

Vetech View

Get Your Codes Straight

Vetech Software Services, Inc. (800) 677-8832

Reminder Setup Overview

By Matt Sanregret

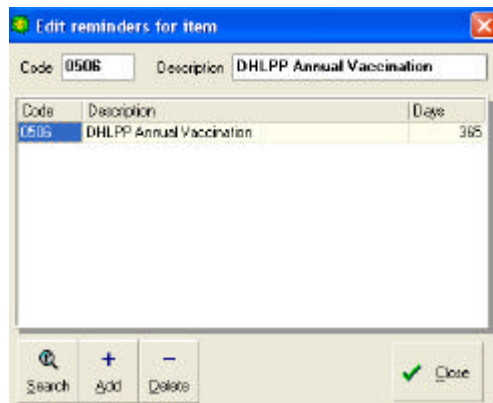
Inside:

- Reminder Setup
- Humor

One area that needs to be reviewed on a regular basis for both new and long time users is the reminder setup. Advantage can automatically create and/or cancel patient reminders based on items that are invoiced. Two questions we commonly receive are “Why aren’t my reminders being created automatically?” and “Why do I have extra reminders in my patient files?”

Most likely both answers have to do with how reminders are setup for your items and services. In both the edit treatment and edit inventory window there are two icons on the toolbar that refer to reminders, “Reminders” and “Remove Reminders”. The reminder icon is used to setup a service to create reminders for itself or other services when that item is invoiced. The remove reminder icon is used to remove reminders automatically when this item is invoiced.

The most common reminder setup is when one item creates a reminder for itself, such as an annual vaccination. In this case, you simply add a reminder date of 365 days for the existing item as in this example. Most users have this type of reminder already setup with many items.



In this example when code 0506 gets invoiced, a reminder will be created for that item 365 days from the line item date on the invoice. If an existing reminder for this item exists, it will be replaced with this new reminder.

You can also create reminders automatically for services other than the one that was invoiced. A common scenario is puppy and kitten vaccinations, but this same logic could apply to any other services. Here is how a puppy shot series may be setup. Vaccination #1 creates a reminder for vaccination #2. Vaccination #2 creates a reminder for vaccination #3, etc. Each item can also be setup to remove reminders so that this patient does not have reminders for services already given.

Thought for the day: Make up your mind to be happy and learn to find pleasure in simple things.

Vetech Software
Services, Inc

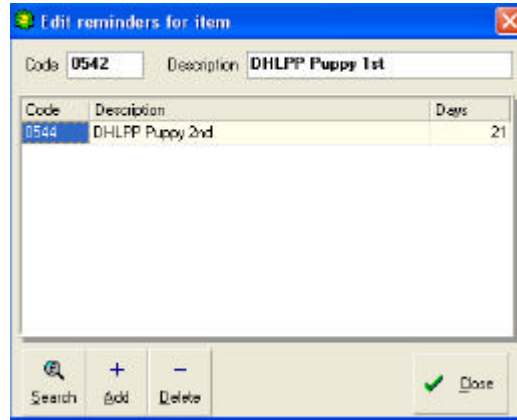
150 N. Wiget Lane
Suite 211
Walnut Creek, CA
94598

PHONE:
(800) 677-8832
(925) 932-5044

FAX:
(925) 932-5597

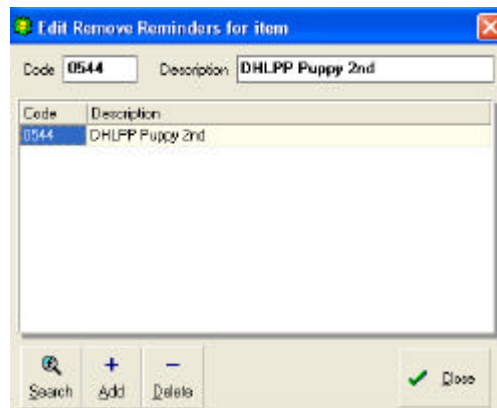
E-MAIL:
info@vet-software.com

We're on the Web!
See us at:
www.vet-software.com



Short term reminders such as these are only useful if you are sending out reminders at least twice per month. If you send out your cards only once per month, then setting up items with reminder due dates of 21 days would not work very well. By the time the client receives the card they may already be 1-2 weeks overdue.

You may have data in both the Reminders window and the Remove Reminders window. For instance, using our puppy example, vaccination #2 can create a reminder for vaccination #3, but remove the reminder for itself.



IN THE CEMENT MIXER

Did you ever have a day like this? A man, cleaning one of those big cement trucks, got caught in the mixer. He climbed into the mixer with a hose to flush out the remaining cement when his hose caught on a lever and pulled it to the "on" position. Suddenly, he found himself going round and round in the mixer with no way to escape! Slipping, sliding and banging around inside, all he could do was shout for help.

Fortunately, another worker came over and shut it off. In moments, a bruised and battered man, covered with wet concrete, emerged from the mixer. It reminds me of some days I've had....

Of course, no one ever said life is easy! But, as that incredible humanitarian novelist, Harriet Beecher Stowe, said, "When you get in a tight place and everything goes against you, until it seems as if you could not hold on a minute longer, never give up then, for that is just the place and time when the tide will turn."