

AVImark ReadMe 2016.1.1

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What is triPOS?

Introducing the next generation of simple and secure payment integration platform solutions—triPOS. triPOS drastically reduces a merchant's PCI compliance scope, simplifying and securing payment acceptance by eliminating cardholder data from the software environment. Compatible with a wide range of hardware devices, triPOS connects to all authorization providers, supports a comprehensive suite of transaction protocols (INCLUDING EMV) and removes the business software application from PCI scope.

What is EMV?

EMV is a set of international standards that defines interoperability of a new, more secure transaction type across the international payments enterprise. EMV significantly reduces the opportunity for fraud because it uses microchip technology to send encrypted transaction information to the issuer each time the card is swiped.

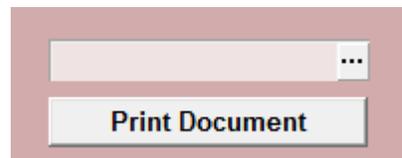
Already well in force throughout other parts of the world, EMV cards are expected to quickly become the security standard for card payments in the U.S. Those not compliant may face liability. With the transition to EMV already occurring, the time to start planning for EMV is now.

We know that criminals will often target the weakest link. Therefore, it is critical to make sure you are paired with the right partners throughout the whole EMV ecosystem.

Prescription Label Re-design

AVImark prescription labels have been re-designed to be more consistent with modern labels.

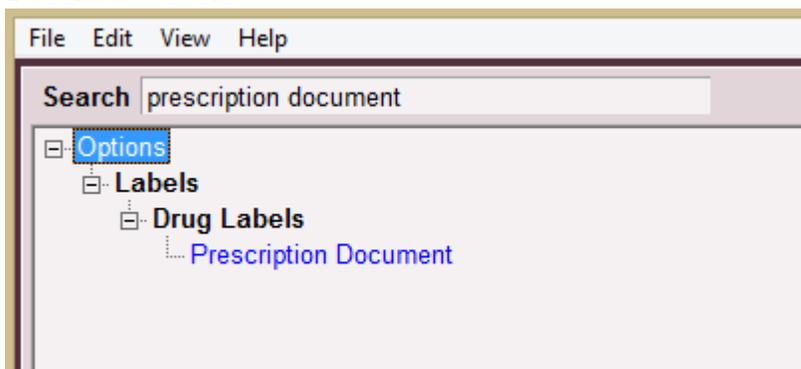
The screenshot shows the 'Drug label: Amoxicillin 400mg tablet' window. It has tabs for 'Labels', 'Wizard', and 'Formulary'. The 'Labels' tab is active, showing 'Labels to Print' set to 1, 'Label Name' as AMOXI, and 'Last Printed' as (NONE). Below this is a large yellow rectangular area. Further down, there are fields for 'Client' (Cunningham, Howard-Marian (51)), 'Container Expires' (8/3/2016), 'Patient' (Fonzarelli/Canine), 'Qty' (1), and 'Tablet'. There is also a 'Script Filled Location' field with 'Inside Clinic' and a browse button (...). A 'Print to:' dropdown is set to 'Send To OneNote 2010', with a 'Print Document' button next to it. At the bottom, there are buttons for 'Next', 'Print', 'Label Preview' (unchecked), 'Done', 'Cancel', and 'Help'.



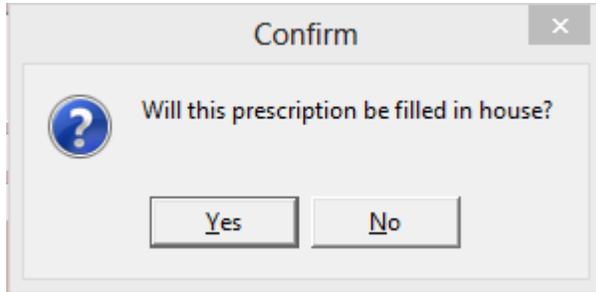
A **Print Document** button has been added that allows clinics to print a Microsoft Word document with the prescription information to be sent to an outside pharmacy. Merge words can be utilized on this MS word document to include the appropriate client, patient, and prescription information.

Selecting a document to print can be done by either setting a default document in Option Maintenance or selecting the document through the Drug Label window each time the document needs printed.

- Click the ellipses button in the field above the print document button to browse and select the MS word document.
- Click the wrench speed bar icon to open the Options Maintenance window and search for Prescription Document. Then enter the name of the MS word document in the Default Value field by clicking Change. Once the document has been set in the Options Maintenance window every time a drug label window is opened the name of the document will appear in the field above the Print Document button.



Printing the prescription document will cause a Confirm window open where the clinic can specify if this prescription will be filled in house or be sent to an outside pharmacy.



- Clicking **Yes** to the prompt will cause the document to be printed and the client will still be charged for the prescription.
- Click **No** to the prompt will cause the document to print and the client will NOT be charged for the prescription. The prescription price in medical history will zero out and the item will appear in thin black lettering and will NOT appear on the invoice.

The **Script Filled Location** field has been added to allow the clinic to view at a glance if the prescription was filled in house or by an outside pharmacy. This field will automatically populate based on if the document has been printed and what was selected in the Confirm window. This will help improve tracking refills and provide the veterinary customer with an option to have their prescriptions filled outside the clinic.

If you choose “No” to designate the prescription will be filled at an outside location, there is now a field within the drug label window that will reflect “Outside Clinic”. If you choose “Yes” at the prompt the field will display “Inside Clinic”.



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ASAP for New York

New York has made changes to the requirements for their ASAP report for controlled substance reporting. We have updated the ASAP utility to include these changes. The information below was provided by the state of New York.

In July 2014, Veterinarians were notified from the Bureau of Narcotic Enforcement (BNE) that effective November 3, 2014 all dispensed controlled substances records reported to BNE must include the additional data elements of:

Date Sold (ASAP 4.2 field name DSP17)

Species (ASAP 4.2 field name PAT20)

Pet Name (ASAP 4.2 field name PAT23).

Your data submissions did not comply with this requirement. Because of this, each record submitted to the Bureau of Narcotic Enforcement failed to process correctly and must be resubmitted.

Once your software has been upgraded to comply with this requirement, please resubmit all records for controlled substances dispensed from your office from November 3, 2014 through to the present; then submit your files daily as required.

It is the responsibility of the dispensing Veterinarian to monitor their file submissions for errors.

All errors must be corrected and resubmitted to the Bureau of Narcotic Enforcement within 3 days. Refer to the "Submitter's Guide to Electronic Data Transmission" for instructions on how to monitor the status of your submissions and your errors. The submitter's guide and additional data requirements (Appendix A) can be found on the BNE web page at:

http://www.health.ny.gov/professionals/narcotic/electronic_data_transmission/

ASAP Report for Connecticut

Connecticut now requires clinics to report controlled substances in the ASAP 2009/4.1 format. In an effort to keep these clinics in compliance with these requirements, AVImark has enhanced the ASAP utility to meet the needs of these clinics.

To begin generating the report for the State of Connecticut, you are required to:

- Have your Hospital DEA number assigned on the Demographics tab in Hospital Setup
- Assign your doctor DEA numbers in Users and Security
- Make sure the AVImark items to be reported have the C Action code (denoting it Controlled Substance) and the NDC number assigned
- Have the “Sequence Number” option for printing Drug Labels set to True in advanced options
 - Printing prescription labels through AVImark will assign numbers and maintain them in sequential order. This number will be a unique Rx number that will be printed on the corresponding Drug Label, as well as being reported for that Controlled Substance line entry on the ASAP report.
- Setup the Days Supply for the controlled substances. You will do this in the “Minimum Interval Between Refills” field, on the Pharmacy tab in the change item window of the controlled substance.

To acquire the properly reported data for your state follow these steps:

- From the AVImark CID select (menu) **Utilities, Utilities** and type in **ASAP**.
- You will be prompted with a Backup option, if you currently do daily backups you can click **No**. If you would like AVImark to be backed up, click **Yes**.
- In the ASAP utility, select the **From** date and **Days to send**.
- For **Export to**, select the location to which you wish to export the file. For example, the C:[] option.
- Select your state: **Connecticut**
- Select the option **Only report entries with label notes**. If a Controlled Substance entry in Medical History contains drug label notes, only those entries will be reported when using this option.
- Click **Run**.
- When completed, you will find the .dat file at the location you selected, with a filename including the clinic DEA number and MMY.DAT (123589321_0411.DAT).
- You will then send this file to the State of Connecticut.

2016.1.1 Fixes List

6574 – Modify CT ASAP Report to Prevent Rejections

CT ASAP report had too many separators causing the report to be rejected.

7174 – Refactor TriPOS to Prompt for Partial Debit Transactions

TriPOS wasn't notifying the clinic of partial debit payments or prompting for the remainder of the payment.

7179 – Disable MapQuest Service

The MapQuest subscription in AVImark was cancelled due to increased rates and lack of customer use so the features were disabled in AVImark.

7271 – Ability to Add a TriPOS Stored Card Directly From Wellness Plan Charge Window

The ability to add a stored card directly from the wellness plan charge window was no longer available when using TriPOS.

7262 – Correct TriPOS HTTP Errors for Arizona Clinics

Clinics using the Arizona time zone were unable to process payments using TriPOS and were receiving errors.

7263 – Prevent Refills on Treatment Labels

Treatment labels will no longer offer the refill action code or the refill check box since those options are associated to prescription labels only.

7270 – Expiration Date Should Display in Payment Account Window

The expiration date no longer displayed in the payment account window when using TriPOS.

7268 – Store Last Four Digits of TriPOS Stored Cards Instead of First Four

TriPOS stored cards were storing the first four digits of stored cards instead of the last four making them unsearchable.

4343 – Remove Constraint of Added Date for New Client Calculation on Period Totals Report

Period Totals report was considering the client added date instead of the date of the client's first transaction when reporting the number of new clients.

2016.1.0 Fixes List

6682 – TriPOS Registry Error Re-Printing Invoices on Computers Where TriPOS Isn't Installed

Trying to reprint an invoice that contained a TriPOS credit card transaction from a computer where TriPOS was not installed would cause a registry error.

6684 - Remove Client Address from TriPOS Credit Card Transactions

Clinics were receiving declined errors when processing TriPOS payments for clients that contained symbols, such as the “&” symbol, in the client name or address fields in AVImark because the address validation did not recognize that symbol.

6946 - Prevent Estimate Inventory Used From Duplicating When Updating

Inventory used entries within canned estimates was duplicating when clinics would update from version 2013.1.2 directly to 2016.0.0.

6920 - Estimates Containing Group Codes Added Inventory Used to Each Entry When Posted

Posting both a treatment group and a service containing inventory used at the same time from an estimate would duplicate the inventory used entries across all the unposted services in medical history.

6692 - Modifying the Limit Number of Refills Option from Medical History Should Not Modify the Saved Label in Inventory

Checking or unchecking the “limit number of refills” option on a drug label in medical history would modify the saved drug label in inventory.

6693 - Clicking Done on a Label in History Should Capture Changes Made to Check Boxes Within Label Window

Checking the boxes "Start a new Prescription" or "Limit number of Refills" on a drug label in history would only save the changes if the label was printed but not by just clicking done to close the label.

6990 - Prevent Refill Amount from Adjusting to Default Quantity If Unauthorized User Attempts to Modify

If a refill quantity on a drug label was modified when it was entered into medical history and later an unauthorized user tried to re-modify that quantity, it was reverting the quantity back to the quantity on the saved label once the label was closed.

7003 - Choosing a Label or Clicking Next Should Overwrite # of Refills Consistent with Selected Label

Selecting a different label from within a drug label window in medical history using the “Next” or “Labels..Choose” options was only changing the drug label instructions and not overwriting the number of refills to match the newly selected label.

7031 - Prevent Auto-Renew Wellness Plans from Automatically Charging Tax

Each time a wellness plan would auto-renew it would go into medical history as a taxable service.

6699 – Enhancement - Wellness Plans should not Auto-Renew if Patient is Marked Deceased

Wellness plans will now recognize if a patient is marked deceased to prevent it from auto-renewing.

7018 – Enhancement - Cancel Plan if Declined From Medical History

Wellness plans that are declined from medical history will now automatically cancel the plan from within the wellness plan activity window.

7034 – Prevent Original Plans From Auto-Renewing If They Were Upgraded

Wellness Plans that were upgraded were still auto-renewing along with the upgraded plan.

7122- Access Violation if Commission Class Removed

Clinics were receiving access violations in AVImark if they deleted a commission class from system tables that was actively associated to services or items.

7131- Fix Account Balance to Reflect Correct Amount After Auto-Renew of Wellness Plans

After wellness plans would auto-renew the clients balance would not reflect the correct amount until a manual refresh was performed in accounting.

7110 - Fix Wellness Plan Recurring Charges From Processing Daily

Clinics had random wellness plans where the next charge date was not updating properly which caused the recurring charges to process daily.

3217 - Create Retry for Daily Recurring Payment Processing

If recurring payments were interrupted in the middle of processing there wasn't a way for clinics to restart it so it would continue where it left off.

3218 - Create Option to Customize Email for Recurring Payment Notification

When sending email notifications to clients regarding their upcoming recurring payments there was not a way to modify the default message that was sent.

2016.0.0 Fixes List

6344 – Reminder Analysis Displaying Incorrect Clients Under “Reminders not Sent”

The reminder analysis was displaying incorrect clients under the “Reminders not Sent” portion of the analysis.

545, 546, & 3848 –Reminder Analysis Displaying Incorrect Headings

The “Reminders not Sent” portion of the reminder analysis would display incorrect headings for the reasons why clients were not getting their reminders.

704 – Washington ASAP Reporting Days Supply of 15 or Greater

The Washington ASAP report will now only display items with a day's supply of 15 or greater.

5646 – X-Charge Should Charge Service Charge on Payment Account Payments

X-Charge payment account payments were not charging the service charge if there was one associated.

6522 – Prevent Refill on Prescriptions Filled at Outside Locations

Refills designated to be filled at an outside location will no longer allow you to refill and will prompt for a new prescription.

6460 - Control Patient Check-out

The control patient checkout was not preventing employees from taking a payment and closing the invoice without releasing the patient first.

6398 – Access Violation Running Statements

Clinics were unable to print statements without receiving an access violation

6515 – Mx915 Device will Prompt for Signature when Using Alternative Signature Devices

The Mx915 device would not prompt for the signature during credit card transactions if there were alternative signature devices connected.

6569 – Prescription Update will Create Prescriptions for History Entries with A or (Action Codes

After updating, prescriptions in history that did not have the P action code was not carrying over drug label notes when doing a refill.

6568 – Prevent Removal of History Notes When Hitting Cancel in Drug Label Window

Hitting cancel in the drug label window on a history entry that had notes attached but didn't originally have a prescription associated would delete the notes entirely.

6683 – Restrict Number of Refills from Printing on Label Unless Item is Tracking Refills

Drug labels were printing refill amounts on all labels regardless if the item was set to track refills or not resulting in incorrect quantities to appear on the label.

6654 – Prescription with Control Refills Should Prompt for New Prescription if None Remaining

Prescription refills on history entries that did not have remaining refills were not prompting to start a new prescription.

2015.0.4 Fixes List

6347 – Remove TriPOS Alert When Opening AVImark on Computer Not Using TriPOS

A TriPOS alert would come up each time AVImark was opened on a computer where TriPOS was not installed.

6474 – TriPOS Should Allow Voids/Reversals in AVImark

Clinics were unable to void or reverse credit cards in AVImark when using TriPOS.

6402 – Drug Labels Without the A Action Code Should Track Script Filled Location

Drug labels that were not using the A action code would not track the script filled location field.

6405 – Item Descriptions Including the # Symbol Should Not Disappear

Items that had the # symbol as part of the description would drop all words that followed the # symbol once they were put into history.

6481 – Correct Range Check Error Canceling Payments in TriPOS

A range check error would display when the cancel button was hit on the TriPOS device to cancel out of a payment.

2015.0.3 Fixes List

6316 – Keep Correct Payment Type Processing American Express Payments

When processing Am Ex payments through TriPOS it would switch to a different payment type in accounting.

6237 – Redesign TriPOS Configurator to Use Correct MSS DLL

The TriPOS configurator was not detecting the correct MSS DLL files.

6229 – Drug Labels Should Include Additional Notes When Doing a Refill

Prescription labels were not bringing over label notes when doing a refill.

6220 – Modify Phone Number on Drug Label so it Does Not Overlap Hospital Name

The phone number on drug labels were overlapping the hospital name.

6368 – TriPOS Should Consider Daylight Savings Time

TriPOS did not account for daylight savings time, which caused errors when processing.

2014.2.8 Fixes List

1324 – Missed Recurring Payment Caused a Change to the Next Due Date

The recurring payment next due date was advancing based on the date the payment was approved causing the payment date to fluctuate each cycle instead of remaining consistent.

5349 – Collect Recurring Payment Failed Partial Payment Amount

The failed partial payment amount of a recurring payment was not getting collected the next time payments ran.

5020 – Remove Wellness Plan Entry on a Non-Active Plan

Services entered onto the plan entries tab of a non-active wellness plan can now be removed.

5738 – Purgenote Utility Enhancement

Purgenote utility now reduces WP files of 2GB or greater.

5736 – Improved Duplicate Handling with Cubex

Resolved a loophole allowing an invalid duplication to still occur.

2014.2.7 Fixes List

698 – Vacc-Due Merge Word Was Not Merging Correct Reminder Date

Vacc-Due merge word was not pulling the correct reminder due date if the treatment was reminding as itself and another service.

868- MS Word Needs to Close After Printing

MS Word would remain open after printing a document through AVImark.

2014.2.6 Fixes List

3431 – Posting From Estimate Calculates Correct Wellness Plan Price

Estimates were not recognizing the quantity performed on a wellness plan

3432 & 3730 – Wellness Plan Quantity Remaining Is More Accurate

Wellness Plans were not correctly calculating the quantity remaining when a change to existing medical history is modified.

3689 – Wellness Plans Recognize Plan Expiration

All wellness plans discounts based on the plan are properly removed on the plan expiration.

3959 – Estimate Variance No Longer Affects Inventory Variance

Estimate variance was modifying the inventory used variance incorrectly.

1376 – Znote Utility Works With Abnormalities In SOAP

2991 -Prevent Treatment Or Plan With Active Wellness Plans From Being Deleted

Treatments that have active wellness plans associated to patients can no longer be deleted from the treatment list.

3751 - Prevent Deletion of Patient or History with Active Wellness Plans

Patients or medical history entries that are associated to active wellness plans can no longer be deleted.

1097 –Stored Credit Card Payment Recognizes Service Charge Option

Stored credit card payments were previously using recurring payment service charge option.

2014.2.5 Fixes List

949 - Error Printing Recurring Payment Report

Printing Recurring Payment Report was throwing error when there was an unsuccessful recurring payment.

947-Slowness Adding New Client and Patient

Some clinics were reporting slowness adding clients and patients. This has been corrected.

764-Tx/Item Still Discounted after Canceling Wellness Plan

Treatments and Items were being discounted after canceling a wellness plan.

951-Discount Incorrect with Wellness Plans

Client was not being charged correctly if they were on a wellness plan and had a client discount.

1011- Updating from 2011.2 or Below Causes MCR Information to be Lost

Updating from version 2011.2 or below caused the assessment, presenting problems and plan areas on the MCR to be removed. Rebuilding the Medical History index after updating will recover the lost information.

692-Rapport Beta- REM09 Secured gives Assertion Failure Error

If you had REM09 secured and logged into AVImark as a non-secured user, you got an error upon login: Assertion failure (E:\AVImark-Official\avimark_avi\security.pas, line 249)

691-Rapport Beta- Security Function REM09 needs renamed

Renamed REM09 from “Access eMinders Message Center” to “Access Rapport Media Center and Administration”.

942-Inventory Used Not Activated when Posting to Estimate

Inventory used window now prompts when Allow Override is checked on the treatment posting from the estimate.

1310-No Prompt to Check Patient out of Boarding when Control Patient Check-out set False

Added the prompt for staff to check patients out of boarding when Control Patient Check-out Option set to False.

772-Dental Chart Not Printing

Fixed the dental chart to print marked abnormalities.

1219-New Hampshire ASAP 4.2 Format

Added support for New Hampshire’s latest controlled substance reporting.

1471-Estimate Not Refreshing Amounts when Using the Surcharge Action Code

Amounts on Treatments now refresh appropriately when using a Surcharge Action Code and having the Option Include Surcharge in Estimates set to True.

940-IDEXX LabREXX error when Loading Results and having patients without Requisition IDs

The Results window will not generate an error when Requisition IDs are missing from lab results.

1107-IDEXX Error Generating Requisitions that Require Specimen Collection

Resolved the error and allow the specimen collection input.

1097-Stored Credit Charge Incorrectly Applying Service Charge

Fixed the Service Charge to only apply to stored credit cards when having the option Charge Service Charge on Payment Account Payments set to True.

2456-Improved Duplicate Charge Detection with Cubex

Items entered in AVImark will be appropriately updated when the item is dispensed from Cubex. The item will be allowed to be sent from Cubex as many times as dispensed instead of requiring posting to accounting between each Cubex dispensing.

2453-Doctor Transferred to Medical History from Cubex

When items are dispensed from Cubex, the appropriate doctor will be assigned in AVImark when the doctor id matches.

2744-Use Cubex Pricing Option Removed

The Use Cubex Pricing Option has been removed after determining the option was not functioning properly, and the pricing should be determined by the setup within AVImark.

2127-Resolved Inability to Post to Accounting when Using Cubex Integration and having Internet Issues

Instead of preventing the posting of items, you will now receive a warning and will be allowed to continue creating your invoice.

2570-Scriptel Not Working with MPS

You can now capture MPS signatures with the Scriptel signature capture device