



# How do i...

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## Generating Recalls

### General

There are 255 different recall slots available within Premvet. These can be set by individual practices so that you only recall the things that you want.

You can store up to 10 of these recalls per animal. To see which recalls any animal has, simply press V for Vaccination from the pet's management card.

### Some Points:

- Don't update recalls manually – use an AP code to do it for you at time of 'sale'.
- Don't use the diary to make appointments for a year in advance, set a recall.
- Don't print a label on the day of the event, stick on a postcard and file until next year, use the Generate Recall program.
- You're not limited to just Vaccinations, here's some other ideas
  - Dentals
  - Wormers
  - Nurse health checks
  - Puppy/adolescent and senior checks
  - Cheese and wine evenings!
  - Practice open days

In fact ANYTHING you want to recall the client/animal for and remember, recalls don't need to be printed – you can always use a 'Pop-Up' type of recall which simply shows on the pet's record card when the recall becomes due.

If you are running, or thinking of running a Pet Health Scheme, then use the recall program with Automatic Pricing to ensure subscribing pets get called back for free nurse checks, health clubs and anything else you are including in their package.

The list of recalls you have available is accessed from the main Premvet menu:

**System Management -> Setup -> Parameters -> Lookup Tables -> Recalls/Breeds/Species -> Recalls)**

To create a new recall, access the program via the above menu options, select Edit, then give your recall a name followed by your chosen recall period in weeks. E.G Nurse check: 26 will create a recall that will be due in 6 months.


**NB: If you need more help in setting up recalls please check out the Premvet manual at <http://www.premvet.co.uk/premvet/index.html>**

# How do i...




## ADDING RECALLS via Automatic Pricing

You are probably familiar with the **Vaccination recall** setup, creating an AP card and setting the Vacc Interval to the number of weeks you want the animal recalled in.



Description	: Dog Primary Vaccinations (DHLPPi)	Keyword	: DV1
Analysis	: 15 - Dog Primary Vacc.	VAT Rate	: 17.50
Vacc. Int.	: Set to 52 weeks	Price method	: 2
Other Recall:		M. Factor	: Displayed
Interval	:	Sex field	:
Diary	: Unavailable	Status field	:

But, if you are setting anything OTHER than a primary/booster vaccination e.g. dental, nurse check, adolescent check etc. you would use the **'Other Recall Field'** e.g.



Description	: NHS - 6 month check (nurse)	Keyword	: NHSN 474
Analysis	: 1 - Consultations	VAT Rate	: 17.50
Vacc. Int.	: No change	Price method	: 3
Other Recall:	: Development Check	M. Factor	: Displayed
Interval	: Set to 13 weeks	Sex field	:
Diary	:	Status field	:

When setting this 'other' interval, if you leave the name blank and press enter, you will get a pop-up box with all your available recalls listed. You can then select the appropriate one for the AP code you are creating.

## ADDING RECALLS via Stock Control

In the case of stock items, the recall is set on the second stock screen (Warning and Labels) accessed by using the down arrow e.g.



Automatically generate a label	Yes	Append label	Ask for Batch	No
Append letter	No	Letter :	Recall :	St Longhold in 26 weeks



# How do i...

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## Other recall notes:

### Resetting the recalls in the event of death!!

Remember the more recalls you use, the more chances you have of sending a dead animal an unwanted reminder so make sure you have some Auto Pricing codes to deal with this.

It is a good idea to have AP cards such as 'Client reported Animal Died', or 'Died in hospital' which are un-priced and set all recalls to zero and sets the status to DD.

Set the interval on the **Vacc. Int** field to 0 (that's a zero not an 'o') then use the recall number '253' in the **Other recall** field– this is a special recall that will reset ALL the recalls e.g.

```
Vacc. Int. : Set to 0 weeks
Other Recall: ZEROED
Interval : Set to 0 weeks
```

In this case, ANY recalls, and not just vaccination ones will be set to zero, ensuring that they will be ignored by the generate recall program.

## Checking the Recalls

One of the common support queries is that recalls are not being updated or not being reset. This is usually after a member of staff has been adding/editing AP items!!

You should periodically check the system to ensure that codes are correct. The easiest way to do this is use the Report Generator. We have included some preset reports to help you:

AP Report Generator – Two reports 'Update Vaccination' and 'Update other recalls, In the Stock report Generator there is one 'Items that update Recalls'.

On the AP report, Recall '254' is an appointment in the diary and recall '253' is one that will reset ALL recalls.

## Pop-Up Recalls

You are not limited to updating a recall that you would normally send to the client. You can use recalls whose number in the recall table is over 240. These will, if due, cause a box to appear on the screen when the record is displayed e.g.





# How do i...

```
VAT : 2.19 Last Cons : 14.03.2002 Days Since : 0
Payments : 0.00 Next appt. : ??.??.???? Time : 1715 FIONA

Please check Wormer up to date?
Last check : 30.10.2000

Press any key to continue
```

This can be used for PDSA PetAid reminder, Wormers, Farm client who you have not visited for a period.

By combining, the normal recalls and these pop-up recalls you can cover most situations, if you setup a practice plan you can make full use of the recalls

Recall Type	Last	Int	Due	Status
a Vaccination	06.07.2001	50	Jun 2002	Up-to-date
b Pet Health Scheme	06.07.2001	51	Jun 2002	Up-to-date
c Stronghold	09.10.2001	0		NO DETAILS
d Puppy Party	19.07.2001	0		NO DETAILS
e Identichip	06.07.2001	0		NO DETAILS
f Frontline	10.01.2002	12	Apr 2002	Due next 30 days
g Drontal dog	10.01.2002	16	May 2002	Up-to-date
h Reminder dog wormer	10.01.2002	16	May 2002	Up-to-date
i Adolescent check	06.07.2001	0		NO DETAILS
j Weight check post neuter	??.??.????	0		NO DETAILS

NOTE: You can add new recalls retrospectively with the 'Global Scan' option to pick up the last occurrence of a historic sale. This option scans the clinical records and 're-builds' a recall. It can be used to update existing recall but is also very useful if you decide to start sending a new recall e.g. wormers, dental follow-up's etc.

The option is protected via access permission 111 as it can also be used to wipe all existing recalls!!

Check out the FAQ (Frequently Asked Questions) on your machine that explains all the options.

See <http://localhost/premvvet/faq/recall-scan.html>

