Access Violation**

Workstations that do not have the ScripTouch installed will not prompt for a signature and documents printed from those workstations will print blank where the merge word <signature-image> is.

**863 - Entering IVLS Code Followed by Antech Code Was Not Putting ANTREQ Line Into Medical History**

**5021 - Spouse Cell Not Importing**

If a spouse's cell was added to the client area on the sidekick, then an import was done; the spouse cell changed to (information not available) on the server.

**987 - Notes Not Being Imported**

When using the Export Patient/Import Patient option the notes were not being sent over to the new database.

**5310 - e-Travel Sheet Doctor Selection Not Holding**

If a doctor was selected on the e-Travel sheet, clicking post caused the following message and the doctor to go into history blank: "No current doctor. The doctor has been set to ."

**5146 - Unauthorized Users Were Being Allowed to Remove Appointment Types from the Appointment Calendar****5156 - Alerts without Text Were not Being Delayed****4951 - Incorrect Note Prompt**

If a user was posting charges on one computer and another user was entering notes on the same patient on a different computer, upon posting the following prompt was incorrectly displayed: "AVImark has detected that another user is actively entering medical history for patient Fred. Continue?"

**4959 - Documents Being Marked Form**

If a document was attached to a problem with the @ action code, when the problem was put into history a preview of the document was being displayed before the print window. After printing, the form attachment box was being checked.

**5304 - Incorrect Message Scrolling Through Boarding Calendar**

Scrolling through the boarding calendar and clicking on an old reservation gave the following message: "Your current Maximum Duration is 60 Days, you cannot make this reservation for 153 Days unless you increase the Maximum Duration value"

**4942 - Notes Lost on Dragonfly Entry**

Dragonfly notes will now copy with "MWL Request Notes:" followed by a date/time stamp.

**4762 - Error if Date Format Set to yyyy/mm/dd**

If the date format was set to yyyy/mm/dd, when updating you will get the following error: "1/1/2012' is not a valid date".

**Patient Area:****4954 – Error Scrolling Through Colors with Scroll Wheel**

Using the scroll wheel to scroll through colors in the patient area caused the following error: "List index out of bounds (45)"

**Reports:****5034 - Income by Company Report Was Incorrect when Printed by Company****5332 - Reports Printing Blank**

If there was nothing to be printed on a report, the basic clinic information will now be printed.

**SQL:**

**5233 - SQL Info Search Producing no Results and Giving Assertion Failure**

Searching for Client-Referring Client in SQL caused the following error: "Assertion failure (E:\Jon-AVImark-Git\avimark\\_sql\usqlGlobal.pas, line 72)".

**5122 - SQL Information Search not Giving Results**

A search looking for History Type was not giving any results in SQL.

**Utilities:**

**5319 - DSP11 in ASAP for California Has Been Changed to Look at Description of Measure**

**5288 - ASAP for New Mexico Reporting Client's Birthday**

The ASAP for New Mexico has been changed to report the patient's birthday.

**Wellness Plans:**

**5409 - Remaining Balance of Plan is not Updating**

After recurring payments were ran, the remaining balance for a wellness plan was not being updated in the Patient Wellness Plans window.

**5401 - Included Discount Plan Treatment not Working When Posting from an Estimate**

Included discount plan entries were not working correctly when posting from an estimate.

**5385 - Plan Name not Refreshing After Upgrading then Removing**

If a plan was upgraded, then the upgrade was removed, AVImark will now give the following message letting the user know to cancel the plan: "This is an upgraded plan, and you will need to cancel the plan from the patient wellness plan area as well. Would you like to continue?"

**5374 - Auto Renew Issue when Recurring Payments are not Ran**

Wellness plans will now auto renew even if recurring payments is not ran.

**5370 - "Multiple" Plans Will Now Show in Blue when Coming Due**

**5342 - Detailed Wellness Report Incrementing Quantities Incorrectly**

When printing the Wellness Plan Report and checking the option Detailed Wellness Plan, the Detailed report was not incrementing the values correctly for the Fulfilled & Remaining included service quantities.

**5283 - Access Violation Entering Included Services when Pet is on Multiple Plans**

If a patient was on multiple plans, trying to post included services to medical history that belonged to the first plan entered into history; caused the following error: "Access violation at address 006BA99E in module 'AVImark 2013.0.8 hotfix-2013.0.8.exe'. Read of address 00000000"

**5247 - Charge Term Count Default to 0 on Existing Plans**

When you have an existing plan in older versions, after updating both Charge Term Count and Term Count will default to the Charge Term count from the older version.

**5246 - Rename from Health Plan to Wellness Plan**

On a document that has merge word <wellness-plan-entries>, the title will be called "Patient Wellness Plan".

**5436 - Ability to Post Included Services on Canceled Plan**

When an upgraded plan is removed from history, the user will be presented with the following message:  
“This is an upgraded plan, and you will need to cancel the plan from the patient wellness plan area as well. Would you like to continue?”

**5245 - Alternative Codes Descriptions are Cut Off**

On the Plan Entries tab; the "Alternative Codes" descriptions were being cut off after 20 characters.

**5237 - Merge Word - Correct Spacing for Merged Information**

When using the merge word <wellness-plan-charge> there was double or triple space after the merged charged information.