

vetscope NEWS

VetSCOPE Practice Management Software

Autumn 2013



HORSES FOR COURSES

Melissa Flavin explains how VetSCOPE has become integral to the running of a successful and growing equine practice

Located near Clonmel, in the rich farmlands of South Tipperary, Kilcash Equine Clinic is run by principals Shane Ryan and Andrea Ryan. With the region home to some of Europe's most successful stud farms, the practice's primary equine focus has allowed it to grow steadily over the years. Today a three-person practice, the clinic is at its busiest between February and mid July, when breeding mares form the mainstay of its workload.

Kilcash Equine Clinic has been a client of VetSCOPE since January 2008 and so VetSCOPE was part of the working environment when Melissa Flavin joined as office administrator in 2010. 'Although I hadn't worked in a veterinary practice before, I had worked as an office manager, so I had the core administrative skills and was familiar with the main software packages,' she explains. VetSCOPE, however, was entirely new to her. 'If I am honest, I was unsure of what to expect, but I came at it with an open mind,' she recalls.



Key learning

As the practice has grown in the intervening three years, so Melissa's role has also grown with it, and building awareness and familiarity with the full range of VetSCOPE's capabilities has been an important part of this. She quickly became comfortable with the client and case management components of the programme, as well as proficient in using it for managing supplies and accounts. Attending a VetSCOPE training day in 2011 was a key learning point. However, the single most important lesson that Melissa has learned from working with VetSCOPE is that 'the more information you put into it, the more your practice will get out of it'.

1 HORSES FOR COURSES

The experience of a South Tipperary practice

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How our new app can save you time

3 TB OR NOT TB

With VetSCOPE's new app, your iPhone or iPad can provide the answer

4 QUICK WINS WITH QR

QR codes offer easy access to a wealth of information

WELCOME

Autumn may be the season of mellow fruitfulness but it is also the season of tax compliance and many practice managers will have put in extra hours in recent weeks to ensure their deadlines are met. With that in mind, in this issue of VetSCOPE News, we are delighted to share the experiences of one veterinary practice office manager on the value of VetSCOPE's accounts management software in terms of in taking the headache and hassle out of meeting deadlines and obligations efficiently.

We also have exciting news to share on the development front – with the roll out of VetSCOPE's billing app and the development of our TB testing app, which represents a world first and genuine step forward for VetSCOPE users. There is lots to share and lots to catch up on and we hope you'll be impressed by what you read. With tax compliance out of the way, planning for the new year can begin and we are looking forward to working with you to help your practice grow now and in the future.

Stephen Lawler
Managing Director
Lawler Developments Ltd



She gives examples of adding data such as mapping location, VAT number and farm reference, to a client file. These, she has found, 'can make life very easy in the long run. They allow me to run client reports for the practice based on a whole range of criteria. You can have reports based on monies outstanding, of course, but you can also search by email address, or VAT number or by an animal receiving a particular treatment. All of this can be hugely beneficial and save a huge amount of time.'

The nature of equine practice means that one stud farm may have 20 to 30 clients in the practice. 'At the end of month, I can search for our EU clients that may be VAT exempt, and issue invoices based on that.' For clients with multiple animals being treated, the breakdown of information that becomes possible can also be hugely valuable. 'If you have a client with five or six animals being cared for, you can find out the cost to them of each animal, and the amount of medicines used, very easily. It means we can show the cost of treatment on an individual basis and that helps the client manage their own finances and decision making.'

Time saving

With strategic planning more and more a feature of

veterinary practices, Melissa sees huge value in being able to quickly access information such as expenses and turnover year on year. 'It helps you plan for the future in practical ways, such as ordering and managing stock, but also in terms of account projections and client relationship management.' That strategic value as an accounts package becoming increasingly clear she says when, at the touch of a button, it is possible to compare the practice's financial performance over several years. VetSCOPE's time-saving value also proved itself recently when the software package allowed the firm to work through their annual accounts audit in a way that was 'very clean and straightforward'.

While there are many aspects of VetSCOPE central to the successful running of the practice, there are some features that she expects will have more value in the future. 'Our veterinary principals tend to manage their own diary and calls, so the waiting room and calendar functionality is something we haven't had a lot of use for yet.' Nevertheless, this diary information comes back to Melissa and she 'inputs it into VetSCOPE in a way that benefits the practice.' As a new generation of vets comes on board, Melissa believes the calendar functionality will become important. 'I find new veterinary graduates are introduced

Did you know... that you can easily search VetSCOPE for any client that got a BVD vaccine this month last year and then send them a text message reminder? Open accounts and Find ledger = 'Client' and on the first line of transaction enter 'BVD' (or whatever vaccine you require). Enter the date range for this month last year eg: 1/11/12..31/11/12 and press enter to find. Next choose Mailshot from the 'Scripts' Menu to view the relevant clients. Now you can choose to send them a letter or SMS message.

to VetSCOPE in their college days, so a lot of the functions of VetSCOPE are second nature to them.'

Every computer system can have its bad hair days and Melissa says the back up and support offered by the VetSCOPE team is excellent. 'If you do run into a problem and you need help, it's there that moment. In my experience, all issues are solved within a day. It's very reassuring that they are able to access your computer remotely and solve the problem while you can work on other jobs.'

BILLING MADE EASIER

The ability to issue customised invoices quickly and efficiently has always been integral to VetSCOPE and we're excited about the opportunity to put even more control in your hands. VetSCOPE's new billing app is a powerful tool that will allow you to issue invoices and prescriptions to clients with ease as you complete your work out in the field.

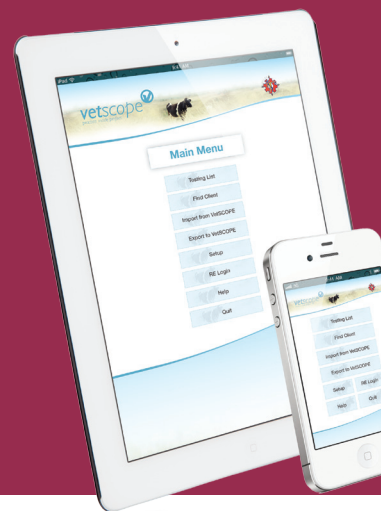
iBill App Pricing as at 1/11/2013

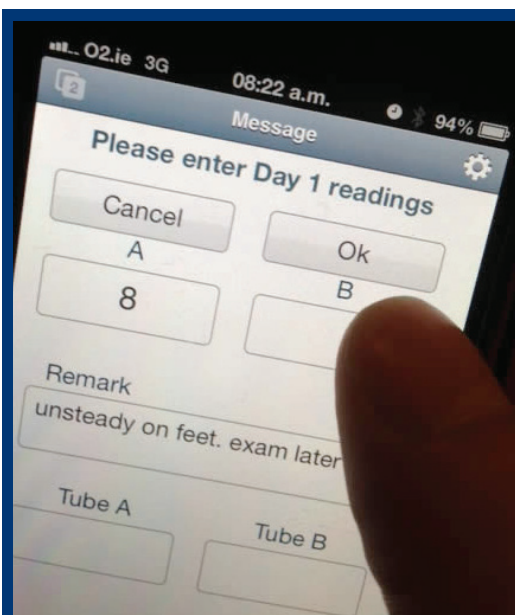
iBill Apps Per Site	Monthly Price Per App	No. of Months	Annual Price Per App
1	78.00	12	936.00
2	68.00	12	816.00
3	58.00	12	696.00
4	48.00	12	576.00
5	48.00	12	576.00
6	48.00	12	576.00

Prices are in Euro and exclude VAT
Minimum Contract Term 12 Months
Terms and Conditions Apply

VetSCOPE's billing app, ("iBill") is comprehensive and fully integrated into existing VetSCOPE software. This means that, through your iPhone, iPad or iPod Touch, you have full access to all client records, detailing the current outstanding account balance and even when you last received a payment. Mapping clients location using the integrated Google Maps™ is simple and very useful if a new vet is unfamiliar with the area. iBill is very user-friendly, intuitive and keeps you fully compliant with relevant legislation. Once you've completed your assignment and are ready to issue an invoice, you can immediately view the balance of your client's account on the app, access previous payment details, client notes and your prescription pricelist. Once you populate the relevant fields, iBill makes up the invoice and allows you to sign your name electronically as well as issue it to the client by email. All relevant information is recorded and stored in full compliance with Department of Agriculture and EU regulations on veterinary medicines.

VetSCOPE's integrated iBill app will be rolled out to clients on a site-by-site basis. If you'd like to be part of this exciting development, contact us at info@vetscope.ie





TB APP A WORLD FIRST

VetSCOPE will also soon begin roll out of its new and much anticipated iTest app.

VetSCOPE will also soon begin roll out of its new and much anticipated TB app, "iTest". Representing a world-first in terms of veterinary practice management software, the new app allows veterinarians to record TB and blood testing using their iPhone, iPad or iPod Touch. iTest was designed in collaboration with the Faculty of Computing and Engineering, University of Ulster, as part of the InterTradeIreland FUSION project. We are excited about the opportunity it presents to manage the complex paperwork around billing, bovine TB blood testing and drug traceability in a progressive, user-friendly and time-saving way. The iTest app functions as part of the VetSCOPE package and rollout begins in early 2014 on a site-by-site basis. If you'd like to be part of this exciting development in animal health management, contact us at info@vetscope.ie



MAC THE CHOICE

The rivalry between Apple Macintosh and PC is as old as personal computing itself, and there are strong views on both sides as to which represents the optimum computing environment. Many users happily switch between the two and see no particular difference between the two. VetSCOPE works effectively on both platforms and we have many happy users in the PC environment. However, there are a number of reasons why veterinary practices, whether starting out or upgrading, should consider investing in Macs ahead of PCs.

VetSCOPE offers a 'Mac native' operating solution, which means that those preferring Macs don't suffer performance issues running it in some virtual environment. VetSCOPE is a high-end, media-rich database solution and, simply put, performs best when coupled with the best available hardware. This means your practice can enjoy a faster and smoother service as your use of VetSCOPE grows. Mac computers, tablets and smartphones are, of course, only manufactured by Apple, and while the initial outlay may seem more than a PC, in our experience the higher specification more than pays for itself over time. It is very tempting to purchase an inexpensive PC which ends up being under powered whereas any Mac you buy today will be perfect for running VetSCOPE and many other applications. In addition to the quality control inherent in an Apple product, Macs are also far less prone to viruses, making the anti-virus firewall - obligatory for PCs - far less of an issue. As Apple manufacture both the hardware and the operating system, the synchronicity between the two is unparalleled in the personal computing industry. A simple test, just count the number of times in a week you have to restart your PC v's maybe once a month for Macs. As we are all in business, that time is money! For those starting out, the argument may seem more clear-cut than for those upgrading. However, bear in mind that Mac can operate with Windows on the same network. This means you can add new computers on a phased basis rather than upgrading all at once.

Did you know... How to find customers with mobile numbers?

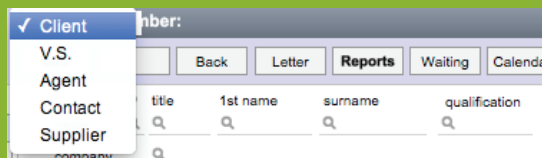
To do this open the Clients file and click Find and choose Client from the top grey bar (see picture) type >0 (greater than zero) into the mobile field and press enter. A list of all clients with mobile numbers will be generated.

But what if you wanted to fine all clients that don't have mobile numbers?

Do the same as above by clicking Find and choosing

Client, but this time type = (the equals symbol) into the mobile field and press enter. A list of all clients without mobiles will be generated.

Remember this method can be used to find any other criteria. For example find all canines where the date of birth is empty (use the equals = symbol) or find all Visits that have case notes filled out (use the greater than zero >0 symbol).



A QUICK WIN WITH QRs



QR (quick response) codes are the black and white pictorials that use smartphone technology to direct users to specific URLs. QRs have been commonplace in advertising and marketing literature, however, veterinarians are now seeing a new application of the technology on veterinary medicine labelling. VetSCOPE is pleased to note that QR codes can now be read by our 2D barcode scanner, allowing, on a single scan to identify the correct product and read and store the products batch number and expiry date along with its pricing information. This greatly increases accuracy when it comes to stock control and batch traceability and compliance with the Department of Agriculture. Being able to accurately identify the chicken from the beef in dog food has to be a bonus for any practice wanting to do stock control.

This means you can make informed decisions with regard to efficacy and compliance, while also ensuring product availability is monitored and maintained.



If you are a business that makes payroll or creditor payments, or collects direct debits electronically, 1 February 2014 is an important date in your calendar. On that date, Ireland's national payment system for credit transfers (payroll, creditor payments) and direct debits will cease and be replaced by two pan-European schemes, the SEPA credit transfer. SEPA is the Single Euro Payments Area - a 33-country area that includes the EU28. Key things to note are that payment file formats will change from the current domestic Standard 18 to the new SEPA ISO 20022 XML formats. In banking, NSCs and bank account numbers will be replaced by BICs and IBANs.

It will be possible to upload a file from VetSCOPE detailing your current clients account numbers and sort codes and receive back their IBAN's and BIC's which can then be imported into VetSCOPE.

If you're not sure how the changes will impact on your bank, our advice is to contact your bank to ensure you are well prepared for the changeover date. For VetSCOPE clients using our direct debit facility, we will be issuing details shortly as to the changeover process.

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