

VetSCOPE News

Glasslyn A-Bandon VMS

Glasslyn Veterinary practice in Bandon and Kinsale install VetSCOPE



The busy practice of David McLaughlin and his colleagues choose VetSCOPE software for their Bandon and Kinsale offices. David decided after seeing a demonstration of VetSCOPE that it was the right software to control their extensive large animal practice along with their growing small animal practice. "The clincher for me was that all our data could be transferred easily from our

current system" said David. "The fact that VetSCOPE was designed in Ireland and is simple to use ruled out the other players" he said. Although still in the early days the practice has found many time saving features such as the ability to edit transactions after saving them. "This alone has saved us a huge amount of time" says Nora Duggan of the accounts department.

WELCOME

Welcome to the first edition of VetSCOPE News, a Lawler Development quarterly publication for our clients in the veterinary profession. We intend to update you with news of new enhancements and useful tips on using VetSCOPE software.

We would welcome your comments and feedback and would be delighted to hear your suggestions for topics that you would like to see included in future editions.

Let us feature your practice and show your colleagues how its done!

VetSCOPE is the driving force behind over 100 top veterinary practices here in Ireland, the UK and Northern Ireland.

*Stephen Lawler,
Lawler Developments*

NEW MESSAGING SYSTEM FOR VETERINARY FACULTY - UCD

"We have a staff of over 40 residents and 15 nurses and just doing a simple thing like recording messages was a headache" says John Breteler, Hospital Manager at the Faculty of Veterinary Medicine UCD. "We needed a simple solution that could work hospital wide and integrate with our current VetSCOPE system. Lawler Developments



designed and implemented a solution for us in less than two weeks. Now anyone can take a message for anyone else and track those messages and how they have been dealt with through the entire system.

Urgent messages are highlighted for all to see. We have the capability to send these messages direct to a clinicians mobile phone but due to signal strength within the building this is for the future.

DR BRYAN MARKEY GOES DOWN UNDER

Following a two-year term as head of the Department of Veterinary Microbiology and Parasitology, Dr. Bryan Markey has taken an eight month sabbatical from University College Dublin.

Bryan travelled out to Brisbane, Australia in January to join the research team of Professor Peter Timms at the Queensland University of Technology. Professor Timms has an international reputation in research into chlamydial infections in Australian marsupials as well as active research programmes into the genetic mechanisms underlying chlamydial persistence in the body. Bryan is keen to get hands on experience of the powerful molecular biology techniques that Professor's Timms group routinely employ, particularly diagnostic polymerase chain reaction (PCR), quantitative real time PCR, genetic sequencing and bioinformatics.

Over the last few months he has been working in collaboration with researchers at the Faculty of Veterinary Medicine, University of Queensland to investigate the interaction between koala retrovirus infection and *Chlamydomphila pecorum* infection in koalas.

In addition, he has been analysing samples from Gilbert's Potoroo, one of the rarest mammals in the world, for evidence of chlamydial infection as part of a collaborative project with researchers from Murdoch University, Western Australia. A highlight of his time in Brisbane will be an international chlamydial conference in July when Bryan will present results from his current research projects.



EQUINE DELIGHTS FOR LISADELL HOSPITAL, NAVAN

For the last eighteen months the practice of Peter Gibbons and his staff have been using VetSCOPE professional software to manage its growing referral practice.

Having designed the most modern equine hospital in the country, Peter decided first to install VetSCOPE software in their engine room. This allowed a smooth transfer of data and a period of getting used to all that VetSCOPE



had to offer before making the big move to the new premises at the start of 2004. Now over seventeen months later the practice can reap the rewards of their forethought. VetSCOPE not only keeps their

accounts up to date but also allows them to store the clinical information of each horse that passes through their doors. The multi-owner facility allows syndicate owners to be billed directly by just filling out one bill. Marking charts from Weatherbys and the Irish Horse register can be stored and printed from the system directly. "We are very happy with all that VetSCOPE offers" says Peter. "Its ease of use and the support we get from Lawler Developments is invaluable".

Technical Tips

Drugs register: You can set up defaults for duration and withdrawal periods which will automatically fill out your drugs register. Open the Prices/Codes file and within the price and stock details screen, enter the default text.

Handling charges can be set from the price list to add an additional charge for dispensing drugs, mileage, after hours or animal weight categories. Set up a charge that adds an extra €5 for out of hours consultation. Charges can be set in the Prices/Codes/Handling area. Apply a handling charge to a

dispensing drug by selecting it in the Prices and Stock Details screen.

Abbreviated text for small animal reports may be created in the Prices/Codes/Handling area also. Set up blocks of text which can be mixed and matched to create the perfect report every time.

VETSCOPE AS A MARKETING TOOL

VetSCOPE can aid you to establish a multi point contact with your clients. Using email, standard mail, phone, fax and SMS (mobile text messaging) it is possible to keep your clients informed about the latest products or offer, new practice facilities, new staff, vaccination reminders and much more.

Many large companies have very expensive systems that allow them to record these contact points and they come under the heading of customer relationship management (CRM) systems.

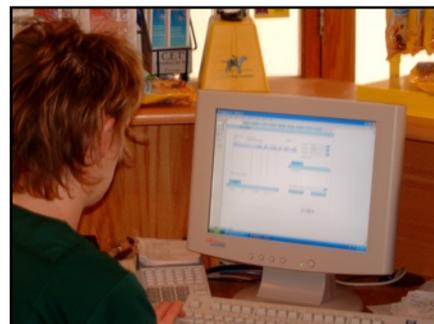
VetSCOPE has many features of a large CRM system allowing you to

Remember: VetSCOPE is a completely integrated system encompassing the needs of any practice type including large animal, small animal and equine. This is all included in the one price.

record all faxes, emails, text message , phone calls and vaccination reminders. In addition to this it is possible to send a mail-shot directly to a selected group of clients and/or suppliers. To facilitate this there are a number of categories on the client/supplier screen which can be tailored to your specific requirements. To tailor this list click on the "Edit..." section at the bottom of the list and then adjust the list to suit. After setting the



correct category for your list of clients/suppliers, it is possible to find all clients belonging to that category and to send a personalised letter to each of



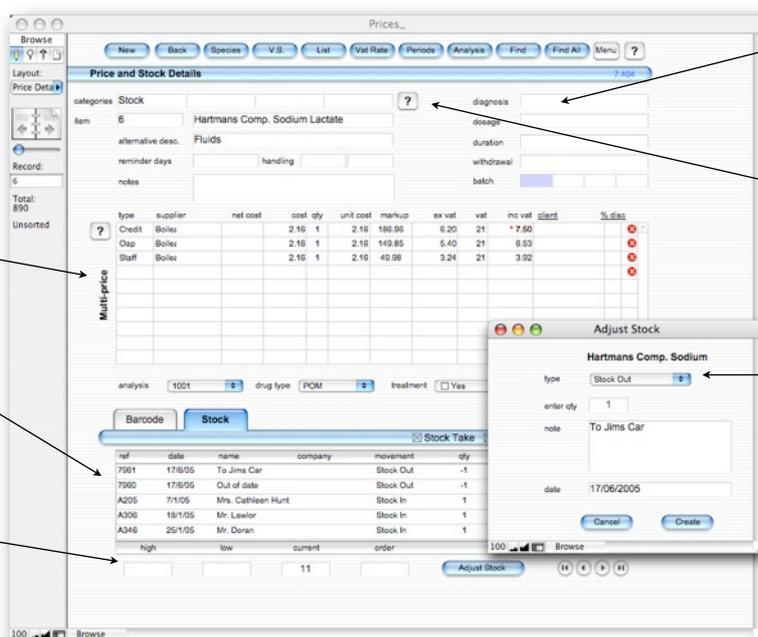
them. Create the letter in the letter file and then select "Mailshot" from the scripts menu at the top of the screen.

It can also be useful for example, to locate all labradors of a certain age and weight to send their owners information on dietary foods. This is possible by starting your search in the visit screen and then selecting "Mailshot these Clients" from the Scripts menu at the top of the screen. The current selected letter will then be sent to each client.

NEW MULTI-PRICE CAPABILITY FOR NEXT VERSION OF VETSCOPE

With the next version of VetSCOPE it will be possible to set up individual price lists for each client and supplier, set discounts only on specific products and have special price categories such as Cash, OAP and Staff.

Did you know: Additional support information can be viewed on the VetSCOPE website www.vetscope.ie



Set up multiple price lists by category, supplier and client

See transaction history for each product

Live display of current stock status.

Drugs register details - fill them in here to automatically be entered in your register!

Improved onscreen help. Just click the ? mark.

Simply adjust stock directly from within price list

Password protect cost prices

DON'T PHONE ME SKYPE ME!

You have broadband, you can use the Internet, you can send email, but there must be more!

Yes there is, you can use your computer to talk to your friends, family and colleagues in almost any part of the world **for free**.

Skype is for calling other people on their computers or phones. Download Skype and start calling for free all over the world.

All you need is a free piece of software which can be downloaded from www.skype.com.



It may be necessary to purchase a sound card or headset and these can be found in most good computer stores.



Next register a Skype name on the Skype website and follow the instructions to set up.

Now you can call anyone else who is connected to the internet with Skype. It will be clear when your contacts or online or offline, just click their name to call. For a small fee you can set up an answering service which can be useful if you are out of the country. Conference calling is possible and very easy to use. Because of this service many travellers are more conscious of getting a hotel room with broadband.

Date for your Diary:

Friday August 26 2005

University Veterinary Hospital Conference

University College, Belfield, Dublin
The O'Reilly Hall.

For more information, email:

john.breteler@ucd.ie

For conference booking email:

UVHC@ovation.ie

**See the latest version of VetSCOPE
demonstrated at the conference.**

If your contacts don't use Skype you can buy credit and then use Skype to call a standard telephone. These calls are much cheaper than standard phone calls but I wouldn't recommend this service for commercial use.

Article by: Stephen Lawler slawler@vetscope.ie



Sandymount Pet Hospital

"The automatic reminder system along with the comprehensive price list means that we have increased our turnover substantially" says Dick Lavelle, "Remember", he says "its not just the system you are buying but also the support and this has exceeded our expectations".

The busy practice of Dick Lavelle and Derek Ryan have been using VetSCOPE for almost a year now. Their practice has two spacious consulting rooms each equipped with a VetSCOPE terminal, a terminal in the shop/ reception area and one in the accounts/surgery/pharmacy area. Being networked together ensures that each terminal has the most up to date information so that for instance as soon as a price is changed when entered from a supplier invoice the

Reminder: If you recently received a questionnaire please return it for the chance to win an Apple iPod mini.

Lawler Developments recently addressed the Monaghan Clinical Society. If you would like us to demonstrate our VetSCOPE software to you or your regional society please contact us on 01 - 2602207.

next bill generated reflects this change. Therefore the price list is always up to date.

The hospital caters for the small animal population in the surrounding suburban area from Blackrock to the inner city. With two full time veterinary surgeons and three nurses the practice needed a system that was easy to use and yet comprehensive in its range of features.

Several years of accumulating data on a manual card index system needed to be transferred to the computer. "We took Stephen Lawler's advice and only put on those cards as appointments were made" said Dick, "This eased the transfer greatly as only the current cards were transferred. The way the system can manage multi pet households means that we always know the animal names as they come through the door" he said.

"We like the ease of printing case history reports for referrals, admission forms and hospitalisation sheets" says Derek. "In fact once the information has been entered it is always available, no missing cards to worry about" he says.

After reviewing many different systems, the group of practices encompassing Dick Lavelle, Sandymount, Peter Lynch in Loughlinstown and Eamonn Moore of Blackrock all decided that VetSCOPE was the best.

DISCLAIMER

This information has been provided by Lawler Developments and by third parties for information purposes only. While every care has been taken to ensure that the content is useful and accurate, Lawler Developments and any contributing third party shall have no legal liability or responsibility for the content or the accuracy of the information so provided, or, for any loss or damage caused arising directly or indirectly in connection with reliance on the use of such information.

Copyright © 2005 Lawler Developments Limited
All rights reserved.

CONTACTING VETSCOPE

You can contact VetSCOPE by phoning
(01) 2602207 or 087 2243249

Email: info@vetscope.ie or writing to us at
44 Fosterbrook, Stillorgan Road, Blackrock,
Co. Dublin. www.vetscope.ie

