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Introduction

In an effort to improve the quality of the records stored in the computer systems, this manual has been created to document shortcuts, features and procedures for using the software. Printed copies will be kept at the clinic for quick reference. Please be sure to familiarize yourself with this document as it is required that you follow the procedures outlined within.

General Usage

This section contains general information pertaining to the use of SVCS that does not fit under any of the other sections.

Keyboard Shortcuts

To use most of these shortcuts first you press and hold the first key, then press the second while still holding the first and finally release them both.

- Ctrl+C Copies currently selected text to the clipboard
- Ctrl+V Pastes text from clipboard into the text box that the cursor is currently in
- Ctrl+F Opens the search field
- F10 Press immediately after entering a zip code to automatically fill out City, State and County information

Add New Owner

The screenshot shows a software dialog box titled "Add New Owner". It features a tab labeled "Owner Data". The form includes the following fields: "Name" (split into "First" and "Last"), "Home Phone" (with "(225)" entered), "Drivers License", "Work Phone", "Address" (split into "A1", "A2", "A3", and "A4"), "County" (with "East Baton Rouge" entered), "Alternate Name" (split into "First" and "Last"), and another "Home Phone" and "Work Phone" field. A "Notes" text area is at the bottom, and "OK" and "Cancel" buttons are in the bottom right corner.

- Name Name of the owner.
- Drivers License Drivers license number of the owner for verification purposes.
- Address (A1) Street address
- Address (A2) City
- Address (A3) State
- Address (A4) Zip code, please press F10 after entering the zip code to fill out the area code, City, State and county.
- County County information (filled out by entering zip code and pressing F10).
- Alternate Name Alternate contact information.
- Home Phone Home phone number of this owner.
- Work Phone Work phone number of this owner.
- Alternate Home Phone Alternate contact information.

Alternate Work Alternate contact information.

Phone

Notes Information such as money the owner owes goes here.

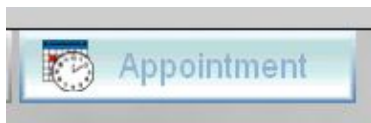
Add New Pet

In order to add a new pet the pet must be assigned to an owner. When adding pets from the owners table or in the check in section then an owner will automatically be assigned, otherwise you must select an owner in the owner field. You may either enter a date into the date of birth field or enter the animals age in days, weeks, months or years and then press **D** for days **W** for weeks **M** for months or **Y** for years to convert it into an approximate date.

- Name Pet's name.
- Owner Owner of the pet (not available if the owner has been selected on the form before this).
- Species Pet's species.
- Breed Pet's breed.
- Color Color of pet.
- Sex M for male F for female.
- Alert Warnings such as if the pet bites.
- Weight Weight of pet.
- DOB Date of birth.
- Spay/Neuter Check this box if the animal has already been spayed or neutered.
- Notes Any additional notes about the animal.

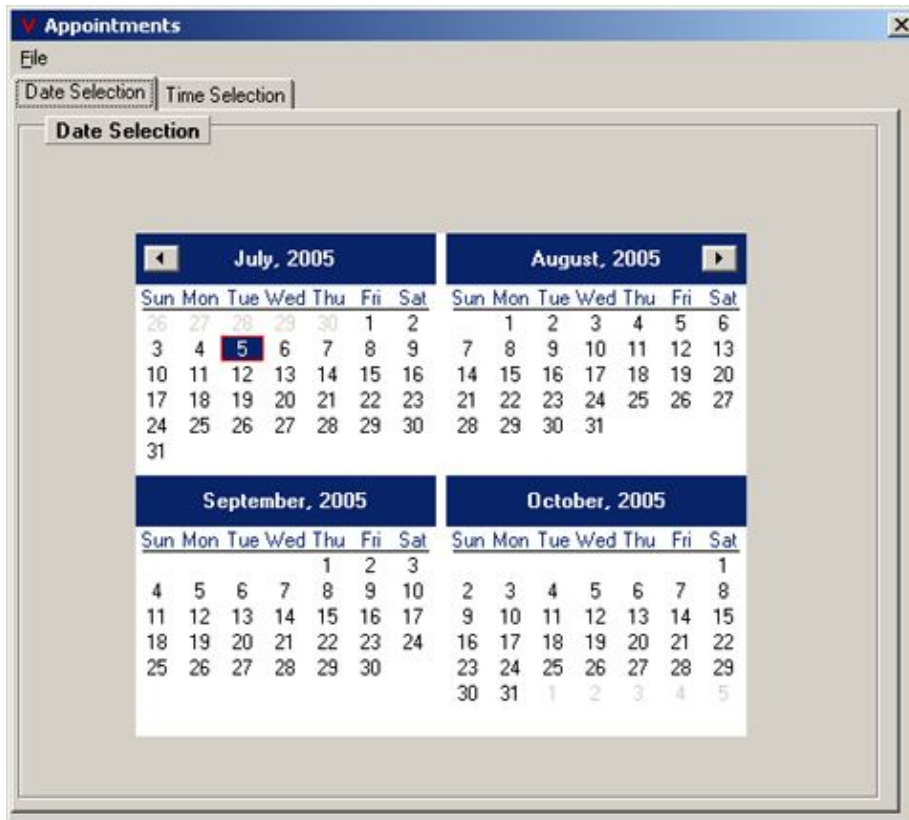
Appointments

Before making an appointment you must find out if this owner has been here before, if they have not been here before please add them to the owners table. If this owner has been here before to begin entering an appointment first click the "Appointment" button as shown below.

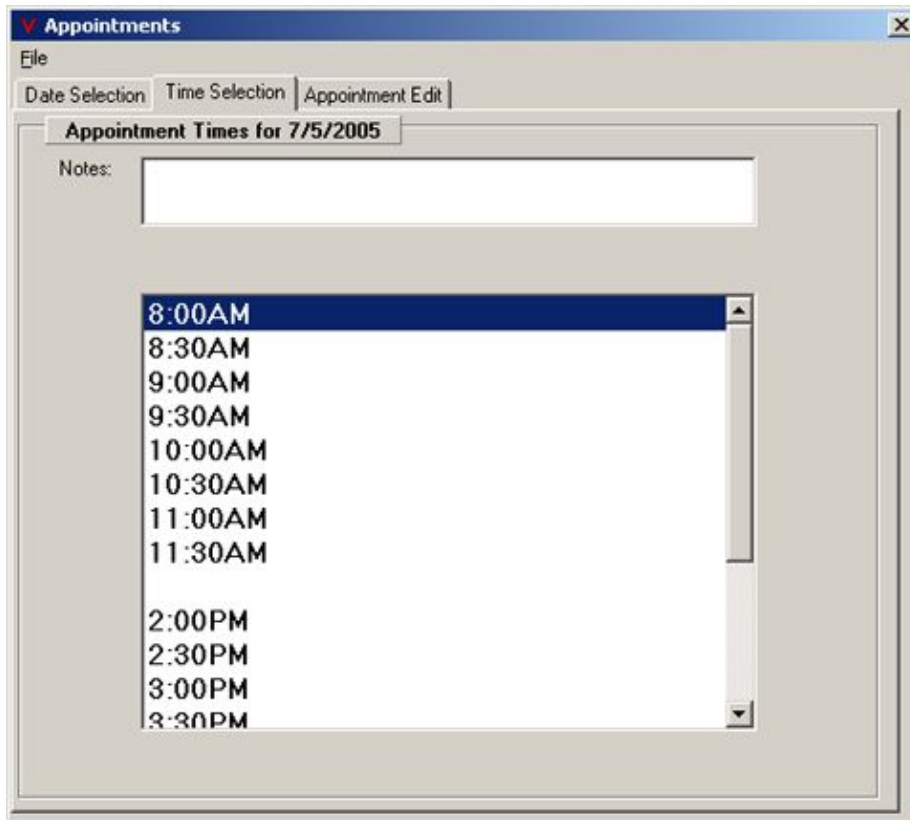


Structured Veterinary Care System Manual

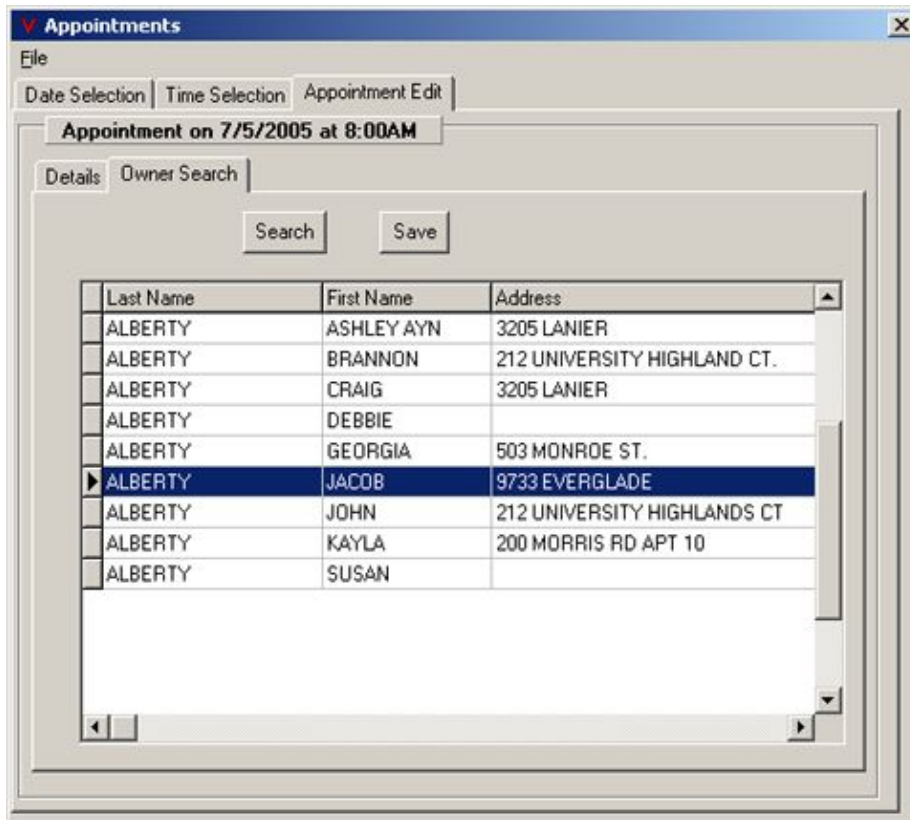
Once you have clicked the appointment button click on the day you wish to make an appointment for and then click on the "Time Selection" tab at the top of the screen.



In the "Time Selection" screen check the "Notes" section to see what vets are off and then double click a time slot that is open.



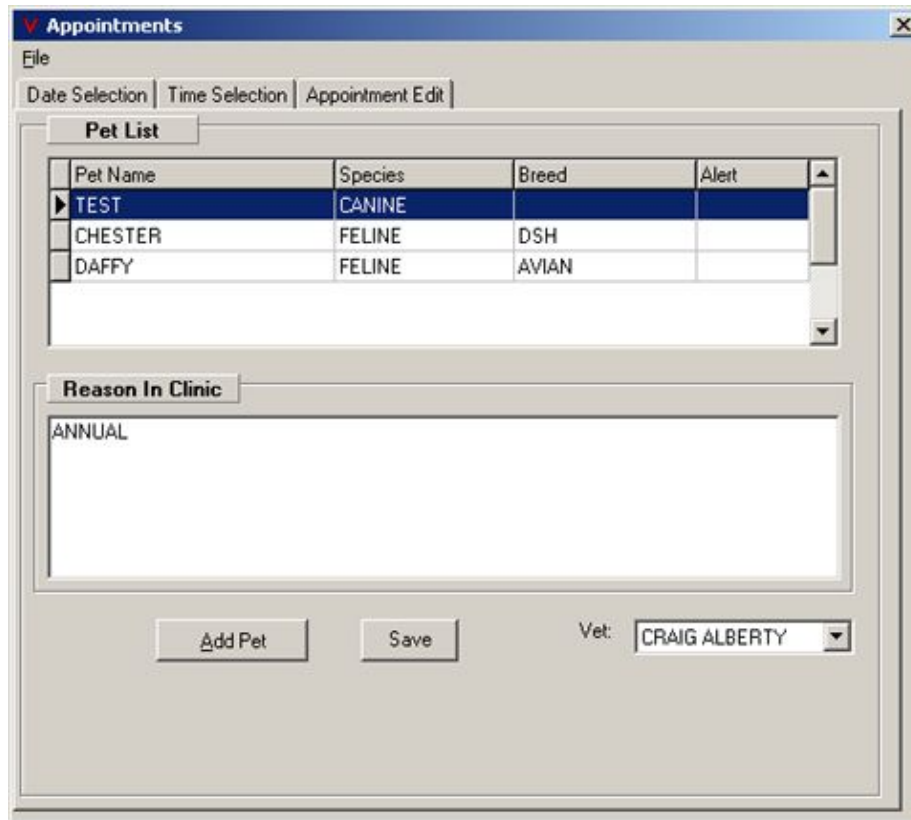
When you first double click a time slot, you will see an owner search screen. Click the "Search" button and type in the last name of the owner you wish to use. When you have found the correct owner click it once and click the "Save" button at the top of the screen.



Once an owner has been selected please enter the phone number to reach the owner at for confirmation into the "Contact Information" field. After entering the phone number click on "Add Pet" to enter a pet. If you need to cancel this appointment you may click the "Delete Apt" button and it will remove the owner and pets from the time slot. You can also delete just a pet and leave the owner in place by clicking the "Delete Pet" button. Finally if you wish to check an appointment in you can click the "Check in" button and it will enter the pets listed under this appointment automatically.



To select a pet first click the pet name then enter in a reason for the visit now select a veterinarian and finally click the save button. If the pet has not been in before simply click the "Add Pet" button to create a new pet under this owner.



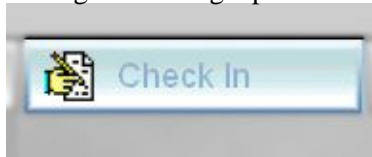
The appointment has now been entered into the system and when the owner comes in to the clinic the people working at the desk will be notified.

End Of Day

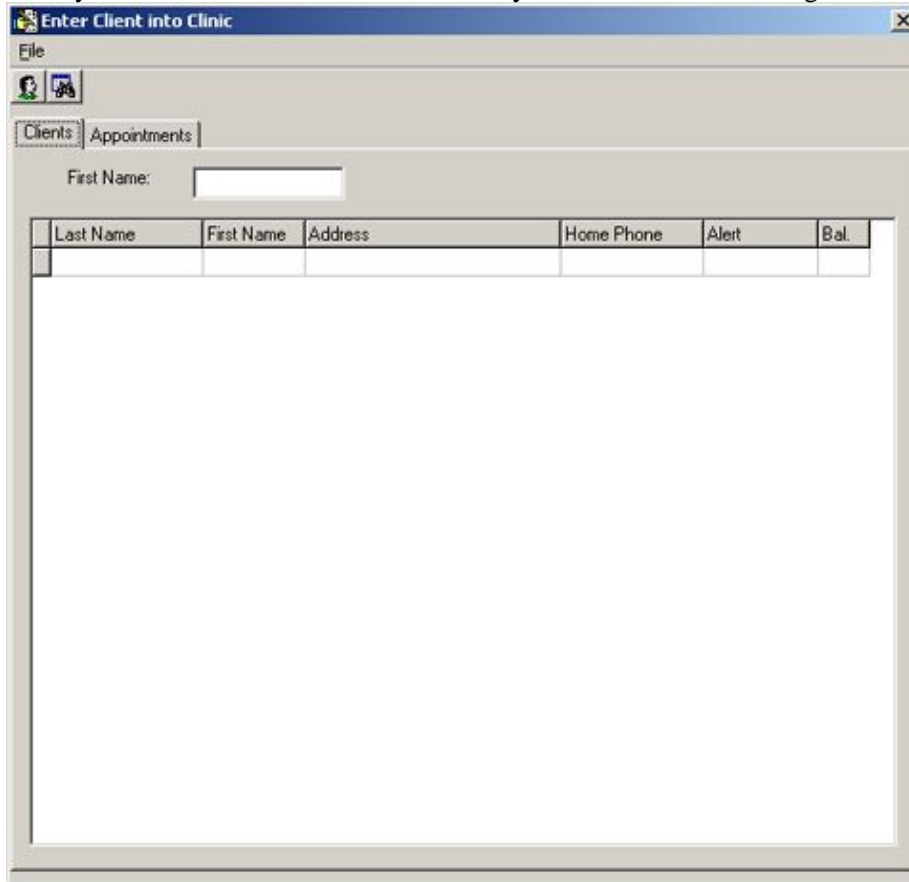
The "End Of Day" is a part of the program that totals up everything done for the day and prints out a report to allow the desk workers to count up their drawers and make sure it adds up. In addition to totaling up money it also copies procedures for discharged pets into the pet history as well as marking pets inactive or spayed/neutered. Before the end of day is run you must make sure that the computer system has been locked by clicking on the icon that says "lock" on the desktop of the computer in the front on the left and then go to every computer in the clinic making sure none of them have the clinic program up. Please note that once the end of day has been run all animals that were in the in clinic table and have been discharged will be removed from the in clinic table.

Check In

To begin checking a patient in to the clinic click the "Check In" button from the main screen as shown below.



Once you have clicked the check in button you will see the following screen.



Adds a new owner to the system

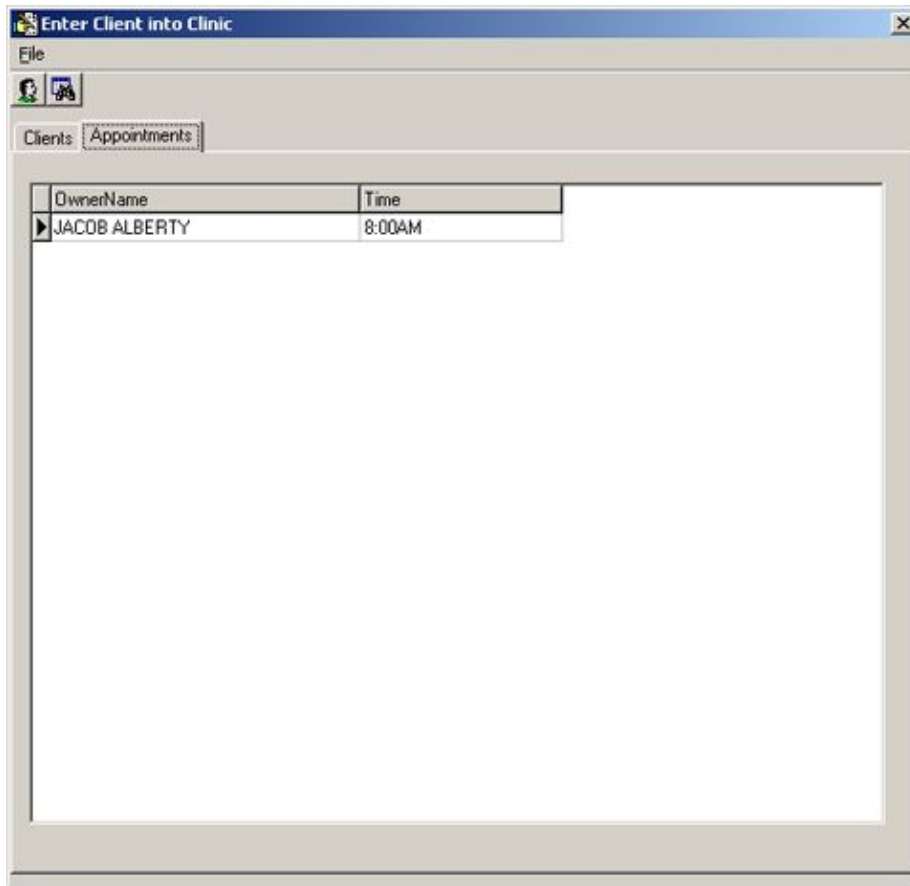


Searches by last name

First Name Searches by first name in the list of names shown bellow
Name

Appointment check-in


If an owner has an appointment for today you can automatically check them in with the animals listed under the appointment. To start checking an appointment in first click on the "Appointments" tab from the check-in screen. This will display all of the appointments for today.



Once you find the appointment you are looking for, double click on the name of the owner to check them in.

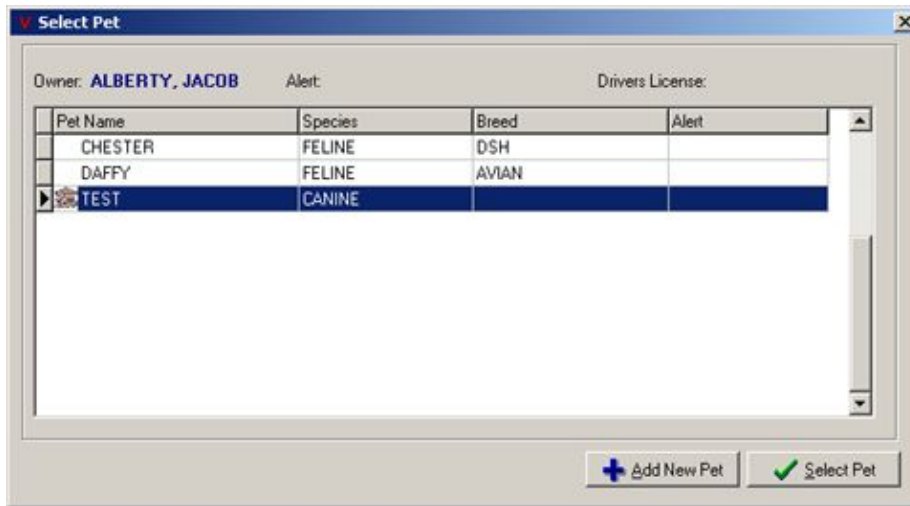
Select Owner

Owner Search

To search for an owner that has already been in the clinic first click the  button. When the new window pops up type in the last name of the animal's owner and then press enter. After doing that initial search if there are still a lot of owners to sort through type in the first name of the owner in the "First Name" field. As you type in the first name field the program will automatically jump down to the owner who's name matches what you have typed. When you have found the correct owner and verified the address as well as first and last name, double click on the name to bring up a list of that owners pets.

Pet Selection

The pet selection screen is where you pick which pets to add to the in clinic section.



Owner Name of pets owner in format Last name, First name.

Alert at top of screen Alert in red (+++++) about the owner (used to warn if they owe us money).

Drivers license Drivers license number of the owner.

Icon Left of Pet Name Indicates if the animal is in the clinic and if so where in the clinic it is. Do not attempt to check in an animal that has an icon next to its name, it is already in the clinic.

Pet Name Name of the animal.

Species Species of the animal.

Breed Breed of the animal.

Alert in list Any warnings about the animal. If an animal bites the alert would show up here.

Add New Pet Allows you to add a new pet under this owner.

Select Pet Allows you to put this pet into the waiting area of in clinic.

Into Waiting

Structured Veterinary Care System Manual

Enter Client into Waiting Room

Vet: Date In: 6/15/2005

Room: Time In: 12:20:08 PM

Reason In Clinic

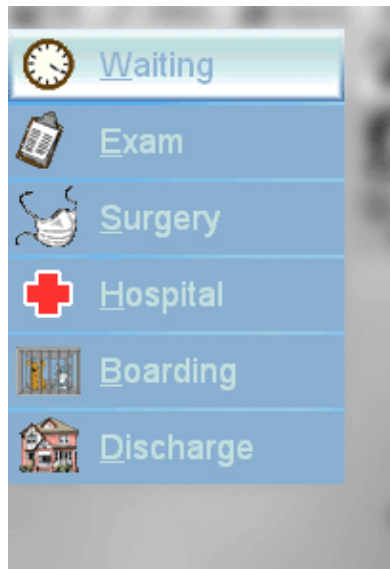
Appointment Appt Time:

- Vet** Which veterinarian they would like to see.
- Room** Room number to put the animal in (or put the initials of the veterinarian they would like to see).
- Date In** Date the animal was put in the clinic (you should never need to edit this one).
- Time In** Time the animal was put in the clinic (only edit if you forgot to put an animal in and you want to make sure it is ahead of the others).
- Reason In Clinic** Reason the animal is in the clinic (for instance if it is in here for shots and yearly check up you would put "Annual" here).
- OK button** Enters this animal into the waiting room.

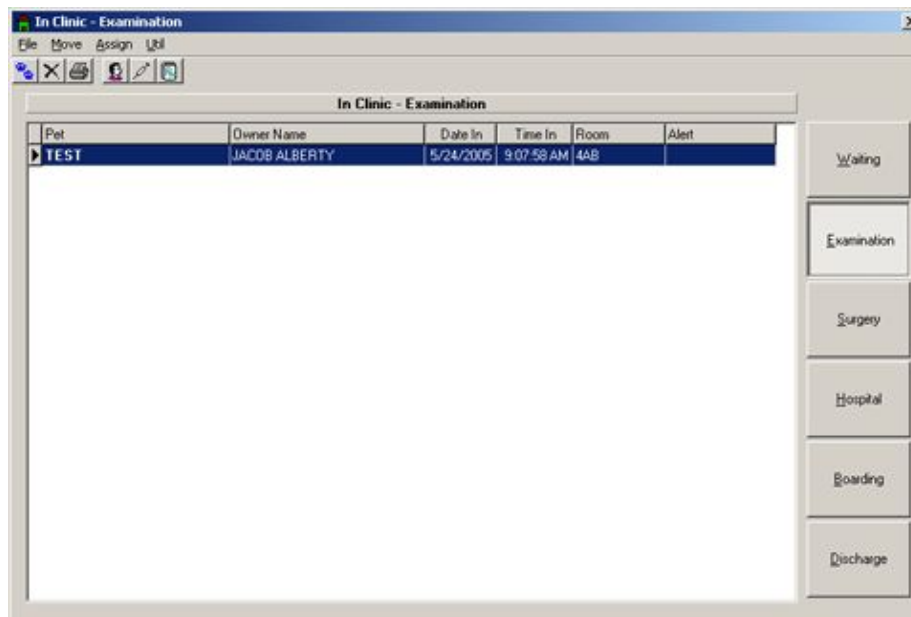
In Clinic

In Clinic Browser

Before you can access the In Clinic records you need to open up the in clinic browse screen. To open the browse screen from the main window simply click on the section you wish to view.



Once the In Clinic screen is open to view a different section just click one of the buttons that are located to the right of the list of animals in the clinic. To view a record either double click on its entry in the list or click the name then press Ctrl+D on your keyboard.

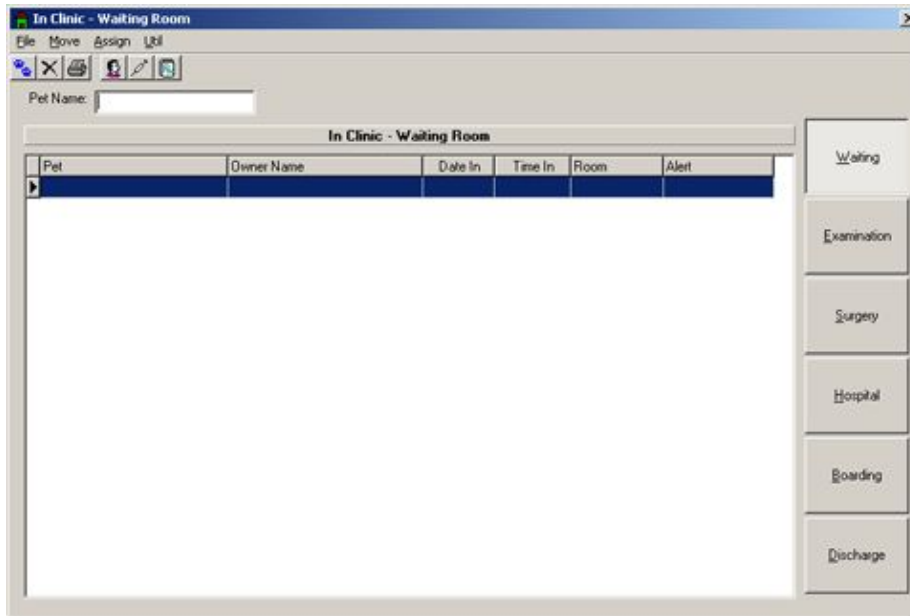


Search

To save time SVCS includes the ability to search through the pets in the clinic. To open the search either press Ctrl+F on your keyboard or click the In Clinic bar shown below



Once the search is opened the screen will look like the image shown below.



As you type the program will automatically search through the pets and select the pet name in the section you are currently viewing most similar to what you have typed. If it finds the correct record simply press the enter key on your keyboard to open that record. When you are through searching either press Ctrl+F again or click the panel you previously clicked to close out of the search.

In Clinic Detail

The In Clinic Detail screen allows you to enter information about the pet such as weight and temperature, as well as allowing you to view and edit the procedures listed for that pet. You may also click on the Pet name or Owner name to access the Pet or Owner history. To aid in drug dosing the system will automatically display the weight in kilograms as you type it in in pounds. The "Current Charges" field adds all the charges together and subtracts the value of the deposit field.

The screenshot shows the 'In Clinic Detail' window with the following fields:

- Name: TEST
- Owner: JACOB ALBERTY
- Vet: [Dropdown]
- Species: CANINE
- Breed: [Text]
- Room: [Text]
- Weight: [Text] lbs. Temp: [Text]
- Reason In Clinic: [Text]
- Hospital Instructions: [Text]
- Diagnosis: [Text]
- Notes To Owner: [Text]
- Spay/Neuter:
- Deposit: 10
- Current Charges: 5
- Date In: 6/14/2005

Below the form is the 'Items Assigned' table:

Description	Date Applied	Time Applied	Vet	Charge
BOARDING LARGE	6/24/2005	9:02:19 AM		15
DEPOSIT	6/24/2005	12:17:57 PM		5

Procedures

To add a procedure click the "Assign" menu and then choose the type of procedure you wish to add. The "Drug" and "Prescription" options both have the same items, the only difference is when you do a prescription the actual price is set to 0 and you have the option to print out the prescription. Once you have chosen the type of procedure you want to add, the window shown below will appear.

The 'Add Procedure Item' dialog box contains the following information:

- Item: RABIES BIN1 NEUTERED
- Vet Name: ASHLEY BALKOM
- Default Price: 29
- Actual Price: 29
- Dispensed: [Text]
- Vet Help: RABIES-IMRAB 3 YEAR, SERIAL #- 12478 EXP- 28NOV05
BIN1 NEUTERED CANINE DISTEMPER ADENOVIRUS TYPE-2 CORONAVIRUS PARAINFLUENZA
PARVOVIRUS LEPTOSPIRA VACCINE. SERIAL #-
- Reminder: YOUR PET MAY FEEL BAD FOR THE NEXT 24 HOURS. THIS IS NOT DANGEROUS. IF SWELLING OR
VOMITING DEVELOP PLEASE CONTACT THE CLINIC. YOUR DOG NEEDS A YEARLY BOOSTER OF
THESE VACCINES.

Using this window you select an item from the "Item" list and then you can enter a price in the "Actual Price" field and that price will be added to the invoice. Information in the "Vet Help" field appears on the pet history, while information on the "Reminder" field will appear on the printed invoice.

Rabies Tags



The screenshot shows a window titled "Rabies Tag" with a close button in the top right corner. Below the title bar is a tab labeled "Information". Inside this tab, there are four input fields: "Number:" with an empty text box, "Year:" with a text box containing "2005", "In Parish:" with a checked checkbox, and "Spayed/Neutered:" with an unchecked checkbox. At the bottom of the window are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

Printing a rabies tag is very simple. Pull a new rabies tag out and enter the number from it into the "Number" field and then verify that the year displayed on the screen matches the year on the rabies tag. For most circumstances this is enough to print a rabies tag. If this animal is an out of parish tag then simply click the "In Parish" check box until it no longer has a check mark in it. If the animal has come in to be spayed or neutered then you will need to click the "Spayed/Neutered" check box until it has a check mark in it. Once you have entered the correct information simply hit the "OK" button to print the rabies tag. Printing a rabies tag has two effects other than just printing the tag, first it updates the patient record with a new rabies tag number and secondly it enters the tag number on the patients history so that a log is kept of each rabies tag an animal receives.

NOTE: If you reprint a rabies tag because you mistakenly entered the wrong information or if they did not get a rabies shot and you already printed the tag you MUST go to that animals record and remove the old tag number from the pet record in the rabies tag field, the history and the date of vaccination.

Discharge

A special case for the In Clinic Detail listing is when an animal is in the Discharge section. When an animal is in the Discharge section, if you pull up its record you will get a special listing that shows all procedures for this owners animals currently in clinic. So if the owner has more than one pet in the clinic this screen will show procedures applied to those pets as well. In addition to showing the procedures there are fields for: Payment Type, Current Balance, Discharge Status, Retail, Discount, Amount Due and Tendered. When you pull up a record if the owner owes money or has a credit alert will pop-up to tell you. In addition to alerting you if the owner has a credit or a debt an alert also pops up to remind you if they have any prescriptions. If an animal is already in discharge and you need to pull up the in clinic record simply hold down shift and double click on the record in the in clinic browser.

The screenshot shows a software window titled "Discharge" with a menu bar containing "File" and "Assign". Below the menu is a toolbar with icons for a person, a pencil, a document, a magnifying glass, a printer, a dog, and a dollar sign. The main area is divided into two sections: "Owner Information" and "Charges".

Owner Information:



- Owner Name: JACOB ALBERTY
- Home Phone: (504)928-5217
- City: BATON ROUGE

Charges:

Pet	DESCRIPTION	Date	Retail	Actual
TEST	RABIES BINT NEUTERED	6/10/2005	29	29

Below the table are "Edit" and "Delete" buttons. At the bottom of the window, there are several input fields:

- Payment Type: (dropdown menu)
- Current Balance: -40
- Discharge Status: (text field)
- Retail: 29
- Discount: 0
- Amount Due: 29
- Deposit: (text field)
- Tendered: (text field)

- Owner Name Shows the name of the owner in addition clicking on the name pulls up the owners record
- Edit Allows you to edit the procedure currently selected
- Delete Deletes the procedure currently selected
- Payment Type The method of payment gets entered here
- Current Balance Shows the balance of the owners record. If this is positive then the owner owes money, if it is negative then the owner has a credit
- Discharge Status Blank if animal is not discharged from the clinic says "Discharge" if animal is already discharged
- Retail Total of the retail prices for each procedure
- Discount Difference between Retail and Amount Due
- Amount Due Total of actual price entered for each procedure
- Deposit amount deposited on this record
- Tendered Amount of money the customer is paying on this transaction
-  Discharges this record
-  Allows you to print a rabies tag for this animal

Discharging a record

Discharge

File Assign

Owner Information

Owner Name: JACOB ALBERTY Home Phone: (504)328-5217

City: BATON ROUGE

Charges

Pet	DESCRIPTION	Date	Retail	Actual
TEST	RABIES BINT NEUTERED	6/10/2005	29	29

Payment Type: [dropdown] 2

Current Balance: -40

Discharge Status: [dropdown]

Retail: 29

Discount: 0

Amount Due: 29

Deposit: [input]

Tendered: [input] 1

3

1. Enter exactly the amount of money that you are given into the "Tendered" field.
2. Choose the method of payment in the "Payment Type" field.
3. Click the button at the top of the window and an invoice and updated pet history will print as the record is discharged.

Crediting an account

When someone wishes to place credit on an account you MUST enter the amount of money you are given into the "Tendered" field. Any procedures explaining the credit must be entered with \$0.00 as the actual price. When the record is discharged, the amount entered in the tendered field will automatically be applied to the owners record as a credit.

Deposits

Discharge 3

File Assign

2 Owner Information

Owner Name: JACOB ALBERTY Home Phone: (504)328-5217
 City: BATON ROUGE

Charges

Pet	DESCRIPTION	Date	Retail	Actual
TEST	RABIES BINT NEUTERED	6/10/2005	29	29

Edit Delete

Payment Type: [dropdown]

Current Balance: -40 Discharge Status: [field]

Retail: 29
 Discount: 0
 Amount Due: 29
 Deposit: [field] 1
 Tendered: [field]

When an owner leaves a deposit and the animal is staying there are three simple steps you must follow to enter the deposit into the system:

1. Put animal in discharge and enter amount deposited into the "Deposit" field.
2. Add deposit procedure with \$0.00 as the actual cost and note method of payment in the notes for the procedure.
3. Move animal back to the section it belongs in.

When discharging an animal with a deposit, the amount tendered and deposit fields should add up to the same as the amount due field. If amount due and deposit match, then tendered needs to be \$0.00 and no money needs to be taken or given. If the deposit is lower than amount due tell the client how much they owe and enter the amount given in to the Tendered field. When the deposit is higher than the amount due, you must first determine what method of payment was used for the deposit. If they paid the deposit with cash or credit card then enter a negative value and give them back cash if they paid cash or put the money back on the card if they paid with a credit card. If they paid by check then you must wait until the check clears before you refund the money. If the check has not cleared yet then enter \$0.00 as the amount tendered and leave it as a credit on account in addition at the owners option you may leave the deposit as a credit on account for all methods of payment.