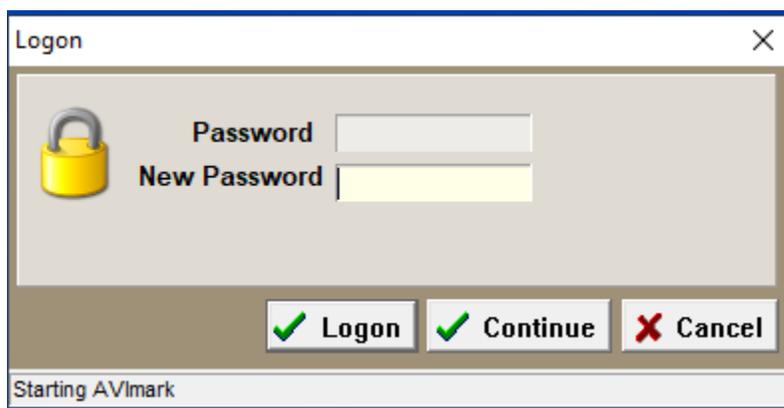


# AVIMARK FOR BEGINNERS

A choose your own adventure

Alyx Vacca 2021

# Welcome to Avimark!



The image shows a Windows-style dialog box titled "Logon" with a close button (X) in the top right corner. On the left side, there is a yellow padlock icon. To the right of the icon are two text input fields: the top one is labeled "Password" and the bottom one is labeled "New Password". Below the input fields, there are three buttons: "Logon" with a green checkmark icon, "Continue" with a green checkmark icon, and "Cancel" with a red X icon. At the bottom of the dialog box, there is a status bar that reads "Starting AVImark".

Avimark is the electronic medical charting system that we use here. This manual is intended for those completely new to Avimark, or who just haven't used it in a while.

### Different parts of of the screen

Once you find your client, there are a few different parts of the screen to note.

Client Information:

Patient Information:

Medical History:  
Will include such information as Heartworm tests, examination notes, vaccinations given, etc.

The screenshot displays the AVI Client Information Display interface for Alyx Vacca. The window title is "AVI Client Information Display - Alyx Vacca". The menu bar includes "Clients", "Work with", "Services", "Applications", "View", "Utilities", and "Help". The toolbar contains various icons for search, print, and other functions.

**CLIENT: Ing Test**

Name	Test	First	Ing	Title		Added	03/11/21
Address	Cat	Phone	555 924-0412	Codes	A	Fax no.	
		Work		Class	01	County	
City	Tchya	State	AL	Spouse		Balance	0.00
Zip Code	34241	E-mail	testing91834@exam	Cell		Folder	0
Referral						Co.	01
		Spouse Cell					

**PATIENT: Test Pet (0)**

Name	Test Pet	Codes		Sex	N	Added	03-11-21
Birthday	12-11-18	Age	2y	Rabies		Reminded	(none)
Breed	Leonberger	Plan		Deceased		Deceased	(none)
Color	(unspecified)	Weight	1.00 in lbs	Microchip			
Species	Canine	Allergy	(none)	Relation	(none)		

**Medical History**

Date	Time	Dr.	Type	Code	Description	Qty	Amount	By	Photo	Public?

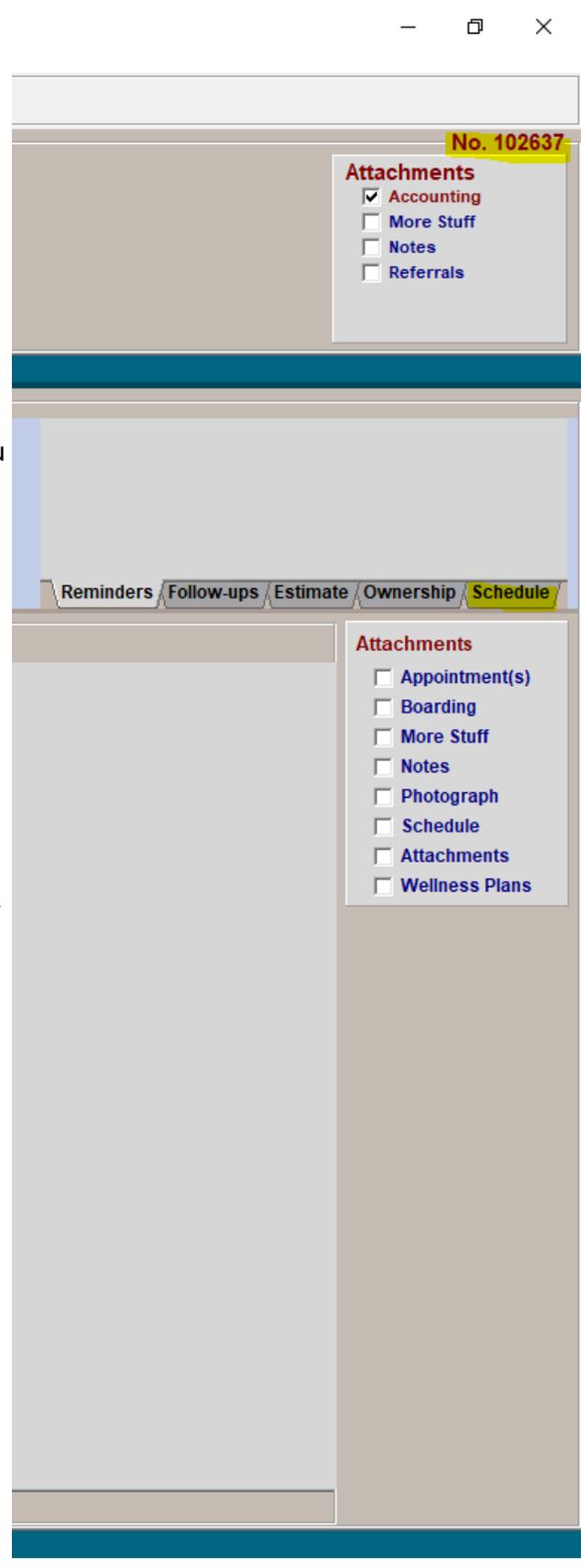
Navigation tabs at the bottom: Chronological, Diagnoses, Diet, Injections, Lab, Rx, Reminder, Surgery, Vaccs, X-Ray, SOAP, Photos, Notes, Public, Problems, Attachments, Dental, R

Bottom status bar: Test Pet

Account number can be found on the FAR UPPER RIGHT corner

To find scheduled appointments, click on the highlighted tab and find the one for the date you are looking for.

Under the "Attachments" section, you'll have notes entered, photographs and attached documents. These will turn checked and red for when something is attached to a specific treatment. To open them, click on the red attachment you want to open.



## Our Schedule

Our **surgery schedule** takes up the far left of our AVImark schedule.

The top of the schedule designates the “Lanes” of scheduling, the table on the left designates the time of the appointment.

The way surgeries are scheduled does not indicate the actual time of surgery, rather the drop off time we have discussed with the client. Dog drop off starts at 8:00am and cat drop off starts at 8:30.

For surgery scheduling, the “lanes” have been divided into the types of surgery we are doing and how many of that type, then color coded further for more information at a glance.

To change what day of the week you are looking at, the days are listed as tabs on the very bottom left.

AVI AVImark Appointment Calendar

Appointment Print View Out-of-Office



Wednesday, September 1, 2021

Time	Lane #1	Lane #2	Lane #3	Lane #4	Lane #5	Re
7:35a						
7:40a						
7:45a						
7:50a						
7:55a	<b>Dog Spays (L) - 5</b>	<b>Dog Spays (S) - 10</b>		<b>Dog Neuters - 12</b>		
8:00a	"Nala(C)", Gates, Tim **LARGE KENNEL* AR - Bronze Dog Spay @ \$65 (Sx Sub @ \$65) chin		"Cora(C)", Rescue, Critt **SENIOR PET* KC - dog spay BB bundle @91 V cath & fluids @35	"Marley(C)", Fletcher, Li DA- Dog Neuter Bronze@130, Trazadone@10	"Charlie(C)", Sumins **UNDER 10LBS* *CRYPTORCHD - ABDOMINAL*	
8:05a	"Diamond(C)", Chapple **LARGE KENNEL** KH- Dog Spay, GW Bundle@175	"Molly(C)", Chavez, Fabiola DA- Dog Spay Bronze@130 Good health, No history of seizures, No previous litters. Not pregnant as of		"Comet(C)", Chavez **MEDIUM KENNEL* DA- Dog Neuter BRONZE@130		
8:10a	"Princess(C)", Ricketts **MEDIUM KENNEL** KH- Dog Spay, BB Bundle@130	"Diva(C)", Jimenez, Olivia **UNDER 10LBS* BG-BB Spay @130 Microchip @15 healthy, no meds, no allergies, no		"Brock(C)", Shaw, Shan **MEDIUM KENNEL* GC- dog neuter- GB bundle @175	"Chief(C)", Gustaso **UNDER 10LBS* BG- BB Neuter @130 Microchip@15	
8:15a	"Baby(C)", Wheeler, Ner **MEDIUM KENNEL** KH- Dog Spay, Bb Bundle@130	"Lexus(C)", Savage, Stacy **1 DOG & 1 CAT* *BRACHY* BG, BB Spay @130	"Chispi(C)", Santiago **AGGRESSIVE per client*** AR - Bronze Dog Spay @	"Arlo Grossman(C)", Gr **N/L- BB Neuter @130 healthy, no meds, 2T TOTAL \$130 Dog Neuter	"Weber(C)", Rescue KC - dog neuter BB bundle @91 healthy	
8:20a	"Lilli(C)", Cleveland, Chri **MEDIUM KENNEL** KH- Dog Spay, BB Bundle@130	"Mei Mei(C)", Nguyen, Amy **N/L- Dog Spay, BB Bundle@130 Healthy, unknown last heat, no prev litters, not preg as of 07/14/2021, no	"Waverly(C)", Rescue KC - dog spay BB bundle @91 healthy	"Wolfgang(C)", Rescue, KC - dog neuter BB bundle @91 healthy	"Wilder(C)", Rescue, Fu KC - dog neuter BB bundle @91 healthy	
8:25a				"Darwin(C)", Rescue, Fu KC - dog neuter BB bundle @91 healthy		
8:30a	<b>Cat Spays - 20</b>			<b>Cat Neuters - 18</b>		
8:35a	"Light Gray Kitty(F)", He DA- Community Cat Spay@40 Aware cat has to be in a live	"Freindly Feral #3(F)", Garnett, RG - Community Cat Spay @20 - DO LAST, Community Cat Bundle - Cat Spay Rabies **** Runrenrhine SR	"No name Stray(F)", Cor DA- Community cat spay@40, Community Cat Bundle - Cat Spay	"Dewdrop(F)", Doni N/L- GW Bundle@140 Healthy, no allergies, 2T's	"Dark Gray Kitty(F)", He DA- Community Cat Neuter@40 Aware cat has to be in a live	
8:40a	"Puff(F)", Akers, Ali **2 CATS* BG- BW Spay @30 Microchin@15	"Sabrina Rose(F)", Rescue, KC - cat spay BW bundle @49, rabies @14, FVRCP @14, combo test @14 chin insert @5	"Thonen #1(F)", Rescue Community Cat Bundle Carol Thonen is dropping off	"Kid(F)", Akers, Ali **2 CATS* BG- BW Neuter @30 (coupon sub@40)	"Comet(F)", Newma GC- cat neuter- BW bundle @30 (coupon sub @40) healthy- no allergies- no	
8:45a	"Apple(F)", Carter, Carol **3 CATS* KC - cat spay BW bundle @70	"Stacy(F)", Carter, Carol **3 CATS* KC - cat spay BW bundle @70 healthy - never been in heat (as of	"Thonen #2(F)", Rescue Community Cat Bundle Carol Thonen is dropping off for the TRP. Community Cat	"Richard(F)", Walker N/L - cat neuter BW bundle @70 healthy - 2 testicles visible	"Shorsey(F)", Carter, Ca **3 CATS* KC - cat neuter BW bundle @70	
8:50a	"Short Black Cat(F)", Sh RH/BG Community Cat Spay@40 *cat will be in a trap - please	"Domino(F)", McCampbell, Sally BG- Community Cat Bundle @40 *Client aware of additional charge should she be pregnant* Community	"Luna(F)", Leuthold, Kat N/L - cat spay BW bundle @70, FVRCP @20, chip @15	"Red #1(F)", Gatlin, Ver **2 CATS** GC- cat neuter- BW bundle @70 add no vax @70	"Red #2(F)", Gatlin, Ver **2 CATS** GC/BG- cat neuter- BW bundle @70 add no vax	
8:55a	"Kitty 2(F)", Digiorge, St **2 CATS** GC- cat spay- BW bundle @40	"Kitty 1(F)", Digiorge, Steve **2 CATS** GC- cat spay- BW bundle @40	"Sam(F)", Mulvey, Louis BG- BW Spay @70 healthy, no meds, no seizures, no allergies, IITD	"Rocky(F)", Savage, **1 DOG & 1 CAT* BG- BW neuter @70 healthy no meds, no	"Kelce(F)", Velasque DA- Cat Neuter Bronze@70 Good health, No history of seizures. Not utd on	
9:00a	"Sativa(F)", Lawrenz, Ca BG- BW Spay @70 healthy, no meds, no allergies, no seizures	"Jasper(F)", Briscoe, Sheila **Records reviewed and approved by Dr. SAA* RG- RW Spay @70 FVRCP @20	"Luna(F)", Steelman DA- Cat Spay Bronze@30 (coup sub) Good health No previous	"Tank(F)", George, DA- Cat Neuter Bronze@30 (coup sub), Chip@15, Combn test@10 Felv	"Stormi(F)", Goodwin, S BG- BW Neuter @ 70 PIF @5 healthy no meds, no	
9:05a	"Nala(F)", Rankin, Rox **2 CATS* AR - Bronze Cat Spay @ \$70 + Feline Basic Vacs @	"Mia(F)", Steelman, Jennifer DA- Cat Spay Bronze@30 (coup sub) Good health. No previous heat cycles		"Simba(F)", Rankin, Rox **2 CATS* AR - Bronze Cat Neuter @ \$70 + Feline Basic Vacs @	"No name Feral(F)", Reg DA- Community Cat Spay@40 Has had multiple litters	

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Our **Wellness Clinic** schedule is farther to the right, you will need to scroll to see its entirety.

The PINK lane is appointments booked for our Sit N Serves mobile location. At the top will be listed what location we will be at that day.

The GREEN lanes are for our on-site appointments.

These appointments are booked in 10 minute increments, or 5 minute increments depending on what they are scheduled to get.

There are some unfilled appointment slots in the 5 minute lane that are beige in color. The spaces between the 10 minute slots are greyed out so that they are not overbooked.

		"Cali(F)", Correa, Brianna "BG-Triage", Triage Treatment			
	120 N Clairborne Rd Olathe, KS 66062	10 MIN APPTS	10 MIN APPTS	5 MIN APPTS	
	UNMATCHED WEB "Client:Beverly Buckley, Patient:Alastor, Phone:9132695331	"Zeus(C)", Chavez, Oswaldo ***SPANISH SPEAKER** GC- 1D DHB @134", 1d. Dog Health Bundle 12 MO	"Haven(C)", Carlson, Lisa "BG- Pre-Surgery Exam @0"	"Ash(C)", Austin, Lauren "AR - Puppy Rabies Booster @ \$30 Total Due @ \$30" PUNOV	
	UNMATCHED WEB "Client:Sarah Smith, Patient:Aslan, Phone:7853938468	"PeeWee(C)", Kendrick, Renee "WEB APPOINTMENT : VETSTORIA - PeeWee (Dog) - Renee Kendrick - 18165101186 - PUNOV Booster	"Callie(F)", Gray, Denise "AR - 2. Feline Full Set @ \$50 Total Due @ \$50	"Mango(C)", Super, Mallory "KC - puppy booster bundle @30", Puppy Booster	
		"Ginger(C)", Goddard, Jacqueline "WEB APPOINTMENT : VETSTORIA - Ginger (Dog) - Jacqueline Goddard - 8163721371 - 1c. 6	"Tom Jones(C)", Clark, M "KC - #2 dog full set @50, KCMO license @12	"Murphy(C)", Beaudry, Lisa "BG- Puppy Rabies @30 TOTAL:\$30-\$30PP=0", Puppy Rabies Booster	
		"Grace(C)", Goddard, Jacqueline "WEB APPOINTMENT : VETSTORIA - Grace (Dog) - Jacqueline Goddard - 8163721371 - 1d. 1	"Geordi(F)", Hogan, Laura "WEB APPOINTMENT : VETSTORIA - Geordi (Cat) - Laura Hogan - 7604097767 -	"Aurora(F)", Castulo, Catherine ***3 KITTENS** GC- Rabies booster @30", Kitten Rabies Booster	
		"Lucy(C)", Fox, Sharon "WEB APPOINTMENT : VETSTORIA - Lucy (Dog) - sharon fox - 8167971821 - Don Basic Bundle	"Luna(F)", Hogan, Laura "WEB APPOINTMENT : VETSTORIA - Luna (Cat) - Laura Hogan - 7604097767 -	"Pebbles(F)", Castulo, Catherine ***3 KITTENS** GC- Rabies booster @30", Kitten Rabies Booster	
		"Beesley(F)", Scheusler, Lisa **2 CATS*	UNMATCHED WEB "Client:Sherry Breiten, Patient:Piper, Phone:9135751288	"Rocky(F)", Castulo, Catherine ***3 KITTENS** GC- Rabies booster @30", Kitten Rabies Booster	
				"Sylvie(F)", Flores, Ana "KC - kitten rabies bundle @30", Kitten Rabies Booster	
				"Moons(F)", Scheusler, Lisa **2 CATS*	

## Now your adventure begins!

**Good morning! There is a client outside in the parking lot for Wellness or Surgery check-in!**

You look at the spreadsheet and see that they have an appointment and their account number is listed- Go to page 8

You look at the Check-In spreadsheet and see that there is no appointment and no account number - Go to page 13

**Good morning! The phone's ringing in Call Center!**

They are a previous client and you need to find their account - Go to page 13

They are a new client and you need to create an account - Go to page 9

## Find the Account using the **Account Number**

AVI work. Client Selection — □ ×

Work with Include Show

Client <input type="text"/>	Patient <input type="text"/>
Phone Number <input type="text"/>	Tag no. <input type="text"/>
Folder Number <input type="text"/>	Patient ID <input type="text"/>
Account Number <input type="text" value="120632"/>	Patient Record Number <input type="text"/>

Client Name	Spouse	Address	Phone

It will bring you directly to the account associated with that number.

Now find the pet!

Is this a pet we've seen before? Continue below.

Is this a new pet? Go to page 10

### Find the **correct pet**

Check the Name of the pet in the patient information section of the page.

**PATIENT: Testes**

Name	Testes	Codes	<input type="text"/>	Sex	M	Added	04-21-21
Birthday	~04-22-18	Age	3y	Rabies	<input type="text"/>	Reminded	(none)
Breed	Chihuahua	Plan	<input type="text"/>	Deceased	<input type="text"/>	Microchip	<input type="text"/>
Color	Apricot	Weight	0.00 in lbs	Relation	<input type="text" value="(none)"/>		
Species	Feline	Allergy	(none)				

**Medical History**

If it's not the right pet, check the tabs at the bottom of the page.

Chronological / Diagnoses / Diet / Injections / Lab / Rx / Reminder / Surgery / Vaccs / X-R

Test Pet **Testes**

To continue checking in your pet for Wellness or Surgery - Go to page 26

## Creating a New Client

To create a new client, right click in the Client Information area and select NEW.

This window will open and you will collect and fill out all highlighted fields then hit OK.

**AVI** New Client Information

Balance 0.00

**Contact Information**

Last [redacted] First [redacted] Title (NONE)

Address [redacted] Zip [redacted]

City [redacted] State [redacted] Phone [redacted] (NONE) Fax No [redacted]

County (none) Work [redacted] Cell [redacted] Spouse Cell [redacted]

eClaim Contact Pref (unspecified) E-mail [redacted]

History Zip (none) (none)

**Personal Information** Premises ID [redacted] State Prem. ID [redacted]

SSN ?????????????? License ?????????????????? Photo [redacted] ...

Employer [redacted] Spouse [redacted]

Preferred Doctor (none) Referral [redacted] ...

Date of Birth [redacted] Business Referral [redacted] ...

Added 09-01-21 Added By 334 Codes A  Suspend Reminders

Folder 0 Co. 1 Contract Price [redacted] Suspend Until [redacted]

Class Client Statement Site Pet Resource Center of Kansas City Quality 0  Set

# of other pets [redacted]

Unaltered pets?

Previous litter

Next Prior OK Cancel

After hitting "OK" it will autoprompt you to create the first pet on the account.

To create a new pet, continue to the next page.

## Creating a New Pet

To create a new pet, right click in the patient information area and select “NEW.”

This window will open and you will collect and fill out all highlighted fields then hit OK.

If the birthdate is unknown, simply check that box and fill in the age. If the sex is unknown, there is an unknown option that can be updated after we have examined the pet.

AVI mark New Patient

Name  Species (none)

General Insurance

Breed   Mixed

Color  Age  Sex

Birthday 09-01-21   Unknown Weight 0 In LBS

Codes  Certificate 0

Rabies  Locator

Microchip  Plan

Photo  ... Class (none)

Folder  Wellness Discount

Added 09-01-21  Reminded

Allergy NONE  Suspend Until

Deceased

Next Prior OK Cancel

To Schedule an appointment for this pet - Continue to the next page.

To Enter in treatments for this pet to check it in for Wellness - Go to page 16

## Scheduling an appointment

While on the account and patient that you are wanting to make an appointment for, click the calendar to open up the schedule.

AVI Client Information Display - Alyx Vacca

Clients Work with Services Applications View Utilities Help

CLIENT: **Ing Test**

Name	Test	First	Ing	Title		Added	03/11/21
Address	Cat	Phone	555 924-0412	Codes	A	Fax no.	
City	Tchya	State	AL	Work		Class	01
Zip Code	34241	E-mail	testing91834@exam	Spouse		Balance	0.00
Referral		Cell		Folder	0	Co.	01
		Spouse Cell					

Chapple, T | Test, I | Testssss, T

PATIENT: **Testes**

Select the appropriate time on the calendar in the correct lane and right click and select "NEW"

<b>B</b>		
	<input type="checkbox"/> Cat Neuters - 18	<b>B</b> <input type="checkbox"/>
<b>B</b>	<input type="checkbox"/>	<b>B</b> <input type="checkbox"/>

AVI mark New Appointment \_ □ ×

Treatments Opening

Date	09/01/21	Time	3:20p	Created	09-01-21	Tx, Items, Dx & Problems Cat Neuter - Golden Whiskers Bun
Doctor	MSN: Surgery Clinic	by	334			
Room	Lane #4	Minutes	5			
Client	Test, Ing	Phone	555 - 924-0412			
Patient	Testes	Species	Feline			
Breed	Chihuahua	Weight	0.00 lbs	Type	(none)	

**Notes...**

AV - Cat neuter GW @\$\$  
In good health, no hx of heart problems or seizures. Needs vax. Two testicles visible.

**Virtual Visit**

Create Link Copy Link Email Link

**Reminders...**

10-01-21	Adv Multi Cat-Flea/Heartworm P
09-01-22	Rabies Vaccination ***
09-01-22	FVRCP ***

Unconfirmed 
  Confirmed 
  Left message

New Client 
  New Patient 
  Next Patient 
  Done 
  Remove 
  Quit 
  Help

Fill out the notes section with the appropriate information and enter the treatments in the upper right box by right clicking in that section and selecting choose.

For more information about choosing treatments - Go to page 16

To take a prepayment - Go to page 20

## Finding Accounts without the Account Number

### Searching for Client/Pet

The first thing you'll want to do after you log in, is to find the client and pet you are looking for.

You can do one of two things;

1. You can hit the "escape" key
2. You can click the magnifying glass in the top left corner

AVI Client Information Display - Alyx Vacca

Clients Work with Services Applications View Utilities Help

**CLIENT: Ing Test**

Name	Test	First	Ing
Address	Cat	Phone	555
City	Tchya	State	AL
Zip Code	34241	E-mail	testing91834@exam
Referral		Spouse Cell	

Molder, J Test, I

PATIENT: Test Pet (0)

Either way, the result will be the same and this window will appear!

AVI Client Selection

Work with Include Show

Client	Patient
Phone Number	Tag no.
Folder Number	Patient ID
Account Number	Patient Record Number

Client Name	Spouse	Address	Phone

Include Inactive

Continue Cancel Help

You can search using a multitude of methods, the best ways to find the client you're looking for are:

- Account Number (If you know it, fantastic! You will definitely get to the right client)
- Phone Number (A solid second. With hope, no one changed phone numbers and can't remember their old one.)
- Client last name and/or patient name (You may end up with a lot of options, ask follow up questions to determine the correct account)
- Pet Microchip number! (AKA Patient ID: Always use this when we encounter a chip in the wild!)

AVI Client Selection

Work with Include Show

Client

Phone Number

Folder Number

Account Number

Patient

Tag no.

Patient ID

Patient Record Number

You want to be able to narrow down your search as much as you can. If you only put in the clients last name, you'll end up with a lot more options than if you include one of their pets name or phone number.

AVI Client Selection

Work with Include Show

Client

Phone Number

Folder Number

Account Number

Patient

Tag no.

Patient ID

Patient Record Number

Client Name	Spouse	Address	Phone
104956 Test, Diana		8920 E Independence Ave	(816) 446-5235
102632 Test, Ing		Cat	(555) 924-0412
102637 Test, Ing		Cat	(555) 924-0412
102638 Test, Ing		Cat	(555) 924-0412
102639 Test, Ing		Cat	(555) 924-0412
62778 Test, Nikkole		7511 Locust St	(816) 914-0607
36387 Test, Taylor		805 E 21st Ave	(816) 506-6957
88099 Test, Test		123 Fake Street	(816) 555-5555
43117 Test, Test		1116 E. 59th Street	(816) 353-0940
33653 Test, Vickie		318 N Leslie	(816) 332-8946
99776 Test PRCKC			(123) 456-7891
3826 Testa, Tony		814 N 98h ST	(913) 244-0493
23272 Testerman, Brenda		200 2cd Str	(816) 835-4840

Include Inactive

If the client does not have an account with us - Go to page 9

If you have found the correct account and are ready schedule an appointment -Go to page 11

If you have found the correct account and are ready to check them in as a walk-up appointment for Wellness - Go to page 16

## Checking In an Appointment

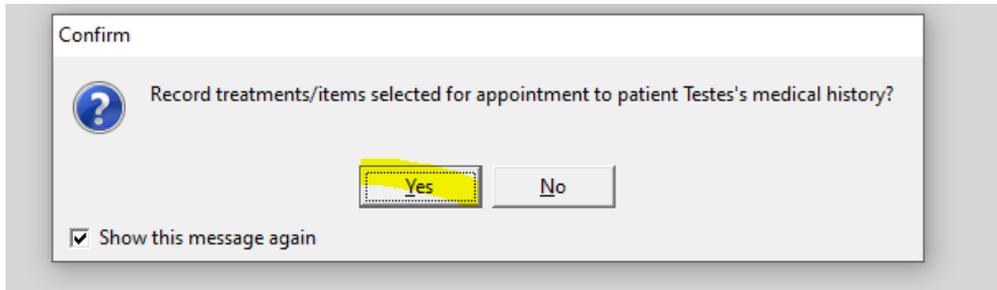
To Check in a pre-made appointment, go to the the "SCHEDULE" tab in the Patient Information section.



RIGHT CLICK the appointment with the correct date, there may be other appointments listed.

Select "CHECK IN".

This pop-up window will appear. Click YES to have the treatments added to the patient.



If a client has appointments for multiple pets, a window will appear asking if you would like to check them all in at once. To help keep tags and microchip numbers straight, click no and check them in individually.

IF you are checking in for WCC and you have no additional treatments to add -You're done!

IF you are checking in for WCC or Surgery and they would like to add more treatments - Continue to the next page.

IF you are checking in for Surgery and you have no additional treatments to add - Go to page 19

## Entering Treatments, Diagnoses, and Items

To get to treatments you have a couple options. F7 is the shortcut key, or you can Right Click in the patient medical history section. From there, go to Choose, then Treatments (or Items [shift+F7] or Diagnosis [ctrl + F7]).

AVI Treatment List

File Edit View Help

Records for \*\*\*Package Items Do not use!

Include Tax Species Feline

Code	Description	Charge	Action
KCMOLFR	(R) KCMO City License - Alt#	5.00	F{
KCMOLFUR	(R) KCMO City License - Unalt#	5.00	F{
DIS	20% Package Upgrade Discount	0.00	F
3YRRABIE	3-year Rabies **** Given Elsewhere	0.00	FR
REPRA2	Additional Replacement Rabies Tag ****	10.00	F
AMP59	Adv Multi Cat-Flea/HW Prev 1 dose ****	0.00	F
ADVIIC	Advantage II Cat Flea Prev ****	0.00	F
ADVM12	Advantage Multi: 12-mo supply ****	0.00	F
ADVM6	Advantage Multi: 6-month supply ****	0.00	F
SNANE2	Anesthesia Other#	0.00	FC
SNANE	Anesthesia: Dexmed/Ketamine/Butorphanol	0.00	FC
ACWBA	Annual Cat Wellness Bundle - Altered ***	160.00	F
ACWBU	Annual Cat Wellness Bundle - Unaltered**	190.00	F
BPCP	Basic Post-Care Bundle ***	0.00	F
SA030	Blood Work-CBC, Vet Screen	125.00	F
BVEAC	Brief Visual Exam ****	0.00	F
BVEUA	Brief Visual Examination - Unaltered ***	0.00	F
BVEA	Brief Visual Examination ****	0.00	F
BVE	Brief Visual Examination ****	0.00	F
PAPA	Carprofen 2 Days ****	0.00	F
ECOL	Cat E-Collar ****	0.00	F
SCHC	Cat Health Bundle - Altered ****	50.00	F
CHCPU*	Cat Health Bundle - Unaltered ****	65.00	F
CHBG	Cat Health Bundle ***	65.00	F
CHBGTC	Cat Health Bundle w/test & chip ***	66.00	F

Category

- \*\*\*Package Items Do not use!
- ... Obsolete Items
- ..Subsidy Not Currently Availab
- Accounting
- Administration
- Administration - Trap Rental
- Antech
- Appointments
- City Licensing - KCMO
- Client Communications
- Community Clinics - Admin
- Community Clinics - Project TLC
- Community Clinics - Special TLC
- Community Clinics - WCC
- Community Clinics- Mobile
- Euth/Cremation/Disposal
- In-House Medical

Find

Selected

<No data to display>

0.00

Company: 1

Doctor: MSN: Surgery Clinic

Done Cancel

Under categories, if you're unsure of the name of the treatment, and to make sure that you're only using items we're currently using, there are different options. The most common ones you'll use are farther down the list and shown on the next page.

You can use the FIND search bar to look for something specific, say an A la carte Microchip. Always make sure you've got the right doctor selected. Those "doctors" are based on what department of the clinic it's coming from. If a dog is in for a neuter and getting a rabies, that

rabies will be entered with a “Surgery Clinic” doctor, if it’s coming through Wellness, it will have a “Wellness Clinic doctor.

In the actual list of treatments shown, there are a lot of \*\*\*. Those \*\*\* means that those are packaged items and not priced for individual sale. If you are adding something a la carte, make sure that it has a price next to it and ask your supervisor for clarification if needed.

Category
Pet Outreach - Pantry Admin
Pet Outreach - Quarantine
Pet Outreach - Referral, Assist
Pet Outreach - Resources
PRCKC Donations
PRCKC - Community Cats
PRCKC - Misc Surgeries
PRCKC - Spay & Neuter
PRCKC - Spay & Neuter Addtl
PRCKC - Surgery Post-Care
PRCKC- Vaccinations
Rescue Group - Admin
Special Medical Program
Subsidy - Currently Available
SX/Triage Doctors
Volunteer Perks- Admin

Other categories farther down the list. Under “Pantry Admin” you’ll find things like “bags of food” “pantry application issued or received”, etc.

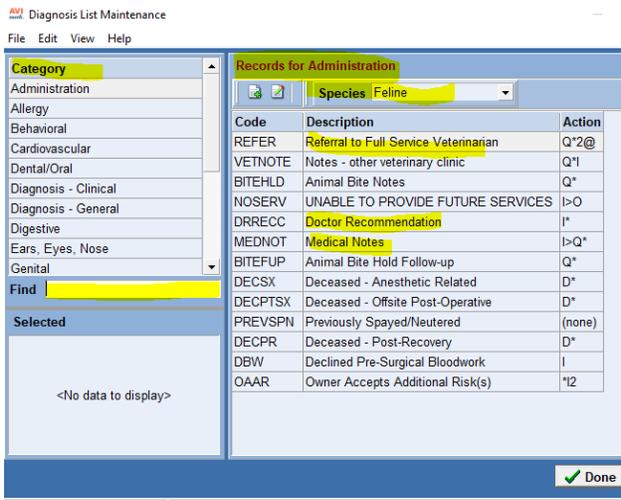
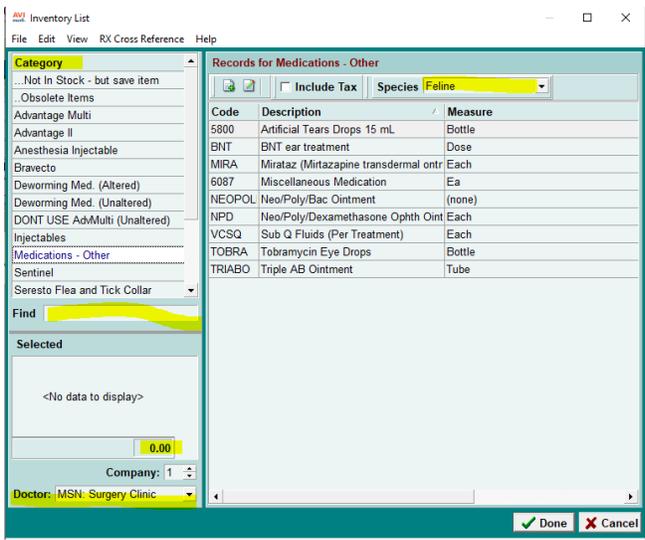
Under “Spay & Neuter” you’ll find the packages for surgery. Select one of those treatments, and then when it’s applied to the patient, it will list out everything included in that bundle.

Only use subsidies listed under “Currently Available”

We use Doctor treatments to specify who did what surgery, triage, or gave a rabies.

Selected	
Vaccination Subsidy	15
	-15.00
Company:	1
Doctor:	MSN: Surgery Clinic

For subsidies and for processing fees, you will need to change the amount. The easiest way would be to just change the number here before hitting “Done”. Subsidies are automatically negative, processing fees will be positive. Make sure these subsidies are assigned the correct “Clinic Doctor” as well.



The Items Inventory and Diagnosis Lists are laid out much the same way.

Under diagnosis, this would also be where you enter in any Doctor Recommendations, Medical Notes, or to Refer to a Full Service Veterinarian.

- Do you need to add notes or alerts about the pet or client? -Go to page 22 (Pet) 24 (Client)
- Do you need to collect payment? -Go to page 20
- Are you checking in for Wellness and ready to pass along the paperwork? - YAY! You're done!

## Posting Treatments, Items, and Diagnosis

When checking out a client from Wellness, checking in a pet for surgery, or adding treatments, items, and/or diagnosis during SOSR, you will need to post after you are done. Posting does a couple of things, it says "We did this!", adds charges to the account to track whether or not they have paid, and it opens the payment window.

Click on the \$+ (Highlighted and circled in red) to post the treatments you have added.

AVI Client Information Display - Alyx Vacca

Clients Work with Services Applications View Utilities Help











*Tx Rx Dx*


**CLIENT: Ing Test**

Name	Test	First	Ing
Address	Cat	Phone	555 924-0412
City	Tchya	State	AL
Zip Code	34241	E-mail	testing91834@exam
Referral		Spouse Cell	

When you click the post button, this window will pop up.

Posting Charges

Posting date: 9/2/2021

Post transactions for...

current patient only...  
...or selected patients:

Patient	Total
✓ Testes	140.00

Open invoice?

This invoice... 140.00 Balance... 140.00

This has the date that the items were done, the amount that those items costs, the invoice amount, and what they still owe.



Change the payment type, amount taken, and the doctor accordingly.

Enter payment

Date 09-07-21 Type Mastercard payment Site 0

Ref # Mastercard payment

Amount 140.00 Co 00

Doctor MSN: Surgery Clinic Entered by 334

Signature Done Cancel Help

Click DONE when you are ready. Or if you are posting without taking payment, click cancel.

AVI Invoice Invoice Tools Insurance

Date: 09-07-21 Pet Resource Center of Kansas City Invoice no. (open)

Sold To: Ing Test  
Cat  
Tchya, AL 34241  
(555) 924-0412  
SSN:  
D/L:

Patients: Testes 140.00

Date	Patient	Code	Description	Qty	Amount
09-07-21	Testes	PPIO	Pre-Surgery Pain Injection - Onsior ***	1	0.0
09-07-21	Testes	AMP59	Adv Multi Cat-Flea/HW Prev 1 dose ****	1	0.0
09-07-21	Testes	CPMG2	Cat Pain Med - Gabapentin oral: 5-days	1	0.0
09-07-21	Testes	POMR	Post-Operative Monitoring & Recovery ***	1	0.0
09-07-21	Testes	ECOL	Cat E-Collar ****	1	0.0
09-07-21	Testes	LEUKFIV	Your test results were + - /+ -	1	0.0
09-07-21	Testes	COMBOTFIV/FelV	Test ****	1	0.0
09-07-21	Testes	LEUKAD	Feline Leukemia Vaccine ****	1	0.0
09-07-21	Testes	PAFV	FVRCP ****	1	0.0
09-07-21	Testes	PACRA	Rabies ****	1	0.0
09-07-21	Testes	SNMI	Microchip **** #	1	0.0
09-07-21	Testes	TATOO	Spay/Neuter Green Line Tattoo ****	1	0.0

Balance: 0.00 Charges: 140.00 Tax: 0.00 Payments: 0.00 New balance: 140.00

Brother HL-6180DW series Letter Copies 1 Preview Include notes

Print Email Close Quit Help

PRINT the invoice or CLOSE if the invoice is not needed.

Do you need to enter notes or alerts?

Yes? -Continue to the next page.

No? -YAY! You're done!

## To Enter Notes On Treatment

To enter a note on a specific treatment, highlight the treatment and hit F5 or Right Click on the treatment and choose NOTES.

### Pet Alerts

The most often used Pet Alerts are for vaccine reactions, fearfulness, or aggression.

To add an alert, make sure to add why under diagnosis.

AVI Diagnosis List Maintenance

File Edit View Help

**Category**

- Administration
- Allergy
- Behavioral**
- Cardiovascular
- Dental/Oral
- Diagnosis - Clinical
- Diagnosis - General
- Digestive
- Ears, Eyes, Nose
- Genital

Find

**Selected**

<No data to display>

**Records for Behavioral**

Species Feline

Code	Description	Action
FEAR	Fearful	>
FRAC	Fractious	>
NERV	Nervous	>
<b>AGRO</b>	<b>Aggressive</b>	>
CAUT	Use Caution	>
NSFS	NEEDS SEDATION FOR FUTURE SERVICE	>
RFSV	RECOMMEND FSV FOR FUTURE SERVICE	>
NAPAS	MAY NOT BE ABLE TO PROVIDE ADDTL S	(none)
VOCAL	Vocal	
POSCA	Possible Caution	(none)

Done Cancel

Highest Code: VOCAL

RIGHT CLICK into the patient information section and select CHANGE.

AVI **Change Patient**

Name  Species

General Insurance

Breed   Mixed

Color  Age  Sex

Birthday   Unknown Weight  In

Codes  Certificate

Rabies  Locator

Microchip  Plan

Photo  ... Class

Folder  Wellness Discount

Added  Reminded

Allergy  Suspend Until

Deceased

Modified

Choose from the drop down list under CODES for why you want the alert.

AVI **ATTENTION!**

Client

Patient

**Patient notices...**

This patient is **AGGRESSIVE!**

09-07-21 12:48p: CAUTION - NEEDS MUZZLE AND TRAZODONE

Medical alert

Write the reason, anything that you did that would help (muzzles, towels, trazodone, etc), and check the box for "Medical Alert" to change the alert to RED.

## To Enter Notes On Client

Create a tab specifically for notes by creating a “New Pet” and naming it (.dot)Notes if the client does not already have this. Leave the rest of the patient information empty.

AVI New Patient

Name **Notes** Species (none)

General Insurance

Breed   Mixed

Color  Age  Sex

Birthday 09-07-21  Unknown Weight 0 In LBS

Codes  Certificate 0

Rabies  Locator

Microchip  Plan

Photo  ... Class (none)

Folder  Wellness Discount

Added 09-07-21 Reminded

Allergy NONE Suspend Until

Deceased

Next Prior OK Cancel

AVI Treatment List

File Edit View Help

Category

- \*\*\*Package Items Do not use!
- ...Obsolete Items
- . Subsidy Not Currently Availab
- Accounting
- Administration
- Administration - Trap Rental
- Antech
- Appointments
- City Licensing - KCMO
- Client Communications**
- Community Clinics - Admin
- Community Clinics - Project TLC
- Community Clinics - Special TLC
- Community Clinics - WCC
- Community Clinics- Mobile
- Euth/Cremation/Disposal
- In-House Medical

Find

Selected

<No data to display>

0.00

Company: 1

Doctor: /WC: Wellness Care Clinic

Records for Client Communications

Include Tax Species (all)

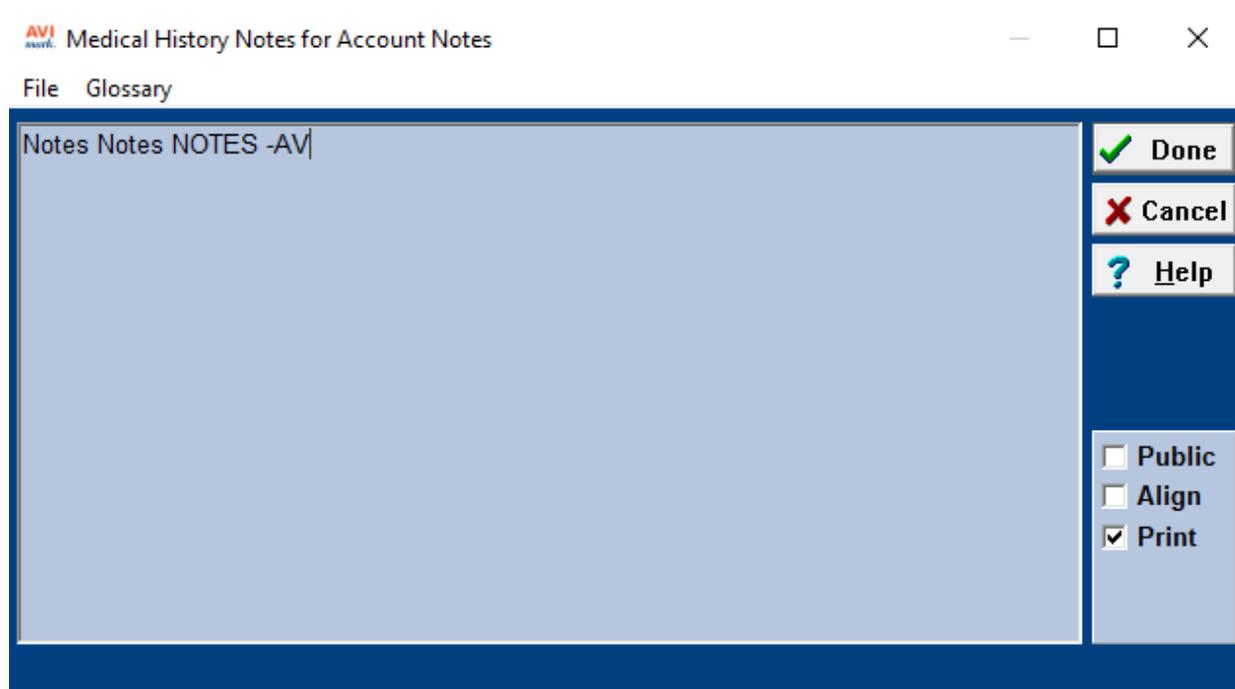
Code	Description	Charge	Actic
APPTINQ	Appointment Inquiry Made	0.00	QN*
CTCC	Call to Call Center	0.00	NQ2*
CCR	Client Communication - Received	0.00	QN*
CCR1	Client Communication - Response	0.00	NQ*
CCR2	Client Communication - Sent	0.00	NQ*
CTERM	Client Termination Letter Sent	0.00	QN*
CCFRL	Discussed Community Cat Services	0.00	NQ*
CCHD	Discussed Heartworm Disease	0.00	FQ@
DHS	Discussed High-Risk Treatment/Charges	0.00	NQ
CCMAP	Discussed Medical Assistance Program	0.00	N*
CCMP	Discussed Muzzle Policy	0.00	F*QN
CCNSP	Discussed No-Show Policy	0.00	NQ
CCNSPSP	Discussed No-Show Policy (Spanish)	0.00	NQ
CCDP	Discussed Other Policy	0.00	NQ*
CCFBT	Discussed Outreach Services	0.00	NQ*
CCHC	Discussed Pet Health Concern	0.00	NQ*
CCPOTW	Discussed Pet of the Week	0.00	F@Q
CCHT	Discussed Slow Kill Heartworm Protocol	0.00	FQ@
CCSN	Discussed Spay/Neuter Services	0.00	NQ*
CCVAX	Discussed Vaccination Services	0.00	NQ*
EMAIL	Email Message Sent	0.00	QN2
CCFOLL	Follow-up Call Made	0.00	QN*
CCOC	Follow-Up Communication: MARCH2020	0.00	NQ
IISN	Interested In Spay/Neuter Services	0.00	QN*
PHDIS	Phone Discussion	0.00	QN2*

Done Cancel

Highest Code: ZIP

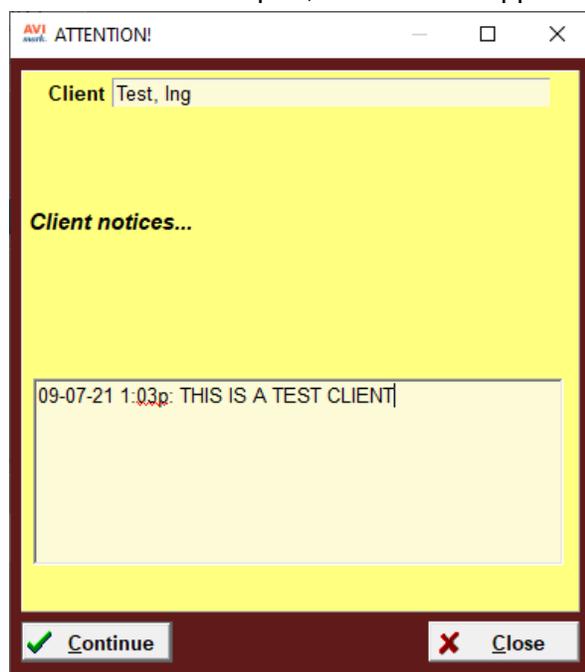
Under this NOTES tab, enter in your notes by going to TREATMENTS (F7 or RIGHT CLICK in medical history area), and choose the appropriate treatment under “Client Communications” or “Administration.”

Enter in the notes in the window that appears or highlight the treatment and hit F5 or RIGHT CLICK and select "NOTES". Make sure to be thorough in your notes and initial.

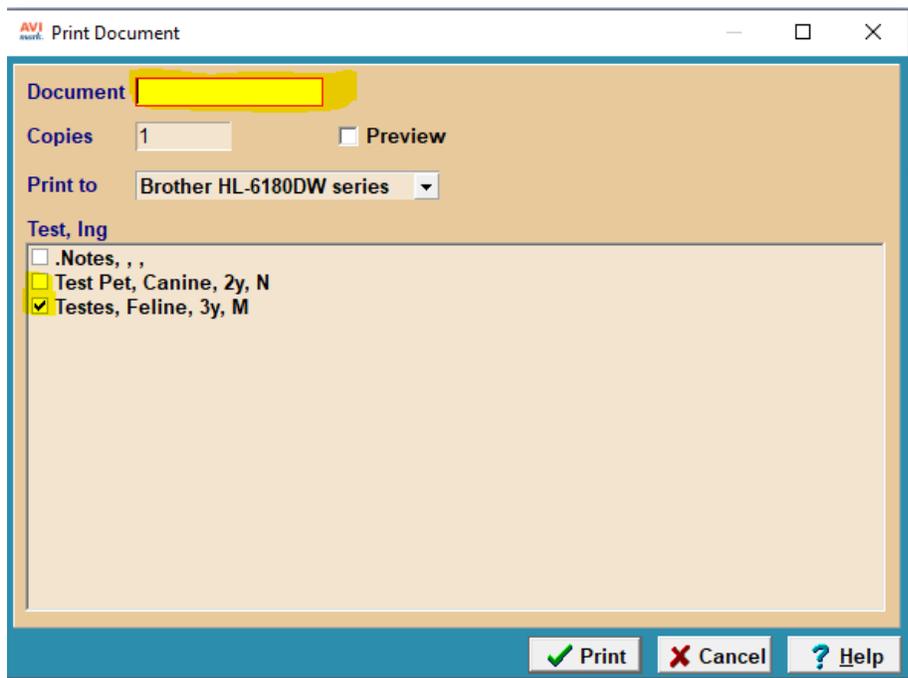


### Client Alerts

To enter an alert on a client, either for payment, communication difficulties we have had in the past, etc., RIGHT CLICK into the Client Information section and select ALERT. Every time this client's account is open, the alert will appear for whomever to read it.



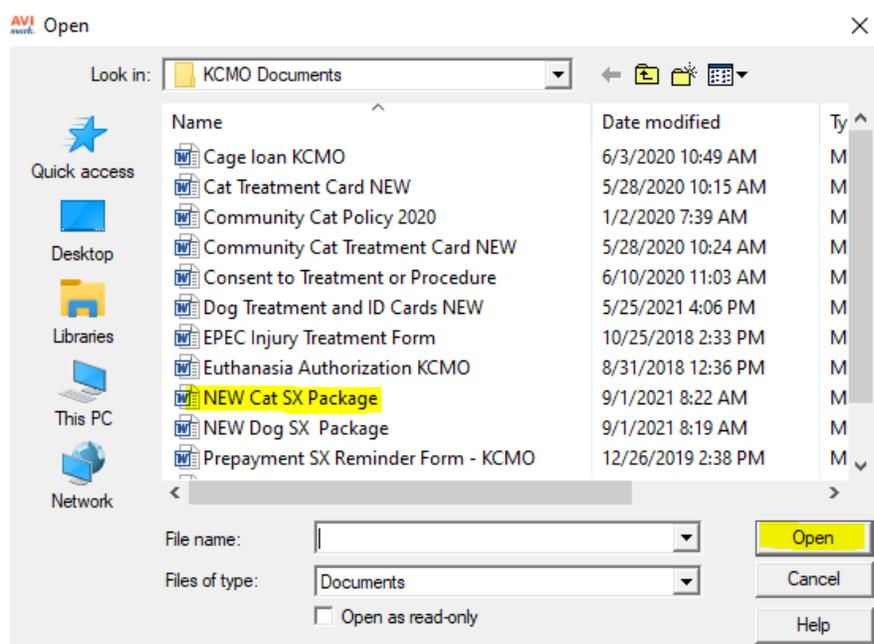
## Printing Surgery Admission Forms and Wellness Service Forms



RIGHT CLICK into the Patient Information Area and choose "DOCUMENT."

If you want to print copies of the document for multiple pets, check the boxes of the pets you wish to print for. Do not print the Canine forms for Felines or Feline forms for Canines.

Double click into the "Document box" and select the appropriate document. Click Print.



To continue checking in a pre-made appointment - Go to page 15

To continue checking in a Wellness Walk-Up appointment - Go to page 16