

# **AVImark ReadMe 2014.0.10.0**

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## Update Improvements

### *Update Process Improvements*

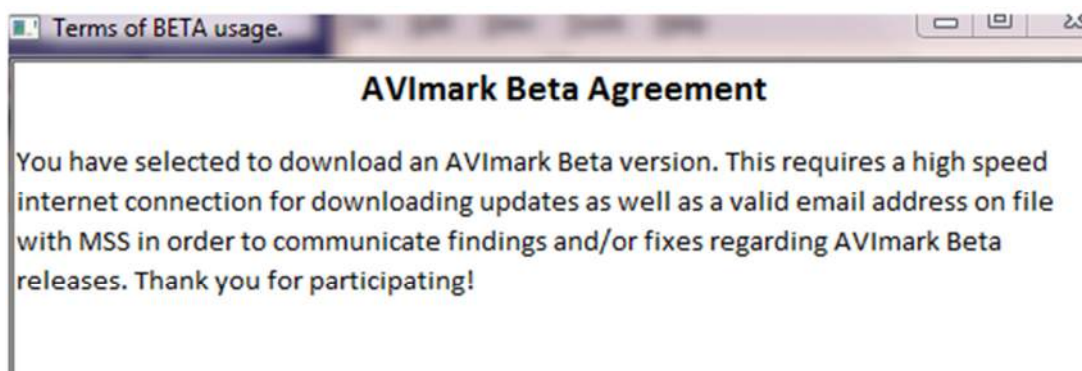
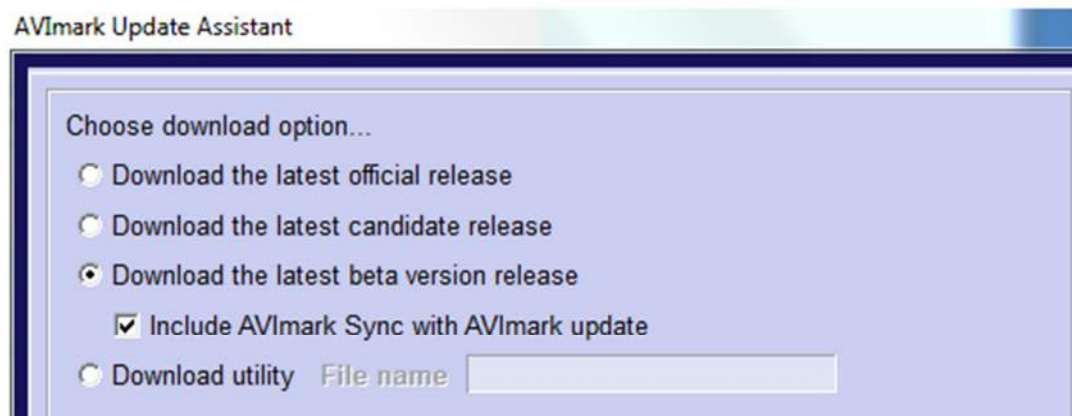
During the Updating process, several functions were being performed and AVImark would display a prompt to indicate the occurring function, this has been changed to allow the update process to run through without interruptions. In turn, the automatic Backing Up and Updating processes no longer require clicking through the prompts.

### *New Beta Agreement Prompt*

Participating in AVImark's Beta testing has now become more easily accessible to any clinic who wishes to participate. The advantage to running the latest Beta version is that you can view and test new features and share comments about those features that are still in the "testing" stages.

When downloading an Update through AVImark all clinics on support have the option to download the most current Beta version. From the AVImark Update window you can select the option "Download Beta"; once this option is selected an Agreement window will appear.

To help encourage beta participation we no longer require paper records, the beta agreement can now be accepted by selecting Agree. This will speed up the Beta agreement process and rids the need of paper communication. At the agreement window you have the option to select 'I Decline' and not download the test version or click 'I Agree' and continue with downloading.



Because the Beta version is only available for a limited time AVImark will display a prompt if a user tries downloading an unavailable Beta version. The prompt will indicate the versions unavailability and advise the user to download the latest official version.

***New Candidate Release***

After the first Beta release has completed 4-6 weeks of testing a Candidate Release can be downloaded 30 days prior to the Official Release. This Candidate version has completed a full beta testing cycle.

As with the Beta version the Candidate is available for a limited time, should a user try to download the Candidate when it is unavailable AVImark will display a prompt indicating its unavailability.

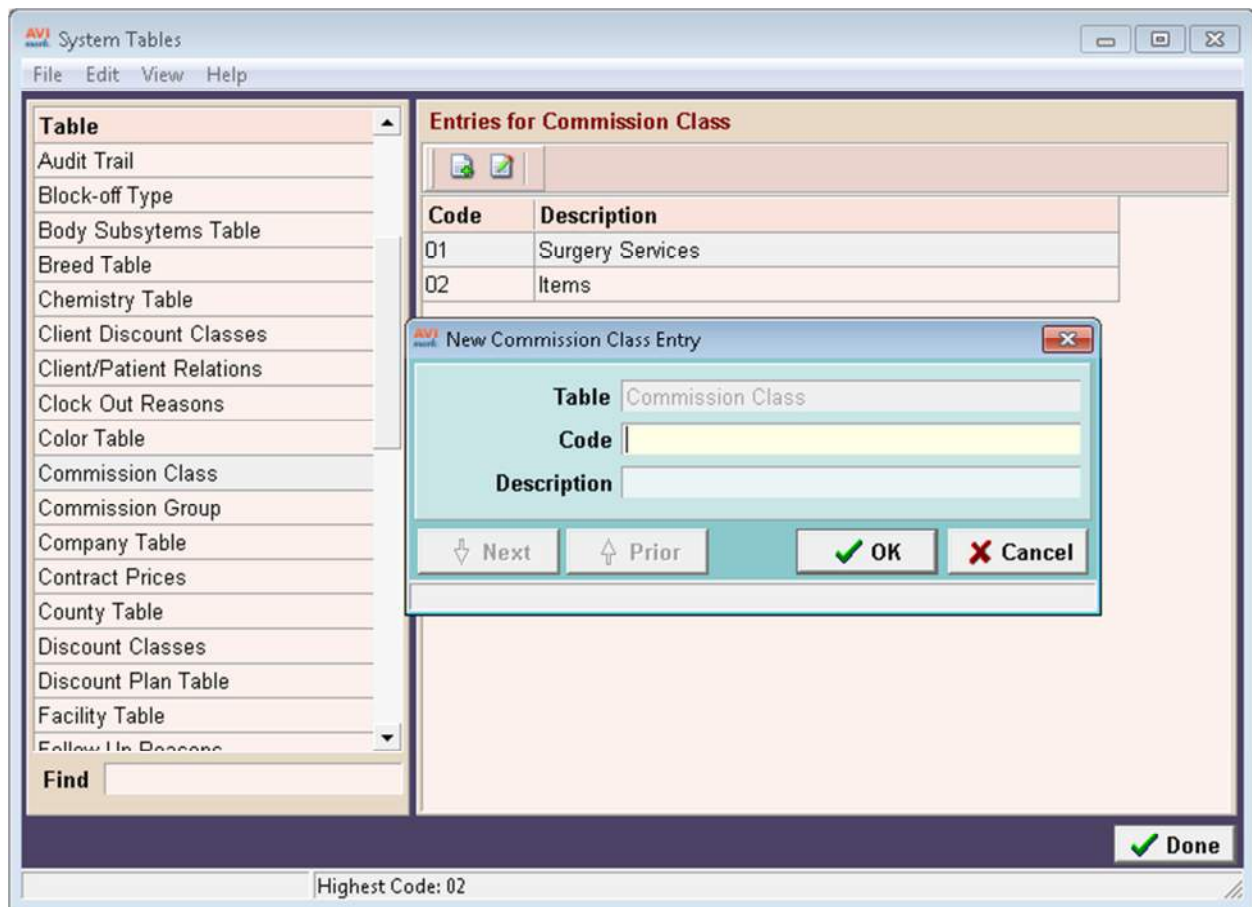
## Commission Report

Many clinics pay doctors on different levels of commission and AVImark now provides a Commission Rate feature that allows multiple commission rates to be figured. This information can also be reported on the new Commission Report.

### *Defining Commission Classes and Groups*

Commission Rates are associated with Treatments or Items and are designed to allow a specific commission rate level to be defined for the selected services.

- From System Tables a new Commission Class table will automatically be created after updating.
- To add entries to this table use right-click New under the Entries area.
- Simply define a Code and Description.



- Select the Commission Group table to define user Groups of those who are paid commission. This, too, is created by right clicking new under the entries area and defining the Code and Description.

### *Linking Commission Classes*

- Open the Treatment List or Inventory List and select a desired entry and choose right-click Change.

- From the Advanced tab click on the Commission drop-down list to choose the appropriate commission class for this entry.
- Note that Commission Classes can also be created from this window by clicking on the “New” icon next to the Commission drop-down field.

Change - Biopsy

Treatment Advanced Contract Prices Documents Whiteboard Laboratory Associated Entries Plan Entries Re

Vaccine (none)

Weight Surcharge 0

Plan Amount 0.00

Follow-up

Days 0 ☐ Follow-up Critical

Subject

Company 0

Commission (none)

Next Prior OK Cancel

Modified

### *Associating Commission User Groups*

After defining Commission Groups the group can then be associated with the user.

- From Users and Security open the Change User window for the appropriate staff member.
- Notice the Commission Group drop-down list where you can select the group that this staff member will belong to.

☒ User Appears on Appointment Calendar

Appointment Color

Group (none)

Commission Group (none)

Access Type Full access

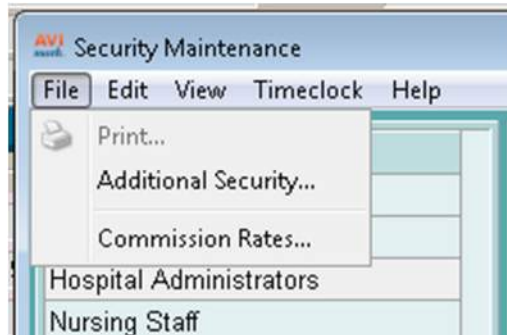
Next Prior OK Cancel

- You can also define more commission groups from this window by clicking on the “New” icon next to the Commission drop-down list.

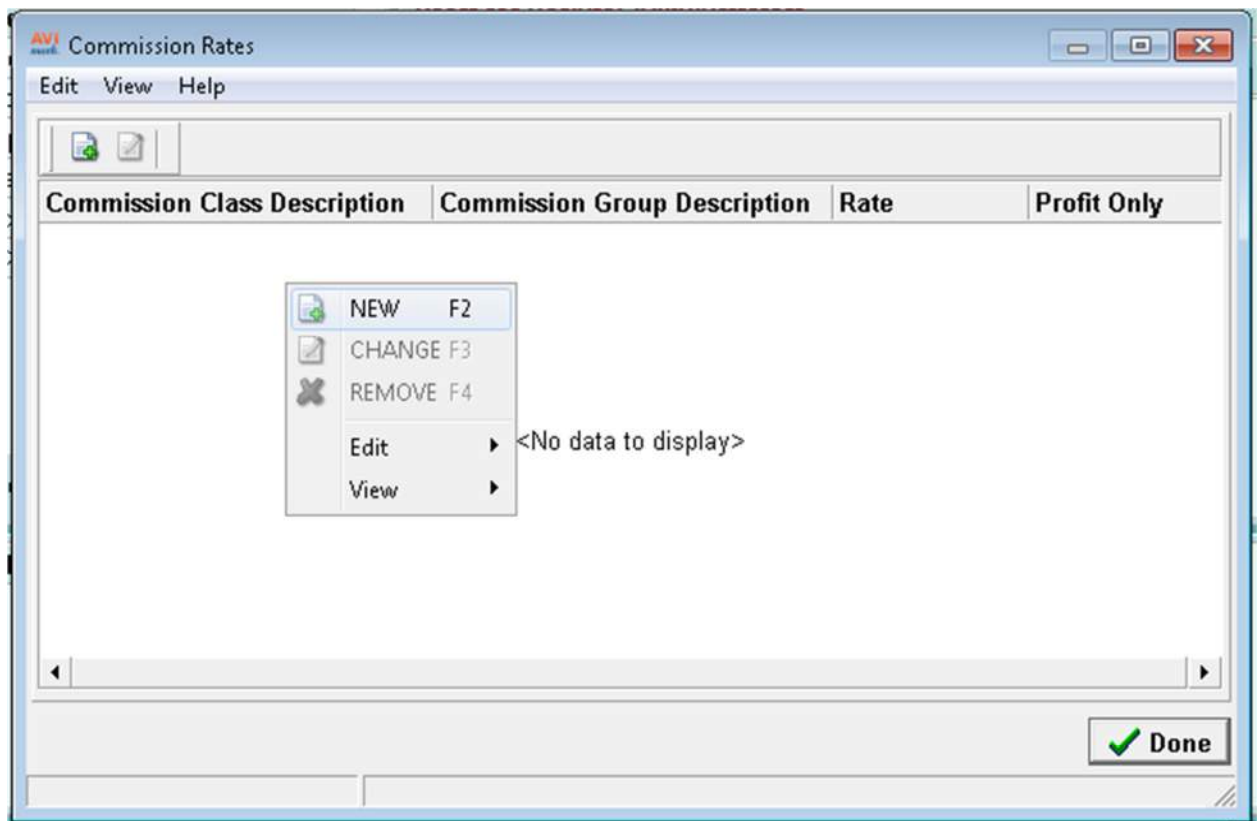
### ***Defining Commission Rates***

Commission Rates are defined in Users and Security.

- Once in Users and Security select File, Commission Rates from the menu area.



- In this window you will right-click New to make the Commission Group/Commission Class Association.



- Next enter a percentage rate.

- Select a Commission Group and Commission Class.
- In Commission Class, if (All) is chosen for clinics that do a flat 5% commission, then the report will print all Treatment and Item categories.
- In the Rate field enter the commission rate this group will receive when services from the selected class are sold or dispensed. If class is left to “all” the group will get the rate percentage on all treatments and items, whether they have a specific class assigned or not.
- When Profit Only is checked this will deduct the Expense from the total Charge prior to calculating the percentage of commission.  
For example if you set up a rate of 50%, check Profit Only, then sell an item with a price of 20.00, cost of 10.00. The report will display the income of \$20.00, Expense of \$10.00, Commission of 50% and reporting the doctor got paid \$5.00

### ***Report***

A new Commission Report is now accessible from the AVImark Reports window. This report can be printed by Doctor or for (all) Doctors. If the option (all) doctors is chosen, AVImark will print a separate sheet for each doctor.

The report will show the commission defined categories, the total dollar amount paid on for each category, the % the doctor's group has for that category (if Profit Only, then a P after the % will be displayed) and then the commission dollar amount.



Check the “Detailed Commission” option to break the report down into individual treatments within the Commission Class. This would be similar to the Income by Treatment report.

Below is an example of the report with the “Detailed Commission” option checked.

At the bottom of this report in the “Legend” area, AVImark displays the definition of the displayed columns.

| Date of Report: 08-28-13<br>For period: 08-01-13 - 08-28-13 |  | Quality Control Home<br>Commission Report |         |             | Page: 1<br>Consolidated |
|---|--|---|---------|-------------|-------------------------|
| Commission Class  | Income   | Usage                                     | Expense | Commission% | Paid                    |
| All - (Flat Rate)   | 30.00  | 6.50                                      | 5.000   | 10.00%      | 3.00                    |
| Anesthesia Mask K-92G                                       | 10.00  | 1.00                                      | 5.000   | 10.00%      | 1.00                    |
| item  | 10.00  | 1.00                                      | 0.000   | 10.00%      | 1.00                    |
| Propofol 10 mg/mL   | 0.00   | 1.00                                      | 0.000   | 10.00%      | 0.00                    |
| Propofol 20 mLs   | 0.00   | 1.00                                      | 0.000   | 10.00%      | 0.00                    |
| Boarding, Canine 0-25 lbs.                                  | 0.00   | 0.50                                      | 0.000   | 10.00%      | 0.00                    |
| Dental Fluoride Treatment                                   | 0.00   | 1.00                                      | 0.000   | 10.00%      | 0.00                    |
| Local Block   | 10.00  | 1.00                                      | 0.000   | 10.00%      | 1.00                    |
| All - (Flat Rate)   | 40.00  | 4.00                                      | 10.000  | 10.00%P     | 3.00                    |
| Anesthesia Mask K-92G                                       | 10.00  | 1.00                                      | 5.000   | 10.00%P     | 0.50                    |
| item  | 30.00  | 3.00                                      | 5.000   | 10.00%P     | 2.50                    |
| Totals  | 70.00  | 10.50                                     | 15.000  |             | 6.00                    |
| <b>Legend</b>   |  |   |         |             |                         |
| <b>Commission Class</b>                                     | The class assigned to the treatments and items within Users and Security's Commission Table.   |   |         |             |                         |
| <b>Income</b>   | Total amount of charges for each commission class.   |   |         |             |                         |
| <b>Usage</b>  | Total quantity used for treatments and items.  |   |         |             |                         |
| <b>Expense</b>  | Total cost for the services and items.   |   |         |             |                         |
| <b>Commission %</b>   | Percentage set up for the doctor(s) calculated with the Income field.  |   |         |             |                         |
| <b>Commission %P</b>  | If a percentage is "profit only", the P will display after the % and will be calculated with the difference of the Income and Expense field. |   |         |             |                         |
| <b>Paid</b>   | Amount the doctor will be paid based off of commission calculations.   |   |         |             |                         |

### Security

Access to the Commission Table will be restricted to ADM01 access.

### Accounting

Commission information is stored in Accounting for accurate reports. For example if a doctor was paid a 10% commission then later received a 15% commission, now posting and running reports will reflect the

current commission rate. However, if you print past reports AVImark will display the commission for that doctor during the time frame printed.

## **AVImark Contact Phone Numbers Updated**

The contact numbers for AVImark have changed and these numbers that are listed under Help, About AVImark have been updated.

- AVImark Technical Support number is now 1-877-VET-WARE, opt 1 sub-menu 2.
- AVImark Data Conversion is 1-855-VET-SOFT, opt 3 sub-menu 1.
- Training and Communications is now 1-855-VET-SOFT, opt 3 sub-menu 3.

## Estimate Associated Entries Prompt

The Pick List feature is now usable for patient specific or canned estimates. When the “Prompt for Associated Entries” is checked on a treatment it will override the “expand” prompts in an estimate with the Pick List, allowing you to choose which associated entries are to be included.

- Open the Change window for the appropriate treatment in the Treatment List
- Have linked treatments or items under the Associated Entries tab
- From this tab check “Prompt for Associated Entries”
- Add this main treatment to a patient specific estimate or canned estimate
- When the service is added, AVImark will display the Pick List allowing you to choose which treatments will be included on the estimate.

The screenshot shows a software window titled "Dental Fluoride Treatment" with a menu bar (Edit, View, Help). It contains a table of associated entries and a section for selected entries.

| Code  | Description                          | History Type | Quantity | Total Cost | History Price |
|-------|--------------------------------------|--------------|----------|------------|---------------|
| 4000  | CET Canine toothbrush                | Inventory    | 1        | 1.277      | 8.90          |
| 151JJ | Dental Prophylaxis, Canine           | Treatment    | 1        | 0.000      | 56.50         |
| 161JJ | Canine Dental Prophylaxis, Grade III | Treatment    | 1        | 0.000      | 76.00         |
| 513   | Radiograph, Dental                   | Treatment    | 1        | 0.000      | 19.12         |

| Selected |                            |          |        |
|----------|----------------------------|----------|--------|
| Code     | Description                | Quantity | Amount |
| 151JJ    | Dental Prophylaxis, Canine | 1        | 56.50  |

56.50

OK Cancel

## Additional ID Fields in GVL Coggins Form Window

Although GlobalVetLink only requires one form of Identification on a Coggins certificate, there are some states that require more than one to be present. To meet this request two additional ID fields have been added to the GVL Coggins window in AVImark, allowing the user to submit three Identifications for the horse if applicable.



The screenshot shows a web form titled "GVL Coggins Form Window". On the left is a logo with "GVL" and a caduceus. The form contains three identification fields, each with a dropdown menu for "Identification" and a text field for "Description". The first row is pre-filled with "Call Name" and "Abbie Girl". Below these is a "Horse Remarks" text field containing the word "test". On the right side of the form are two buttons: "Review" and "Submit".

|                        |           |                    |            |
|------------------------|-----------|--------------------|------------|
| <b>Identification</b>  | Call Name | <b>Description</b> | Abbie Girl |
| <b>Identification2</b> |           | <b>Description</b> |            |
| <b>Identification3</b> |           | <b>Description</b> |            |
| <b>Horse Remarks</b>   |           | test               |            |

[Review](#)  
[Submit](#)

## **eMinder Enhancements in AVImark**

With AVImark version 2014.0 there are a few AVImark improvements for our eMinders users.

**More User Friendly Message when No Staff Member Selected** – We have replaced an error with a more descriptive message for instances where a staff message is attempting to be sent, but no staff member has been selected for which to send the message.

**Clarified Client Communication Preference Labels** – We have made the communication preference buttons in the Client Area more identifiable for our PetWise/eMinder and eClaim users.

**Changes to Defaulted User Contact Preference Identification** – Clients that have not chosen to Opt Out of Email, have not selected a different preferred contact method (SMS or Voice) AND have a valid email address entered in the AVImark Client Area, will treat Email as their preferred eMinder contact preference. When treatment reminders are enabled for eMinders, those clients will receive eMinder reminder messages via email.

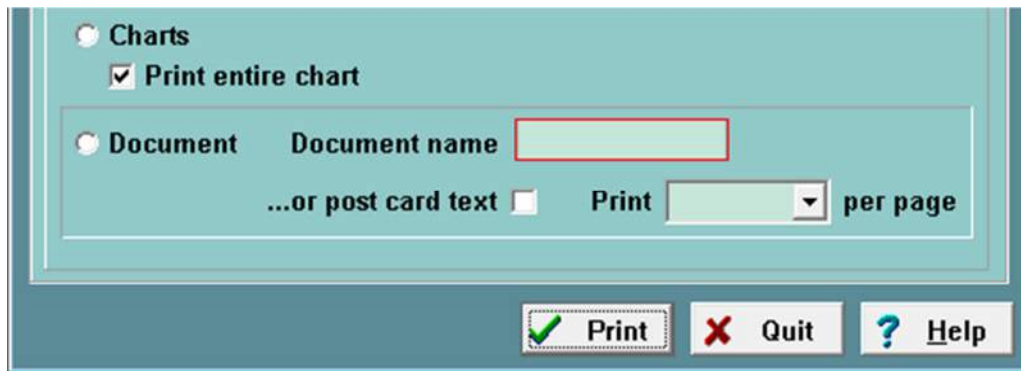
Due to this change, we have modified the hover hint for the PetWise Contact Preference button to display “No Preference”, where before it displayed Mail.

## **History Zip Imports from Sidekick**

When a History Zip is added on a client or on a Medical History entry from the Sidekick this information will now import over to the Server.

## New Default Option for Print Entire Chart from Calendar

The option for Print Entire Chart located in the Appointment Calendar Print Schedule window has always defaulted to being checked, and this could result in unwanted information if the user does not realize the option is checked.



A new Advanced Option, "Print Entire Chart from Appointment Calendar" can be set to True or False and will default to False. If set to False the "Entire Chart" option will be unchecked in Appointments and the Chart terms will be obeyed. Should this option be checked or set to True the entire patient chart will print.



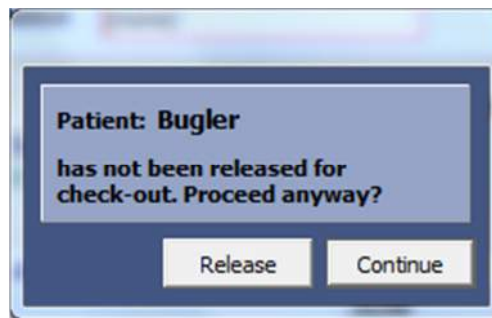
## Patient Check-Out Process Streamlined

At the time of Posting or Invoicing a patient out the “Control Patient Check-Out” option prevents the invoice from being completed until the pet is Released or Checked-out of Boarding. During this process you can continue or cancel the invoice process and verify all charges have been added and then release or check the patient out.

In order to streamline these events, AVImark has updated the prompts that appear and now offers the ability to Release or Check the Patient directly from the new prompt windows.

### *Invoicing an Out-Patient*

When a patient is checked in as an out-patient typically you must Release them before creating the invoice when controlling the check out. The below prompt will now appear with two new options when creating an invoice before Releasing the pet.



- Click Release to mark the pet as released and proceed with the invoice.
- If you click Continue AVImark will continue on and create the invoice but will not allow you to Close or Print the invoice until Releasing the pet.
- Upon closing or printing the invoice, before Releasing, AVImark will display the “Release” prompt again and at this time you can Release the pet which will check-out the out-patient, removing them from Whiteboard. Should you select Continue AVImark will leave the pet checked-in as an out-patient.

### *Invoicing a Boarded or Hospitalized Patient*

For a patient that is boarded or hospitalized, AVImark will display similar prompts when an invoice is created for a pet not yet Released.

- Create an Invoice and AVImark will display the below prompt:



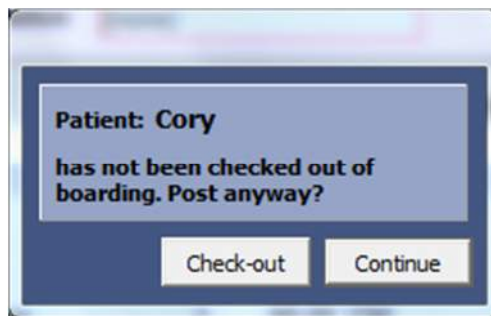
- At this time you can bypass the Release option and simply Check the pet out and proceed with posting.
- If you click Continue AVImark will display this next prompt:



- From this prompt you can mark the pet as “Released” and then continue with invoicing.
- When printing or closing the invoice AVImark will display appropriate prompts according to the action performed previously. If the pet was checked-out AVImark will close the invoice and remove the pet from Whiteboard. In the case that the pet was only Released AVImark will displayed the Check-out option again when closing the invoice, note that the pet will be marked as Released on the Whiteboard. When another invoice is created for this “released” pet, AVImark will display the check-out prompt again.

### ***Invoicing a Released Patient***

For a pet that has already been Released an invoice cannot be created until they are checked out. With Control Patient Check Out set to True the below prompt will now appear when charges are posted to an invoice.

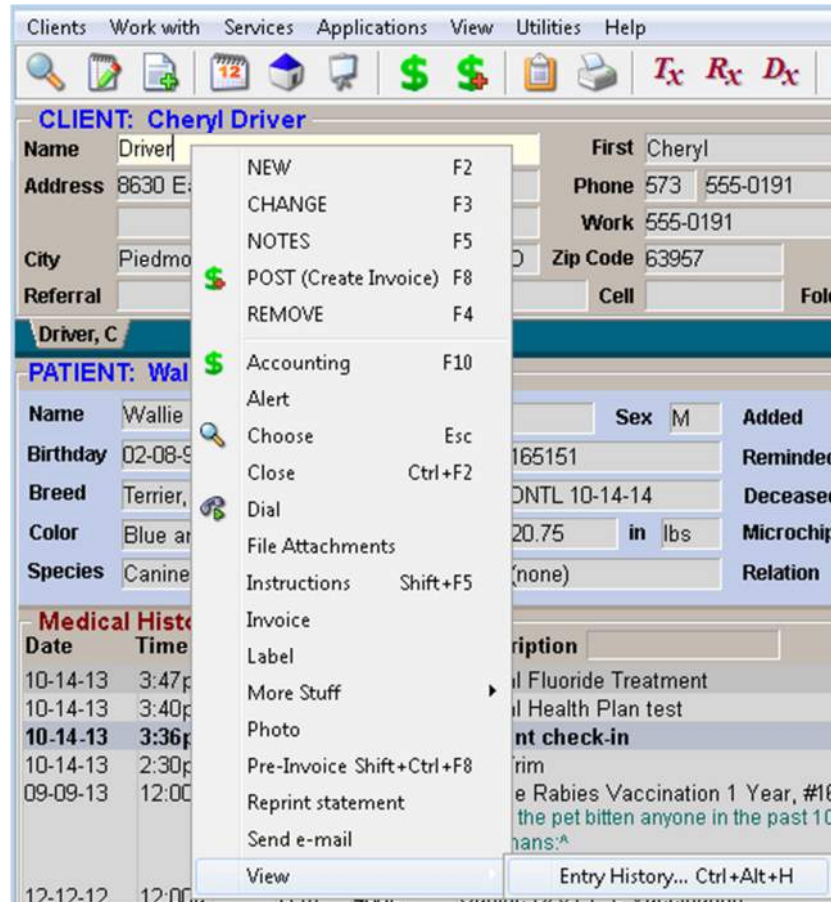


- Use Check-out to mark the pet as checked out, removing them from the Whiteboard and their check-in from the CID Patient Schedule tab. AVImark will also post their boarding charges to Medical History.
- Clicking Continue will allow you to proceed with creating the invoice, but the prompt will appear again at the time of printing or closing the invoice.

## Viewing Entry History from CID

Entry History is now viewable from the CID in the following areas: Client, Patient, Medical History, Reminders, Estimates, Follow-ups, Ownership and Schedule tab.

- To access the Entry History simply right-click in the appropriate area and choose View, Entry History.



Remember this feature is to simply note changes that have taken place and allow you to see the date, time, user and change made. To prevent a user from viewing the Entry History information protect the appropriate Remove security function, such as; Remove Client Information, Remove Patient Information, Remove Patient Reminders, Remove Medical History, Remove Patient Estimates, Remove Appointments, etc.

Referral Hampton, L

**PATIENT: Forever**

Name Forever

Birthday 11/14/2009 Age 4y

Breed American Quarter Horse

Color Sorrell

Species Equine

**Medical History**

| Date       | Time   | Dr. | Type | C |
|------------|--------|-----|------|---|
| 11/13/2013 | 11:33a | DNS | S    | 4 |
| 11/13/2013 | 9:50a  | DNS | S    | 4 |
| 11/13/2013 | 9:50a  | DNS | S    | 1 |
| 11/13/2013 | 9:50a  | DNS | S    | 2 |
| 11/13/2013 | 9:50a  | DNS | S    | 1 |
| 11/12/2013 | 2:29p  | DNS | V    | 1 |
| 11/12/2013 | 2:00p  | DNS | S    | 2 |
| 11/12/2013 | 1:50p  | DNS | V    | 1 |
| 9/4/2013   | 9:56a  | DNS | S    | 2 |
| 9/3/2013   | 4:27p  | DNS | S    | 2 |
| 9/3/2013   | 4:26p  | DNS | V    | 1 |

Chronological Diagnoses Diet In

Forever Horse Misty

Create Requisition...  
 Create Batch Requisition...  
 Document  
 e-Travel sheet Ctrl+F10  
 Export  
 File Attachments  
 Find  
 Formulary...  
 Import patient(s)  
 Interfaces  
 Instruction Shift+F5  
 Label  
 Lists  
 More Stuff Ctrl+F9  
 Move  
 Patient Lab Information  
 Print Collar  
 Problems  
 Photos  
 Radiography  
 Undelete  
 View  
 Vacc History  
 Weight history  
 Wellness Plans  
 Whiteboard

Folder 0 Co. 01

Added 9/3/2013  
 Reminded (none)  
 Deceased (none)  
 Microchip  
 Relation Boarder, (464)

|       | Qty  | Amount |
|-------|------|--------|
|       | 1    | 20.00  |
|       | 1    | 33.00  |
| ment  | 1    | 12.60  |
| ment  | 1    | 27.25  |
|       | 1    | 12.60  |
| ation | 1    | 40.00  |
|       | 1    | 21.00  |
|       | 0.33 | 21.45  |

Entry History... Ctrl+Alt+H

rgery/Vaccs/X-Ray/SOAP/Photos

**Medical History**

| Date       | Time   | Dr. | Type |
|------------|--------|-----|------|
| 11/13/2013 | 11:33a | DNS | S    |
| 11/13/2013 | 9:50a  | DNS | S    |
| 11/13/2013 | 9:50a  | DNS | S    |
| 11/13/2013 | 9:50a  | DNS | S    |
| 11/13/2013 | 9:50a  | DNS | S    |
| 11/12/2013 | 2:29p  | DNS | V    |
| 11/12/2013 | 2:00p  | DNS | S    |
| 11/12/2013 | 1:50p  | DNS | V    |
| 9/4/2013   | 9:56a  | DNS | S    |
| 9/3/2013   | 4:27p  | DNS | S    |
| 9/3/2013   | 4:26p  | DNS | V    |

Chronological Diagnoses Diet In

Journal  
 Med condition F10  
 More Stuff  
 Move  
 Photo  
 Refill  
 Spreadsheet  
 Tax/No tax  
 Tests  
 Un-decline  
 Undelete  
 Vaccination  
 View  
 WhoGot  
 Zoom Shift+F10

|         | Qty  | Amount |
|---------|------|--------|
|         | 1    | 20.00  |
|         | 1    | 33.00  |
| ment    | 1    | 12.60  |
| ment    | 1    | 27.25  |
|         | 1    | 12.60  |
| ination | 1    | 40.00  |
|         | 1    | 21.00  |
|         | 0.33 | 21.45  |

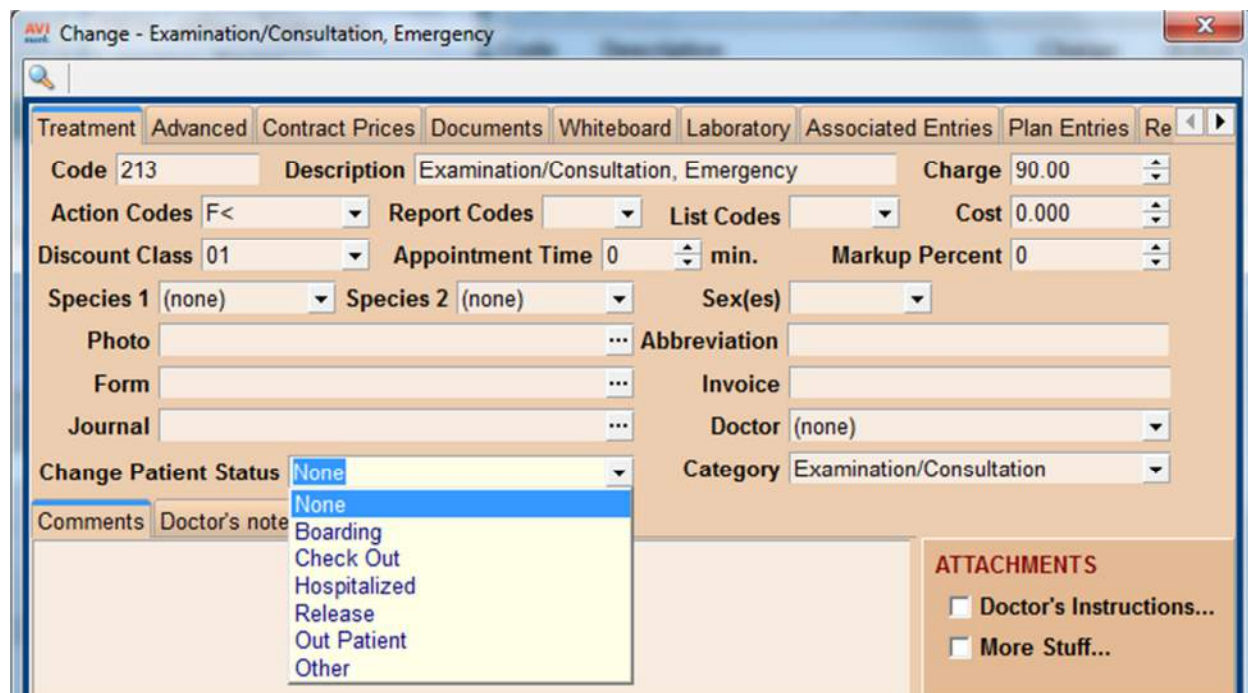
Entry History... Ctrl+Alt+H

rgery/Vaccs/X-Ray/SOAP/Photos

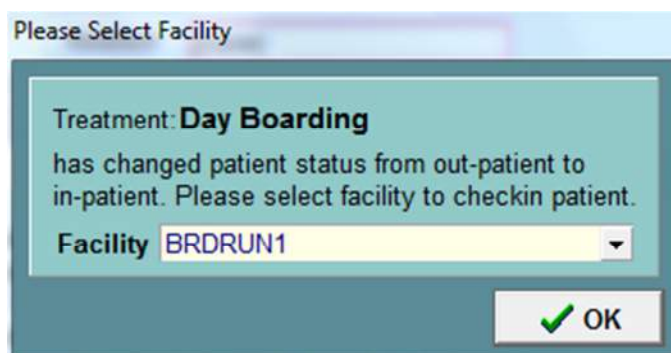
## Change Patient Status by Treatment Performed

There are times when a specific service is performed that the “status” of the patient should be changed from out-patient to boarded or from boarded to hospitalized. AVImark now enables you to set the patients status when a specific service is performed.

- From the Treatment List choose the desired treatment and open the Change window.
- On the Treatment tab directly under the Journal field locate the Change Status drop-down list and choose the desired option.



- Selecting a Status will change the patients status on the Whiteboard after the service is added to Medical History. This can change the status for pets that are or are not currently checked in.
  - Boarding – displays prompt allowing you to select a boarding facility.



- Check Out – this will post the Boarding Code to medical history identifying the pet as checked out, remove the pet from Whiteboard and also remove the check-in from the patients Schedule CID tab.

- Hospitalized – displays prompt or if checked in automatically sets Status to Hospitalized
- Release – identifies the pet as Released in Whiteboard and will allow you to invoice the patient out, without having to manually Release the pet.
- Out Patient – automatically checks pet in and will automatically check pet out after invoice is printed or closed.
- Other – if not checked-in AVImark will display the Facility prompt or if checked-in the status automatically changes to Other on Whiteboard.

## **Reuse Empty Accounts (Advanced Option) has Been Removed**

To help improve the stability of the program the Advanced Option 'Reuse Empty Account' has been removed from AVImark. Due to the AVImarkSync feature, the ability to Undelete files in AVImark and Sidekick Users, this feature is no longer supported. Purging records is not recommended; in order to maintain data integrity, old client accounts should be assigned an I action code to be marked as Inactive instead of being deleted.

\* Important Note: Re-using accounts does not decrease the size of the database files.

## **Appointment EQ Mapping Feature Available for Canada and South Africa**

The Equine Mapping feature in the Appointment Calendar can now be utilized by Canadian and South African users. No setting changes are required; AVImarkEQ recognizes the Clinic address and points to the appropriate MapQuest URL.



## Reprinted Invoice Marked as Copy

Anytime an invoice is reprinted there is now an option to include the watermark title “COPY” on the invoice.

- In Advanced Options locate the new option “Reprint Invoice as COPY” and set it to True. This option will default to False.
- From a client’s accounting select an invoice and choose right-click Reprint.
- On the reprinted invoice you will see the watermark “Copy” to signify this is a copy of an invoice.

| "Exceeding Expectations"   |           |                |   |                    |
|--|-----------|----------------|---|--------------------|
| <b>FOR:</b> Nolan Parker<br>Rt 3 Box 3547<br>Bryson City, NC 28713 |           |                | <b>Printed:</b> 03-27-14 at 9:21a<br><b>Date:</b> 03-27-14<br><b>Account:</b> 2360<br><b>Invoice:</b> 43360 |                    |
| Date   | For       | Qty            | Description   | Net Price          |
| 03-27-14   | Fine Silk | 1              | Daily Patient Exam  | 20.50              |
| 03-27-14   |           |                | Cash payment  | -20.50             |
| <b>Old balance</b>   |           | <b>Charges</b> | <b>Payments</b>   | <b>New balance</b> |
| 0.00   |           | 20.50          | 20.50   | 0.00               |

---

We appreciate your business and welcome any suggestion to make your next visit even better!

To have prescriptions refilled at the clinic, please allow at least 24 hours notice. Our pharmacist is also your pet's doctor. She is busy seeing patients, taking care of patient phone calls and surgeries. Please give her time to fill your prescriptions.

Become a fan on facebook and see what's happening at Hardin Valley Animal Hospital.

## **Patient Record Number Display Extended**

The Patient Record Number that can be displayed on the CID has been extended to display the full record number that has been associated with the pet.

## ASAP Enhanced for Site

The ASAP report utility has a new Site drop-down option that allows you to choose the Home Clinic, Site Clinic or a Consolidate option; it will default to Consolidate.

- When Consolidated is selected, the utility will report Controlled Substances for each site and will display the Home Clinics contact information.
- To print only Controlled Substances for the Home Clinic or Site locations, choose the appropriate clinic from the drop-down list. AVImark will display the appropriate location contact information on the report based on the Site chosen.

The screenshot shows a Windows-style dialog box titled "AVImark Miscellaneous Program". It contains the following elements:

- Site:** A dropdown menu with "Consolidate" selected.
- Action:** A button with a green checkmark and the text "Run" is preceded by the word "Click". To the right of the button is the text "to export data to ASAP".
- From:** A dropdown menu.
- Days to send:** A numeric spinner set to "0".
- Export to:** A text field with a folder icon on the right.
- State:** A dropdown menu.
- Options:** Two checkboxes, both unchecked:
  - ☐ Send as an e-mail attachment
  - ☐ Only report entries with label notes
- File Extension:** A group box containing two radio buttons:
  - ☒ .dat
  - ☐ .asap
- Status:** The text "Last exported through: 12-31-99".
- Buttons:** A "Cancel" button with a red X icon is in the bottom right corner.

## **California ASAP Filename Change**

The filename for California's ASAP report has been re-formatted to read Pharmacy Dea\_CCYYMMDD\_SEQ.txt. The Pharmacy DEA is the Hospital DEA that is recorded in the Hospital Setup, Demographics tab. The sequence number in the filename will automatically increment each time the report is submitted.

## ASAP for Washington

Washington has made changes to the requirements for their ASAP report for controlled substance reporting. We have updated the ASAP utility to include these changes. The information will be reported in ASAP version 4.2

To begin generating the report for the State of Washington, 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
- 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: **Washington**
- 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**.

## **New York ASAP Reporting Partial Fill Indicator**

To comply with the New York state ASAP regulations the DSP13 field must report Partial Fill information. This field will now always report \*02\* indicating no partial fill.

## Container ID Included on Controlled Substance Report

Canada requires a bottle ID to be included on the controlled substance report. A new advanced option, "Include Container ID on Controlled Substance Report" has been added. With this set to True, the Container ID at the time the item was sold will print on the controlled substance report.

| Date: 07-24-13                      |                  | Elk Meadows Animal Hospital Inc |               |           |                | Page: 1    |         |
|-------------------------------------|------------------|---------------------------------|---------------|-----------|----------------|------------|---------|
| For period: 07-24-13 - 07-24-13     |                  | CONTROLLED SUBSTANCES           |               |           |                | (all)      |         |
| Date                                | Client/Vendor    | Administered                    | Patient/Order | Bottle ID | Doctor         | Net Change | Balance |
| Beginning Balance                   | Dispensed        | Received                        |               |           |                |            |         |
| ANESTHESIA (LOCAL) - FELINE (in ea) |                  |                                 |               |           |                |            |         |
| 07-24-13                            | L'Heureux, Nikki | 5.00                            | Fluffy        | 1         | NL             | -5.00      | 93.00   |
|                                     | 98.00            | 0.00                            |               |           | 5.00           |            |         |
|                                     | 123 Somewhere Dr | Piedmont, MO                    | 63957         |           | (573) 555-5555 |            |         |
|                                     | FELINE           | Domestic Longhair               | Grey          |           | Female 10y     | 0.0        |         |

For this feature to work you will need to setup the following:

- Controlled Substances will need to have the C action code
- Include Container ID on Controlled Substance Report will need to be set to True
- On the Pharmacy Tab of the Change Item window, a container ID number and quantity will need to be entered

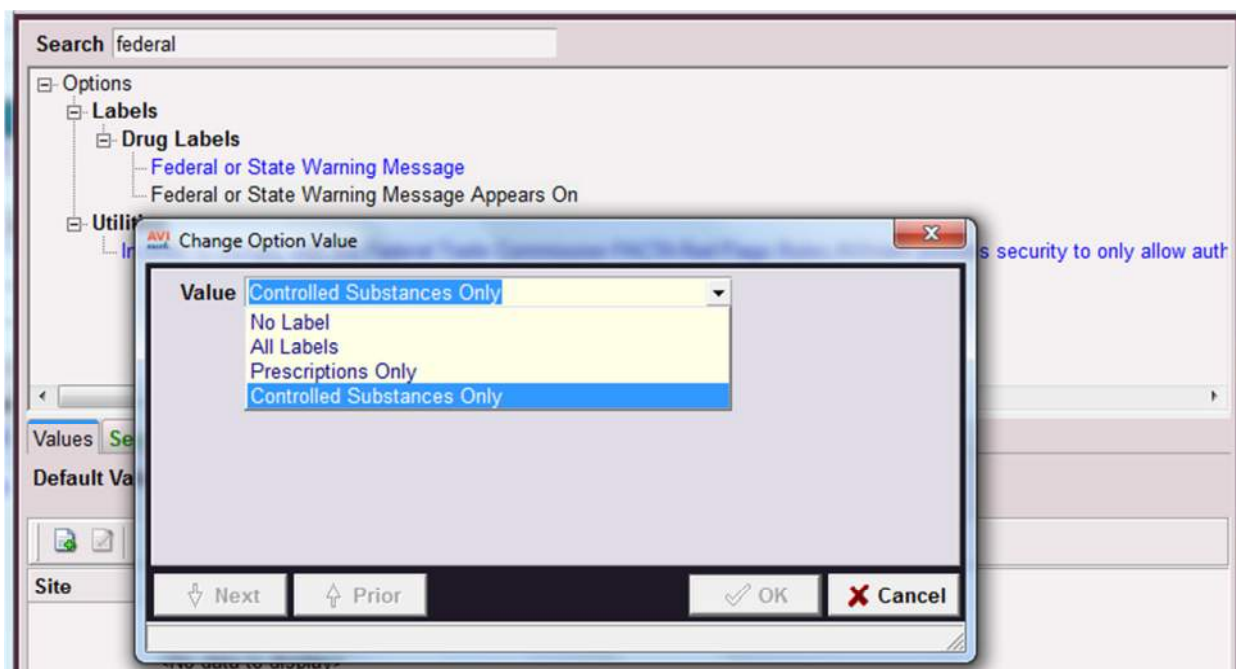
## Customizing the Drug Label Federal or State Warning Message

To accommodate the different state requirements for the Federal or State Warning Message on Drug Labels, AVImark has implemented a few enhancements to this feature. This statement is now customizable and can also be set to print on all labels or only prescription or controlled substance labels.

The original print option “Federal Law Prohibits Transfer” has been removed from the Advanced Options area. For those clinics that are currently using this option or had it set to True, after updating this message will automatically be copied into the new Federal or State Warning Message option. The message will read “Caution: federal law prohibits the transfer of this drug to any person other than the patient for whom it is prescribed.” This will also automatically default to printing on the labels for Controlled Substances; however this can be changed by the user if desired.

The new customizable options for the label warning message are located in Advanced Options:

- From Advanced Options search for “federal”.
- Locate the option **Federal State Warning Message** and click Change to customize the statements. This statement will print in the same font size as the original federal transfer message and allows 140 characters.
- Select the **Advanced Option Federal or State Warning Message Appears On** and click Change to define what labels this message will appear on.
  - **No Labels**, prevents the statements from printing on any drug labels.
  - **All Labels**, includes the statement on any drug label.
  - **Prescriptions Only**, will only print the label on those entries that have the P action code.
  - **Controlled Substances Only**, includes the statement only on Controlled Substance drug labels.





## New Drug Label Action Code for Veterinary Use Federal Statement

There is a new law that requires a statement, drug only for veterinary use, to be included on drug labels. To honor this requirement a new action code has been implemented to automatically print this statement on drug labels.

- From the Treatment or Item list locate the desired entry and choose right-click Change.
- In the Action Code field select the new action code “\_ , For Veterinary Use Only”.
- Assigning this action code to the entry will force AVImark to include the following statement on the drug label for this entry: “Caution: Federal law restricts this drug to use by or on the order of a licensed veterinarian.”

This statement will print under the drug label Comment and above the Federal Warning for Controlled Substances message.

The screenshot shows the 'Change - New (ON HAND ONLY)' window in the AVI software. The 'General' tab is selected. The 'Code' field contains 'INV18' and the 'Description' field contains 'New'. The 'On Hand' field is set to '28'. The 'Location' field is empty. The 'Action Codes' dropdown menu is open, showing a list of codes: '3 - VetMedStat Case', '5 - Dental Assessment', '7 - First Nations Tax', '9 - Calculate Tax on Item Cost', '- Compound Drug', '- For Veterinary Use Only' (which is highlighted), '6 - Split price of Item', and '8 - Hoof Chart'. The 'Price' field is set to '10.00'. The 'Discount Class' field is empty. The 'Report Codes' field is empty. The 'Measure' field is set to '(none)'. The 'Fee' field is set to '(none)'. The 'Photo' field is empty. The 'Category' field is set to '\*\*'. The 'Expires' field is set to '1/10/2012'. The 'UPC' field is empty. The 'DIN' field is empty. The 'Markup Percent' field is set to '0'. The 'Species 1' field is set to '(none)'. The 'Markup Unit Cost' field is set to '0.000'. The 'Species 2' field is set to '(none)'. The 'Markup Pkg Cost' field is set to '0.000'. The 'Doctor' field is set to '(none)'. The 'Sex(es)' field is empty. The 'Markup Break Prices' checkbox is unchecked. The window has buttons for 'Next', 'Prior', 'OK', and 'Cancel'. The status bar at the bottom says 'Modified'.

## Assigning Site DEA Numbers

Each Site clinic can now store their specific DEA number from Hospital Setup Site Manager area. The Home Clinic will continue to place their DEA number from the Hospital Setup, Demographics tab.

- When in Hospital Setup, Demographics tab select the Site Manager option and choose the appropriate Site location.
- In this Change Site setup window enter the DEA number for this location in the new DEA No. field.

AVI small Change Site

**System** **Options**

**Name** Technical Support SITE

**Address** #5 Sugar Creek Rd

**City** Piedmont **State** MO

**Phone** 573-223-7030 **Zip** 63957

**Slogan**

**DEA No.**

☐ Default Site On This Computer

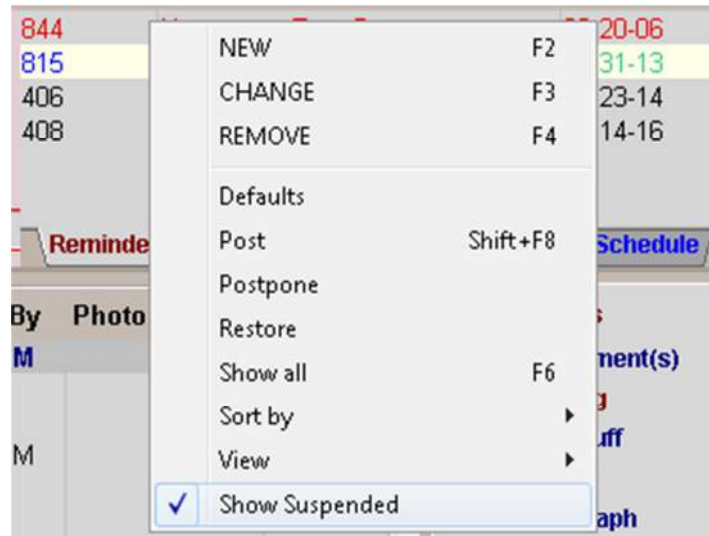
**Treatments** **Inventory**

☒ Same as... Adams Animal Hospital Professional C

## Hide or Show Suspended Reminders

A new Advanced Option titled “Show Suspended Reminders” has been added and it defaults to True. With this option set to True, suspended reminders will show on the Reminder tab in the Patient area. When the option is set to False the suspended reminders will be hidden on this tab.

To quickly view suspended reminders on the Reminders tab use the new right-click Show Suspended option. When this option is selected a checkmark will be placed next to the menu option and the suspended reminders will show, similar to the Show All option. Refreshing the screen will once again hide the reminders only when the Suspend Advanced Option is set to False.



## **Moving Series Members will not Revert Remind if Never Treated**

If the series members are moved on a Reminder Template, AVImark will not check or uncheck the Remind If Never Treated option. When a series member is changed AVImark will hold the “never treated” setting.

## Patients Not Receiving Reminders Listed on Analysis

To easily determine what patients are not receiving reminders cards, there is a new Analysis option that will group patients together based on different reasons.

- From the Work with, Reminders window, the Include option “Patients Not Getting Cards” will default to being checked.
- Print or Preview the Reminder Analysis.

AVI Work with Reminders

Print E-Mail

**REMINDER ANALYSIS**

PRINT TO 300 series (redirect)

**ANALYSIS**

Starting date 10/23/2013

For 30 days Company

**Include**

- ☒ Reminder details
- ☐ Response information
- ☐ Print summary only
- ☒ Patients Not Getting Cards

- On the report the patients that did not receive reminders will be grouped by these reasons:
  - **Emailed** – this option is based on the E-mail Reminder Advanced Options which allow you to choose if clients with e-mail addresses only receive e-mailed reminders.
  - **Suspended** – includes if suspended at client, patient, H action code on patient, or suspended reminder
  - **Appointment** – this is based on the Advanced Option, Restrict to patients without appointments.
  - **Disabled** – by disabling a specific reminder the pet will not receive that reminder
  - **Others Not Due** – if the priority is “If Others Due” and the patient only has that one reminder due the reminder will not print.

| Date of Report: 10-29-13             |             | REMINDER ANALYSIS REPORT |         |         |                 |       |                                | Page No. 4     |
|--------------------------------------|-------------|--------------------------|---------|---------|-----------------|-------|--------------------------------|----------------|
| Analysis period: 10-29-13 - 11-28-13 |             |                          |         |         |                 |       |                                | by Account no. |
| Client                               | Name        | Phone No.                | Patient | Species | Breed           | Code  | Treatments/Items/Diagnoses Due | Due Date       |
| <b>Reminders by Species</b>          |             |                          |         |         |                 |       |                                |                |
| Canine 91                            |             |                          |         |         |                 |       |                                |                |
| <b>Reminders Not Sent</b>            |             |                          |         |         |                 |       |                                |                |
| <b>Patient Suspended</b>             |             |                          |         |         |                 |       |                                |                |
| 5                                    | Border, Tom | ()                       | Happy   | Canine  | German Shepherd | 1131  | Rabies Canine, 1yr             | 10-29-13       |
| 5                                    | Border, Tom | ()                       | Happy   | Canine  | German Shepherd | 1011  | Bordetella, 1st                | 10-29-13       |
| 5                                    | Border, Tom | ()                       | Happy   | Canine  | German Shepherd | 07392 | Heartgard Plus                 | 10-29-13       |

## **Print Overdue Reminders on Analysis**

The Reminder Analysis report has been enhanced to include overdue reminders if the Advanced Option “Remind for Overdue Reminders” is set to True. When this option is set to False the Analysis will only include current reminders.

This enhancement will allow overdue reminders to be sent to a third party service a clinic might be using such as MSS Reminders, Healthy Pet, etc.

## Remind As Code Prints Under Code on Reminder Template

The Remind As Codes no longer print at the end of the Reminder Template report. To better understand what treatments are reminding as the main template, the Remind As codes now appear under the template on the printed Reminder Template report.

| Date: 12/3/2013 |                         | McAllister Software Systems 877-838-9273 |       |     |          | Page: 1  |        |
|-----------------|-------------------------|--|-------|-----|----------|----------|--------|
|                 |                         | REMINDER TEMPLATES                       |       |     |          | Detailed |        |
| Code            | Description             | Interval                                 | Count | How | Start at | First    | End at |
| 4913            | Heartgard Plus 0-25 lbs | 3 Month(s)                               |       |     |          |          |        |
| Reminded by...  |                         |  |       |     |          |          |        |
|                 | 4916                    | Heartgard for Cats (Red) 0-5 lbs         |       |     |          |          |        |
|                 | 4923                    | Heartgard Tablets 51-100 lbs             |       |     |          |          |        |
|                 | 4924                    | Heartgard Tablets up to 25 lbs           |       |     |          |          |        |

## Reminder Cycle Date Range

The Date Range for each reminder cycle can now be viewed and also altered directly from the Work With Reminders window. AVImark will automatically calculate the date range for each reminder cycle based on the Starting Date and the number of days to print. If you wish to alter the date range simply click on the appropriate drop-down arrow to specify the date.

AVI mark Work with Reminders

Print E-Mail

**REMINDER ANALYSIS**

PRINT TO 300 series (redirected 1) ☐ Preview

**ANALYSIS**

Starting date 11/1/2013

For 30 days Company

**Include**

☒ Reminder details

☐ Response information

☐ Print summary only

☒ Patients Not Getting Cards

**SORT BY**

☐ Zip Code ☒ Client name

☐ Client No.

**RESTRICT TO**

Species

Start at Account no.

☐ Last information search

**DOCUMENTS** **Print** **Reminder Cycle**

|              | First                   | Second | Third |
|--------------|-------------------------|--------|-------|
| First        | First reminder - No. 1  |        |       |
| Second       | Second reminder - No. 1 |        |       |
| Third        |                         |        |       |
| Consolidated | (AVImark consolidated)  |        |       |

☐ Mailing labels Style

☐ Merge file

**REMIND FOR**

**Include**

- Antech (T750) Phenobarbital L
- Antech Heartworm, Occult
- Canine DA2PP 11-13 Weeks
- Canine DA2PP 14-16 Weeks
- Canine DA2PP 6-8 Weeks
- Canine DA2PP 8-10 Weeks
- Canine DA2PP Vaccination
- Canine DA2PP-L 11-13 Weeks
- Canine DA2PP-L 14-16 Weeks

**Exclude**

☐ Excl. patient specific

**Quit** **Help**

If the Date Ranges overlap, AVImark will display a warning when trying to print reminders.





## Viewing Remind As Directly from Change Medical History Window

Remind As codes linked to a service can now be viewed from Medical History when the service is administered. These Remind As codes are viewable from the Change Medical History window.

- In the Medical History area open the Change Medical History window for a treatment with associated Remind As codes.
- From this window choose right-click Remind As.

AVI Enter Medical History - For: Dixie (Sex: S, Age: 17y, Weight: 8.10 lbs)

Date: 10/23/13 Patient: Dixie Code: 7121 Description: Canine Distemper 6 mo Booster

Quantity: 1 ea Amount: 15.30 Photo: Co: 02 At: 4:23p Type: Treatment

Form: Xls: Problem: ☒ Public

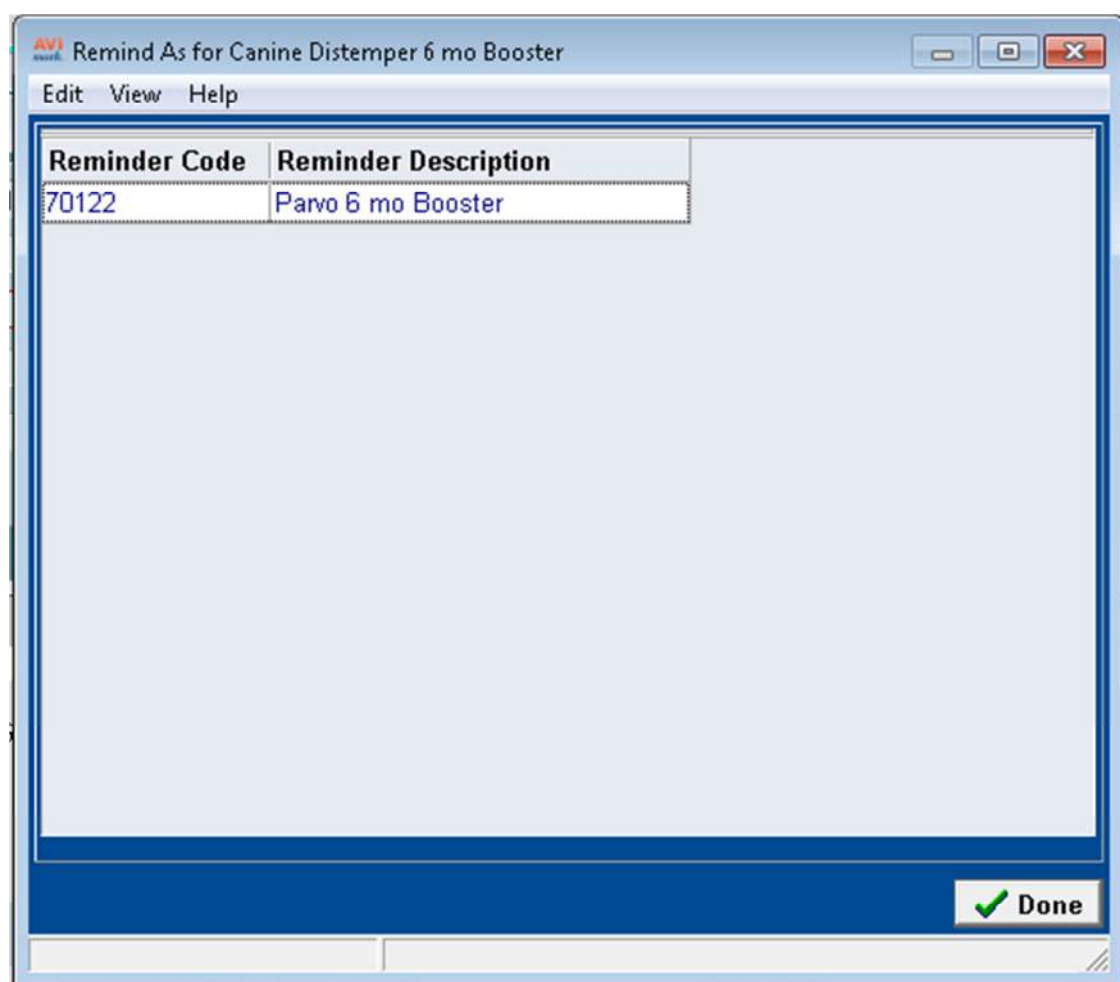
Variance: 0 Journal: Zip:

Doctor: DNS: David N. Sharp, Admitted: DNS: David N. Sharp, DVM

Context Menu: NOTES (F5), Taxable?, Details (F6), Remind As...

Buttons: Done, Cancel, Help

- This will open a View Only Remind As window, allowing you to simply view information; however, the columns can be customized.



## **Wizard Button Removed from Reminder Template Window**

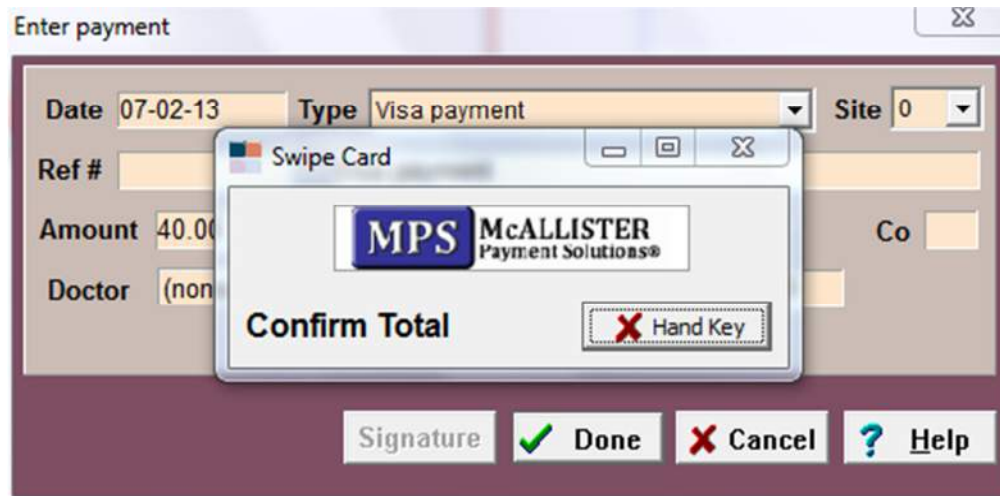
In improving the setup of Reminders the Wizard button has been removed from the Reminder Template window.

## MPS All In One Device Improvements

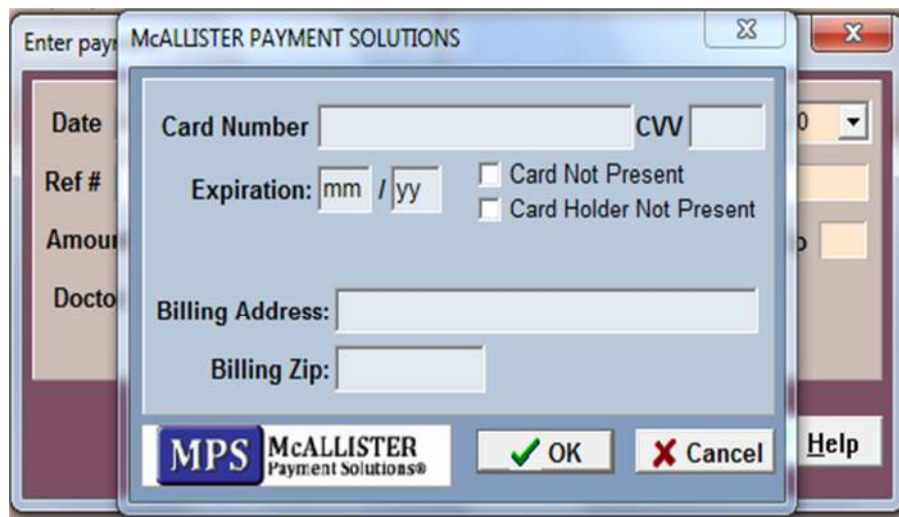
### *MPS Ipad All-in-One Device Hand Key Option*

A new Hand Key option is available for MPS users who have the Ipad All-in-One device. In the event the device is inaccessible the Hand Key button can be used to manually enter information.

- Process a payment as you typically would through MPS.
- When the Swipe Card window appears select the **Hand Key** button.



- The MPS window will then appear allowing you to manually enter the Credit Card information.
- After entering the information click OK to process the payment.



### *All-in-One Device Timeout Extended*

The timeout for the Ipad All-in-One Device has been extended to 1 minute. This timeout is specific to each function: verifying the charged amount, swiping the card and signing.

***Pin Number Extended for All-in-One Device***

The Pin Number digits for the Ipad All-in-One device has been enhanced to allow anywhere from 4 to 12 digits. Although 4 digits is the most common, there are some cards that have 6 digits and it is possible to have up to 12 digits for a pin number.

## **Processing Time Out Expanded**

When processing a Debit Card payment the timeout process has been expanded to 120 seconds. This is to prevent payments from being reverted as unpaid.

## Reversing Credit Card Transaction

Now MPS users have the ability to reverse a credit card transaction instead of completely voiding the payment. When “reversing” a credit card transaction on the same day the payment was processed the funds will never be pulled from the credit card account. This differs from using the “Void” option which can take 5-7 days for the funds to reappear in the clients credit card account.

- Process a credit card payment for a client.
- From the client’s Accounting window select the credit card transaction and choose right-click “Credit Card Reversal”.
- This removes the credit card transaction from the invoice and the funds will not be withdrawn from the credit card account.

The screenshot shows the 'Accounting for Cookie White' window. At the top, there are summary boxes for Charges (0.00), Unposted (0.00), Current (0.00), Over 30 (0.00), Over 60 (0.00), and Over 90 (0.00). The Balance is 20.00. Below this is a table with columns: Date, Patient, Code, Description, Tax, Amount, and Balance. The table lists several transactions, including an invoice for 25.00 and various adjustments. A right-click context menu is open over the transaction dated 11-11-13 with Code DNS and Description 'CHANGE'. The menu options include: CHANGE (F3), NEW (F2), NOTES (F5), REMOVE (F4), Credit Card Void, Credit Card Reversal, Check Void, Entry History..., Insurance, Invoice (F8), Pre-Invoice (Shift+Ctrl+F8), Return check, Reprint, Transfer, and Undelete. The 'Credit Card Reversal' option is highlighted.

| Date     | Patient | Code | Description          | Tax           | Amount | Balance |
|----------|---------|------|----------------------|---------------|--------|---------|
| 11-11-13 |         |      | Invoice #170225      | 0.00          | 25.00  | 20.00   |
| 11-11-13 | Biloxi  | 844  | CHANGE               | F3            | 25.00  |         |
| 11-11-13 |         | DNS  | NEW                  | F2            | -5.00  |         |
| 11-11-13 |         | DNS  | NOTES                | F5            | 31.98  | 0.00    |
| 11-11-13 | Biloxi  | 5911 | REMOVE               | F4            | -31.98 |         |
| 11-11-13 |         | DNS  |                      |               | 31.98  |         |
| 11-11-13 |         | DNS  | Credit Card Void     |               | 14.82  | 0.00    |
| 11-11-13 | Biloxi  | 5901 | Credit Card Reversal |               | -14.82 |         |
| 11-11-13 |         | DNS  | Check Void           |               | 14.82  |         |
| 11-11-13 |         | DNS  | Entry History...     |               | 40.00  | 0.00    |
| 11-11-13 | Biloxi  | 210  | Insurance            |               | -40.00 |         |
| 11-11-13 |         | DNS  | Invoice              | F8            | 40.00  |         |
| 11-11-13 | Biloxi  | 210  | Pre-Invoice          | Shift+Ctrl+F8 | 40.00  |         |
| 11-11-13 |         | DNS  | Return check         |               | 1.50   | -4.00   |
| 11-11-13 |         | DNS  | Reprint              |               | -5.50  |         |
| 11-11-13 |         | DNS  | Transfer             |               | 1.50   |         |
| 11-11-13 |         | DNS  | Undelete             |               | 22.58  | 0.00    |
| 11-11-13 |         | DNS  |                      |               | -22.58 |         |

## **MPS and X-Charge Stored Credit Card Merge Word**

If you wish to print the clients last 4-digits of their stored credit card on an MS Word document you can include the merge word <payment-account-card>. This merge word will display only the last 4-digits of the stored card and can be used by both MPS and X-Charge users.



## MPS Check Reader

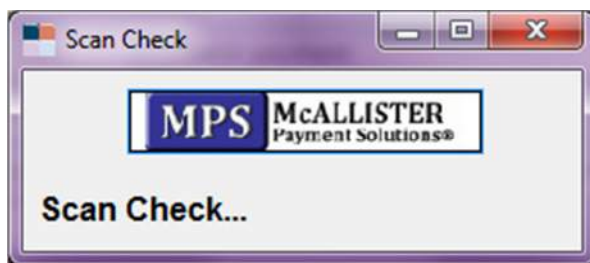
Check verification using the MagTek Mini Check reader with AVImark and MPS is now available.

### *AVImark\MPS Setup*

- From AVImark Hospital **Advanced Options** search for **process**
- Set the option **Process Check Transactions Using** to **MPS**.
- From MPS select the **Devices** tab and set the **Check Reader** Device.

### *Use*

- You are now ready to process a check payment through AVImark and MPS.
- Go into AVImark and take a check payment
- You will be prompted to 'Scan Check' – send the check through the check reader



- If Element accepts the check you will receive a prompt showing 'Status: Good Read'
  - Sign for the payment and click Done
- The next time MPS processes (once every 24 hours), it will process check transaction statuses.

### *How MPS Reports Check Status in AVImark*

Once MPS Check Verification has been set up and used AVImark will operate accordingly.

When you open AVImark you will be prompted with the “**Check Transaction Status**” window while MPS processes checks.



- When you take a check payment it is instantly sent to Core Management Systems (CMS) with a status of Pending.
- That check gets sent to the bank and the CMS Status changes to Originated.
- The next time AVImark opens and MPS processes Check Transactions, it will first read from CMS to pull information back into AVImark, and will update AVImark accounting accordingly.

### ***How MPS Check Verification Operates***

MPS and Element check transactions will process in a similar way to physical checks. Money is not immediately deducted from accounts. The real-time check transaction is ran through an account verification database at CheckGateway to confirm the account has not already been flagged as invalid, etc. The Check Processing procedure is to send the check data to Element via CMS/MPS; CMS sends the data to their check processing partner, CheckGateway. This is the 7 day process that shows a status as Pending, then Originated, and if available funds are present it is then moved to Settled and if not it changes to Returned.

- If Element accepts the check you will receive the 'Good Read' prompt within AVImark. This means the transaction has been approved.



- Once the transaction is approved the status will appear as **Pending**. Later the status will move to **Originated** which signifies the account is being submitted to the FED for ACH processing. It's normal for the status to remain as Originated for a couple of days.
- Once the check is taken it is listed in Core Management System and it could take up to 7 days to process.
- If funds are available at the bank the status will move to **Settled**, indicating the transaction is funded.
- If the bank indicates there are not enough available funds to cover the check, the bank will return the check and the status will move to **Returned** in CMS. In this case the clinic will not get paid for the transaction and will need to contact the customer to obtain a different form of payment.

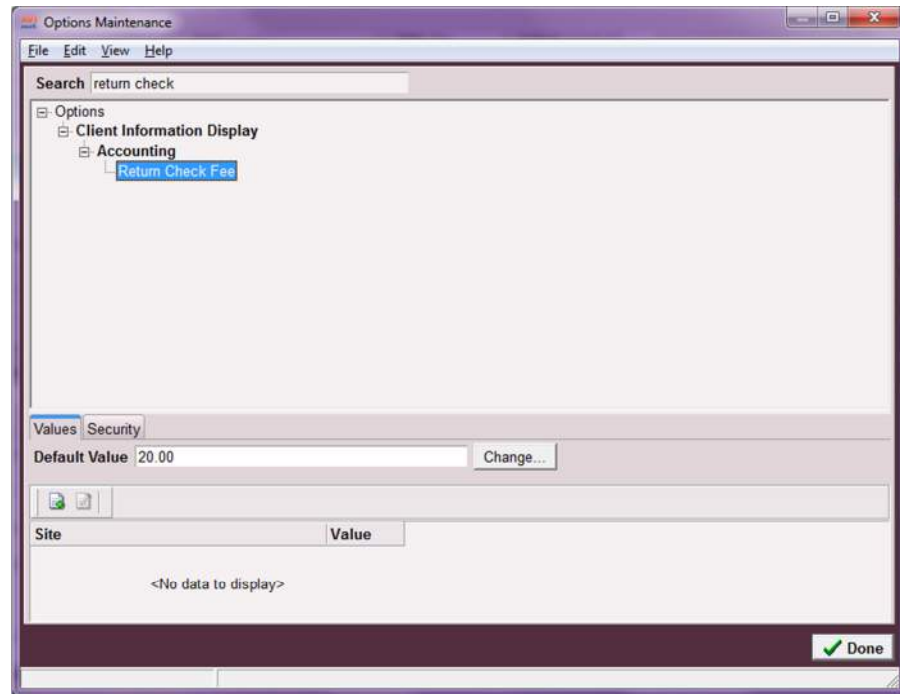
The following example is taken from Core Management System showing Statuses for checks taken to show status types: Pending, Originated, Settled, Returned, and Error.

| <u>TransactionID</u>      | <u>Date and Time</u> | <u>Reference #</u> | <u>Status</u> | <u>Type</u> |
|---------------------------|----------------------|--------------------|---------------|-------------|
| <a href="#">723930798</a> | 10/9/2012 3:39 PM CT | 4718689            | Originated    | CheckSale   |
| <a href="#">723930149</a> | 10/9/2012 3:37 PM CT | 4718688            | Pending       | CheckSale   |
| <a href="#">723929805</a> | 10/9/2012 3:36 PM CT | 4718687            | Settled       | CheckSale   |
| <a href="#">723929310</a> | 10/9/2012 3:35 PM CT | 4718686            | Returned      | CheckSale   |
| <a href="#">723918152</a> | 10/9/2012 3:04 PM CT | 4718685            | Returned      | CheckSale   |
| <a href="#">723916083</a> | 10/9/2012 3:00 PM CT | 4718684            | Error         | CheckSale   |

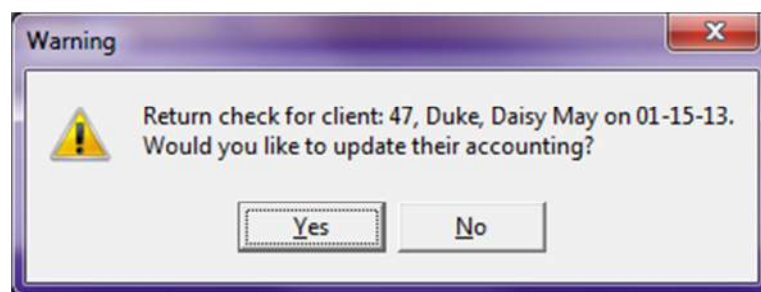
***The Check Transactions Status report in AVImark:***

When using the Check reader AVImark now reports checks and will show you a list of successful and failed check payments.

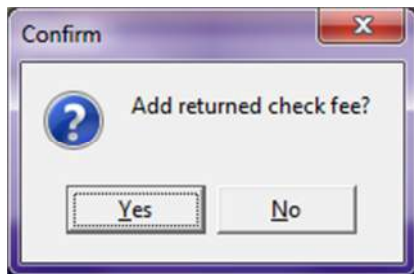
- If the Status of the check on CMS is **Returned** or **Error** it will print on the **Failed Check Payment Charges** report.
  - With the advanced option **Return Check Fee** set to charge an amount:



- If a check status is set to Returned/Error, AVImark will prompt letting you know there was a returned check for a client:



- Clicking Yes will ask you to add the returned check fee. Clicking No will not add the fee:



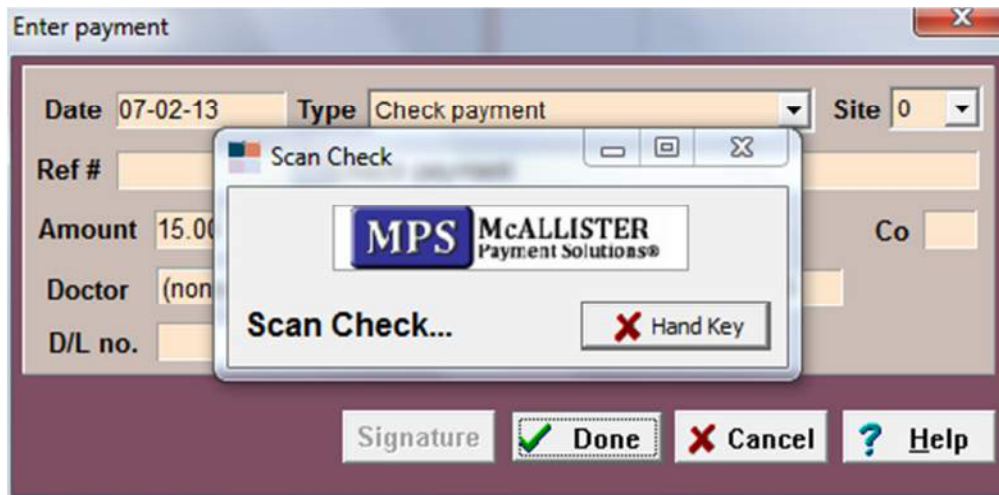
- If the status is anything other than Returned or error then AVImark will place those checks on a **Successful Check Payment Charges** report.
- The Failed and Successful reports will work similar to Recurring Payments reports in the manner that as soon as the **Check Transaction Process** is done a prompt to print the report will appear.

\*Note: The Check Transaction process will look at the Check Status on CMS – once the status is changed from pending MPS will pull the check payment into AVImark. It does not look a specific number of days back.

### Check Reader Hand Key

For MPS users who utilize the Check Reader there may be a scenario when the device is inaccessible; should this occur the new Hand Key button can be used to manually enter the check information.

- Process a check payment as you typically would.
- When the MPS Scan Check window appears click on the **Hand Key** button.



- After selecting Hand Key, a window will prompt allowing you to enter the clients Checking **Account Number**, **Routing Number** and the **Check Number**.

A screenshot of a software dialog box titled "McALLISTER PAYMENT SOLUTIONS". The dialog box has a light blue border and a close button (X) in the top right corner. Inside, there are three input fields: "Account Number:", "Routing Number:", and "Check Number:". Each field is a white rectangle with a thin border. At the bottom of the dialog box, there is a logo on the left that says "MPS" in white on a blue background, followed by "McALLISTER Payment Solutions®" in black text. To the right of the logo are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

McALLISTER PAYMENT SOLUTIONS

Account Number:

Routing Number:

Check Number:

**MPS** McALLISTER Payment Solutions®

- Click **Ok** after entering the information and MPS will process the check.

## Check Reader Prompt for Multiple Devices

At the time a check is scanned AVImark will now prompt for a signature when the MAGTEK Ipad or MAGTEK MX850 devices are connected.

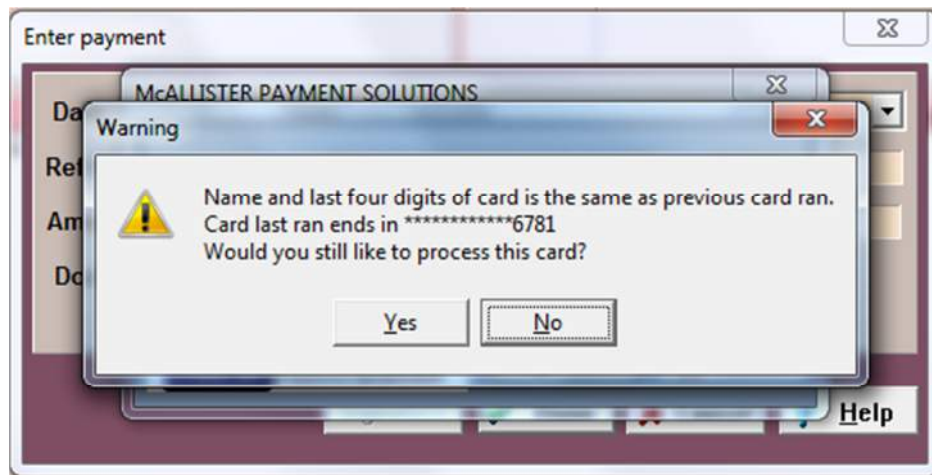
A screenshot of a software interface showing a modal dialog box titled "McALLISTER PAYMENT SOLUTIONS". The dialog box has a light blue background and a white border. It contains three input fields: "Account Number:", "Routing Number:", and "Check Number:". Below these fields, the text "Please have customer sign..." is displayed in red. At the bottom of the dialog box, there is a logo for "MPS McALLISTER Payment Solutions®" and two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon. In the background, another window titled "Enter pay" is partially visible, showing fields for "Date", "Ref #", "Amount", "Doctor", and "D/L n".

The devices will prompt for a signature, allowing the user to sign and the invoice to be completed. The signature will be included on the invoice.

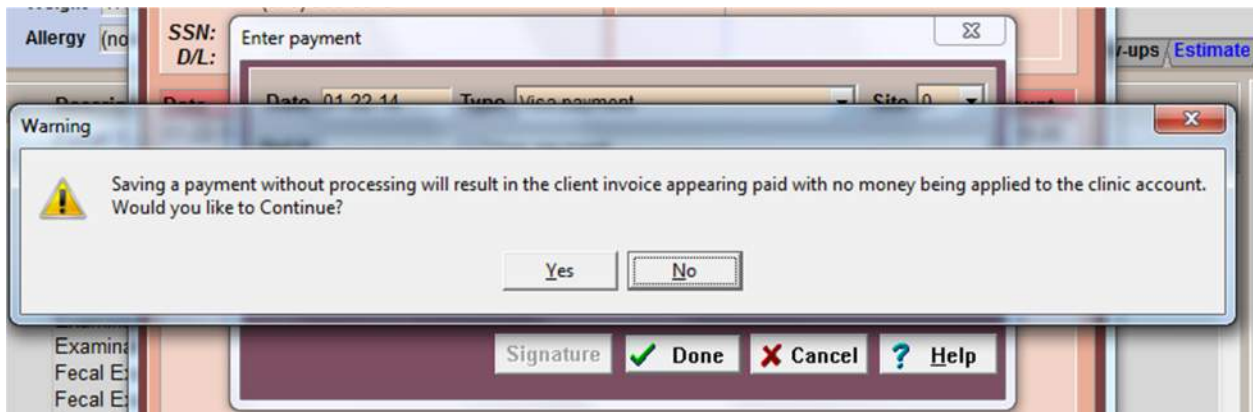
## Same as Previous Card Prompt

For MPS users AVImark will now display a prompt when a credit cards last four digits match the same last four digits of a previous card processed. This will prevent the incorrect card from being charged or possibly being double-charged.

- At the prompt you can choose Yes to continue processing that card or select No to cancel the transaction and choose another payment type.



- Should you click No another prompt will appear allowing you to cancel the transaction. From that prompt you can continue and save the payment as “unprocessed” or click No to choose another payment type.



## Payment Accounts and Recurring Payments for X-Charge in AVImark

We have added the ability to set up and store credit card payment accounts in AVImark and process recurring payments automatically using X-Charge.

Setting up AVImark for use with this feature can be done with the following:

### *Advanced Options*

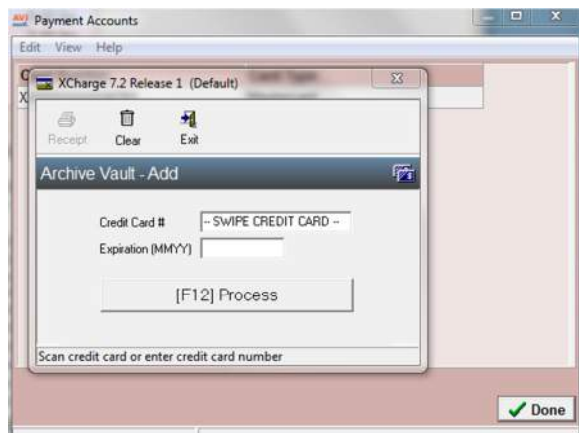
Search for X-Charge and expand the Recurring Payments menu.

- **Charge Handling Fee for creating new Payment Accounts** – Applies handling fee as defined in Advanced Options for statements.
- **Charge Service Charge on Payment Account Payments** – Applies service charge as defined in Advanced Options for statements, when setting up a payment account.
- **Enable Payment Accounts** – Set to True.
- **AVImark needs to check for Recurring Payments.** – This can be set to True or Prompt.
  - True will automatically check for recurring payments to be processed upon first opening AVImark each day.
  - Prompt will display a prompt allowing the user to begin the process or not, upon opening AVImark each day.
- **Charge Handling Fee or Service Charge** –
  - No –
  - Charge Handling Fee – will charge handling fee when running recurring payments.
  - Charge Service Charge – will charge service charge when running recurring payments.
- **Days Prior to E-mail Reminder of Recurring Payments** – Set the number of days in advance, as a reminder, to the client that a credit card payment will be automatically processed.
- **Enable Recurring Payments** – set to True
- **Remind of Recurring Payments by E-mail if Available** – Will allow an email to be sent to clients with valid email addresses in AVImark, as a reminder, that an automatic payment will be processed.

### *Setting up a Payment Account for a Client*

Right-click in the Client Area for the AVImark client for which you wish to set up the payment account.

In the Payment Accounts window, right-click and select New to open the Archive Vault and enter the credit card information to be stored.

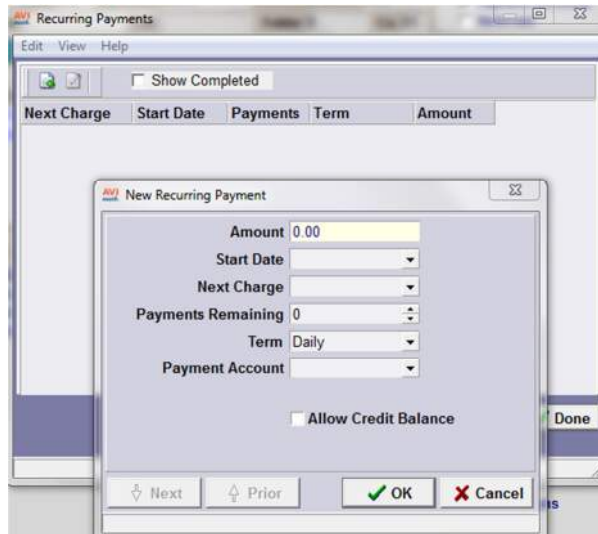




### ***Setting Up Recurring Payments***

Right-click in the Client Area and select Recurring Payments to set up the schedule for recurring payments to take place.

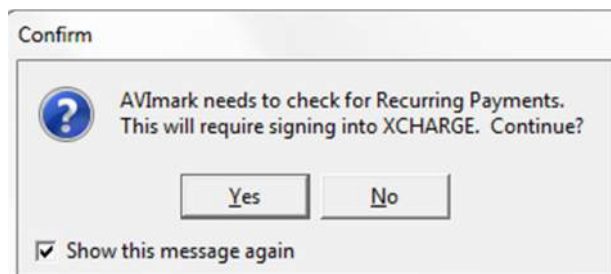
Right-click, New, in the Recurring Payments window to open the New Recurring Payment window.

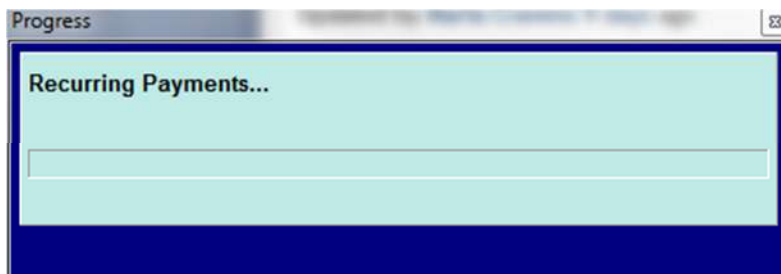
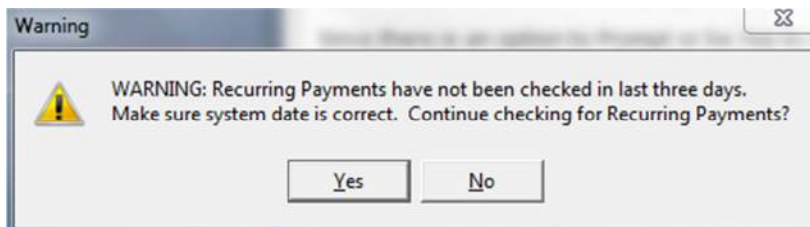


- **Amount** – Amount of each payment.
- **Start Date** – Date recurring payments will begin.
- **Next Charge** – For initial setup, this must be the same date as the Start Date. Once payments run the first time, the start date will remain the same but the program will automatically update the next charge date to the next appropriate date.
- **Payments Remaining** – Set the number of payments to be processed automatically.
- **Term** – Select the term in which payments will process.
- **Payment Account** – will display the list of stored credit cards available for this client's account for selection of the card for which the automatic charges should be applied.
- **Allow Credit Balance** – will allow the charges to continue on the cards when there is no current outstanding balance in AVImark Accounting.

### ***Running Recurring Payments***





Upon opening AVImark the first time on a day recurring payments should run, you will be prompted with a message indicating they need to run (if you have the option set to Prompt) or the scheduled payments will automatically run.





When completed, you will have the ability to print or preview a report displaying all payments that were processed automatically using the Recurring Payments feature.

File Page Zoom

 Page  of 1   Zoom  % 

Date: 10-09-13

Quality Control Home

Page: 1

Successful Recurring Payment Charges

---

Date: 10-09-13

Quality Control Home

Page: 1

| Name           | Account # | Card Type          | Amount | Surcharge |
|----------------|-----------|--------------------|--------|-----------|
| Cravens, Maria | 2         | Mastercard payment | \$0.75 | 0.00      |

---

Total: \$0.75

Total Surcharge: 0.00

## Payment Accounts and Recurring Payments for X-Charge in AVImark

We have added the ability to set up and store credit card payment accounts in AVImark and process recurring payments automatically using X-Charge.

Setting up AVImark for use with this feature can be done with the following:

### *Advanced Options*

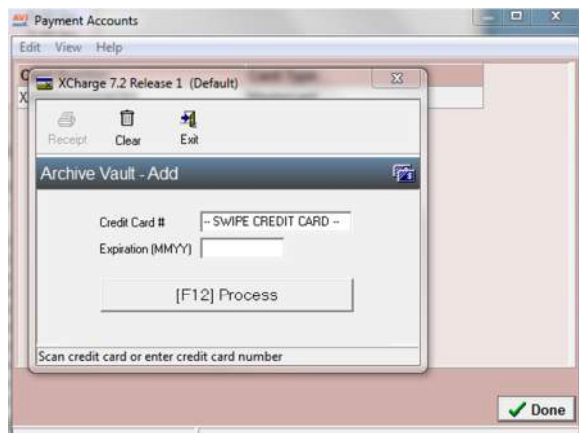
Search for X-Charge and expand the Recurring Payments menu.

- **Charge Handling Fee for creating new Payment Accounts** – Applies handling fee as defined in Advanced Options for statements.
- **Charge Service Charge on Payment Account Payments** – Applies service charge as defined in Advanced Options for statements, when setting up a payment account.
- **Enable Payment Accounts** – Set to True.
- **AVImark needs to check for Recurring Payments.** – This can be set to True or Prompt.
  - True will automatically check for recurring payments to be processed upon first opening AVImark each day.
  - Prompt will display a prompt allowing the user to begin the process or not, upon opening AVImark each day.
- **Charge Handling Fee or Service Charge** –
  - No –
  - Charge Handling Fee – will charge handling fee when running recurring payments.
  - Charge Service Charge – will charge service charge when running recurring payments.
- **Days Prior to E-mail Reminder of Recurring Payments** – Set the number of days in advance, as a reminder, to the client that a credit card payment will be automatically processed.
- **Enable Recurring Payments** – set to True
- **Remind of Recurring Payments by E-mail if Available** – Will allow an email to be sent to clients with valid email addresses in AVImark, as a reminder, that an automatic payment will be processed.

### *Setting up a Payment Account for a Client*

Right-click in the Client Area for the AVImark client for which you wish to set up the payment account.

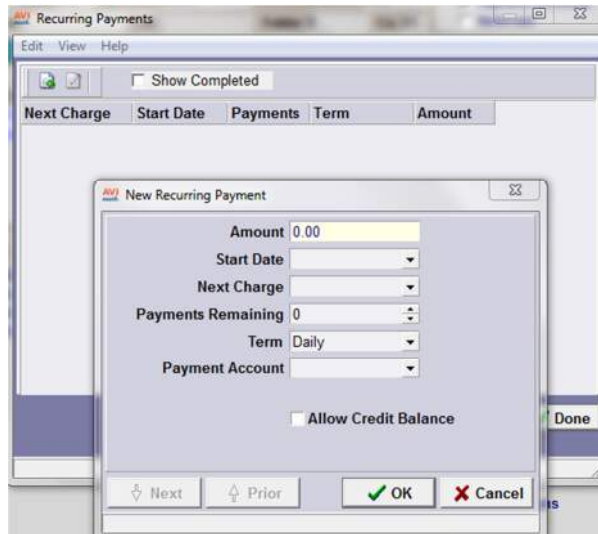
In the Payment Accounts window, right-click and select New to open the Archive Vault and enter the credit card information to be stored.



### ***Setting Up Recurring Payments***

Right-click in the Client Area and select Recurring Payments to set up the schedule for recurring payments to take place.

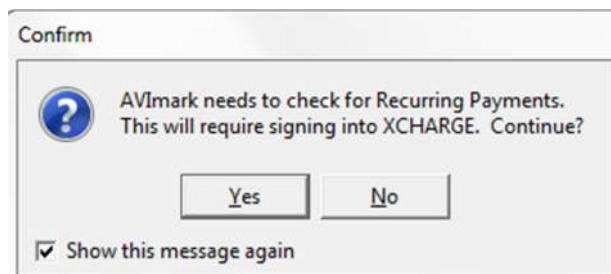
Right-click, New, in the Recurring Payments window to open the New Recurring Payment window.

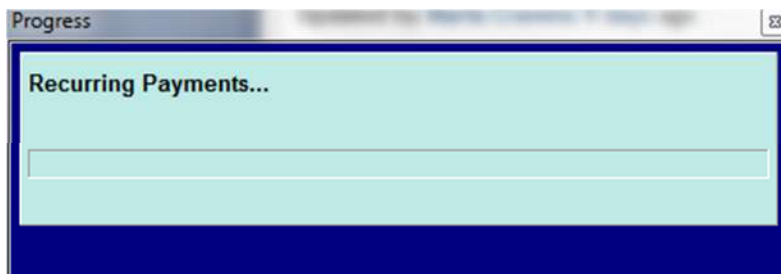
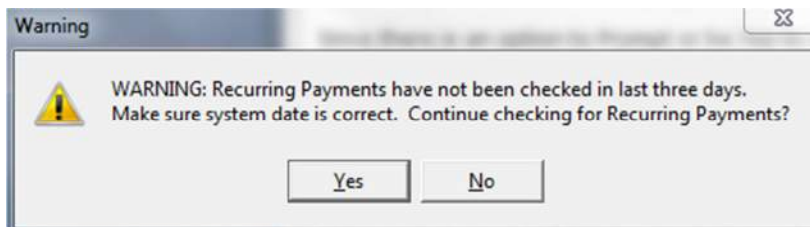


- **Amount** – Amount of each payment.
- **Start Date** – Date recurring payments will begin.
- **Next Charge** – For initial setup, this must be the same date as the Start Date. Once payments run the first time, the start date will remain the same but the program will automatically update the next charge date to the next appropriate date.
- **Payments Remaining** – Set the number of payments to be processed automatically.
- **Term** – Select the term in which payments will process.
- **Payment Account** – will display the list of stored credit cards available for this client's account for selection of the card for which the automatic charges should be applied.
- **Allow Credit Balance** – will allow the charges to continue on the cards when there is no current outstanding balance in AVImark Accounting.

### ***Running Recurring Payments***

Upon opening AVImark the first time on a day recurring payments should run, you will be prompted with a message indicating they need to run (if you have the option set to Prompt) or the scheduled payments will automatically run.





When completed, you will have the ability to print or preview a report displaying all payments that were processed automatically using the Recurring Payments feature.

|   |                      |                    |               |                       |
|---|----------------------|--------------------|---------------|-----------------------|
| File Page Zoom                              |                      |                    |               |                       |
| Page 1 of 1 Zoom 100.0 %                    |                      |                    |               |                       |
| Date: 10-09-13 Quality Control Home Page: 1 |                      |                    |               |                       |
| Successful Recurring Payment Charges        |                      |                    |               |                       |
| Date: 10-09-13                              | Quality Control Home |                    |               | Page: 1               |
| Name  | Account #            | Card Type          | Amount        | Surcharge             |
| Cravens, Maria                              | 2                    | Mastercard payment | \$0.75        | 0.00                  |
|   |                      |                    | Total: \$0.75 | Total Surcharge: 0.00 |

## AVImark Integration with IDEXX VetConnect 4.0

AVImark 2014.0 provides our users with the ability to take advantage of the IDEXX Reference Laboratories VetConnect 4.0 version! The front facing benefits of this updated integration will allow:

- ✓ Batch test ordering.
- ✓ PDF reports can be downloaded with the result file information.
- ✓ The ability to add notes to be included on the requisition sent to the lab.
- ✓ No longer required to launch a web browser to create and finalize a requisition.

There are other improvements in the backend communication between AVImark and IDEXX Reference Laboratories for better requisition transmittal and result retrieval.

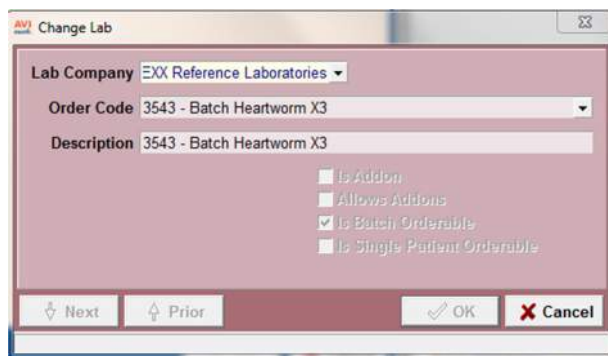
With the AVImark update a new VetConnectBridge.dll file will be added to your AVImark directory. This file will allow communication between AVImark and IDEXX.

### ***Batch Test Ordering***

Batch ordering will allow clinics to order a single test for multiple patients at one time in a single requisition. A requisition line will be added to each patient's Medical History along with the proper AVImark associated billing code. When results are returned from the lab, they will be downloaded then imported to the correct awaiting history requisition line.

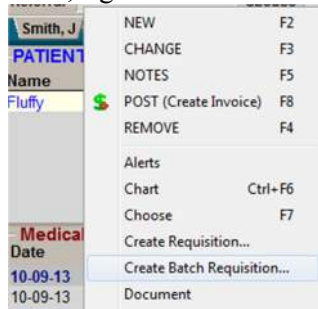
### ***To begin using the batching feature:***

Select an IDEXX batch orderable test code to your AVImark treatment. This area is found in the Change Treatment > Laboratory > Labs tab. An example batch orderable code is shown below:



\*\*The “X 3” would indicate a requisition created for this test will need three patients.

Create a batch requisition by pulling up a patient you wish to include on the requisition. From the Patient Area, right-click and select **Create Batch Requisition**.



The Create Requisition window will be open. From this window, you can select the batch-orderable test code from the top pane. From the bottom pane, you can use the + Add Patients... button to launch the CSD where you can make the rest of the patient selections for which you wish to include in the batch.

| Code    | Description                | Charge |
|---------|----------------------------|--------|
| VCTEST2 | VetConnect Test 2 (Feline) | 0.00   |
| VCTEST  | VCTEST                     | 0.00   |
| VCBATCH | VC Batch Testing Test      | 0.00   |

| Client        | Name   | Species | Color      | Breed    |
|---------------|--------|---------|------------|----------|
| Smith, Joseph | Fluffy | Dog     | Blue Merle | Shepherd |

When the proper number of patients has been selected to build the batch, select OK. All members of that batch will have the billable AVImark code entry in their Medical History along with an IDXREQ line. When the results are returned, the results will be imported to the proper patient record in the Tests field.

| Date     | Time  | Dr. | Type  | Code      | Description                          | Qty | Amount |
|----------|-------|-----|-------|-----------|--------------------------------------|-----|--------|
| 10-08-13 | 1:53p | ABW | S (g) | IDXREQ    | IDEXX LabREXX Requisition #6979668-8 | 1   | 0.00   |
| 10-08-13 | 1:53p | ABW | S     | VCBATCHVC | Batch Testing Test                   | 1   | 0.00   |

| Date     | Name               |
|----------|--------------------|
| 10-08-13 | BATCH HEARTWORM X3 |

| Name                      | Result   | Measu | Low | High | Range | Out |
|---------------------------|----------|-------|-----|------|-------|-----|
| HEARTWORM ANTIGEN - ELISA | NEGATIVE |       |     |      | -     |     |

### PDF Reports

Another feature available with the AVImark 2014.0 and VetConnect 4.0 integration is the ability to download a PDF Report automatically when results are downloaded as well as importing that PDF automatically to the Attachments section of the Medical History requisition line.

There is a new Advanced Option labeled **Auto Import And Attach IDEXX Lab PDF**. This can be set to either True or False. True will automatically download and send the PDF file to the Attachments area for that requisition entry. False will not.



### ***Adding Notes to Requisition***

Placing an asterisk Action Code on the AVImark treatment will prompt the user for notes when the treatment is entered into Medical History. Notes entered into this window will be included on the transmitted and printed IDEXX requisition to be sent to the lab.

The image shows two overlapping windows. The top window is titled "Medical History Notes for VCTEST" and contains a text area with the instruction: "Requisition notes entered at the time of the Medical History entry and included on the printed/submitted requisition." It has buttons for "Done", "Cancel", and "Help". The bottom window is the "Requisition Form" for "Avimark IDEXX Integration". It contains three main sections: "PRACTICE INFORMATION", "PATIENT INFORMATION", and "REQUISITION INFORMATION".

| PRACTICE INFORMATION   | PATIENT INFORMATION   | REQUISITION INFORMATION  |
|--|---|--|
| Phone: 207-123-5678<br>Fax: 207-890-1234<br>Email: mark-donahue@idexx.com<br>Account #: 22188<br>Doctor: IDEXX Integration, Avimark<br>Staff: IDEXX Integration, Avimark | Client ID: 2<br>Client Name: Cravens, Marla<br>Patient ID: 8<br>Patient Name: Mason<br>Gender: Male Neutered<br>Species: Canine<br>Breed: Parson Russell Terrier<br>Age: 3y | Requisition #: 6979710<br>Date Collected: October 10, 2013<br>Accessions: 1 of 1<br><br><b>Please submit all printed forms with your requisition</b> |

Below these sections are "Requisition Tests" (1 HealthChek™) and "Clinical signs and notes on patient" (Requisition notes entered at the time of the Medical History entry and included on the printed/submitted requisition.). A red arrow points to the "Clinical signs and notes on patient" section.

At the bottom, there is an "Accession Sticker 1 of 1" and a barcode.

### ***Creating Requisition Requiring Specimen Sample Information***

And additional window will open when generating a requisition for a test code requiring specimen information. This window will open in a web browser to allow the specimen information to be entered. Users will be instructed to close the web browser form then the Lab Requisition PDF file will be displayed to allow printing of the requisition to send to the lab with the sample.

For example:

Creating a requisition for a Biopsy with Microscopic Description will display this message:

A small dialog box with the text "Specimen details required. Launching specimen url now." and an "OK" button.



Pressing OK will open the web browser form allowing the user to enter pertinent information for the specimen:

The screenshot shows the LabREXX web browser form. The top navigation bar includes '1. Tests', '2. Specimen Details', and '3. Review Form'. The 'Current Requisition' section displays patient information: Patient: Zeke (Tibbetts), Vet: Avimark One, Staff: Avimark One, and Tests: 601 Biopsy with Microscopic Description (1 Site/Lesion)-Priority. The 'Specimen Collection and Details' section shows '601 - Biopsy with Microscopic Description (1 Site/Lesion)-Priority' and 'Specimen Requirements: Specimen in 10% formalin'. The 'Histopathology Site 1' section includes a 'Select Sample Types' dropdown, a 'Select the location of Site 1' dropdown, and a diagram of a cat's body with 'Dorsal' and 'Ventral' labels. The 'Tumor/Suspected tumor' section has fields for 'Location', 'Density', 'Staging', 'Mobility', 'Need margin measurements', 'Disease/Lesion character', 'Texture', 'Bone Tumor', and 'Mass at vaccination site'. The 'Optional Notes and Instructions' section includes a 'General Information' tab and a 'Clinical history, signs and notes on patient' text area.

Press **Done** when complete then close the browser component.

The printable Requisition Form PDF will be displayed so it can be printed and sent to the lab with the sample:

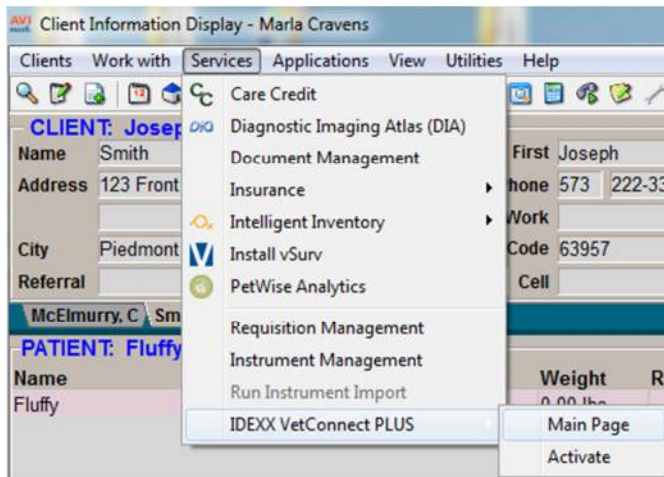
The screenshot shows the IDEXX Laboratories Requisition Form PDF. The header includes the IDEXX Laboratories logo and the text 'Requisition Form Avimark (PIMS Support/test account) 5 Sugar Creek Road, Piedmont, MO 63957'. The form is divided into three main sections: 'PRACTICE INFORMATION', 'PATIENT INFORMATION', and 'REQUISITION INFORMATION'. The 'PRACTICE INFORMATION' section includes contact details for Avimark. The 'PATIENT INFORMATION' section includes client and patient details for Zeke, a 20-year-old male longhair domestic cat. The 'REQUISITION INFORMATION' section includes requisition details and a red instruction to submit printed forms. Below these sections are 'Requisition Tests' (601 Biopsy with Microscopic Description (1 Site/Lesion)-Priority) and 'Clinical signs and notes on patient'. The bottom section is an 'Accession Sticker 1 of 1' which includes a barcode, specimen details, and a diagram of a cat's body with 'Dorsal' and 'Ventral' labels.

## VetConnect PLUS Access Within AVImark

AVImark has added a direct access point for IDEXX VetConnect PLUS for the convenience of our users!

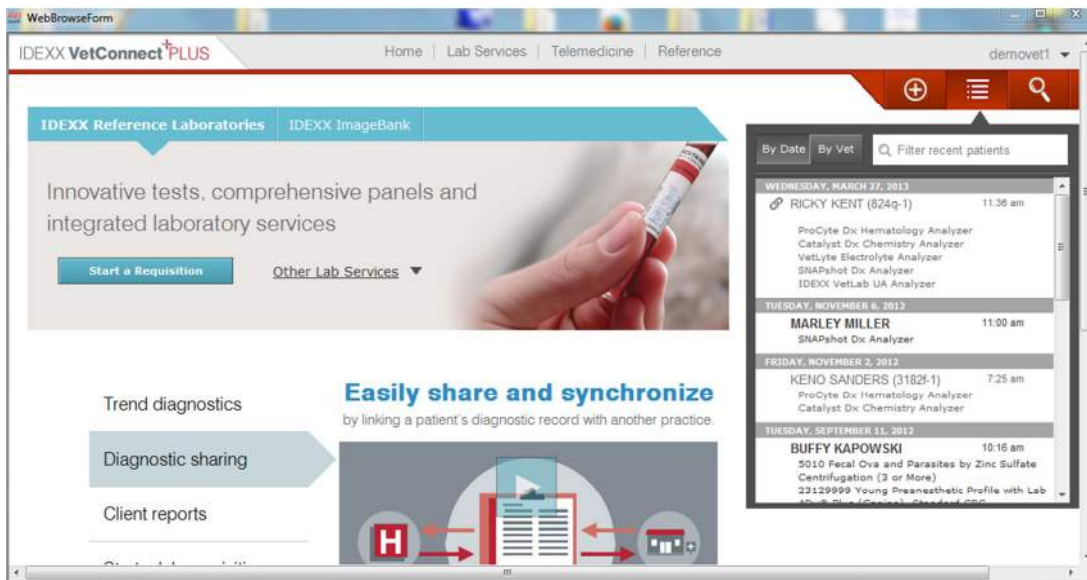
You only need to have AVImark version 2013.2.0 or greater and an active VetConnect PLUS account.

Simply selecting Services > IDEXX VetConnect PLUS will present users with a popout selection to launch the Main Page or choose to activate a VetConnect PLUS account.



Selecting Activate will allow the ability to activate a VetConnect PLUS account.

Selecting Main Page will launch the IDEXX VetConnect PLUS website where our users can take advantage of the many available features:



You can also access VetConnect PLUS for a specific set of test results for a patient from within Requisition Management.

- Select Services > Requisition Management.
- Select the Requisitions Tab.
- Find the IDEXX Reference Laboratories Requisition for which you want to view.
- Right-click on the requisition and select View Results Online.

## AVImark IDEXX IVLS Improvements

With AVImark 2014.0 we have added the following improvements to our IVLS bi-directional integration:

### ***AVImark compatibility with the most current version of IVLS software.***

This 2014.0 version of AVImark Proxy is now compatible with IDEXX IVLS software version 2.0 SDK.

**\*\*IMPORTANT NOTE:** It will be necessary to run the InstallIVLS utility to activate the new files, once AVImark has been updated.

Select Utilities > Utilities > type **InstallIVLSProxy** into the field provided and select the Traditional Proxy Server. Additional information about the new options in the InstallIVLS window can be found in the last section of this document.

### ***Ability to Use Multiple IVLS Devices on Same Network***

We have improved the Instrument Management in AVImark to allow users to connect and communicate with multiple IVLS devices at their clinic. To add additional IVLS instruments for use with AVImark simply follow these steps:

- Select Services > Instrument Management.
- Right-click, select New.
- Select IDEXX VetLab Station as the type.
- Enter the unique name of IVLS being added.
  - Important – the instruments **MUST** have unique names.



- Press Next.
- Select the site for which this IVLS will be used.
- Press Finish.

### ***Ability to Download PDF Result Files from IVLS***

We have added the ability to download PDF files from the IDEXX VetLab Station when results are loaded into AVImark. The result PDF files will be downloaded into the available Attachments directory (as used by AVImark Attachments, currently).

Client: Tibbels, Katie (v)  
 Patient Name: Zeke  
 Species: Feline  
 Breed: Domestic Shorthair

Gender: Male  
 Weight: 10.0 lbs  
 Age: 11 Years  
 Doctor: McAllister, Beth

IDEXX VetLab Station

| Test                                   | Results    | Reference Interval | LOW  | NORMAL | HIGH |
|--|------------|--------------------|------|--------|------|
| ProCyte Dx (December 18, 2013 5:16 PM) |            |                    |      |        |      |
| PCV                                    | 6.00 MJL   | 6.54 - 12.23       | LOW  |        |      |
| HCT                                    | 49.5 %     | 30.3 - 55.3        |      |        |      |
| HGB                                    | 14.8 g/dL  | 9.8 - 16.2         |      |        |      |
| MCH                                    | 68.0 fL    | 35.9 - 51.3        | HIGH |        |      |
| MCHC                                   | 22.0 g/dL  | 11.8 - 17.3        | HIGH |        |      |
| MCHD                                   | 34.0 g/dL  | 28.1 - 35.8        |      |        |      |
| RDW                                    | 12.8 %     | 15.9 - 27.0        | LOW  |        |      |
| %RETIC                                 | 0.3 %      |                    |      |        |      |
| RETIC                                  | 70.0 KJ/L  | 3.0 - 30.0         | HIGH |        |      |
| WBC                                    | 12.40 KJ/L | 2.87 - 17.02       |      |        |      |
| %NEU                                   | 74.6 %     |                    |      |        |      |
| %LYM                                   | 9.3 %      |                    |      |        |      |
| %MONO                                  | 5.5 %      |                    |      |        |      |
| %EOS                                   | 1.8 %      |                    |      |        |      |
| %BASO                                  | 8.0 %      |                    |      |        |      |
| NEU                                    | 9.40 KJ/L  | 1.48 - 10.29       |      |        |      |
| LYM                                    | 2.30 KJ/L  | 0.32 - 6.88        |      |        |      |
| MONO                                   | 0.70 KJ/L  | 0.05 - 0.67        | HIGH |        |      |
| EOS                                    | 0.20 KJ/L  | 0.17 - 1.57        |      |        |      |
| BASO                                   | 0.00 KJ/L  | 0.01 - 0.26        | LOW  |        |      |
| PLT                                    | 280 KJ/L   | 151 - 600          |      |        |      |
| MPV                                    | 8.8 fL     |                    |      |        |      |
| PDW                                    | 62.0 fL    |                    |      |        |      |
| PLT                                    | 0.20 %     |                    |      |        |      |

RBC Run

WBC Run

• RBC • RETs • PLT • BIC Pags • IMC  
 • LYM • MONO • EOS • BASO • IMC



An alternate installation process for the Windows service can be found in Ctrl + Shift > Utilities > Service Control, you will find the option to select IDEXX VetLab Station Service. Selecting IDEXX VetLab Station Service then pressing the Install button will begin the installation of the Windows service. Once installation is complete, you will be prompted with the option to start the service. Starting it will allow the service to begin running. If at any time exclusive AVImark file usage is required (rebuilding indexes, backing up, restoring...etc) you can launch the same window to stop the service thereby allowing the selected process to run. Once completed, you can again start the service.

Note: If your clinic currently uses the traditional proxy server utility, selecting the installation of this service will automatically uninstall the traditional utility during the service installation process.

## **Additional Information Requested on Printed Requisition**

The AVImark client account number and AVRL account number are now included on the printed requisition. You will need to add this information in the **AVRL Account Number** field in Advanced Options to have this information included on the requisition.

## **Cosmetic Improvements to Printed Requisition**

The AVRL requisition has been enhanced cosmetically to allow for better document quality and appearance.



## **PDF Named for Requisition ID**

The PDF file that is automatically downloaded from AVRL was always named Test.PDF. With this change the PDF is now named uniquely with the Requisition ID.

## **AVRL Requisition Code Change**

The Medical History code was changed from VE to AVRL.

## Barcode Included on Printed AVRL Requisition

There will be a barcode contained on the printed AVRL lab requisition with AVImark version 2014.0.5 and up.

This printed barcode contains the clinic AVRL Account Number and the AVImark Patient ID. We have also included the data in a human-readable format immediately below the barcode.

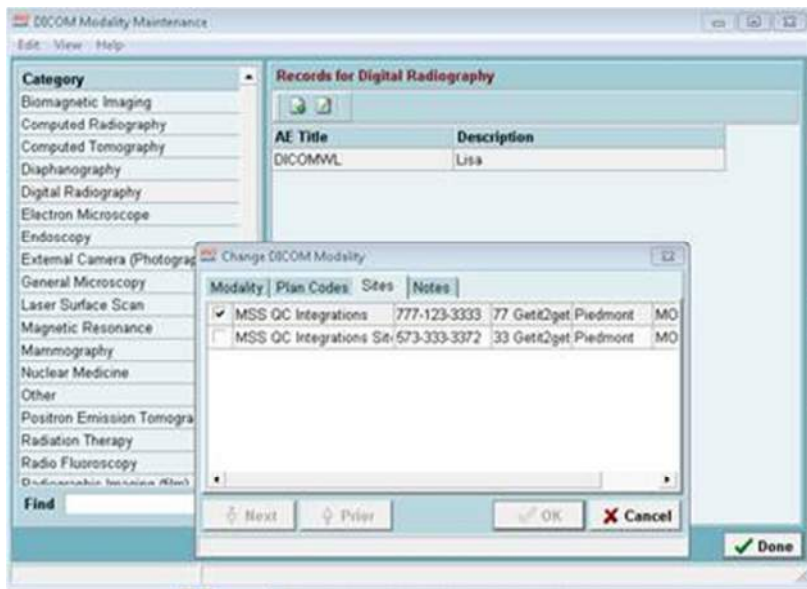
|                       |                          |   |                |
|-----------------------|--------------------------|---|----------------|
| <b>Date:</b>          | 01-14-14                 | <b>MSS QC Integrations</b><br>Requisition   | <b>Page:</b> 1 |
| <hr/>                 |                          |   |                |
| AVRL Account Number:  | 1972                     | <br>1972.1106 |                |
| RequisitionID:        | 1106.6.20140114112101229 |   |                |
| Clinic Name:          | MSS QC Integrations      |   |                |
| Clinic Address:       | 77 Getit2gether Ave.     |   |                |
| Clinic City:          | Piedmont                 |   |                |
| Clinic State:         | MO                       |   |                |
| Clinic Zip:           | 63957                    |   |                |
| Clinic Phone          | 777-123-3333             |   |                |
| <br>                  |                          |   |                |
| Client Name:          | Price, Elizabeth         |   |                |
| Client Record Number: | 6                        |   |                |
| Patient Name:         | Maggie                   |   |                |
| Patient Species:      | Dog                      |   |                |
| Patient Age:          | 11y                      |   |                |
| <br>                  |                          |   |                |
| Doctor Name:          | Abigail Camden           |   |                |

## Ability to Set Site-Specific Modalities for Dragonfly

AVImark has added the ability to assign modalities by AVImark site. This will allow users to create shot requests for the appropriate site location and warn them if they inadvertently make an improper selection.

### *To set up your site specific modalities:*

- Select Work With > DICOM Modalities
- Choose the Modality desired – RC Change – click on the (NEW) Site tab



### *Once set up:*

If a user attempts to create a shot request for a modality not associated to the AVImark Site to which they are currently logged in, a message will be displayed.

For example - if a multi-site user makes a mistake and logs into a site location and uses the associated treatment for the home clinic – they will receive the below message:



Information will also be placed into the Notes section of the Medical History entry containing the explanation and a time/date stamp as well as the ID of the current AVImark user and the Radiographs option will not be checked.

## 2014.0 Fixes List

### Accounting/Invoicing:

#### **5837 - Client Account Balance Wrong when Manually Changing Posting Date**

If the accounting posting date was manually changed and entries were posted between the last time things were posted and the current date, the tax was being added to the existing balance brought forward.

#### **5343 - As Shown Not Working on Pre-Invoice**

If the invoice format was set to As Shown, the pre-invoice was not printing the same as the invoice.

#### **5308 - Rounding to Nearest .05 Not Adding Rounding Adjustment**

If a client had a credit balance and entries were posted for more than the balance, the total was being rounded but the adjustment was not entered into accounting. This was leaving the client with an incorrect balance.

#### **5257 - Tax Table Not Working with HST**

The Tax Table will now work for clinics using HST.

#### **5689 - HST \* not Printing on Vertical Summary Invoice**

When the Print Summary option for Invoice was set to Vertical, the \* was not appearing next to the HST tax total.

#### **4935 - New Balance Amount Displays Incorrectly**

If a payment was taken on an invoice, the new balance displayed on the invoice was not correct.

#### **6296 - Payment Amount Incorrect**

If the Auto-payment was set to balance due, and multiple items were added to an invoice, the auto-payment amount was incorrect.

#### **6316 - Charging Tax on Wellness Plans**

If the amount of a wellness plan is changed, the tax will be charged according to the changed amount. If the client is making payments on the plan, the tax will be charged on the full amount of the plan from the treatment list.

### Appointment Calendar:

#### **4994 - Appointment Color was Incorrect When Using Appointment Types**

#### **6120 - Access Violation in Weekly By Room View**

Creating a block off expectation for one room when using the weekly by room view caused the following error: "Access violation at address 20004D50 in module 'rtl100.bpl'. Read of address 00000008".

### Documents/Forms:

#### **5600 - Forms Not Being Prompted**

When a treatment had the @ action code and a form attached, the form was not being displayed when the treatment was added to history.

#### **5712 - Document Management was not Loading "New Document" Field when Loading All Codes**

**Information Search:****5730 - Using Results of First Search then Exporting to eMinders or PetWise VPO Causes Error**

Running a two part search that used results of previous search and attempting to export those results to eMinders or PetWise (VPO) the following error was generated: "Error. Record, Patient Reminder, record number, -1, record state, Unknown. Record is deleted. Attempt to load invalid record number."

**Inventory List:****5071 - Items on XML Listed as Cancelled Generating Errors**

When items on an Intelligent Inventory XML were canceled, the user was getting an Access Violation attempting to import the purchase order.

**Lab:****5654 - AVImark not Tracking Removed History when Requisition was Deleted from IVLS****5564 - Lab Results Importing Inappropriately**

Attempting to import results from Requisition Management onto entries that are not actual treatments and will no longer be allowed. Attempting to import onto an entry that is not a treatment will cause the following message: "Lab results can only be imported into treatments".

**5243 - Notes Entered on IVLS Treatment Entered into History as Test Results****5182 - Create Requisition Window Doctors Not Working for Site**

When a user is logged in at the site clinic, only site doctors will show in the requisition management window. If they are logged in at the home clinics, only home doctors will show in the requisition management window.

**4152 - Unable to Print Requisition When NOT Using Zoasis Web Service**

Zoasis users will be prompted to print the 2D barcode if they are not using the web service.

**3531 - Assertion Failure Attempting to Use "Run Instrument Import" When ScilVet ABC is Installed**

With the ScilVet ABC installed, when attempting to use the "Run instrument import", users received the following error: "Assertion failure (E:\Jon-AVImark-Git\avimark\utilities\frmInstrumentImport.pas, line 156)".

**5271 - Unnecessary Extra Page When Printing Antech Lab Report****5506 - Creating a Requisition, Selecting a Breed from Drop Down List was not Working Correctly****2353 - Error Creating Antech Requisition when F12 was Used to Login from One Site to Another**

Attempting to create an Antech Requisition after using F12 to login from on site to another caused the following error: "Error creating lab order addon: Database does not have info for data you passed. java.lang.Exception"

**5596 - Access Violation Attempting to use Heska Spotchem and ScilVet ABC****2773 - Problem with Formatting on the Lab Report for Some Antech Results**

The date given has been move on the Antech results.

**Medical Condition Record:****5565 - Unchecking Abnormality Unchecks Body Subsystems**

If an abnormality was checked in the objective area of the MCR and Body Subsystems were also checked, reopening the MCR and unchecking the abnormality also unchecked the Body Subsystems.

**Miscellaneous:****5097 – Cubex - AVImark Will Send Headers Even when Field Values are not Present****6010 - Recurring Payments Prompting for Signature when Capture Device Found**

If a signature capture device was installed, the user was being prompted for a signature when running recurring payments.

**5571 - Signature Capture not Prompting when Entering Card to File**

When adding a credit card to a client file the Archive Vault window users will now be allowed to swipe the card for entry.

**5448 - Misspelled Word in VSPRO settings**

In Advanced Options: VSPRO Active option - the word Active was misspelled.

**5373 - Error Attaching Photo to New Diagnosis**

If a photo was attached to a new diagnosis entry, then the user clicked on the documents tab; the following error was displayed: “Error. Record, Diagnosis, record number, -1, record state, New. Associated record, Phrase, has an invalid record number.”

**5547 - Font Size 7 Double Spacing on Label**

When the drug label font size was set to 7, the drug label was being double spaced.

**5577 - Error on Schedule Tab if Whiteboard was Blank**

If no patients were checked in, users seemed to be allowed to select Problem. This caused an Access Violation. The Problem option will be greyed out, if no patients are checked in.

**5469 - Authorization\_Failed Updating**

Some clinics are getting the following error updating: "AUTHORIZATION\_FAILED". This was caused by an invalid LabREXX user name/password.

**6103 - Discounting Not Printing on Entries Posted from Estimate**

Group entries that were posted from an estimate were not showing discounting on the invoice or pre-invoice.

**6571 - Integer Overflow with Wellness Plans**

Entering large quantities on the Plan Entries tab was causing an Integer Overflow.

**5951 - Correct Collation Issue in MS-SQL Install**

Some clinics were receiving a SQL error when using Dragonfly

**MPS:****5648 – POSX Card Swipe**

From AVImark Accounting, adding a new credit card payment to open the card swipe window, if handkey was selected, it worked fine. But, if the card was swiped the blue window comes up where it should fill in the card number and information but this window was locking up.

**5555 – Successful Recurring Payment Report Incorrect**

When MPS takes a partial payment, the Successful Recurring Payment report will show the partial payment accepted at the top, but the total at the bottom totals incorrectly like it is adding in the full amount that should have been taken.

**5345 – Warning Processing Credit Card**

Several clinics are getting the warning "Card sent is different from the response card from element" when processing credit cards. The card is charged and AVImark is credited appropriately, it just gives that message.

**5214 – Credit Refund Amount is Not Printing on Receipt**

When processing a credit refund, the amount is not printing on the dymo label receipt. This fails using the Magtek card swipe and the ID tech card.

**5079 – Debit Card Payments Reversed after Processing as Paid****4872 – The MPS Login window needs to always open in front**

On a client do a right click – Recurring payment – add a new payment – this should prompt you to log into MPS. This window needs to always open on top, instead of behind other windows.

**5005 - Incorrect Credit Card Charged**

A credit card will no longer automatically process if the last 4 digits of the credit card are the same as one ran before. The user will get a warning prompt so the merchant can be aware and click no to stop it from processing again.

**6173 – RPC Server Errors – POSX and MAGTEK Card Swipes**

Some clinics randomly received RPC Server Error and Remote Procedure Call Failed messages when swiping a card using the POSX or MAGTEK card swipe devices.

**6371 - IPAD - Incorrect Total Errors**

Some clinics were randomly getting an "Incorrect Total" error using the Ipad device. Clinics will now be able to connect the IPAD without closing and reopening AVImark.

**Patient Area:****5737 - Deceased Field was Missing in Patient Area****5389 - Change Patient Window Read Pend Until Instead of Suspend Until****Patient Chart:****5333 - Chart Terms Not Working Correctly**

When previewing the patient chart for a term (1 day for example) then changing the term (2 days for example), the second time was still printing according to the first chart term.



**5740 - Patient's Age Reported as 112y**

If a patient's age is not entered, printing the patient chart with medical condition checked printed the age as 112y.

**Reminders:****5557 - Remind As on Blank Codes**

Blank codes in the treatment, inventory and diagnosis list were causing blank remind as entries to be added.

**Reports:****3882 - Client Retention Report Incorrect**

The client retention report was reporting incorrectly. The "Active Clients at the Beginning of Time Frame" and "Active Clients at End of Time Frame" will now report the number of clients that had invoices in the time frame.

**5241 - Doctor With Long Last Name Not Printing on Reports**

If a doctor had a last name that was more than 24 characters, printing the Income by Treatment, Patients by Treatment, or Sales Summary for that doctor was blank.

**5273 - Use Inventory Cost in Expense Column was Not Working with Inventory Used****Sidekick:****850 - Sidekick- Notes Copied to Subjective Area from Appointment were not Importing from Sidekick****847 - Sidekick- Problem History Entered in Sidekick SOAP Record was not Importing to Server****SQL:****5198 - SQL Search Fails Using "Time of Day"**

In SQL, searching for Time of Day does not display any results.

**4261 - SQL - Error Opening New SOAP Records**

Some clinics were getting the following error opening a new SOAP record in SQL: "Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done."

**6091 - SQL - VetConnect - Error Generated when Linking AVImark and IDEXX Test Codes****5348 - Advanced Security not Working after Converting to SQL**

If advanced security was set up in a flat file database, then converted to SQL, your username/password combination was no longer accepted.

**Users and Security:****5639 - TST03 was Preventing Users from Adding Tests**

If the user function TST03 (Remove Tests) is secured to a user category, users that are not in that category were not allowed to make new tests.

**Utilities:**

**5586 - FixVariance was Utility Creating Duplicates**

**5174 - FixVariance Not Working**

The FixVariance utility was not working correctly.

**6302 - File Extension Should be txt not TXT for California ASAP Report**

For the state of California, the file extension on the ASAP report will be TXT, when the TXT option is selected.

**5504 - FLDR2ACT Slower Than Before**

The FLDR2ACT utility has been sped up. This will still not be as fast as in previous versions due to the utility cycling through 17 records now, instead of 7 records in the past.

**5106 - ChgValue or Script for SQL**

ChangeValue will now work with SQL.

**Wellness Plans:**

**5636 - Cost Plus Discount was not Working for Patients on Wellness Plan**

**5631 - Wellness Plan Performed Services Amount was Incorrect**

**5606 - Recurring Charges are being Ran in Data with no Plans**

Only clinics using wellness plans will be prompted to check for recurring charges.

**6133 - Plan Entries Tab Shows Item's Unit Cost**

**6126 - Plan Auto-Renew not Regenerating Recurring Payment**

When a Wellness Plan auto-renews, AVImark will use the Recurring Payment options for the original sale.

**5813 - Cancelled Plan Shows on Reports**

If a plan was sold and then cancelled, it was still showing on the wellness plan report and detailed wellness plan report.

**5749 - Error Running Chgdr in SQL**

The CHGDR utility will now work in SQL databases.

## **2014.0.8.0 Fixes List**

### **7137 - Rounding to Nearest .05 Not Working with Default of Cash**

If the Default Payment type was Cash and Round Invoice to Nearest .05 was True, the payment amount was being rounded for all payment types. Only cash payment types will be rounded.

### **7133 - Printing Pre Invoice Asking to Release**

When the pre-invoice was printed, users were being asked to release the patient.

### **7132 - Error Printing Pre-Invoice**

When printing the pre-invoice, some clinics were getting the following error: "Error. Record, Account, record number, -1, record state, Unknown. Record is deleted. Attempt to load invalid record number."

### **7120 - Unable to Release Patient from Whiteboard**

Some users were not allowed to release patients from the whiteboard.

## **2014.0.9.0 Fixes List**

### **7150 - HST Not Working on Some Clients**

If a client's zip code was not in the zip code table, HST was not being charged.

If there is a special tax setup in system tables and the Zip Code Look Up Length is not set to 7; HST will be charged, instead of the corresponding tax.

## **2014.0.10.0 Fixes List**

### **7153 - VetConnect PLUS Link not Working for Live Clinics**

Clinics reported the Services > IDEXX VetConnect PLUS > Main Page was not working.

### **7130 - Wrong Doctor Assigned to Submitted Requisition**

The incorrect doctor was being assigned to the submitted requisition.

### **7240 - Debit Payment Previous Card Error**

The warning prompt for using the last four digits of card was the same as previous card ran.

### **7127 - MagTek Ipad- Debit Card Error on Windows 8**

Clinics could not take Debit Cards using the MagTek Ipad on Windows 8 computers.

### **7174 - Access Violation Dragging and Dropping Attachments**

Dragging and dropping attachment was causing the following error: "An exception was raised on the server: Access violation at address 00FFCC70 in module 'AVImarkServer 2014.1 develop.exe'. Read of address 00000038."

### **7246 - Patient Specific Reminders Not Printing Reminders**

If a reminder was patient specific, it was not printing on reminder cards or on the reminder analysis.

### **7235 - Error Running Reminders**

Some clinics were getting the following error attempting to print reminders: "Error opening file"

### **4111 - "Multi-Part Identifier" Error Running Search in SQL**

Running a multi-part search in SQL caused the following error: "The multi-part identifier "@Sub6.Amount" could not be bound. The multi-part identifier "@Sub1.Amount" could not be bound."

### **7151 - AVRL Requisition Line Will be Displayed on Lab History Tab**

### **6260 - Inappropriate Notes Included on Electronic Requisition**

Notes entered on a non-AVRL associated treatment were being included on AVRL Test Requisition.