



Communicating with Clients in IntraVet

RECALL GENERATOR

Used to search specifically for clients and patients who meet certain criteria and market directly and only to them. Cards, letters or labels can be printed from searches or the data can be exported for mail merging into MS Word®

Examples would be:

1. **Newsletters:** Create a newsletter. Do a search for all active clients and print the mailing labels within IntraVet. Tell them about the importance of annual exams, common behavioral problems, give coupons for products. Are you offering new services, a new doctor? Let your clients know what you have to offer. Newsletters can also be sent out as an email. Create a pdf file of your newsletter and post to your website.
2. Find patients who *don't* have a needed service in their history, & send marketing materials.
 - ▶ Canines with no heartworm testing the last 2 years
 - ▶ Pets over 3 who have not had a dental in the last year
 - ▶ All senior pets over 6 years who have not had a Senior Wellness Exam in the last year
 - ▶ Pets under a year who have not been spayed or neutered
 - ▶ Pets that have not had flea and tick or heartworm preventative in the last year
 - ▶ Pets that have not had a grooming in the last 6 months
 - ▶ Canines with no Bordetella in the last 6 months
 - ▶ Pets that have not bought prescription diets in the last 3 months
 - ▶ Pets that are on long term medication protocols that should have lab work done, every X amount of months.
3. **Search for clients with more than 2 patients** to introduce a new discount for multiple pets.
4. Locate animals over 6 years of age, to **promote a geriatric wellness** program.
5. Find unspayed females and intact males over a certain age (3) to remind people about the benefits of **neutering**.
6. Look for specific **Diagnosis codes** and market new products or services.

To Search

1. Communications > Recall Generator > Search
2. Right click on “Client”, “Patient”, or “History” to get options that will search the parameters.

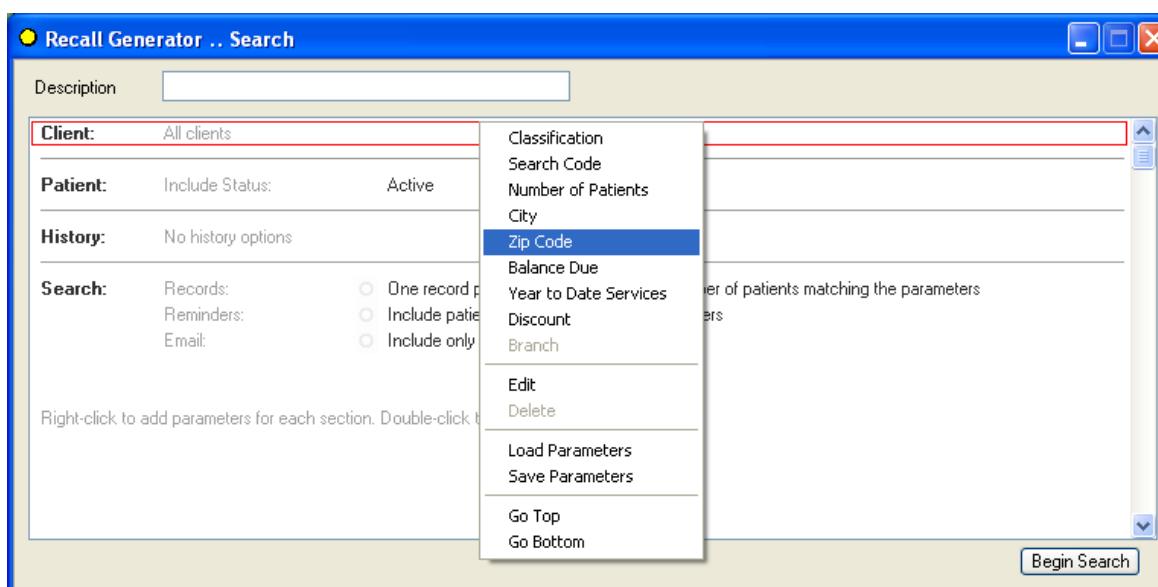
▶ Client and Patient Parameters:

- You can include or exclude in “Classification, Search codes, City, and Zip codes”.
- In “Number of Patients, Balance Due, Year to Date Services, and Discount” there are options for “Greater Than/Equal To, Less Than/Equal To, Equal To, or Between”
- Year to Date Services can only search “Current Year or Previous Year”, but not both at the same time.
- You can Include or Exclude for “Species, Sex, Breed, Color, Last Visit Doctor, Referring Doctor, and Stable”.
- When choosing “Status”, if you do not want to include “Active” pets, be sure to delete “Active” from Include Status. This is a default in Recall Generator.
- Age and Month of Birth will only allow one entry per search. Ex: I cannot search all pets with a birthday in January and in July at the same time.
- Last visit date means the last date a pet was invoiced.

▶ History Parameters:

“History” does not have a limit on items that can be searched in the medical history.

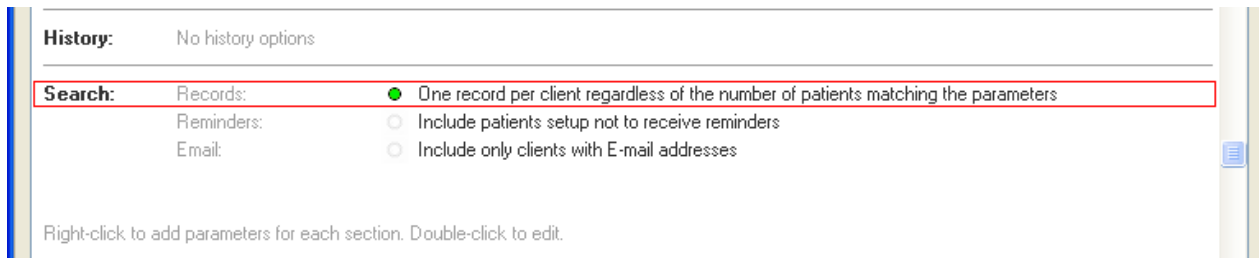
- It is possible to search for Procedure, Inventory, and Diagnosis codes.
- History line items can be “applied” for a date range to search for something that has been given, or “not applied” for something that is not in the medical records.
- “History options” allow for searching for ALL the codes entered in “History” or for ANY items that were entered.



► Search Parameters:

To use anything in “Search”, double-click on the item(s) to get a green circle beside it.

- If pets are not setup for reminders in the patient setup, regardless if they have any reminders in their history, they will not be found unless the option for “Include patients setup not to receive reminders” is marked.



History: No history options

Search:

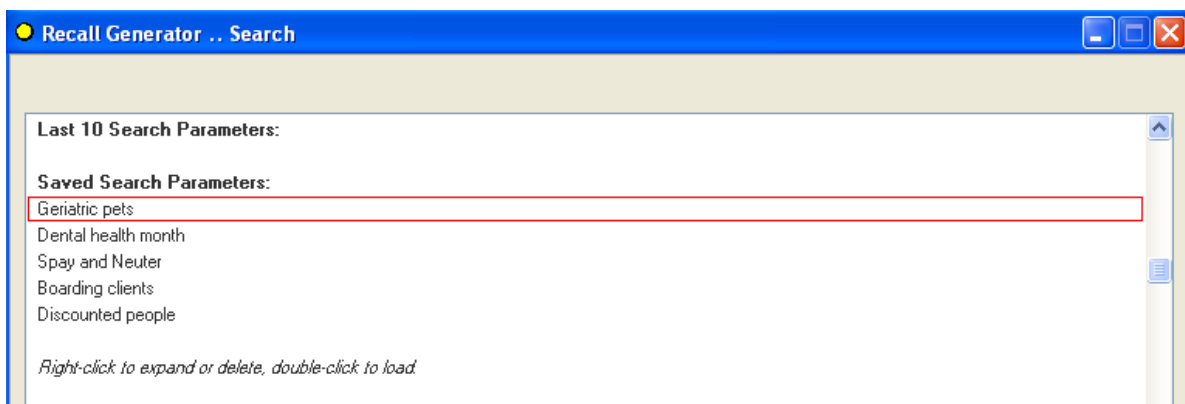
Records:	<input checked="" type="radio"/>	One record per client regardless of the number of patients matching the parameters
Reminders:	<input type="radio"/>	Include patients setup not to receive reminders
Email:	<input type="radio"/>	Include only clients with E-mail addresses

Right-click to add parameters for each section. Double-click to edit.

RECALL GENERATOR TEMPLATES

Plan to use the same basic parameters on a consistent basis? Create a template. Dates can always be changed or items modify, but at least you have your base template.

1. Right click and choose “Save Parameters” after entering the search parameters and putting a description at the top of the page.
2. To load a template, Open the Search window, right click and choose “Load Parameters”
3. Double left click on the search parameter that is needed.
 - When creating a template with history ranges, dates have to be entered, and possibly changed when the search is run again.
 - Right click on a template and choose “Expand” to see what parameters are setup
 - To delete a template, right click on it and choose “Delete”.



Recall Generator .. Search

Last 10 Search Parameters:

Saved Search Parameters:

- Geriatric pets
- Dental health month
- Spay and Neuter
- Boarding clients
- Discounted people

Right-click to expand or delete, double-click to load

EXPORTING SEARCHES

Any Recall generator search can be exported using the “Export list” function from IntraVet (or using the Healthy Pet export –specific for Healthy Pet Reminders)Choose the options you want to export when using the “Export list” function in IntraVet.

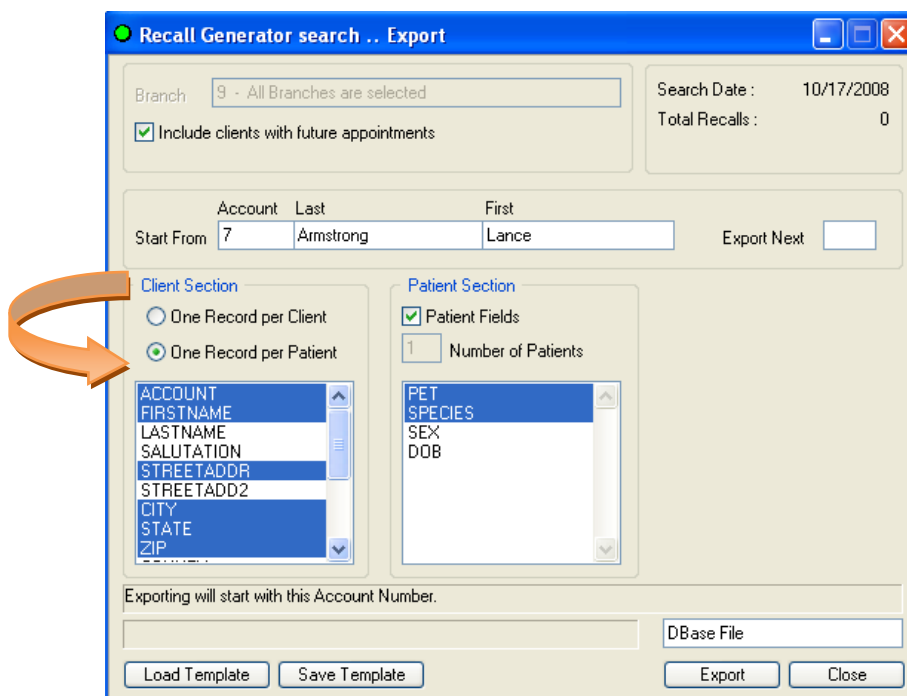
1. After you run your search, select <Export List> 
2. To export reminders for **EACH SINGLE PET**, highlight & select the following choices:

Client Section:

- Select One Record per Patient
- Highlight parameters desired. For example, if you only need the client name and address select: FIRSTNAME - LASTNAME – STREETADDR - STREETADD2 – CITY - STATE – ZIP

Patient Section:

- Check the Patient Fields box – Number of patients will be grayed out because we have selected for one record per patient.
- Highlight parameters desired: PET – SPECIES – SEX - DOB



In this example, One Record per Patient was selected, the Client address information and the Pet and Species.

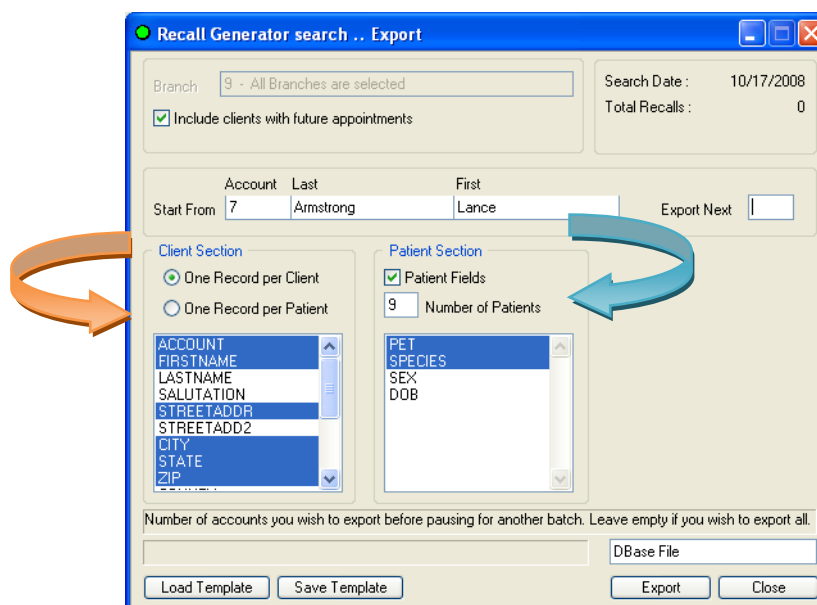
3. To export reminders for **MULTIPLE PETS**, highlight & select the following choices:

Client Section:

- Select One Record per Patient
- Highlight parameters desired. For example, if you only need the client name and address select: FIRSTNAME - LASTNAME – STREETADDR - STREETADD2 – CITY - STATE – ZIP

Patient Section:

- Check Patient Fields
- Enter “9” for Number of Patients – Only up to 9 pets can be exported from the account. 1-9 can be entered in this field, but entering 9 allows for the maximum amount and usually covers most clients.
- Highlight: desired parameters: PET – SPECIES – SEX - DOB



In this example, we’ve selected for One Record per Client, the Client address information and the Pet and Species.

4. After selecting the parameters desired for export: If not already defaulted, select *Dbase File* in the bottom right and choose <Export>.
5. Choose a location to *Save in:* and rename the File Name to something more appropriate

IN HEALTHY PET:



When chosen, “Start Marketing” will send the Client Id#, Client Title, First Name, Last Name, both address lines, City, State, Zip, E-mail, Pet Name, Species, Breed, Weight, Gender, Birthday, Last Visit, and Doctor to an encrypted file that can be sent to Healthy Pet.

NEW AND REFERRING CLIENTS

- ▶ There is a search function for each of these. All it requires is a date range.
- ▶ The clinic can either print cards or letters for those clients or export the list for an outside company to do it for them.
- ▶ Both allow a “bond” to be formed between doctor and client.
- ▶ Referring clients to be found, that person has to be entered in the referring client box when a new client is being setup in the system.

CLIENT HANDOUTS

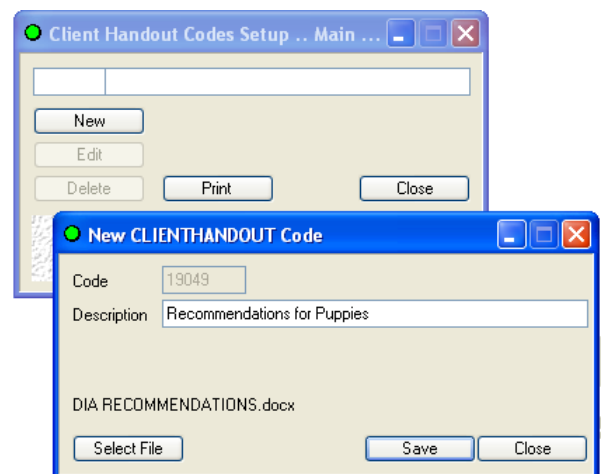
- ▶ Can be bought or made “in house”
- ▶ Lifelearn is available through IntraVet and samples can be seen at www.lifelearn.com. Special until the end of 2006 is \$450 for 8 modules. \$499 for 8 modules is the regular price when ordered through IntraVet. If ordered separately, it will cost \$742.00
- ▶ Handouts can be made as a “Patient Form” or as a “Client Handout”

Lifelearn

- ▶ Examples can include almost 900 pages of information about Canine, Feline, Avian, Equine, Behavioral, Oncology, Supplements, Diagnostic Tests & Pharmacy topics.
- ▶ Lifelearn **REQUIRES** Microsoft Word installed on the computers that will print handouts.
- ▶ Go to “Client” then “Patient Client Handouts” to manually print Lifelearn information pages.
- ▶ Lifelearn can also be attached to codes to prompt at invoicing for printing of information pages.

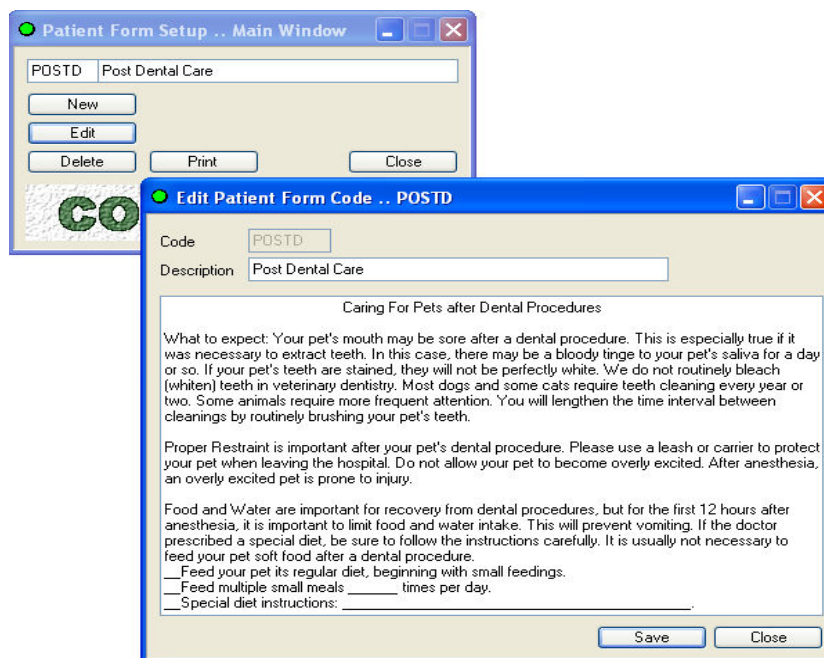
Client Handout Codes- Requires using Microsoft Word®.

1. Go to Setup >Codes > Client Handout Codes and click <New>
2. Click <Select File> and then choose the location of the created handout.
3. Once it is selected, the description field will allow typing, and then click <Save>
 - ▶ Do not save the document inside of IntraVet—the program will do that for you
 - ▶ The name of the file can also be the description
4. Attach the document to a procedure, inventory or diagnosis code just like Lifelearn
5. Print the document manually by going to “Client-Patient Client Handouts” and fill in the blanks



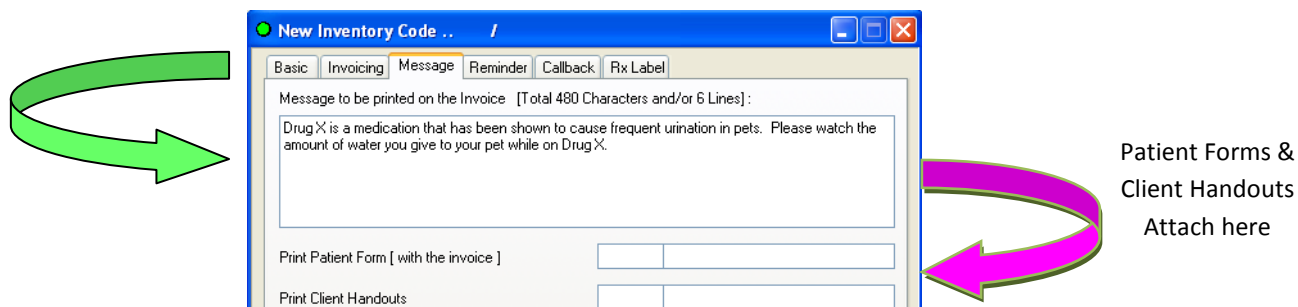
Patient Forms –does not require any outside program

1. Go to Setup > Codes > Patient Form Codes and choose <New> to create a form.
 - ▶ A code and description must be entered; text can hold up to 3,000 total characters.
 - ▶ Patient Forms are basic text documents and do not allow for formatting such as bold, bullets, etc.
2. Go to Setup > Code Setup > Procedure, Inventory, or Diagnosis code to attach the Patient Form handout wanted in the “Message” tab.
 - ▶ Every time this procedure, inventory, or diagnosis code is entered into an invoice, a prompt will appear to print the client instruction sheet attached to that code.
3. Go to Client > Patient Forms to manually print a Patient Form.
4. Enter the client, pet, and form information and click <Print>
5. The doctor field will default to the last doctor seen by this pet, and can be changed to any doctor in the system



Messages

A message is information entered on a procedure, inventory, or diagnosis code that will print directly below the total on the invoice every time. There will not be any prompt like there are with forms or handouts.

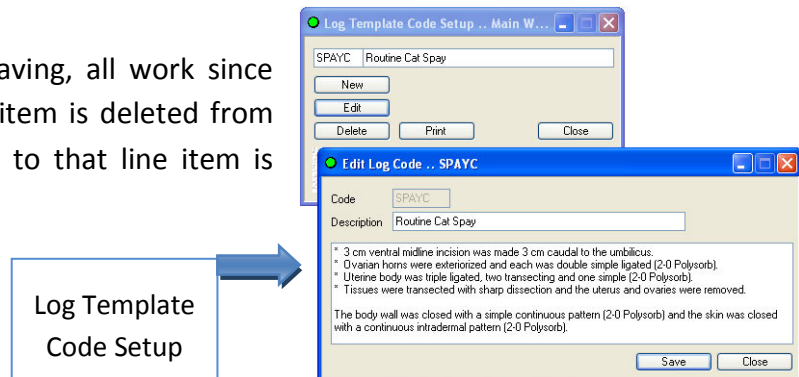


1. Go to Setup > Codes and choose either Procedure, Inventory, or Diagnosis codes
2. Inside of <New> or <Edit> for these codes is the Message tab.
3. Add your message for this code. IntraVet suggests that the message always start with the name of the procedure, inventory, or diagnosis code.
4. Every time the code is invoiced, it will print the message(s) on the bottom of the receipt.

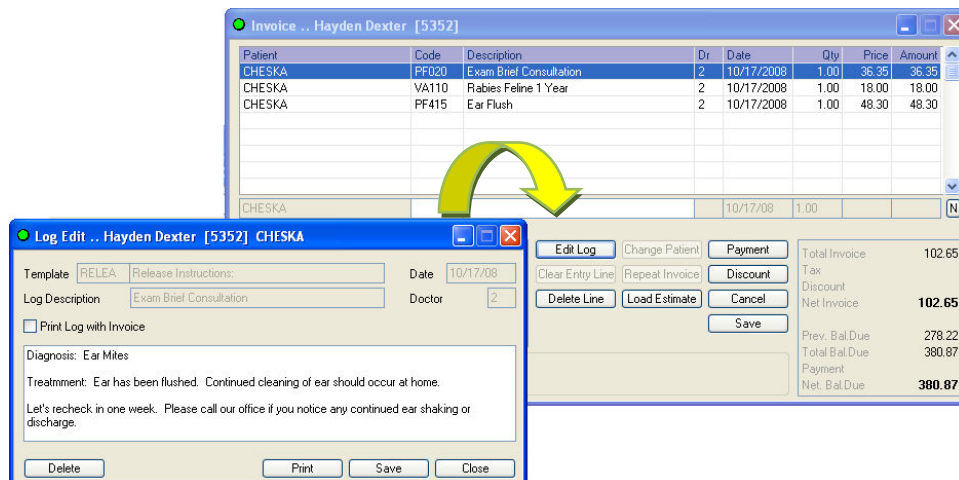
Invoice Logs

When entering an invoice, notes about an item entered can be made by clicking <Edit Log> in the invoice. These logs will be writing to medical history as an attachment the code that is highlighted in the invoice when you choose *Edit Log*.

- The log automatically fills in the “Log Description”, “Date” and “Doctor”
- There is a “Print Log with Invoice” box that will print the log on a separate sheet of paper. The log can be printed immediately if needed, or saved to be printed later.
- Log templates can also be used. Fill in the needed blanks of the template once it is loaded.
- “Edit Log” is usually used when a doctor is doing the invoice or if an office is/or moving to a more paperless practice.
- Multiple lines on the invoice can have a log on them, but each log will print out on a separate page.
- If “Close” is chosen before saving, all work since the last save is lost. If a line item is deleted from the invoice, the log attached to that line item is also deleted.



Log Template Code Setup

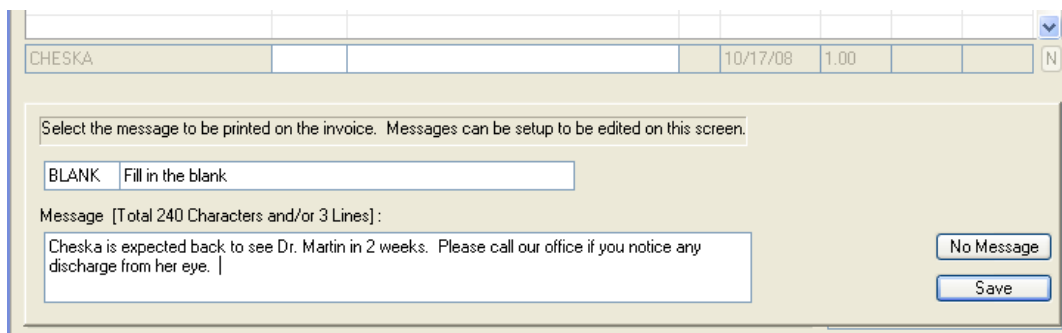
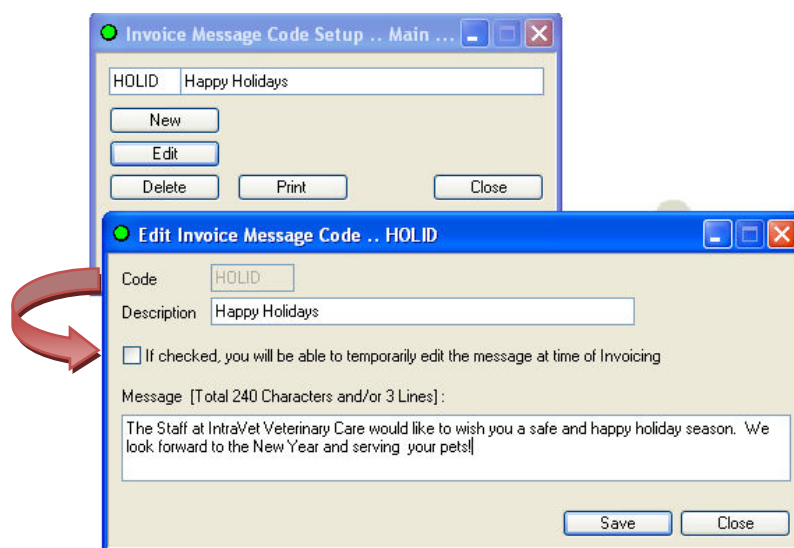


Edit Log inside of Invoice

Invoice Message Codes

When saving and printing an invoice permanently, there is a choice to enter an ending message at the bottom of the invoice.

1. These can be made through Setup > Codes > Invoice Message Codes
2. Click <New> or <Edit> enter Code, description and message.
 - ▶ There can also be a manual “Fill in the Blank” for those times that it is necessary to make a message more individualized
 - ▶ Invoice messages are not saved in patient history, only printed on the invoice.
 - ▶ Options for messages will always appear when printing an invoice permanently.
 - ▶ Examples can be promotions that are coming up, announcements about clinic improvements, welcoming a new doctor to the practice, extended office hours, sympathy on the passing of a pet, etc.
 - ▶ Select <No Message> if you do not want a message on the invoice or <Save> to continue with the selected message. Messages are selected from the drop down box, and may be modified if setup for editing.



IntraVet

Email and Recall Generator

2007



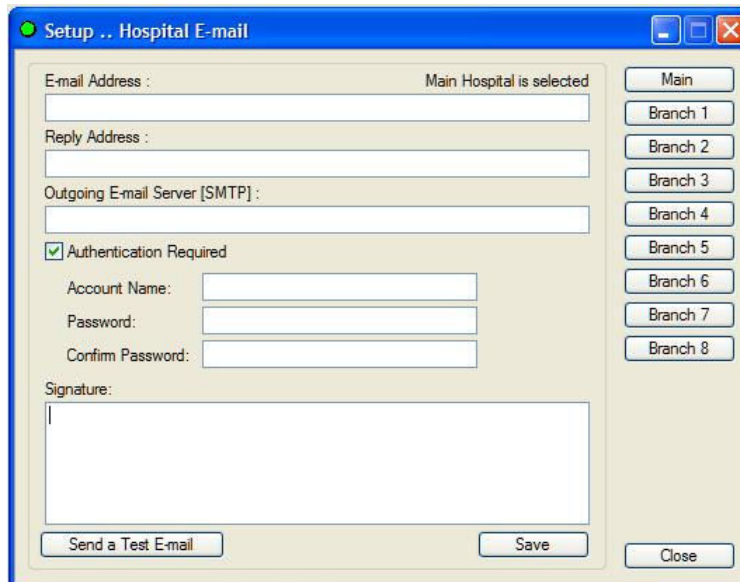
Hospital E-mail Setup

IntraVet can E-mail reminders, referral letters, and purchase orders. You can also send E-mail with attachments such as pictures, appointments, callbacks and reminders to individual accounts and doctors.

To use the E-mail capabilities of IntraVet, you will need Internet access and an E-mail account for your practice. To send E-mail from a workstation, that workstation must have access to the Internet. If you are on Terminal Services or Citrix, your server must have access to the internet.

Before using E-mail within IntraVet you must set up the E-mail options within the program for each branch that you use.

From the IntraVet Main menu, select "Setup", then "Program Setup" and then "Hospital E-Mail Setup".

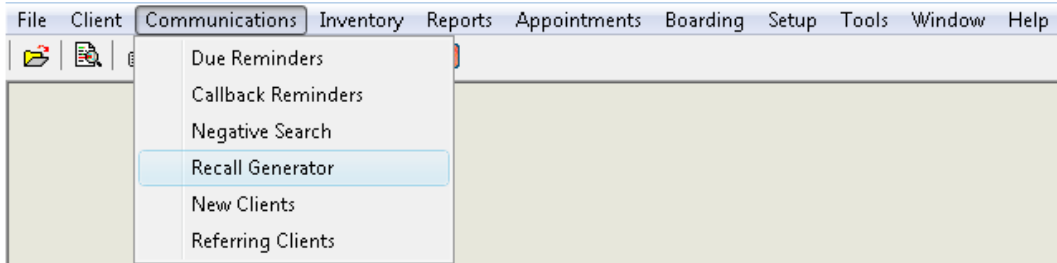


1. The main hospital and each additional branch can have an individual address set up for sending and receiving e-mail. To enter the information for the main clinic, click on <Main>.
2. Enter your E-mail address.
3. <Tab> to the next field and enter the default E-mail reply address. In most cases the E-mail and the reply address will be the same. The reply address is the default address if someone tries to reply to your E-mail.
4. In the next field, enter the outgoing E-mail server address. Your Internet provider should be able to supply you with this address.
5. If your provider requires authentication, check the box and enter your account name and password. Your Internet Provider should be able to supply you with this information.
6. Information in the signature field will printed at the bottom of each E-mail. You can enter your clinic name, address, and phone number, or leave it blank.
7. Before you close, you can send a test email to your hospital email account.
8. To record the information, click <Save>.
9. Repeat for all branches that you have defined. Click <Close> when your changes are complete.

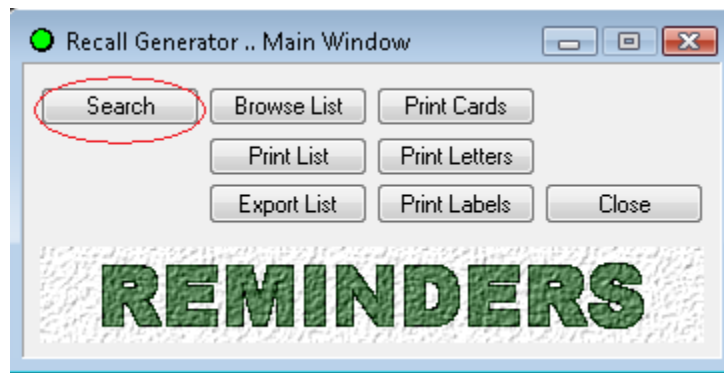
Recall Generator Search

To find all clients that have an email address, go to the Recall Generator Search.

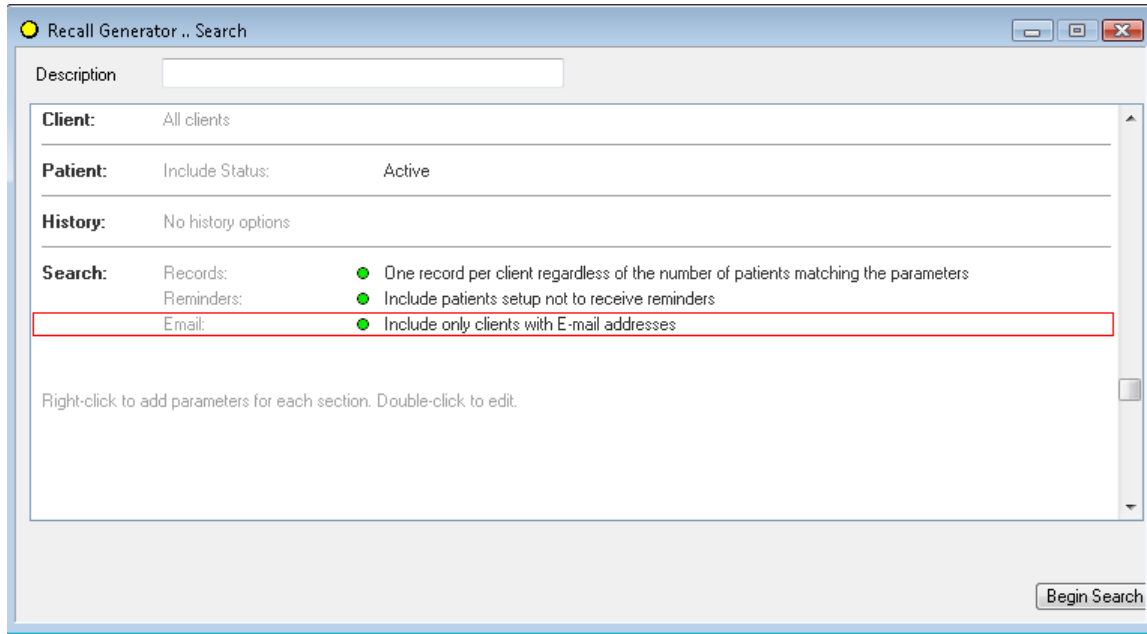
1. Click on Communications and select Recall Generator.



2. Click on the Search Button from the Recall Generator Main Window



3. The search parameters default to all clients and all active patients. Search Parameters are the only thing that we need to select at this point. Search Parameters are set by double-clicking your choices, which will insert a green "dot" in front of the parameter's description.
4. You may choose "One record per client regardless the number of patients matching the parameters". If selected, search results show each client only once, regardless of the number of patients the client has within the search parameters.
5. You may double-click "Include patients set up not to receive reminders". If you select this option, patients that are set up NOT to receive reminders will be included in the search. If you do not want to include these patients, leave this circle blank.
6. Double-click "Include only clients with e-mail addresses" to limit your search to clients with an e-mail address.
7. Choose Begin Search. Once finished, it will return to the Recall Generator Main Window.



Browse List (Optional)

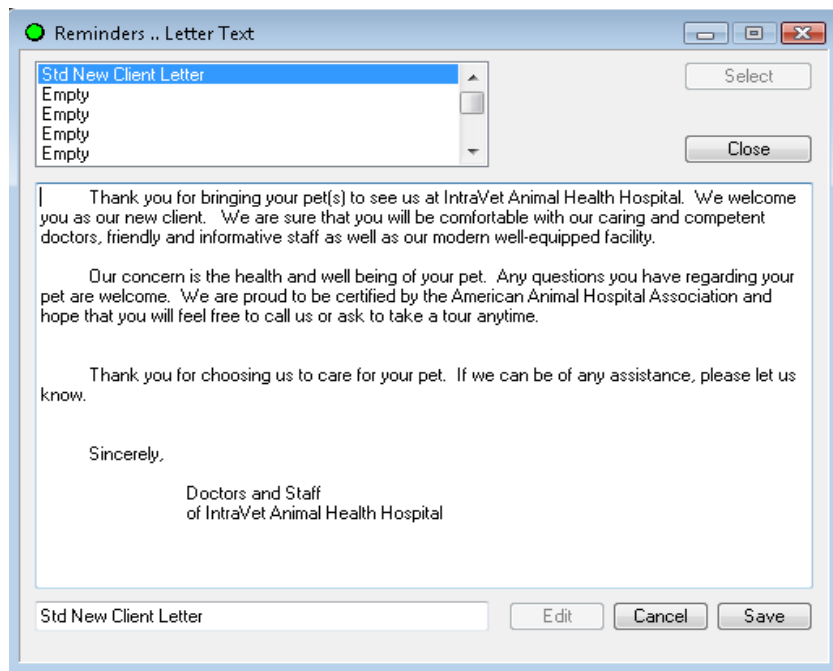
In addition to sending cards, e-mails or letters, you can browse a list of the search results and edit it. All recall and search modules allow the removal of recalls from the list when you display the latest selection, so that you can manually remove anyone from the list that you do not want to recall. To delete an entry, click to select the line and then click <Delete Line>. This removes the record from the reminder list so that no correspondence will be sent.

AccNo	Name	Patient	Recall	Due Date	N
12	Gloria Davis	POOCHIE	142	Rabies 3 year Vaccin	03/11/2003 1
15	Morgan Epstein	ABIGAIL	143	Rabies 3 year Vaccin	09/19/2003 1
35	Tony Long	JAKE	142	Rabies 3 year Vaccin	01/14/2003 1
35	Tony Long	NELLIE	142	Rabies 3 year Vaccin	04/27/2003 1
35	Tony Long	PEE-WEE	142	Rabies 3 year Vaccin	11/04/2003 1
44	Sarah McAddie	MADDY	142	Rabies 3 year Vaccin	08/31/2003 1
51	Estelle Garvin	SUKI	142	Rabies 3 year Vaccin	08/15/2003 1
61	James Weeks	HOLLY	142	Rabies 3 year Vaccin	02/05/2003 1
66	Katte Somers	PATCHES	143	Rabies 3 year Vaccin	04/15/2003 1
152	Karra Gordon	PENNY	142	Rabies 3 year Vaccin	08/03/2003 1
177	Nancy Myer	ERNIE	143	Rabies 3 year Vaccin	08/29/2003 1
205	Gideon Taylor	SHEBA	142	Rabies 3 year Vaccin	09/09/2003 1
223	Amy Helmer	ALEX	143	Rabies 3 year Vaccin	01/03/2003 1
309	John Moore	JENNY	143	Rabies 3 year Vaccin	01/23/2003 1

Delete Line Close

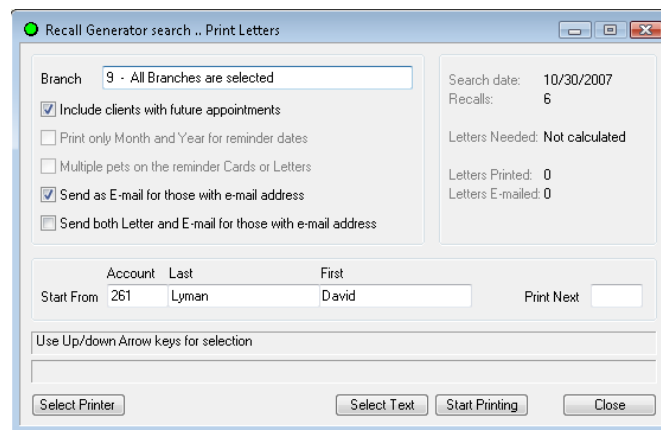
Selecting and Editing the Text

1. Click the Print Cards button (even though you will be sending e-mails).
2. Choose <Select Text>. Select the text that you want to send by highlighting it. Move up and down the list using the mouse or arrow keys. To create a new text message, select a letter that says "Empty" and edit it. Name the text at the bottom of the window.
3. Be sure to <Save> your text. Then click <Select> to select it.



Send as email for those with email addresses

1. Check this box to send emails to all clients that have E-Mail Addresses. You may decide to on the other options as well (whether to include clients with scheduled appointments and whether to also print letters as well as send e-mails).



2. After selecting your options, click on start printing. This will send e-mails or both an email and a letter to all of those clients in your search list (depending on your selections).



Emailing in IntraVet

- Email individuals from the client account: Include reminders, callbacks, appointments and attachments. In the client account select <EMAIL> , check your options and click on <COMPOSE>. An email is started with your selected options entered and the ability to add attachments. Email a patient's history by printing the history to a pdf printer and attaching it to your email (Freeware programs to try for pdf printers: CutePDF, Bullzip PDF or PrimoPDF). Images and files attached in history can also be include by first exporting as a jpg and then adding as an attached image/file.
- Using referral letters? Email them to the referring doctor by choosing the <Email> button in the bottom right of the referral letter. Referral doctors must have an email listed in their referral doctor setup first.
- Email appointments by right clicking on each appointment and selecting *Email Appointment*. At this time, you do not have an option to email all at once or enter text with the email. If more information is needed you can right click on the appointment and go to the client's account and send an email.
- Email your reminders by choosing the option to *Send as Email for those with an Email Address*. You also have the option to send both a card and an email! If you use the online reminder option shown above you can still send an email to those with an email account. After selecting the text, choose the option to *Send as Email...only* and then <Select Printer> in the bottom left. Choose to print to file or a pdf printer. This allows emails to be sent out but sends the cards to a file so they don't print to your regular printer. You can review the <Browse List> selection and delete any clients marked as being sent an email then export and upload the remaining list to IntraVet.
- Any searches you create in Recall Generator can be sent to email clients only by selecting the Search option to *Include only clients with an email address*. This will limit the search to those with email accounts only.
- Email Purchase Orders directly to your Rep by putting their email addresses in the vendor code setup. After you have saved your purchase order, simply right click on it & select *Email*. Off it goes!



Sometimes a client needs a call back to check on a patient's status after surgery or some other treatment. IntraVet helps you track and automate the callback process. Callback Reminders are entered via the invoice or through Patient History by using a code setup for a callback. Code names can be general such as blood work reminder, then modified to fit the actual item by changing the description during invoicing or through patient history. After the set period of time, callbacks are automatically "purged" off the patient record.

Example:

Let's say that I have lab work I call Mini Health Profile which takes 5-7 days for the results to come back. I can set that code up to show on the callback list in ___days. I want to set it up for the 7 days since it could take up to that long for the results to come back. When I invoice out the code Mini Health Profile on June 10th & save permanently, that code will prompt that it is a callback code, at that time I can click OK (or enter) and accept the default date or choose to modify the date I want the callback to show up on (maybe I want to put it on the 20th instead of the 17th which it would normally show up on had I selected to ok the default date.). For our purposes, I used the default date of the 17th. When I run the callback reminder search on June 17th, the lab work will show up under the doctor as a callback. If the doctor isn't in the office that day, you could leave a message for that doctor or go into the Edit Reminder section of a patient's history and edit the date to show up on a future callback list, when the doctor would be in.

BASICS OF SETTING UP A CALLBACK:

Callbacks can be edited at the time of service. A callback must have a number of days until it is due and a number of days to keep it past the due date. You can search for callbacks in the Communications/Callback section of the program.

1. Check the box that says, "This is a Callback code".
2. Enter the number of days until the callback is due.
3. Enter the number of days until you want the callback to be automatically erased. Think about how long you want to be able to go back & search for a callback when making this date. If you make it for too short a period of time and no one is able to make callbacks, it may fall off the list too soon. Increasing the length of days will not cause it to continue to show up each day but will keep it on the list if you need to search back dates.
4. Check "Include in reminder search" if you want this reminder to be included on the regular reminder cards you send out rather than show up on the callback list. If you prefer to send a card for blood work reminders rather than have it show up on a list for you to call, then select this option. This will generate a reminder card with the text for the reminder based on either the default name of the callback or the changed description.

NOTE: A callback reminder or a regular reminder under the reminder Tab may be set, but not both.

CALLBACKS DURING INVOICING:

If a code is setup with a callback it will prompt the following:

Patient	Code	Description	Dr	Date	Qty	Price	Amount
SNOOPY	L202	Feline:Senior Panel	1	02/04/2008	1.00	75.00	75.00
SNOOPY	BW	Blood work	1	02/04/2008	1.00		

This code is setup for a Callback reminder.

For:

Due:

Clear the Callback: (Number of Days after the date it is due)

OK Cancel

Total Invoice: 75.00
Tax: 00.00
Discount 20%: 15.00
Total Balance Due: 60.00
Payment: 00.00
Net. Bal.Due: 60.00

Balance Due: \$ 0.00

Branch: 1
Class: 1
Search 1: FARM
Search 2: None
Number of Patients: 1

Payment Transactions New Patient Edit Patient Edit Client Client Notepad E-mail Close

CALLBACKS IN PATIENT HISTORY:

Callbacks can be inserted through Patient history by right clicking in the history & selecting the *Reminders* menu choice. The following window will prompt:

Code	Description	Dr	Date	Due For	Due Date	Days
82210	VAC:Distemper/PV/CPV/I	RV	01/12/2008	82209	01/30/2008	
82211	VAC:Bordetella Booster	1	02/16/2007	82211	02/16/2008	
L110	Fecal testing:Worm examination	RV	01/12/2008	L110	01/11/2009	
82259	VAC:Rabies Vaccine:3Yr.	1	02/02/2006	82259	02/01/2009	

BW Chem Profile Recheck 1 / / BW 04/04/08 90 N

Delete Line Clear Entry Line Manually Clear Reminder

This entry is an automatic reminder. It can be manually cleared, but not deleted. The due date can be modified.

A code, a description, and a due date must be entered. Doctor code is optional. Days column shows the number of days a callback will be valid after the due date.

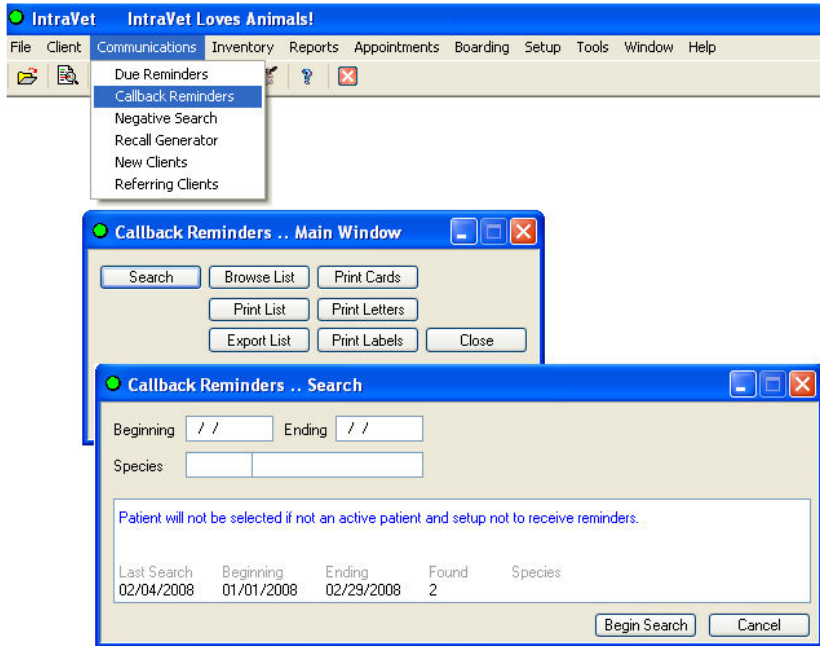
Audit Trail Recalculate Save Close

Change description, assign a doctor, change due date and # of days to clear before entering the line item up into the grid

SEARCHING CALLBACKS:

To search for callbacks that are not setup as reminders:

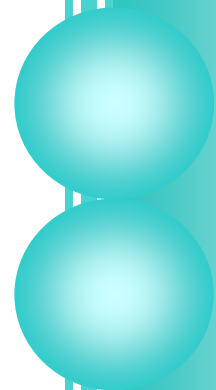
1. Go to *Communications > Callback Reminders*
2. Click on *Search* and enter your date options and select a species if desired.
3. Select *Browse List* (You can delete those you do not want on the list just like in the reminder search) OR
4. Select *Print List* (can be printed by doctor)



Callbacks are purged automatically from a patient's history after the desired number of days has passed. You can also delete them manually from a patient's history by going into the reminder window, selecting the callback code and choosing delete.

Callbacks can be searched by whatever date range you choose. While some clinics do them on a day to day basis, other clinics like to search the callback list with weekly dates and will delete those they have called back on so they do not continue to show up on the list the following day when they search the same weekly dates.

CLIENT COMMUNICATIONS With IntraVet



Why Communicate

- Educate Clients
- Inform them of services
- Go Home instructions
- Clinic Policies
- Hours of Operation
- Emergency situations

Lots of reasons to communicate with clients!

Reinforcing Communications

Often Distractions

- Staff moving about
- Client worried about pet
- Client trying to control pet(s) and/or kid(s)

People learn in a variety of ways

- Visual (seeing)
- Auditory (hearing)
- Kinesthetic (doing)

IntraVet Communications

- Client Handouts, Patient Forms & Logs
- Invoice & Code messages
- Callbacks & Reminders
- Recall Generator Searches
- New Client & Referral Searches

Handouts, Forms & Logs

All 3 can be generated from codes. The difference between:

Client Handouts

- Word® documents – require installation of MSWord®
- Unlimited amount of text
- Allows for formatting and supports Pictures
- On Demand Printing

Patient Forms

- Text only
- No formatting or pictures
- On Demand Printing

Logs

- Text only
- No formatting or pictures

Client Handouts

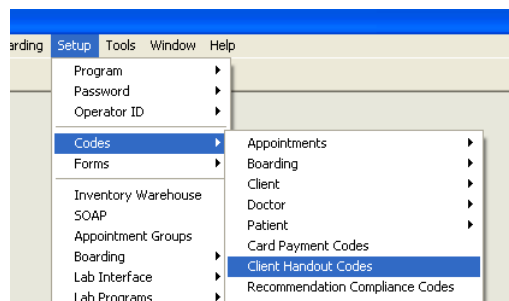
2 options for Client Handouts:

1. Create your own - Word documents imported into IntraVet
2. Use Lifelearn - Professionally written handouts (can be modified)

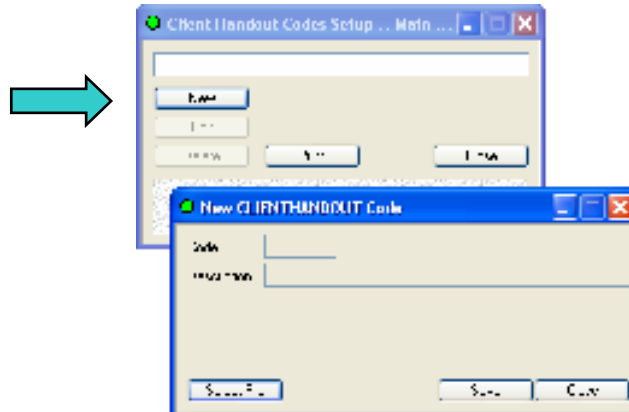
**If you need to automatically import your Lifelearn but did not purchase them through IntraVet. Send a fax or letter showing proof of purchase and we will send you an install CD. Acceptable proof of purchase: a paid invoice or a copy of each module CD case or CD.*

Create your own Handouts

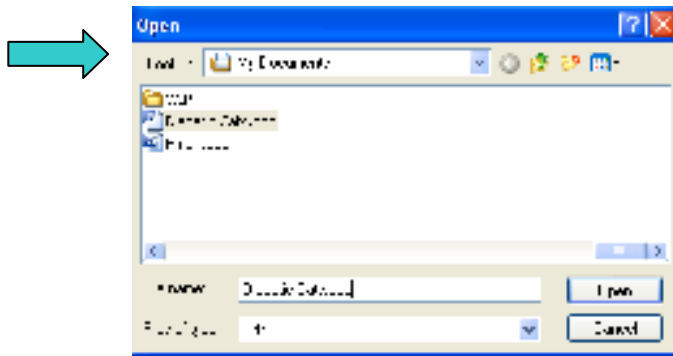
1. Create and save a Word® document. Save the document in a location that will be easy to find such as “My Documents”.
2. Inside of IntraVet go to: Setup > Codes > Client Handout Codes



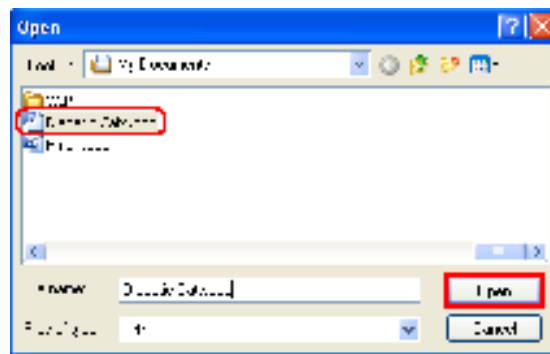
3. Select <New> to bring up a blank handout window.



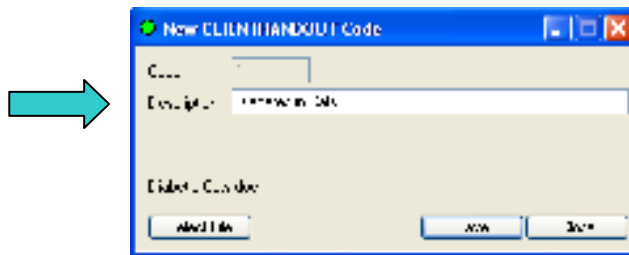
4. Click on <Select File> & locate your document.



5. Double Click the document or Highlight & select <Open> to import the document.



- The document will automatically be assigned a number. You will need to fill in the description field with the name of the Handout. The description does not have to be the same as the document.

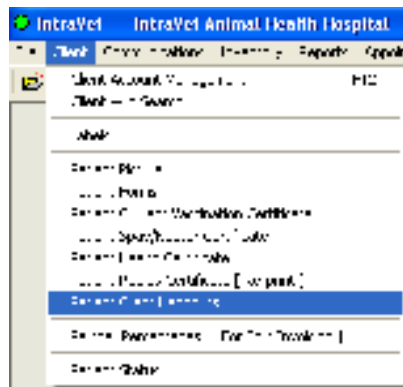


- Click <Save> to save your work.

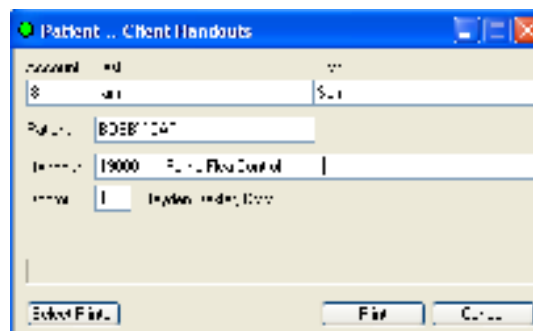
Print Client Handouts:

Print on Demand:

- Client > Patient Client Handouts



- Enter the Client and the Patient information
- Select a Handout
- Doctor defaults to last doctor invoiced on but can be changed to another doctor.

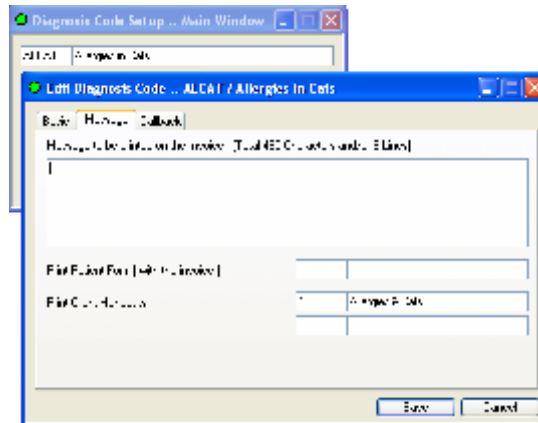


Print from invoice (attached to a code)

Handout must be attached to code first before it will print from an invoice. Handouts can be attached to Procedure, Inventory or Diagnosis codes.

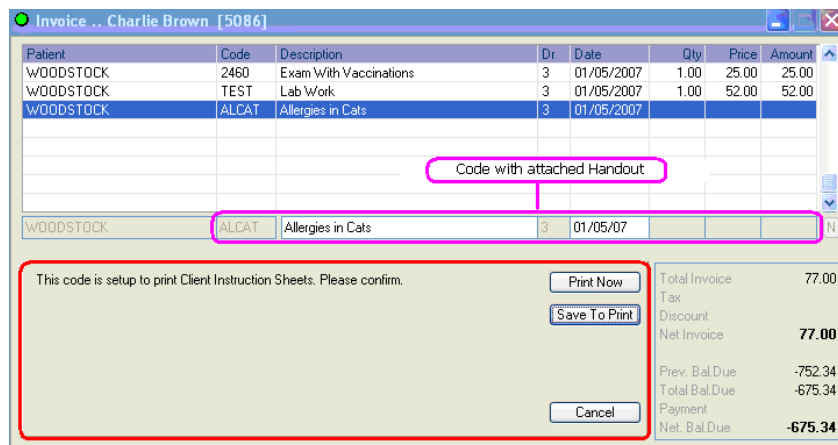
To attach handout to code:

1. Setup > Codes > Procedure/Inventory/Diagnosis code
2. Enter a code and select <Edit>
3. Select the message tab & enter up to 2 handout codes for printing.
4. Select <Save>



Your handout is now ready to print from an invoice!

1. Enter the code in the invoice and select <Enter > (Depending on your setup, you may have to select <Enter> several times to toggle through the options)
2. A prompt will appear below the code with the option to <Print Now> or <Save to Print>. The Save to Print option will print the handout when Save Permanently & Print is selected.



Lifelearn

Professionally written & illustrated documents

Topics include:

- Canine (161 topics)
- Feline (114 topics)
- Behavior (83 topics)
- Exotics and Pet Birds (148 topics)
- Pharmacy (132 topics)
- Oncology (72 topics)
- Diagnostic Tests (68 topics)
- Supplements (64 topics)
- Equine (55 topics)

\$499 for 8 topics or \$89 - \$99 each

Log Template Setup

In IntraVet, you store your detailed medical records in the medical log--either freeform or with ready-made standards that you design called log templates. Set templates up for commonly used records such as anesthesia, culture results, client communication, lab reports, even blank templates for recording notes freehand. An advantage of medical log *templates* is that, if used consistently, the record looks the same every time i.e. anesthesia records are in the same format each time.

Some log template samples are already provided by IntraVet. Other suggestions include:

- Freehand notes called Case Notes
- Client Communication Log including staff member, talked to, and conversation
- Serial Tonometry Results Log including OD & OS readings and interpretation
- Anesthesia log
- Surgery Log
- Wellness Exam Results
- Herd Health Notes
- Biopsy Results
- Culture/Sensitivity Results
- Immiticide Heartworm Protocol Form
- Equine Pre Purchase Exam Form
- Lameness Exam Results Form
- Colic Exam Results Form
- Neurological Exam Results Form
- Urine dipstick Results.

In IntraVet- Log Template Setup

1. Go to Setup/Codes Setup/Log Template Codes.
2. Press F3 to view the list of available templates.
3. Select (click) one to view. <Edit>.
4. Click <New> to create your own.

EX: Log Templates Usage

The screenshot shows a software window titled "New Log .. Vicki Miller [13] HERMAN". The window contains the following fields and controls:

- Template: Client Communication
- Date:
- Log Description:
- Doctor:
- Text area with labels: Staff Member:, Talked to:, Conversation:
- Buttons at the bottom: Delete, Print, Save, Close

The screenshot shows a software window titled "New Log .. Vicki Miller [13] HERMAN". The window contains the following fields and controls:

- Template: Heartworm Treatment Log
- Date:
- Log Description:
- Doctor:
- Text area with labels: Class Assigned:, Amount Given:, Number of treatments:, Ancillary Tests :, Take Home Instructions:
- Buttons at the bottom: Delete, Print, Save, Close

Log templates that are routinely used with certain procedure codes (a wellness exam template) can be automatically attached to that procedure (wellness exam) to make entering logs all that much faster and efficient while in invoicing. When you edit the code and choose “log”, the template is already there waiting to be customized (if necessary) or just saved as is. It can also be easily printed and given to the client!

In IntraVet—Attaching Log Templates to Codes

1. Go to Setup/Code Setup and either Procedure or Inventory codes.
2. Pull up the code that you wish to attach a log template to
3. Click in the Template field and press F3 to see a list of templates.
4. Choose the correct template and <Save>.

Using Log Templates

Log templates can be added in 2 places:

1. In the Invoice: After you enter a line item, click <Log>. The log template attached to the code automatically appears –or a blank template if you do not have a default log attached. You can Save it or Print it.
2. In the patient’s history: but there are 2 distinct methods:
 - A. *Attached to a line item:* Right click on a history line and *left* click on Log. Notice it says “Line Item Attached Log”. That means the log

you're about to save is attached to that specific history line. We cannot change the date or the doctor since the line is already in the history.

- B. *On its own*: Right click somewhere *other than* on a specific history line (in the header or reminder area) and *left* click Log. You *will* need to fill in the date and doctor and a template if applicable. This log is saved by date in the patient history.

Patient Forms

Patient forms in IntraVet are pre-set forms that print with the client and patient information attached as the header—and patient pictures if you have them attached.

Some of the uses are:

- Consent/authorization forms.
- Client information.
- Client education.
- Go home instructions.
- Payment Agreement form.
- Credit policy.

In IntraVet - Patient Forms

1. Click Setup/Code Setup/Patient Form Codes.
2. Click New. Give it a code, a name, and *text.
3. Click <Save>.

*The text could be your euthanasia consent form, hospital release, boarding release, treatment authorization or any other form you routinely use in the practice.

When needed, the forms are printed by either:

1. Attaching the patient form to a particular code so that as you enter the code in an invoice you are prompted to print, or
2. Going to Client/Patient Forms, selecting the client and patient, choosing the form and clicking <Print>.

Printing a patient form does not affect the patient record. For instance, you print a euthanasia consent form and the client fails to show for the appointment. No harm. Throw the printed patient form away. Nothing has been entered on the record.

EX: Sample form

Euthanasia consent:

RIVERHILL VETERINARY CLINIC
11826 STATE ROUTE 29
KENTON, OHIO 43218
419-644-04211

Euthanasia consent/release

Date: 03/20/2004

Vicki Miller 15756 TWP RD 110 KENTON OH 43326	Patient: P.W. JAKE Species: FELINE Breed: DOMESTIC MFD. HAIR Color: GRAY Doctor: W. MARTIN MILLER	Age: 10 Sex: MN Tag: Weight: 9.00
Acc. No: 13 Phone: (419)675-6164 (419)674-3307		

I am the owner of the animal or am responsible for it and have the authority to execute this consent.

I hereby authorize performance of the procedure(s):

_____ Humane euthanasia- I certify that the animal identified above has not bitten any human or animal in the past fourteen (14) days.

Upon euthanasia I request that my pet's body be disposed as follows:

_____ Common-\$25.00 _____ Private-\$85-145.00 _____ Take Home

_____ I request a necropsy be performed on the animal listed above upon euthanasia.

I hereby also authorize the use of anesthetics as you deem advisable and any other additional procedures as you determine necessary.

I agree to take full responsibility for any and all liability arising from the performance of the procedure(s) listed and hold the doctors and staff unaccountable.

X _____ Date: _____

Patient Forms can also be used in client education. For example, maybe there isn't enough room to explain side effects or aftercare using the code message. Or maybe you want to create a more personalized message page. Create a Patient Form and link it to any procedure, inventory item or diagnosis code.

EX: Sample Educational Form

RIVERHILL VETERINARY CLINIC
11826 STATE ROUTE 29
KENTON, OHIO 43218
419-644-04211

West Nile Virus Birds

Date: 03/16/2004

Vicki Miller 15756 TWP RD 110 KENTON OH 43326	Patient: HERMAN Species: GOAT Breed: Color: Doctor: W. MARTIN MILLER	Age: N/A Sex: Tag: Weight: 0.00
Acc. No: 13 Phone: (419)675-6164 (419)674-3307		

West Nile virus (WNV) is a mosquito-born virus that can cause disease in humans, horses, many types of birds, and some other animals. Originally from Africa, WNV was first detected in New York City in the fall of 1999. Since then, WNV has been detected in 44 states, including one case in California in the fall of 2002.

Most birds that are infected with WNV do not become ill, or have only mild symptoms. Of those birds that do become infected, most survive and develop a life-long immunity to the disease. However, there have been reports of disease from WNV occurring in pet bird species, including budgerigars, cockatiels, cockatoos, chickens, peacocks, emus, macaws, zebra finches, and lorikeets. Birds in the Corvidae family (crows, ravens, jays, and magpies) are most susceptible to severe WNV infections and have the highest mortality rates. . The best way to avoid having your bird become infected with WNV is to prevent . exposure to mosquitoes. Mosquitoes are most abundant between May and October, and between dusk and dawn. Mosquitoes breed in standing water, and eliminating standing water around your home can help keep their numbers in check. At least once or twice a week, empty water from flower pots, pet food water dishes, birdbaths, swimming pool covers, buckets, barrels, and cans. Install or repair window and door screens so that mosquitoes cannot get indoors, and consider using mosquito netting if your birds reside outdoors.

As of June 2003, there has been only one case of WNV in California. However, the state of California expects WNV to become more prevalent, and is recommending that horses be vaccinated for WNV this year. For those owners who are concerned about WNV exposure in their pet birds, a vaccine is available that may reduce your bird's chances of contracting the disease. Talk to your veterinarian about this vaccine, and whether it's right for you and your pets.

Up-to-date information on WNV can be found at the Center for Disease Control's website www.cdc.gov/ncidod/dvbid/westnile/index.htm, and at the California Department of Health Services' website at www.westnile.ca.gov/.

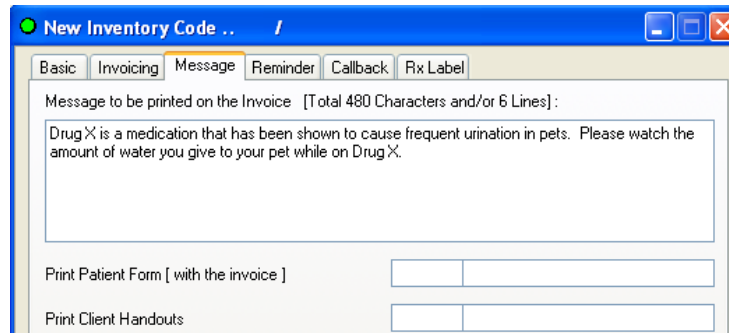
Notice that you have more room to write than with a code message. These forms print with the client and patient name at the top on their own sheet of paper. It appears more personalized to the client.

At invoicing the option is given whether or not to print the form. You may want to print the linked form the first time you dispense a medication or perform a procedure but not every time thereafter for the same patient. The front desk can elect to cancel the print at invoicing.

You just added another time the client was informed before he or she left the building!

Code Messages

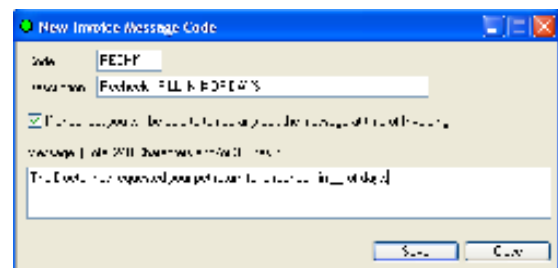
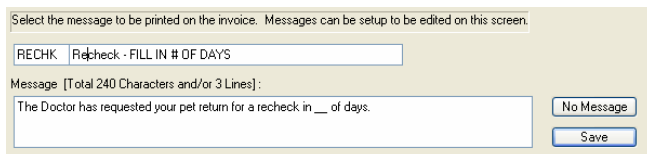
A message is information entered on a procedure, inventory, or diagnosis code that will print directly below the total on the invoice. There are no prompts for printing as there is with Handouts and forms, the message will automatically print on every invoice.



1. Go to Setup>Codes and choose either Procedure, Inventory, or Diagnosis codes
2. Select a code and click Edit.
3. Select the Message tab and enter your message. IntraVet recommends the message always references the code as it does not print in direct relation to the code, but rather at the bottom of the invoice.

Invoice Messages

When you are ready to save an invoice permanently and with the option to print, you have the opportunity to choose an invoice message to print out on the invoice. When you are ready to save your invoice, you can select a message or Click <No Message> to save the invoice without no message. Messages will default to the last one entered. Closing and opening IntraVet will reset the message field. Some messages may be set to be edited at the time of invoicing.



1. In the Invoice Message Code Setup Main Window, select <New> (or <Edit> to modify and existing code)
2. Enter a code and description and decide whether to check the box to make the code editable at the time of invoicing
3. Enter your message and click <Save> to record the code information or Click <Close> to exit without saving.

Callbacks & Reminders

-
-
- **Reminders** – Reminders are created during invoicing or through the Reminder section in a patient’s history. They are created off of codes and can be modified in history but not during invoicing. Use this Due Procedure Reminders module to recall vaccinations, tests, and other procedures that have reminders. Due Procedure Reminders is a search in IntraVet that is used for the monthly reminder cards. **Callback Reminders** – These are reminders setup through Client Account Management that may be free form and not cleared by another procedure. These Callbacks are intended for creating a phone list used to check patient progress or to remind clients to do something. Callbacks can also be created off of codes with the option to appear in the reminder search rather than on the callback list.



Options Available when searching for Reminders or Callbacks

Review and Revamp Your Reminder System

Periodically, take the time to print out and take stock of your reminder system. If you are like a lot of clinics, you haven’t looked at the reminders since you started on IntraVet. Protocols change and codes get added along the way, correctly and incorrectly. Since reminders represent a large part of your revenue, it makes sense to carefully review them to make sure that:

- The ones you do have are operating the way you intended, and You aren’t missing out on some opportunities to bring in more business with additional reminders.

In IntraVet—Review the Reminders

1. Go to Setup/Code Setup/Procedure and/or Inventory codes
2. Click <Print>.
3. Check the boxes at the top if you want the codes in description order by department.
4. Click on the “List the Ones for the Reminder System.” And <Print>.
Repeat the same steps for Inventory codes.

Your reminder printout includes:

- What each code reminds for
- The reminder interval
- What each code clears for

Reminder Tips

1. When setting up your “clears for ..”section, think about what is reminded *for*, not what does the reminding.

EX: Understanding Clearing in a Series

Dhpp 1 st	reminds for Dhpp 2 nd
Dhpp 2 nd	reminds for Dhpp 3 rd
Dhpp 3 rd	reminds for Dhpp 4 th
Dhpp 4 th	reminds for Dhpp Annual
Dhpp Annual	reminds for Dhpp Annual

Since all codes clear for themselves automatically and up to 4 other codes, you might think that we do not have room to clear for everything that we should. What do we need to clear for to make sure everything in this series is accounted for no matter what happens? What is reminded *for*?

....Only Dhpp 2nd , Dhpp 3rd , Dhpp 4th , and Dhpp Annual. Nothing reminds *for* Dhpp 1st , so none of the other codes need to clear for it.

2. Codes, when they are invoiced out permanently and added to patient history, clear for 1 instance of each outstanding reminder-- itself and up to 4 other codes that you have indicated in code setup. In other words, If you have a code set up to Clear codes A, B, C, and D. it will clear all those 4 codes—but only one A, one B, one C, and one D—*never 2 of the same item*.

EX: Understanding clearing—when multiple instances of the same code are due.
Assume each code clears for vaccines that come before it.

Dhlpp 3 rd	given 1/12/04	reminds for Dhlpp 4 th <small>cleared</small>
Dhlpp 3 rd	given 1/31/04	reminds for Dhlpp 4 th <small>still due</small>
Dhlpp 4 th	given 2/28/04	reminds for Dhlpp Annual

In the example, Dhlpp 3rd is given twice, creating 2 reminders for Dhlpp 4th. If Dhlpp 3rd cleared for Dhlpp 4th, everything would be cleared and clean.

3. Procedure codes remind and clear for procedures codes only, while Inventory codes remind and clear for inventory codes only.
4. You can have a reminder or a callback reminder on each inventory/procedure code--but not both. However, if you need a procedure to both remind for heartworm preventative and another heartworm test, for example, you could link the Heartworm test to an inventory code that generates the other reminder (or callback). Then both would happen automatically. Be sure to set the linked inventory code to “Print and Update.”
5. You can also have callbacks on diagnosis codes. Diagnosis codes can be entered as a line item on an invoice but do not appear on the customer’s receipt.

It is a good way to enter a callback (and/or print a form) without having extra lines show for the client.

6. Pay special attention to your inventory reminders. There's a lot of revenue there. Put reminders on Heartgard[®], Sentinel[®], Interceptor[®], etc...but don't make it too complicated. Use a generic code like "Heartworm /flea Preventative" or "Anti-Parasite Medication" for all these codes to both remind and clear for. This way, it won't matter if the client switches sizes or brands—everything makes the same reminder and clears that one reminder code.

EX: Generic Inventory Reminders

Heartgard[®] 0 - 25 lbs reminds and clears for Heartworm Preventative

Heartgard[®] 26 - 50 lbs reminds and clears for Heartworm Preventative

Heartgard[®] 51 - 100 lbs reminds and clears for Heartworm Preventative

Just make one generic code (Heartworm Preventative above) for all ranges of Heartgard[®] (and/or other heartworm preventatives) to both remind for and clear: simple and easy.

Or, for Heartgard[®] (things that you may sell 2 6-packs of at the same time), you may want to set up callbacks instead. You can make the callback appear on your regular reminder cards by checking the "Include as reminder" box in the code setup.



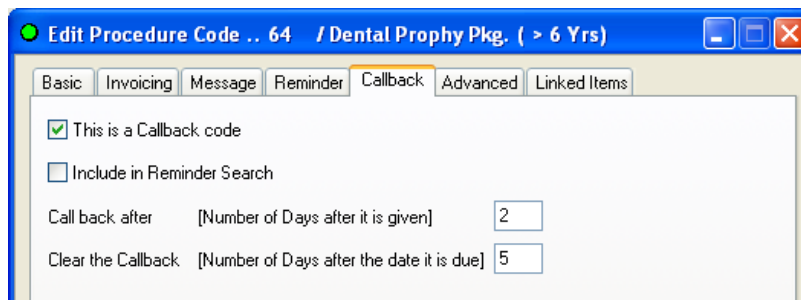
CALLBACKS

Obviously it is good practice to follow up cases as needed. In most places, the sticky notes are plastered everywhere. Why not be consistent and have the computer keep the callback list? Callbacks can be printed by day and by doctor listing the client name, phone number, patient name, and reason for the call.

Items that routinely need a callback can be set up to prompt for one in a default number of days. You may also want to set up one or more generic callback codes to use on a case-by-case basis. To get started:

1. Decide which procedures, inventory items and diagnosis codes that you want to generate a call back. Some ideas:
 - All surgeries & dentals
 - Labwork
 - Lacerations
 - Diabetes diagnoses
 - Epilepsy meds
 - All discharged sick animals
 - Verbal reminders
 - Promise to pay but no show
 - One time need to communicate with the client
2. Set them up in IntraVet. Create new diagnosis codes for callbacks if necessary. Some clinics find it useful to create CB1, CB3, CB7 codes for general use on 1 day, 3 day, and 7 day callbacks.

Call backs can be a marketing tool as well! An example: Set up a diagnostic code for your puppy pre-school service. Set it up to print a message on the invoice. Make it a call back code for 21 to 28 days. Every new puppy that comes in gets the code put on the invoice. The message prints and 3 to 4 weeks later it shows up on the callback list for action.



The screenshot shows a software window titled "Edit Procedure Code .. 64 / Dental Prophy Pkg. (> 6 Yrs)". The window has several tabs: "Basic", "Invoicing", "Message", "Reminder", "Callback", "Advanced", and "Linked Items". The "Callback" tab is currently selected. Inside the window, there are several options and input fields:

- This is a Callback code
- Include in Reminder Search
- Call back after [Number of Days after it is given]
- Clear the Callback [Number of Days after the date it is due]

In IntraVet--Callbacks

Setting up Callbacks

1. Go to Setup /Codes Setup/Procedure Codes (or Inventory or Diagnosis).
2. Choose the code and click <Edit>.
3. *Click* on the Callback tab. *Click* on the “This is a Callback code” box.
4. Check “Include in Reminder Search” only if you want this callback to be treated as a standard reminder and printed out on cards with vaccination reminders etc., (If you check this, it will not appear on the callback search, only on the reminder search).
5. In the “Call back after” field, enter the number of days after the code is entered that the call back should be done.
6. In the “Clear the callback” field, enter the number of days after the callback is due that you want to keep the reminder. (Keep them for at least 3 days afterward so that those that fall on Sundays or holidays will not be missed).
7. Click <Save>.
8. Repeat for other codes—inventory and diagnosis too!
9. When a call back associated code is entered at invoicing, the callback window pops up to confirm. You can change the due date and description at that time if needed, <Ok>, or <Cancel>. You must save the callback prompt and then save the invoice before it will appear in the callback list.
10. Periodically, (daily, every other day, M-W-F), assign someone to print the Call Back List and manage it.

When searching and printing the callbacks:

Only callbacks due in the date range entered will appear in the search.

Be sure to include Sundays either on Friday or Monday and holidays so callbacks aren't missed.

Some clinics print the callback list by doctor and make choices about who will perform the callbacks.

Use a log (have a template set up already) to note callback results in the patient history—or just enter a diagnosis code that says “Callback Made.”

Recall Generator

Allows searching and building of lists on the basis of selected parameters within your client and pet files

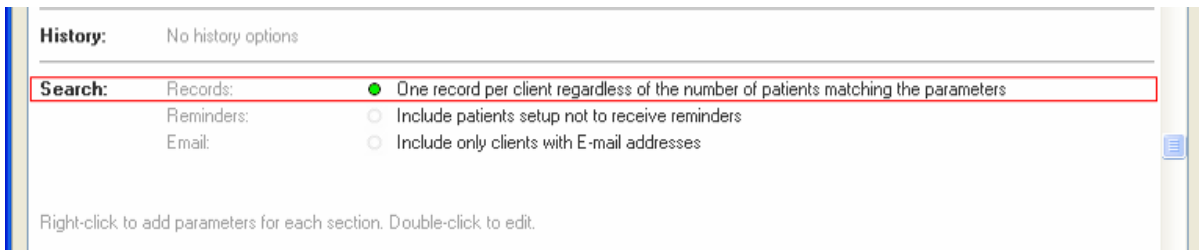
Examples:

1. **Newsletters:** Create a newsletter. Do a search for all active clients and print the mailing labels within IntraVet. Tell them about the importance of annual exams, common behavioral problems, give coupons for products.
2. **Find patients who need services** - all K-9s, with no heartworm testing listed in their history the last 2 years.
3. **Grooming/Boarding** – Search for your grooming or boarding clients to announce changes in boarding or the addition of a new groomer.
4. **Senior Pets** - Locate animals over 6 years of age, to promote a geriatric wellness program.
5. **Unaltered pets** - Find unspayed females and intact males over a certain age (3) to remind people about the benefits of neutering.

How to Use Recall Generator:

Right click on “Client”, “Patient”, or “History” to select your parameters.

- You can include or exclude in “Classification, Search codes, City, and Zip codes”.
- In “Number of Patients, Balance Due, Year to Date Services, and Discount” there are options for “Greater Than/Equal To, Less Than/Equal To, Equal To, or Between”
- Year to Date Services can only search “Current Year or Previous Year”, but not both at the same time.
- You can Include or Exclude for “Species, Sex, Breed, Color, Last Visit Doctor, Referring Doctor, and Stable”.
- When choosing “Status”, if you do not want to include “Active” pets, be sure to delete “Active” from Include Status. This is a default in Recall Generator.
- Age and Month of Birth will only allow one entry per search. Ex: I cannot search all pets with a birthday in January and in July at the same time.
- Last visit date means the last date a pet was invoiced.
- “History” does not have a limit on items that can be searched in the medical history.
- Search for Procedure, Inventory, and/or Diagnosis codes.
- History line items can be “applied” for a date range to search for something that has been given, or “not applied” for something that is not in the medical records.
- “History options” allow for searching for ALL the codes entered in “History” or for ANY items that were entered.



To use anything in “Search”, double-click on the item(s) to get a green circle beside it.

- If pets are not setup for reminders in the patient setup, regardless if they have any reminders in their history, they will not be found unless the option for “*Include patients setup not to receive reminders*” is marked.

Recall Generator Templates

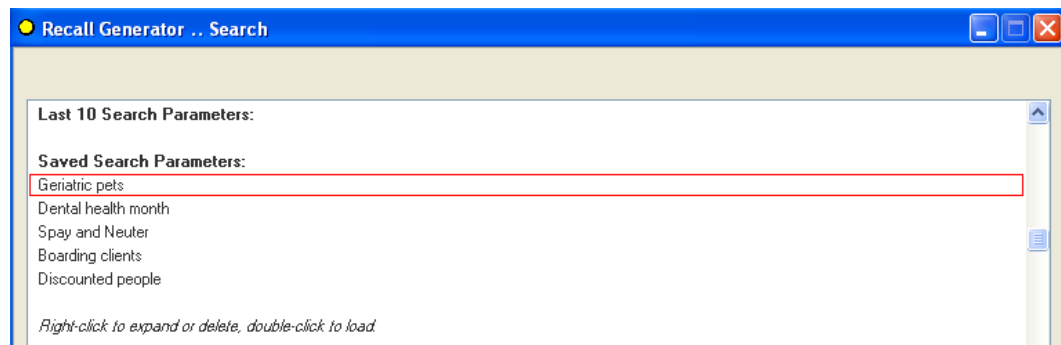
IntraVet will keep the last 10 search parameters, but you can also create templates for those searches you run on a regular basis.

Create a Template:

1. Enter a Template description at the top and select your parameters.
2. Right click and choose “Save Parameters”

To Load a Template

1. Right click inside Recall Generator and choose “Load Parameters”
2. If desired, right click and expand on a template to view its contents
3. Double click on the template to be loaded



- When creating a template with history ranges, dates have to be entered, and possibly changed when the search is run again.
- Right click and select “Expand” to view the contents of the template
- To delete a template, right click on it and choose “Delete”.

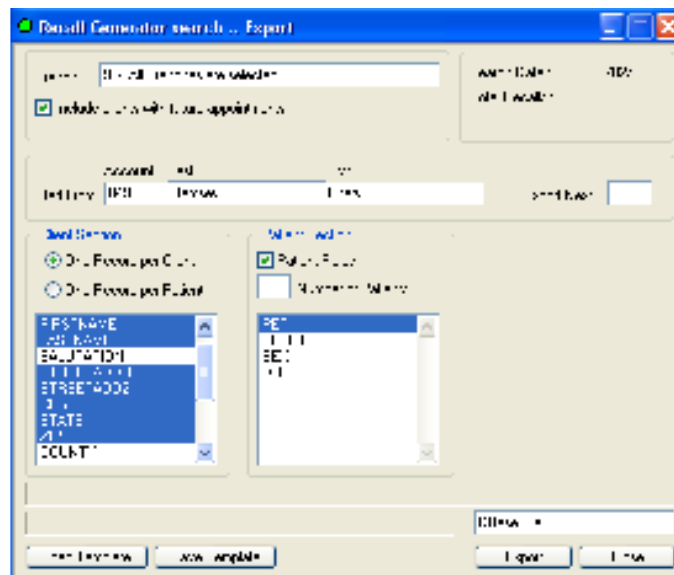
Exporting Searches

Any recall generator search can be exported using the “Export list” function from IntraVet or using the Healthy Pet export. This export function gives you the flexibility to generate reminder cards, letters or labels using other word processing applications such as Microsoft Word®. The data can be exported in the DBF format, comma delimited or delimited ASCII that most word processing applications will readily accept.

In IntraVet:

1. Select the fields you want to export under the Client and Patient Section.
2. In the bottom left, select the export format (ie. Dbase, Text, ASCII)
3. Select Export

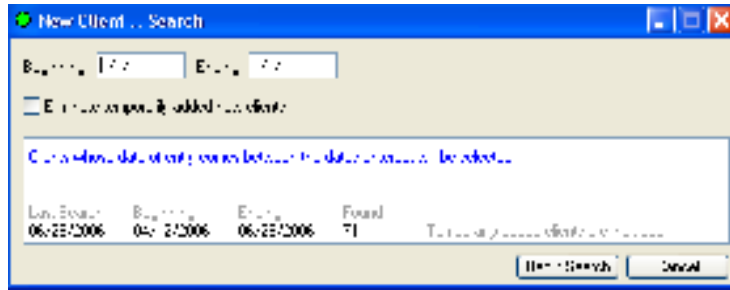
When you export the data, select a location and file name for the data. Most people will save to their desktop or My Documents for easy location. Use the mail merge option in your word processor to merge the saved data file with your selected document.



New and Referring Clients

2 great searches that create a list of new clients or existing clients that have referred new clients to the clinic. Use the New Client list to send postcards or letters to new clients to welcome them to the practice and inform them of all the services you offer. Use the Referring Client list to send a thank you card to your existing clients that refer people to your clinic. Let them know they are appreciated by offering a discount when they bring in the postcard!

- Select a data range to search for New and/or Referring Clients
- The clinic can print cards, letters, and labels or export the data for a mail merge.
- New Clients must have the referring client entered under the Client Setup tab during entry.



New Clients

Send your new clients a thank you letter or card of introduction or welcome using the New Client search under Communications. Include a coupon, a clinic brochure or business card.

Many clinics use handwritten postcards from the doctor. Simply create a card named New Client but don't include text when you save it. When you print the postcard it will be addressed and have Dear (client's name) with blank space to hand write the message. Or compose a letter or card but leave room for a real signature at the bottom. Some put a "From the Staff and Doctors at xxxx Animal Hospital and no real signature.

Earlier we mentioned client surveys. Many clinics survey their *new* clients after a week or so rather than all clients in a particular time period. Using this search, they can locate them and print a letter to be included with the survey form and return envelope.

In IntraVet—New Client Letters/Cards

1. Go to Communications/New Clients. Click <Search>.
2. Enter appropriate date range and click <Begin Search>.
3. Choose <Print Letters> (or cards) then <Select Text>.
4. If the letter or card text has not been prepared, highlight one of the empties and click <Edit> to open the field and write your text.
5. Give it a name and <Save>.
6. Highlight your message, click <Select> and <Start Printing>.

Referring Clients

We should acknowledge our REFERRING CLIENTS just as we do our new clients. The front desk people and your new client signup form should be asking "Who told you about us?" or "How did you hear about us?"

If the answer to the first question (Who told you about us?) is a current client, that information goes in the New Client Entry Screen (Setup tab) under Referring Client.

When this information is routinely entered, you can easily generate “Thank You” cards. Include an incentive to come in again; tell them “Bring this card in for 5% of your next visit” or something to that effect.

In IntraVet—Referring Client Letters/Cards

1. Go to Communications/Referring Clients. Click <Search>.
2. Enter appropriate date range and click <Begin Search>.
3. Choose <Print Letters> (or cards) then <Select Text>.
4. Select the message (or enter a new one).
5. Click <Start printing>.

For New Client, Referring Client, and Recall Generator results, letters or cards can be emailed to the clients (provided their email address is entered in their client setup file and IntraVet is set up for email).

That’s the epitome of target marketing! Identify a target audience using several search parameters, compose a card or letter, and send it off electronically. It’s not spam since you have a relationship established.

A Note on Websites

Practices are increasingly using the Internet to market their practices. This is an excellent way to reach out. The costs to establish the site vary considerably depending on the content. Graphics, email link, links to other sites, printable new client sign up forms, pre surgical forms, photos, prescription refill order, payment capability and many other add-ons are available. New clients can be somewhat familiar with the practice before they step foot in the door.

No matter how simple or complicated the site, *someone* has to monitor it though. It has to be kept current. Setting it up then ignoring it will eventually hurt the practice as the content goes out of date, emails go unanswered, prices change (if posted), etc. But if given thought to and monitored, websites are excellent marketing vehicles.

You can enter your website address on the bottom of every invoice automatically!!

Setup > Program Setup > Invoice Configuration >

Enter your website address on the blank line at the bottom of the window & IntraVet will print this line on the bottom of each invoice!