

■ IDEXX Cornerstone*
User's Manual

8.3 NEXT version 8.3.6



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Preface

About This Manual

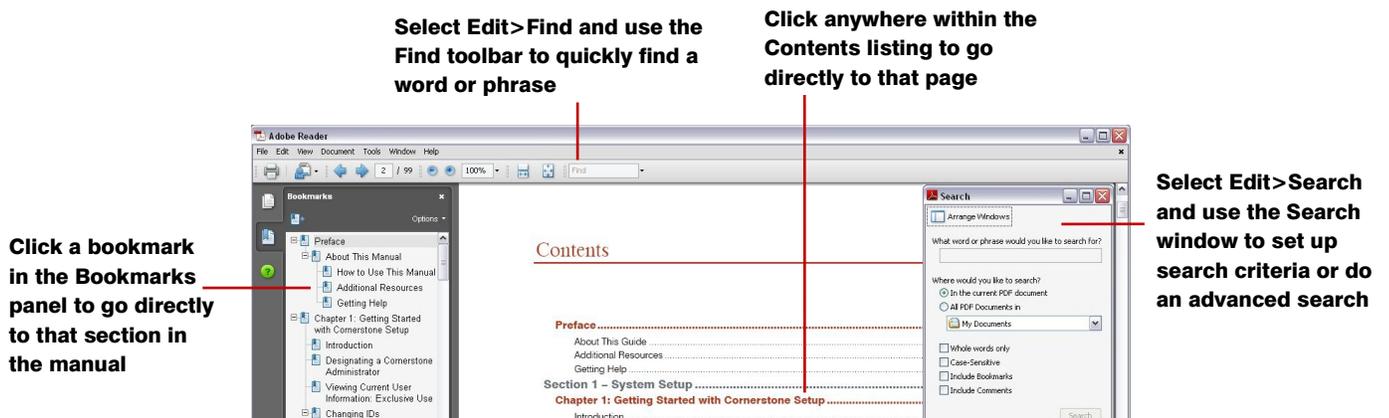
This manual provides reference information and instructional steps for performing daily tasks in your IDEXX Cornerstone* Practice Management System. This information is intended for use by all staff members who use the Cornerstone software at your practice. This manual provides information on:

- Using basic Cornerstone features
- Scheduling appointments and managing patient visits
- Performing pet health management tasks
- Performing daily inventory tasks
- Using Cornerstone Imaging
- Other tools and tasks

How to Use This Manual

This manual takes advantage of the searching and linking tools available within Adobe® Reader® PDF (Portable Document Format) files. Use the following tools to search and navigate within this manual:

- **Bookmarks panel** – The Bookmarks panel acts as an always-visible linked Table of Contents, available on the left side of the document window.
- **Clickable TOC** – This manual's Contents section provides direct links to each page—just click the page/chapter/section text in the Contents listing to go to that page.
- **Find toolbar** – Select **Edit > Find** in Adobe Reader and use the Find toolbar to do a quick search for a word or phrase in the current PDF.
- **Search window** – Select **Edit > Search** in Adobe Reader and use the Search window to look for words in the current PDF or in multiple PDFs, or to use advanced search options.



Additional Resources

The following resources are available for additional help with your Cornerstone software:

Resource	Recommended Use	Location
Cornerstone Administrator's Manual	Find reference information and procedural steps for setup and system configuration in Cornerstone	<ul style="list-style-type: none"> Icon installed on your desktop Start > Programs > Cornerstone > Manuals Note: In Windows® 8, you can find the Cornerstone folder on the Apps screen. idexx.com/cornerstoneresources
Cornerstone Help System	Find window-specific information and procedural steps for setting up your Cornerstone system and performing daily tasks	<ul style="list-style-type: none"> Press F1 on any Cornerstone window or dialog box On the Cornerstone menu bar, select Help > Contents
Cornerstone Tutorial Training Files & Print-Based Courses	Work with the Cornerstone Tutorial Training Files data to complete exercises that mimic everyday tasks in your practice without jeopardizing the integrity of your real medical records	<ul style="list-style-type: none"> Start > Programs > Cornerstone > Training Files Start > Programs > Cornerstone > Training Files – Print Based Courses Note: In Windows® 8, you can find the Cornerstone folder on the Apps screen.
IDEXX Learning Center	Access online courses, webinars, snippets, tutorials and podcasts	<ul style="list-style-type: none"> idexxlearningcenter.com

Training File Details

In the training files (including the Cornerstone Assistant training files), functionality is limited for some Cornerstone 8.3 features which ordinarily communicate with systems outside of Cornerstone:

- **Pet Health Network* Pro**—You can see and use Pet Health Network Pro features like the share button and the IDEXX Message Center alerts for appointment requests; however, these actions won't be reflected on pethealthnetworkpro.com or petly.com.
- **Inventory Ordering using IDEXX SmartOrder* with MWI® Veterinary Supply**—Although you can't use IDEXX SmartOrder, you can view the windows used for working with this feature. Also, Purchase Order 1000 in the training files shows an example of a purchase order created using IDEXX SmartOrder.
- **IDEXX Faxing Service**—Although you can't send faxes from the training files with the IDEXX Faxing Service, this feature is very close to the new email feature that is usable in the training files. Also, completed faxes are shown on the Communications Log in the training files.
- **Antech Diagnostics® Module**—A training version of this module is not available in the training files. However, training is included when you purchase the Antech module or upgrade from the previous version of the module.

- **Lifelearn® ClientEd™ Online**—You can set up and synchronize Cornerstone with LifeLearn ClientEd Online documents only from your live Cornerstone database.
- **VetConnect* PLUS**—You can view VetConnect PLUS information for the following patients:
 - Zeke—Patient ID 15329 (Feline)
 - Blake—Patient ID 3679K-1 (Canine)
 - Twister—Patient ID 120Q-1 (Canine)
- **Electronic signature capture for the integrated payment solution with XCharge®**—In the training files, you can view XCharge features except the ability to capture electronic signatures.
- **Activation**—You cannot activate or set up any of the above features from the training files; you can do that only from your live Cornerstone database. Also, in the configuration windows for a multi-location single database environment, the training files do not allow you to apply primary settings to a secondary practice.

Getting Help

If you have a problem or question that you cannot find the answer to in the Cornerstone Help system or documentation, the following support options are available:

- Visit our online support center at cornerstonehelp.com.
- Email Cornerstone Support at cornerstone@idexx.com.
- Call Cornerstone Support at **1-800-695-2877**.

Section 1 – The Basics

Chapter 1: Getting Started with Cornerstone* Software

Chapter 2: Using the Patient Clipboard*

Chapter 3: Entering Client Information

Chapter 4: Entering Patient Information

Chapter 5: Using Reports

Chapter 1: Getting Started with Cornerstone* Software

Introduction

Your decision to use the IDEXX Cornerstone* Practice Management System shows your commitment to total practice information management. Cornerstone software can help you manage all of your practice's needs for business, medical and educational information.

Why Cornerstone?

Cornerstone software offers you:

- **Simplicity** – Cornerstone is easy to learn and easy to use.
- **Functionality** – You can export information to other Windows-based programs.
- **Flexibility** – You can choose to purchase additional Cornerstone modules based on your practice's needs.
- **Networking capabilities** – You can share the program and information with other users on your network. Additional licenses are required.
- **Multi-tasking** – You can work in more than one software program at the same time.
- **Help** – You can quickly look up information and get answers to questions using the Help system built into Cornerstone.
- **Support** – You have the long-term support and stability of the industry leader.

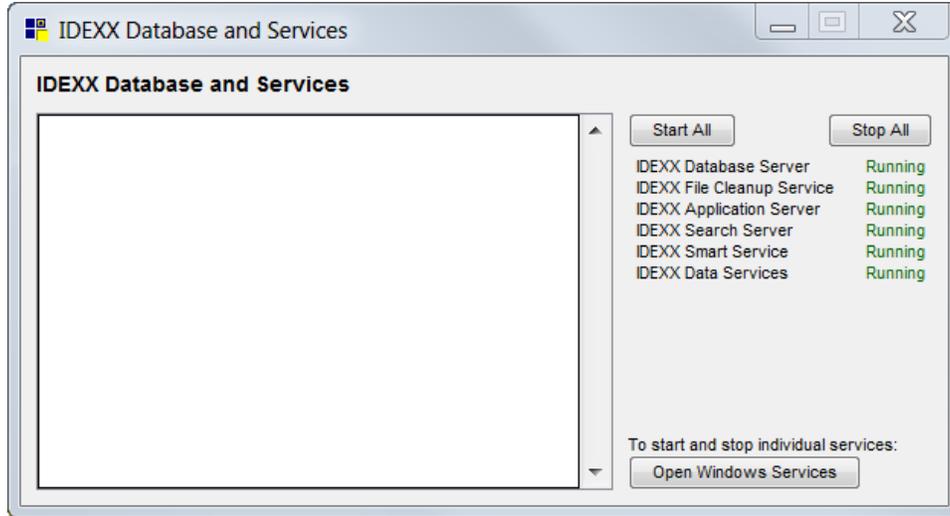
Starting the Cornerstone Database

The Cornerstone software runs a number of IDEXX services in the background on your computer. Beginning with Cornerstone 8.3.6, you will notice some differences in the way the database and services are handled. For more information about the database and services in previous versions of Cornerstone 8.3, see the [latest release notes](#).

- Cornerstone services are started and stopped in the IDEXX Database and Services window, which allows you to monitor the coordination of these services with each other and with your Cornerstone database. This window runs in the background. If you want to open the window to see which services are running, follow the instructions below.
- The Cornerstone database runs as a service. This means that you no longer have to start the database. It starts automatically when you open Cornerstone.
- You will NOT see a database icon in the system tray as you may have in previous versions of Cornerstone.

To open the IDEXX Database and Services window:

1. Double-click the **Cornerstone Database Server**  icon on your desktop. The IDEXX Database and Services window appears.



Services that are running display Running in green text. Services that are stopped display Stopped in red text.

2. To start or stop all the services, click **Start All** or **Stop All**.

A list of stopping or starting activities will appear in the window. The word Finished appears when the action is complete.

Note: You can start and stop individual services. Click **Open Windows Services**, locate the service, and right-click to start or stop the service. We do not recommend that you do this as services are started and stopped automatically in the correct order.

3. Close the window.

Starting Cornerstone

Depending on how you have customized your desktop, you can start Cornerstone in one of several ways.

Before You Begin

- Security must be set up for each staff member. See the Cornerstone *Staff Security* instructions you received separately when you purchased your Cornerstone software.
- A Cornerstone Administrator should set up defaults, controls, and lists, and perform all other configuration tasks. For more information, see the *Cornerstone Administrator's Manual*.

Tip: IDEXX recommends setting your monitor display settings to 1024x768 or 1280x800 for optimal viewing of Cornerstone.

To start Cornerstone:

1. Do one of the following:

- Double-click the Cornerstone  icon on your desktop.
- Click the **Start** button on the taskbar, and then click **All Programs > Cornerstone >  Cornerstone**.

Note: In Windows® 8, the Cornerstone folder is on the Apps screen.

The Cornerstone Log In dialog box appears.



Log In dialog box

2. In the **User** box, type your staff ID or select your name from the drop-down list.
3. In the **Password** box, type your password. As you type your password, asterisks appear in place of the characters.
4. Click **OK** or press ENTER.

Note: You can log into Cornerstone using only your password, if this feature has been enabled. A staff member with Administrator rights can activate this **Password log on** option in Passwords defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Passwords** from the menu on the left). For more information, see “Chapter 4: Setting Practice and Workstation Defaults” in the *Cornerstone Administrator’s Manual*.

Logging Off and Changing Users

You should log off Cornerstone when you are not at the computer. When you log off, this requires the next Cornerstone user to log on with their own password.

IMPORTANT: Use care when changing users. When the database saves information, it records which user is logged on.

To log off:

- Do one of the following:
 - On the **File** menu, select **Log Off**. A Log Off verification message appears. Click **Yes**.
 - Press CTRL+L to automatically log off Cornerstone. (The Log In dialog box will automatically display for the next user to log in.)

To change users:

1. Make sure the previous user is logged off before you log in.
2. Do one of the following:
 - On the **File** menu, select **Password Entry**.
 - Press CTRL+L.

The Cornerstone Log In dialog box appears.
3. Log in to Cornerstone as usual.

Exiting Cornerstone

Exit Cornerstone (and all Cornerstone modules) using the steps below.

To exit Cornerstone:

1. First, log off Cornerstone (**File > Log Off**).
2. To exit Cornerstone, do one of the following:

- Click the **Exit**  toolbar button.
 - On the **File** menu, select **Exit**.
 - Click the **Close**  button in the upper-right corner of the Cornerstone application window.
3. When you see the confirmation message, click **OK**.

Shutting Down the Workstations

Before you shut down your workstations, log off and exit Cornerstone.

Shutting Down the Server

Before You Begin

- Log off and exit Cornerstone.
- Close any other applications that are open.
- Ensure that Cornerstone is closed on all workstations.
- Verify that your daily backup procedures are being followed.

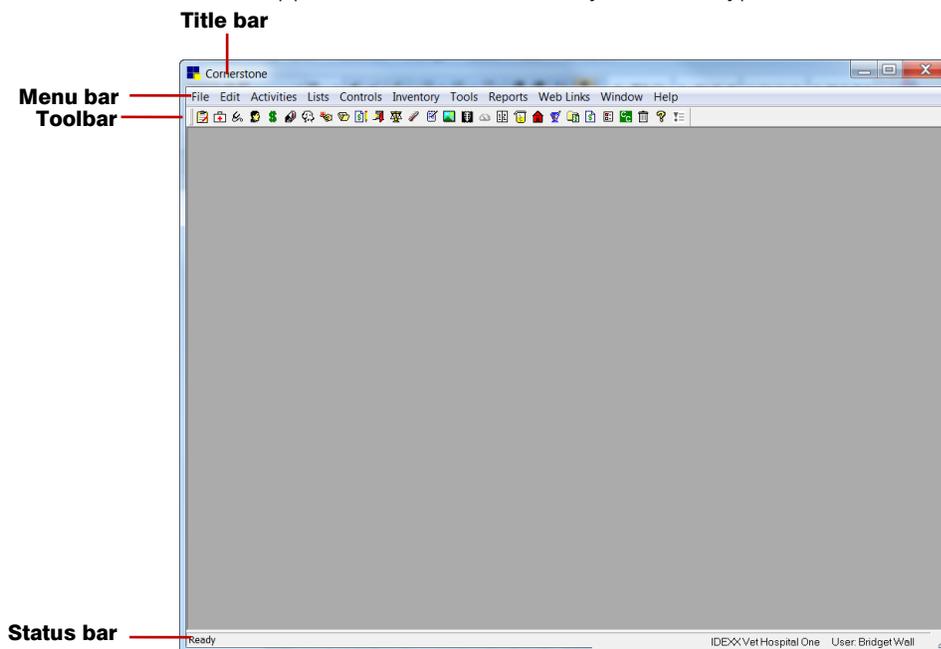
To shut down the computer:

Shut down the computer using the Windows® system. Do not use the power button to shut down.

Note: If this is a Server operating system, you will need to select an option from the **Option** drop-down list and then click **OK**. If you select **Other (Planned)**, you will need to type a comment in the *Comment* area before clicking **OK**.

The Cornerstone Application Window

The Cornerstone application window has many elements typical in Windows-based programs.



Tip: You can specify that a particular “Login page” (dialog box or window) opens automatically when you start Cornerstone. For more information, see “Default Login Page” on page 20.

Title Bar

The Cornerstone title bar displays the Cornerstone icon and the Cornerstone program name.

Menu Bar

The menu bar across the top of the Cornerstone application window displays menus containing the commands available for use in Cornerstone.

To access the menus using the mouse:

- Click the menu name on the menu bar and then click the command you want to use.

To access the menus using the keyboard:

1. Press the ALT key to display the underlined keytip letters in the menu names.
2. Press the letter underlined in the menu you want to use.
3. Continue pressing letters until you press the letter of the command that you want to use.

For example, to access **File** menu > **Printer Assignment** > **End of Day**, you would press the key sequence ALT, F, A, D.

Note: You can also use the arrow keys to move up or down within the menu and then press ENTER to select the highlighted command.

Toolbar

The Cornerstone toolbar provides shortcut buttons that allow you to quickly access commonly used windows and menu options.

In the initial Cornerstone setup, by default all toolbar buttons are visible on the main Cornerstone toolbar, but you have the option of removing buttons from the display in order to simplify the toolbar for your staff. You can designate which Cornerstone buttons are visible on the main Cornerstone toolbar across the practice (**Controls > Defaults > Practice and Workstation**, and then select **Toolbar** from the menu on the left) or for a specific staff member (**Controls > Defaults > Staff**, and then select the **Toolbar** tab). Some buttons display only if you have purchased the applicable Cornerstone module.

Tip: In Cornerstone, hover the mouse pointer on a button to display a tooltip description of the button.

	Patient Clipboard		Check-in/Out		Prescription Labels
	Daily Planner		Vital Signs/Weight		Patient Visit List (PVL)
	Whiteboard		Physical Exam/Patient Advisor		Invoice
	Client		Medical Notes		Want List
	Client Account		Image Explorer		CareCredit
	Correspondence		Image Requests and Results		Delete
	Patient		Imaging Dashboard		Help
	Patient Reminders		Schedule for Today		Support Center
	Patient File		Lab Requests and Results		IDEXX Message Center
	Estimate		Reservation List		Exit

Status Bar

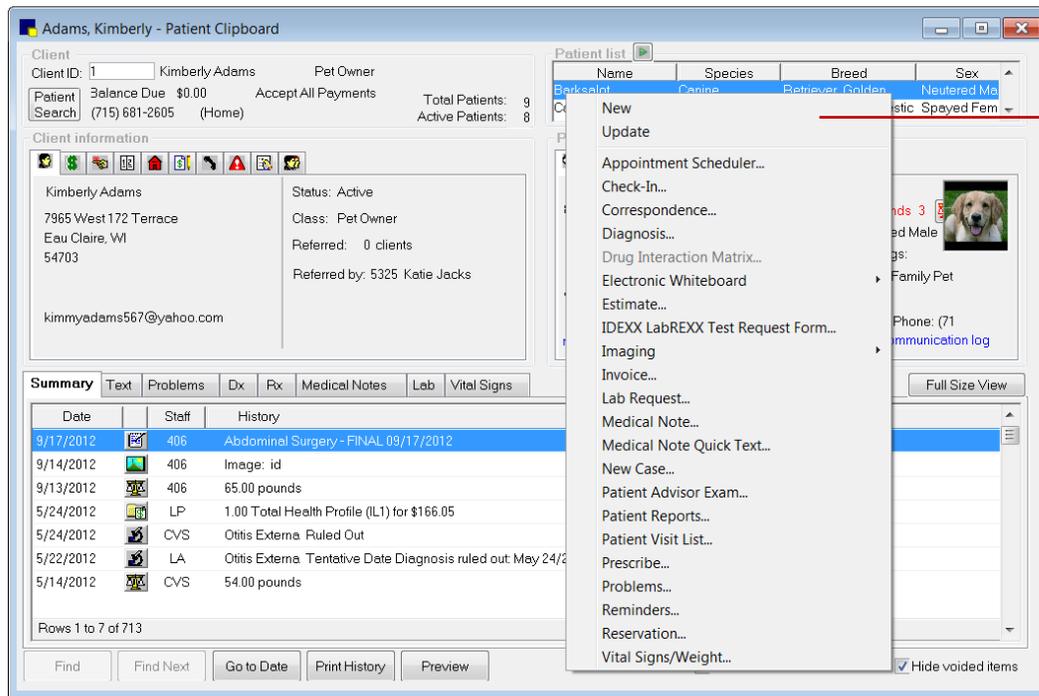
The status bar is located at the bottom of the Cornerstone application window. The left side of the status bar displays prompts (based on the location of the cursor) for the type of information to be entered in a field or text box. The right side of the status bar displays the practice name, practice ID and user name of the currently logged in user. For those practices with the Multi-Location/Single Database option enabled, the practice name and ID are displayed for the practice you are currently logged into.

Multiple Methods for Accessing Cornerstone Activities

For many daily usage activities in Cornerstone, there are multiple methods you can use to access the applicable dialog box or window and perform the needed task. For example, to add a medical note for a patient, you could access the Start New Document window using any of the following methods:

Method 1	With the patient's record open on the Patient Clipboard*, in the <i>Patient list</i> area, right-click the patient's name and select Medical Note .
Method 2	With the patient's record open on the Patient Clipboard, right-click anywhere within the <i>Patient History</i> area tabs and select Medical Note .
Method 3	Click the Medical Notes  toolbar button.
Method 4	On the Activities menu, select Medical Notes .

For many activities, the fastest method is to start from the Patient Clipboard (which is why this method is used for most daily usage tasks covered in this manual). With the patient's record open on the Patient Clipboard, you can right-click the patient's name in the *Patient list* area and select from a comprehensive menu of activities. With this method, the client and patient information is entered for you when the desired dialog box or window opens, saving you steps and time.



Right-click the patient's name to access a menu of activities

Default Login Page

The login page is a dialog box or window that displays automatically when a staff member logs into Cornerstone. The default login page is selected in Staff defaults (select **Controls > Defaults > Staff**, and then select the **Miscellaneous** tab). See “Chapter 5: Setting Staff Defaults” in the *Cornerstone Administrator’s Manual* for more information.

Tip: Because the Patient Clipboard gives you easy access to common tasks using right-click menus, while keeping the client and patient general information available, many staff members may choose to set the Patient Clipboard as their default login page. See “Chapter 2: Using the Patient Clipboard” on page 26 for more information on the Patient Clipboard.

Frequently Used Keyboard Shortcuts in Cornerstone

To do this	Press
Launch the Cornerstone Help system.	F1
Use the Find tool to look up and select from a list.	F2
Display the Census List (patients currently checked into the practice).	F3
Move back through names on the Client List or Patient List.	F7
Move forward through names on the Client List or Patient List.	F8
Create a new item (for example, an estimate or invoice).	CTRL+N
Delete a highlighted field/line or blank record.	CTRL+D
Update a highlighted field.	CTRL+U
Log off Cornerstone.	CTRL+L
Start a new line when typing in a template data entry field.	CTRL+ENTER
Move to the next field.	TAB
Move to the previous field.	SHIFT+TAB

The Find Tool: F2

The Find tool is a Cornerstone feature that is used frequently. Because it would be impossible to memorize IDs, Cornerstone includes this powerful and efficient tool to find:

- Client, patient, staff member and invoice item IDs
- Dates (a pop-up calendar is available from date fields in Cornerstone)
- Departing instruction IDs
- Diagnostic codes
- Documents
- Estimate and invoice numbers
- Invoice item classifications and subclasses
- Prescription instruction IDs
- Revenue centers
- Referral doctors and hospitals
- Species and breeds

To open a search list:

With the cursor in the applicable field, do one of the following:

- Press F2.
- Double-click in the field.

The applicable search list appears.

Name	Client ID	Phone
Hacker, Kris	3172	(715)584-1161
Halleland, Melissa A.	945	(715)289-1970
Hammond, William Jerry	9470	(715)281-5624
Hansen, Jean & Brian	9579	(715)280-6582
Hansen, Kelly & Susie	8485	(715)288-7093
Hansen, Lori & Bill	9367	(715)281-5481
Hansen, Marlene	21482	(715)286-8576
Hanson, Paula & Dave	993	(715)281-2633
Hartman, Dave & Naomi	7822	(715)282-2086

The Client List is one of several lists found in Cornerstone.

To find an ID:

When you first open the search list, the cursor is either in a name, description or number field, based on the selected *Search by* or *Sort by* option. You can change the search method by clicking the appropriate option.

Tips for using the Find tool:

- Begin typing in one of the information/search criteria fields (**Name, ID, Phone, Microchip ID**, etc.). Note that as you type, Cornerstone automatically scrolls to and highlights the list item that most closely matches the text you typed.
- If you use the Find tool to search for a client or patient, the client or patient that you used most recently appears highlighted. You can simply begin typing a new name, description or number.
- When searching the Invoice Item List by **Description**, you can select the **Search for word** check box to narrow the list to any item containing the text typed in the **Description** field.

Description	Classification	Price	ID	Type
Bright & White Shampoo 1 gal	Supplies	\$18.90	11037	I
CHLORHEXIDERM SHAMPOO 2% 12 oz.	Flea & Tick Products	\$13.54	16549	I
Chlorhexiderm Shampoo 4% 12oz	Flea & Tick Products	\$21.48	16458	I
Clean & Fresh Shampoo - Gallon	Supplies	\$18.90	11032	I
Coat Magic Shampoo - Gallon	Supplies	\$19.90	11034	I
D-Basic Shampoo 5 Gallon	Supplies	\$91.14	17209	I
D-Basic Shampoo Gallon	Supplies	\$26.14	12450	I
Ecto-Soothe 3X Shampoo 16oz	Flea & Tick Products	\$24.62	11644	I
Epi-Soothe Oatmeal Shampoo 8oz	Flea & Tick Products	\$9.80	11058	I
Epi-Soothe Oatmeal Shampoo Gal	Supplies	\$59.49	12833	I

In this example, to find all items relating to "shampoo," select the **Search for word** check box.

To select an ID:

- Do one of the following:
 - Double-click the ID.
 - Highlight the row using the arrow keys and press ENTER.
 - Highlight the row and click **Select**.

The original dialog box appears displaying the ID number and all corresponding information.

To use the F2 pop-up calendar:

1. Press F2 in the **Date** field of any dialog box, and a pop-up calendar appears.



F2 pop-up calendar

2. Select the desired month and year. Click the right arrow button to advance one month. Click the left arrow button to move back one month.
3. Select the desired date and click **OK** (or double-click the date) to enter the date in the **Date** field.

The Recent Clients/Patients Feature: F7 and F8

When you press F2 in a client or patient field, the last client (or patient) you entered in a Cornerstone dialog box appears. To use this client (or patient) again, press ENTER or click **OK**.

You can also set up Cornerstone to remember the clients and patients you've used most recently. The F7 and F8 keys in the Client List and Patient List are programmed to move you backward and forward through the list of recently used clients (or patients). Using these options, you can quickly enter clients and patients in dialog boxes without searching through the complete Client List or Patient List.

This search is specific to the workstation. For example, if you access Jane Smith on Workstation 1, Jane Smith will not be in the list of recent clients on Workstation 2.

Note: To view the complete Client List or Patient List, begin typing the new name or ID in the applicable field. You can also clear the most recently used client (or patient) information by pressing the DELETE or BACKSPACE key, or by clicking the **Clear** button.

Before You Begin

- In Client defaults, enter the number of **Recently accessed clients** you want Cornerstone to remember. To access Client defaults, select **Controls > Defaults > Practice and Workstation**, and then select **Client** from the menu on the left.
- In Patient defaults, enter the number of **Recently accessed patients** you want Cornerstone to remember. To access Patient defaults, select **Controls > Defaults > Practice and Workstation**, and then select **Patient** from the menu on the left.

Note: Cornerstone can remember up to 99 recently used clients or patients.

To use the Recent Clients/Patients feature:

Although the procedure below assumes you are looking for a client, you can use the same instructions to find a patient.

1. With the cursor in an **ID** or **Client Name** field, press F2 or double-click in the field. The Client List appears. The client you most recently entered in a dialog box is selected (highlighted).
2. Do one of the following:
 - Press F7 to see clients most recently used who appear before the highlighted client in the list.
 - Press F8 to see clients most recently used who appear after the highlighted client in the list.

Assigning Printers in Cornerstone

Within the IDEXX Cornerstone* Practice Management System, you can designate specific types of documents, such as reports or prescription labels, to print on specific printers. Assigning printers prevents you from having to change paper stock or printer settings every time you print.

Documents that have not been assigned to a specific printer will print to the default printer selected in your Windows® operating system.

Note: Network users must assign the default printer and specific document printers separately at each workstation.

To select a default printer in Windows:

Note: The procedure below may vary slightly depending on your version of Windows operating system.

1. Do one of the following:
 - Click the **Start** button on the taskbar and select **Devices and Printers** or **Printers and Faxes**.
 - Click the **Start** button on the taskbar, select **Control Panel**, and then double-click **Devices and Printers** or **Printers and Faxes**.
 - In the Windows **Search** box, type **Devices and Printers**.
 - In the **Settings** charm, select **Control Panel**, and then select **Devices and Printers**.

The printers listed are the printers available to you through your Windows settings.

2. Right-click the printer to designate as the default printer and select **Set As Default Printer**.

All print jobs that are not assigned to print to a specific printer in Cornerstone will print to this default printer.

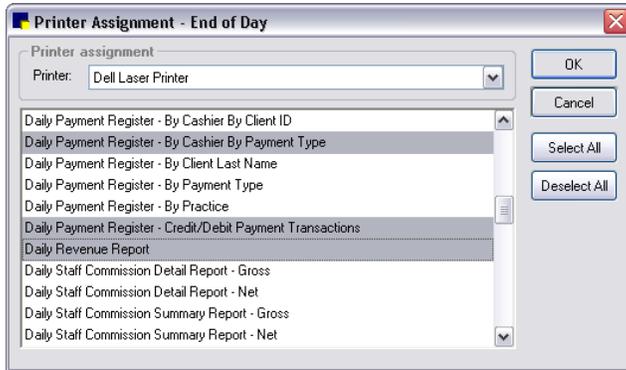
To assign a printer to print specific types of documents:

Note: For invoices, we recommend that you print to your default printer rather than assigning a specific printer.

1. On the **File** menu, select **Printer Assignment** and then select one of the following categories:
 - **End of Day** contains all of the EOD reports.
 - **End of Month** contains all of the EOM reports.
 - **End of Year** contains all of the EOY reports.
 - **General Reports** contains all other reports (such as Client and Patient reports) plus additional documents, including estimates, invoices, lab requests, Classic medical notes, prescription labels, standard rabies certificates, reminders and more.

- **Correspondence** contains all types of documents created using the Cornerstone Editor (correspondence documents, medical notes, forms, custom certificates, custom labels, PetDetect* collars, etc.)

The Printer Assignment dialog box appears.



Printer Assignment dialog box

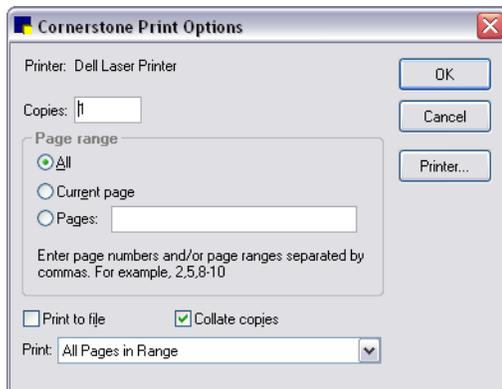
2. In the **Printer** drop-down list, select the desired printer. (The current list of items to be printed on that printer is already highlighted/shaded.)

Note: Pay special attention to which printers you assign to print mailing labels, prescription labels and statements. Remember, files created in Microsoft® Word will use the default printer set up in your Windows® operating system.

3. Select or deselect additional documents to be printed to the selected printer.
 - To select more than one nonconsecutive document, hold down the CTRL key while you are selecting documents.
 - To select a consecutive group of documents, click the first document, hold down the SHIFT key, and then click the last document in the group. The first and last documents and all documents between them are selected.
 - To select all documents in a particular category, click the **Select All** button.
 - To deselect all items in a particular category, click the **Deselect All** button.
4. Click **OK** to save your changes.

Changing Print Options

The Cornerstone Print Options dialog box allows you to change print options before printing a report from Cornerstone.



Cornerstone Print Options dialog box

To change print options:

1. In the **Copies** text box, type the number of copies to print.
2. In the *Page range* area, specify if you want to print all pages, only the current page, specific pages only and/or a range of pages.
3. Select your **Print** option: All Pages in the Range, Odd, or Even pages. (To print a report double-sided, print odd pages and then even pages.)
4. Click **OK** to print.

Note: We recommend that you do not change the default **Print to file** or **Collate copies** settings. Use **Save As** (from the report Filters dialog box) or **Save** (from the Reports Preview window) to save reports to a text file.

Chapter 2: Using the Patient Clipboard*

Overview

The Cornerstone* Patient Clipboard* provides a central location from which to view or access information. Using the Patient Clipboard gives you easy access to common tasks (using right-click menus), while keeping the client and patient general information available. For this reason, many staff members may choose to set the Patient Clipboard as their default login page that displays automatically when Cornerstone is started (see “Default Login Page” on page 20).

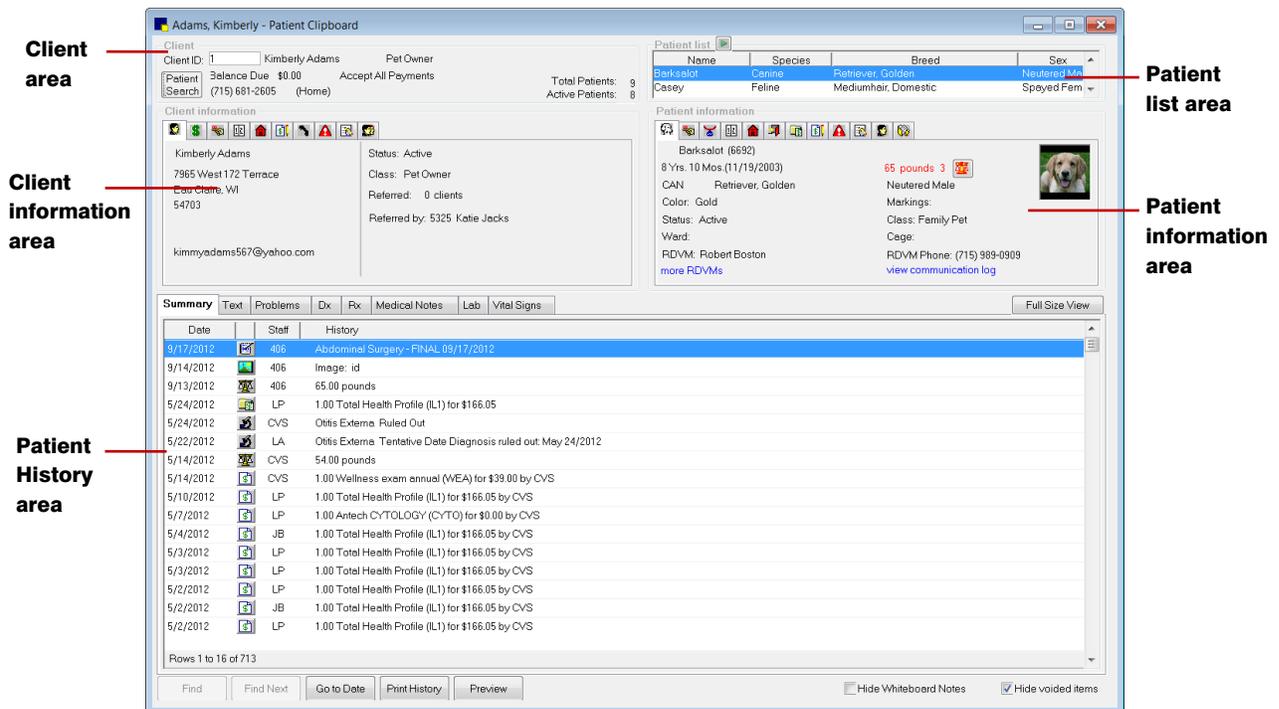
Note: If preferred, you can use the toolbar buttons or menu options to perform the same tasks that are available using the Patient Clipboard right-click menus.

To open the Patient Clipboard:

- Click the **Patient Clipboard**  toolbar button (or select **Activities > Patient Clipboard**).

Areas on the Patient Clipboard

The Patient Clipboard is divided into five areas, as shown below.



Note: The *Patient History* area can be displayed in normal view (shown above), full size view, and with a preview pane view for previewing medical notes and correspondence documents from the Patient Clipboard. See “Viewing Options for the Patient History Area” on page 34 for more information.

Tips for using the Patient Clipboard:

- In any of the Patient Clipboard areas, right-click to access a menu of options.
- Multiple instances of Patient Clipboard windows can be used simultaneously.
- To bring a Patient Clipboard window to the front of other Cornerstone windows, click the **Window** menu to view a list of all currently open windows. Select the one you want to view.

Client/Client Information Areas

With a client selected (using the **Client ID** field), client information can be viewed or accessed from two areas of the Patient Clipboard:

- Client area
- Client information area

Client area

Client information area

Client area details:

- Client ID: 1 Kimberly Adams Pet Owner
- Patient Balance Due: \$0.00 Accept All Payments
- Search: (715) 681-2605 (Home)
- Total Patients: 9
- Active Patients: 8

Client information area details:

- Kimberly Adams
- 7965 West 172 Terrace
- Eau Claire, WI 54703
- kimmyadams567@yahoo.com
- Status: Active
- Class: Pet Owner
- Referred: 0 clients
- Referred by: 5325 Katie Jacks

Patient list table:

Name	Species	Breed	Sex
Barksalot	Canine	Retriever, Golden	Neutered Male
Casey	Feline	Mediumhair, Domestic	Spayed Female

Patient information details for Barksalot (6692):

- 8 Yrs, 10 Mos (11/19/2003)
- 65 pounds 3
- CAN Retriever, Golden
- Neutered Male
- Color: Gold
- Status: Active
- Ward:
- RDVM: Robert Boston
- RDVM Phone: (715) 989-0909

Summary table:

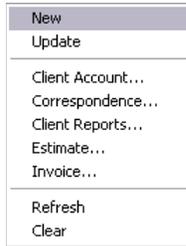
Date	Staff	History
9/17/2012	406	Abdominal Surgery - FINAL 09/17/2012
9/14/2012	406	Image: id
9/13/2012	406	65.00 pounds
5/24/2012	LP	1.00 Total Health Profile (L1) for \$166.05
5/24/2012	CVS	Otitis Externa Ruled Out
5/22/2012	LA	Otitis Externa Tentative Date Diagnosis ruled out: May 24/2012
5/14/2012	CVS	54.00 pounds
5/14/2012	CVS	1.00 Wellness exam annual (WEA) for \$39.00 by CVS
5/10/2012	LP	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/7/2012	LP	1.00 Antech CYTQLOGY (CYTO) for \$0.00 by CVS
5/4/2012	JB	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/3/2012	LP	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/3/2012	LP	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/2/2012	LP	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/2/2012	JB	1.00 Total Health Profile (L1) for \$166.05 by CVS
5/2/2012	LP	1.00 Total Health Profile (L1) for \$166.05 by CVS

The Client Area

The *Client* area displays a variety of information related to the client. This area shows the client's name and ID number, classification, balance due, designated credit code, primary telephone number, and the number of both total and active patients owned by the client.

Tip: When the credit code is red, it means there is an alert associated with the credit code.

Many client-related tasks and windows can be easily accessed using the *Client area* right-click menu.



To open the Client List from the Patient Clipboard:

- In the **Client ID** field, press F2 or double-click in the field.
See “Using the Client List” on page 39 for information on selecting a client using the Client List.

To refresh the Patient Clipboard with the most recent data:

- With a client displayed in the Patient Clipboard, right-click in the *Client* area and select **Refresh**.

To clear the Patient Clipboard to help protect privacy:

- With a client displayed in the Patient Clipboard, right-click in the *Client* area and select **Clear**.

The Client Information Area

The *Client information* area lets you view and access different types of client-related information using the **Client information** tabs.

Tip: Tab display and order can be customized per staff member (select **Controls > Defaults > Staff**, and then select the **Patient Clipboard** tab).

Client Information Tabs on the Patient Clipboard

Tab	Description
	The Client Information tab shows the client name and address, client status and classification, email address, and referral information. In addition, if using a Multi-Location/Single Database configuration, the client's “home practice” is displayed. Right-click in the tab's work area and select Update to change the client information.
	The Account Information tab shows the client's account details, including the credit code, last payment and account balance. Select the Hide voided items check box to view only valid transactions. Right-click in the tab's scrolling area to start an invoice or payment, make an adjustment, add an account comment, transfer a portion of the bill, write off (or reinstate) the account, or add a returned check to the account. To view details of a transaction, right-click on the line and select View .
	The Reminders tab shows the status of all reminders for the client's animals. The patient name, description of the reminders' status (overdue, current or no reminders) and the date the next reminder is due display on this tab. Right-click in the tab's work area and select Update to change the reminder information.
	The Scheduled Appointments tab shows all appointments for the client, including the date, time, patient and room. Right-click in the tab's work area and select New to add a new appointment or Update to update an existing appointment.
	The Reservations tab shows all boarding reservations for the client, including the arrival and departure dates, patient name and reservation, and cage types. Right-click in the tab's work area and select New to add a new reservation or Update to update an existing reservation.

Tab	Description
	<p>The Estimates tab shows all estimates for the client, including the estimate ID, patient, date the estimate was created, date the estimate expires, and the amount. The signature  icon displays next to the estimate ID for all estimates that have been electronically signed. Right-click in the tab's work area and select New to create a new estimate or Update to update an existing estimate.</p>
	<p>The Phones tab shows the client's phone information, including the phone numbers and location descriptions. If notes exist for the phone number, the notes icon  displays with black text lines on it. When the phone number line is highlighted, the notes display in the <i>Notes</i> area at the bottom of the tab. Right-click in the tab's work area and click Update to add or change phone information.</p>
	<p>The Client Alerts tab shows all alert information for the client, including missing information alerts and any prompts or notes that are set up as alerts. If the alert notifies you of missing information (for example, a patient with no reminders), right-click on the alert and select Process to add the missing information to your records. (Note: The Client Alerts tab changes from yellow to red if there are alerts in a client's record.)</p>
	<p>The Prompts and Notes tab shows answers to client prompts and note information for this client. Click the Prompts option to see the client prompts and answers. Click the Notes option to see any notes about this client. Right-click in the tab's work area and click Update to add or change prompt answers or notes.</p>
	<p>The Secondary Names tab shows additional names on the client's record. Right-click in the tab's scrolling area to add or update additional names on this record. Secondary names are useful if the pet belongs to two or more people with different last names, or if the practice wishes to search for the client record under more than one name.</p>

Patient List/Patient Information Areas

Patient information can be viewed or accessed from two areas of the Patient Clipboard:

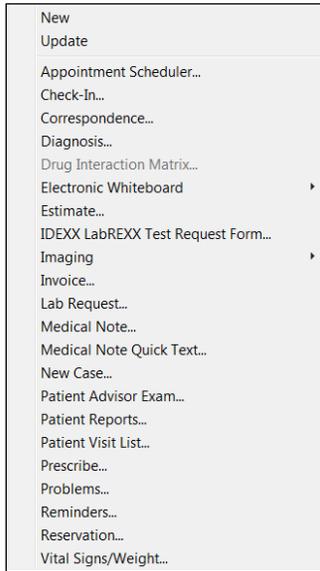
- Patient list area
- Patient information area

Tip: Click the **Patient Search** button to quickly display the Patient List to perform a patient search at any time.

The Patient List Area

The *Patient list* area displays a list of the patients owned by the client. Patients are listed whether they are active, inactive or deceased (inactive or deceased patients are grayed out). If more than two patients exist, click the green arrow  button and hover the cursor over the *Patient list* area to expand the list and display all patients at a glance.

Many patient-related tasks and windows can be easily accessed using the *Patient list* area right-click menu.



The Patient Information Area

The *Patient information* area lets you view and access different types of patient-related information using the **Patient information** tabs.

Tip: Tab display and order can be customized per staff member (select **Controls > Defaults > Staff**, and then select the **Patient Clipboard** tab).

Patient Information Tabs on the Patient Clipboard

Tab	Description
	<p>The Patient Information tab shows the patient ID, name, status, class, sex, birth date, age, breed, color, weight, body score (if activated), markings, ward and cage. Right-click in the tab's work area and select Update to change the patient information. If the patient has a picture, the picture will also display. Right-click the picture box and select options for adding, updating or deleting the picture. To access weight and vital signs information for the patient, click the Vital Signs/Weight  button. Note that the button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.</p>
	<p>The Reminders tab shows the status of all reminders for the selected patient. The item ID, reminder description, reminder type, reminder due date, staff ID and reminder notes display on this tab. Reminders with a future date display in black. Overdue reminders display in red. Reminders that are due within the next 30 days display in yellow. If notes exist for the reminder, the notes icon displays with black text lines on it . Right-click in the tab's work area and select Update to change the reminder information.</p>

Tab	Description
	<p>The Tags/Microchip ID tab shows the microchip ID and registration information for the selected patient. It also lists rabies/vaccine tags that have been issued, including information on the tag number, date, expiration date, staff, and vaccine invoice item. If an existing tag is entered in the patient's record, any comments are also displayed. Right-click within the tag listing area to access options for viewing/updating, voiding, reissuing, or adding an existing tag.</p>
	<p>The Appointments tab shows appointment information for the selected patient, including the date, time, reason for the appointment, and room. The tab also displays an "I" or "O" to the right of the appointment time to indicate that the patient is checked in (I) or checked out (O). Right-click in the tab's work area and select New to add a new appointment or Update to update an existing appointment.</p>
	<p>The Reservations tab shows all boarding reservation information for the selected patient, including the arrival and departure date, reservation type, and cage type. Right-click in the tab's work area and select New to add a new reservation or Update to update an existing reservation.</p>
	<p>The Check-in tab indicates if the patient is currently checked into the hospital. If the patient is checked in, the check-in date and time, staff ID, reason for visit and room display. Any check-in notes and/or alert notes also display. Right-click in the tab's work area and select Update to update the check-in information.</p>
	<p>The Patient Visit List tab shows the patient's items from the Patient Visit List, including item ID and description, quantity, amount and staff. A total of the items' worth also displays. Click the Include recommended, Include accepted and Include performed check boxes to see at a glance the updated value of the items and services in the Patient Visit List. Right-click in the tab's work area and select Update to update the Patient Visit List or select Print to display a preview of the Patient Visit List Report for this patient.</p>
	<p>The Estimates tab shows all estimates for the patient, including the estimate ID, patient, date the estimate was created, date the estimate expires, and the amount. The signature  icon displays next to the estimate ID for all estimates that have been electronically signed. Right-click in the tab's work area and select New to create a new estimate, or right-click an existing estimate and select Update to view/update the estimate.</p>
	<p>The Patient Alerts tab shows all alert information for the patient, including missing-information alerts. If the alert notifies you of missing information (for example, a patient with no reminders), right-click on the alert and select Process to add the missing information to your records. (Note: The Patient Alerts tab changes from yellow to red if there are alerts in a patient's record.)</p>
	<p>The Prompts and Notes tab shows answers to patient prompts and note information for this patient. Click the Prompts option to see the patient prompts and answers. Click the Notes option to see any notes about this patient. Right-click in the tab's work area and select Update to add or change prompt answers or notes.</p>
	<p>The Owners tab shows the owner(s) information, including client ID, client name, and percentage of ownership. Right-click in the tab's work area and select Update to change the owner information.</p>
	<p>The RDVMs tab shows the date the patient was referred to your practice, the referring doctor, and the referring hospital. The hospital and doctor phone numbers are also listed in the scroll area at the bottom of the tab. Right-click in the tab's work area and select the applicable option to update the patient, doctor or hospital referral information.</p>

The Patient History Area

The *Patient History* area displays the medical history for the patient selected in the *Patient list*. From this area, you can view information such as a summary of the patient's overall history, medical notes for the patient, a list of prescriptions, problems, laboratory results, diagnoses and vital signs/weight information.

The screenshot shows the 'Adams, Kimberly - Patient Clipboard' window. It features a 'Client' section with details for Kimberly Adams, a 'Patient list' table, and a 'Patient information' section for Barksalot. The 'Patient History' area is highlighted with a red box and labeled 'Patient History area'. It contains a table with columns for Date, Staff, and History, showing various medical events from 9/17/2012 to 5/2/2012.

Date	Staff	History
9/17/2012	406	Abdominal Surgery- FINAL 09/17/2012
9/14/2012	406	Image: id
9/13/2012	406	65.00 pounds
5/24/2012	LP	1.00 Total Health Profile (LI) for \$166.05
5/24/2012	CVS	Otitis Externa Ruled Out
5/22/2012	LA	Otitis Externa Tentative Date Diagnosis ruled out. May 24/2012
5/14/2012	CVS	54.00 pounds
5/14/2012	CVS	1.00 Wellness exam annual (WEA) for \$39.00 by CVS
5/10/2012	LP	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/7/2012	LP	1.00 Antech CYTOLOGY (CYTO) for \$0.00 by CVS
5/4/2012	JB	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/3/2012	LP	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/3/2012	LP	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/2/2012	LP	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/2/2012	JB	1.00 Total Health Profile (LI) for \$166.05 by CVS
5/2/2012	LP	1.00 Total Health Profile (LI) for \$166.05 by CVS

Note: The *Patient History* area on the Patient Clipboard can be displayed in normal view (as shown above), in full size view, and with an optional Preview pane. See “Viewing Options for the Patient History Area” on page 34 for more information.

Patient History Tabs

- **Summary** – Displays patient history information in summary view.
- **Text** – Displays all lines of text in the patient history.
- **Problems** – Displays medical problems noted in the patient's history.
- **Dx** – Displays all diagnoses for this patient. You can also add or update diagnoses.
- **Rx** – Displays all prescriptions for this patient. You can also renew, refill, correct and void prescriptions from this tab.
- **Medical Notes** – Displays all medical notes for this patient. You can also update Draft or Tentative medical notes.
- **Lab** – Displays all laboratory work for this patient.
- **Vital Signs** – Displays all of the patient's vital signs/weight history. View a graph of a vital sign by clicking the **Graph**  button displayed in the column header (available only for Numeric and Numeric List vital signs). You can also view any comments by hovering the cursor over any comment boxes  that may display next to a vital sign.

Distinguishing Information Types in the Patient History Area

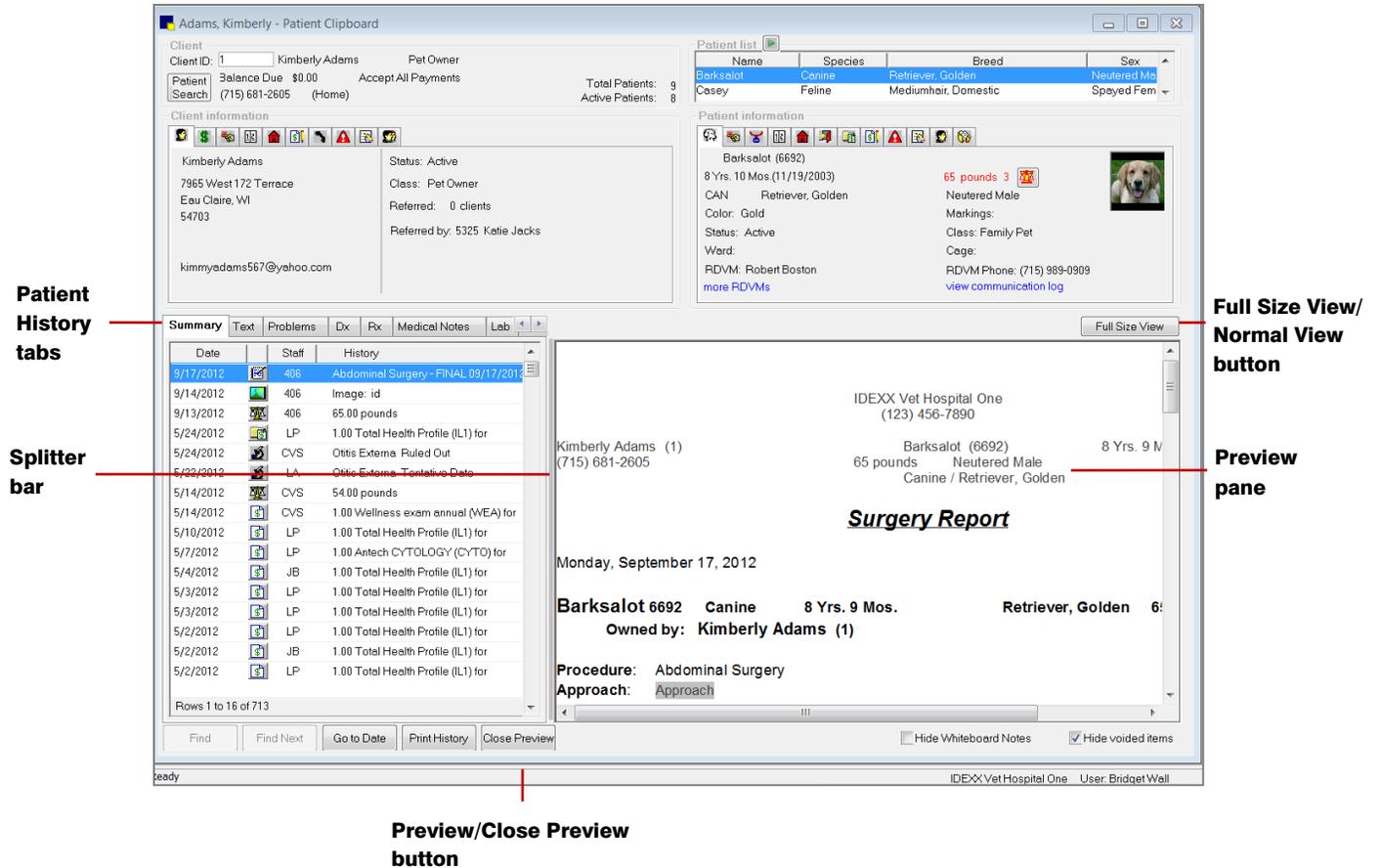
The following Entry Type icons are used in the lines that appear in the *Patient History* area to help you quickly distinguish the information type at a glance.

 Check in information	 Medical notes
 Finalized estimate signed by the client	 Diagnoses
 Items invoiced	 Problems
 Accepted item from the Patient Visit List	 Physical exam/Patient Advisor* exam
 Item declined to history	 Prescription history
 Recommended item from Patient Visit List	 Laboratory results
 Performed item from Patient Visit List	 Patient images
 Performed item	 Departing instructions
 Saved correspondence document	 Call backs
 Title only of a correspondence document	 Vital signs/weight history information

Viewing Options for the Patient History Area

Do any of the following to customize your view of patient history information on the Patient Clipboard:

- Click the **Full Size View/Normal View** button to toggle back and forth between a full size view and regular size view of the *Patient History* area.
- Click the **Preview** button to change the *Patient History* area display to a split pane that includes the history tabs on the left and a history Preview pane on the right. The Preview pane provides a fully graphical display of any medical note, correspondence document or IDEXX Lab Report that is selected in the **Summary**, **Text** or **Medical Notes** or **Lab** tab.
- When using the Preview pane, you can drag the vertical **splitter bar** to adjust the relative size of the history tabs panel to the size of the Preview pane.
- To hide Whiteboard medical notes on the **Summary**, **Text** and **Medical Notes** tabs, select the **Hide Whiteboard Notes** check box (located in the bottom right corner of the Patient Clipboard).
- To hide voided items (voided medical notes, voided vital signs sets, etc.), select the **Hide voided items** check box (located in the bottom right corner of the Patient Clipboard).



Finding Information in the Patient History Area

- To search for a word in one of the tabs, click **Find**, enter all or part of the word and click **Find**. Click **Find Next** to search for other occurrences of the word. (Note: The **Find** button is not available on the **Summary** tab or the **Vital Signs** tab.)
- To view patient history information for a specific date, click **Go To Date**. The pop-up calendar will display. Select the date and click **OK**.
- To sort entries in a patient's history display, click on the **Date**, **Type** or **Staff** column heading. For example, to sort by date, click on the Date heading.
- To refresh a patient's history with the newest information, in any of the *Patient History* area tabs, right-click on a column heading (Date, Staff, etc.) and select **Refresh**. The patient's history is updated with any new items that may have been entered from other workstations.
- To view a quick tooltip-style text pop-up for a line in patient history, using the mouse, hover the cursor over the history line.
- To specify a start date for displaying information in patient history, in any of the *Patient History* area tabs, right-click on a column heading (Date, Staff, etc.) and select **Set Start Date**. The pop-up calendar will display. Select the earliest date of the patient's history to display.
- To navigate through a patient's history using the keyboard, use the PAGE UP, PAGE DOWN, HOME, END and arrow keys.
- Use the F7 and F8 keys as shortcuts to move to the next and previous lines of the same type.

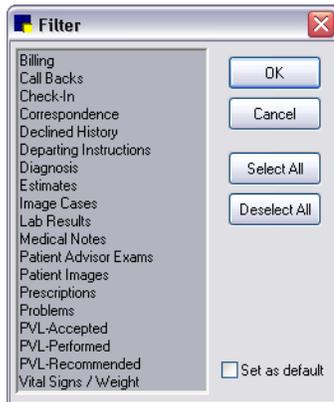
Tip: To print the Patient History Report, click the **Print History** button located below the *Patient History* area.

Filtering Information Displayed in the Patient History Area

Depending on how extensively your practice uses Cornerstone features such as departing instructions and check-in notes, the history for some patients may contain more information than you can easily view or scroll through quickly. If this is the case, you can filter information to display only certain types of history lines in the *Patient History* area tabs.

To filter the information displayed in the Patient History area:

1. On the *Patient History* area **Summary** or **Text** tab, right-click on a column heading (Date, Staff, History) and select **Filter**. The Filter dialog box appears.



Filter dialog box

2. In the Filter box, select the type of information to display. Highlighted information types appear in patient history.
3. Select the **Set as default** check box to save these selections (on this workstation only) for viewing the patient history.
4. Click **OK** to apply your filter selections to the *Patient History* area tabs.

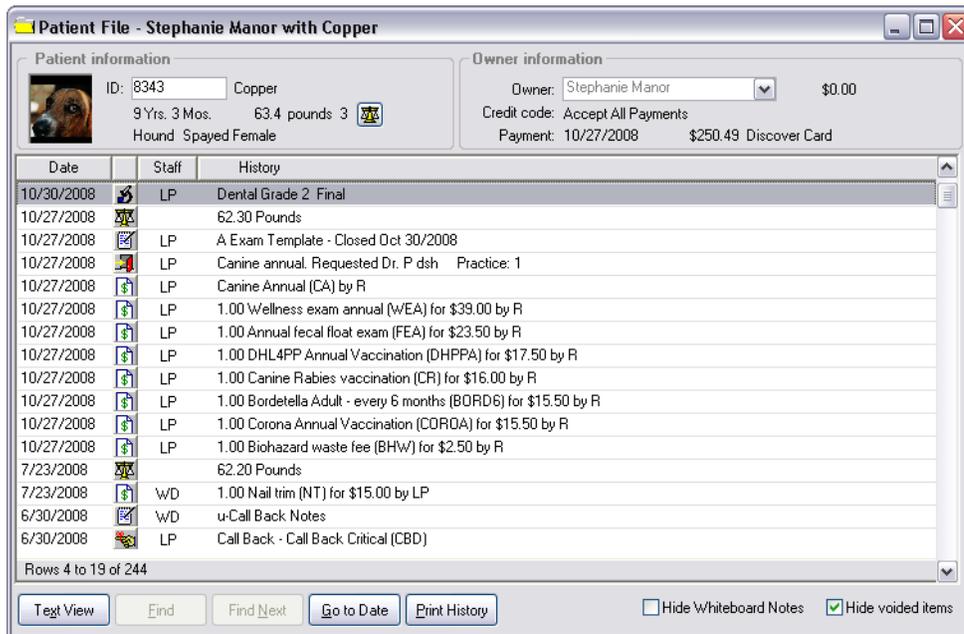
The Patient File

The Patient File window provides a cut-down version of the Patient Clipboard *Patient History* area information.

To open the Patient File:

- Do one of the following:
 - Click the **Patient File**  toolbar button.
 - On the **Activities** menu, select **Patient File**.
 - On the Patient Information window, click the **Patient File** button.
- In the **ID** field, enter the patient ID by typing the ID or pressing F2 to search for and select the patient from the Patient List. The patient's information, picture (if available) and owner information appear. If the patient has more than one owner, the owner with the highest percentage of ownership appears.

Note: If the patient has more than one owner, you can view the A/R information for either client by selecting the owner from the drop-down list.



Patient File - Stephanie Manor with Copper

Patient information

ID: 8343 Copper
 9 Yrs. 3 Mos. 63.4 pounds 3 
 Hound Spayed Female

Owner information

Owner: Stephanie Manor \$0.00
 Credit code: Accept All Payments
 Payment: 10/27/2008 \$250.49 Discover Card

Date	Staff	History
10/30/2008	LP	Dental Grade 2 Final
10/27/2008	LP	62.30 Pounds
10/27/2008	LP	A Exam Template - Closed Oct 30/2008
10/27/2008	LP	Canine annual. Requested Dr. P dsh Practice: 1
10/27/2008	LP	Canine Annual (CA) by R
10/27/2008	LP	1.00 Wellness exam annual (WEA) for \$39.00 by R
10/27/2008	LP	1.00 Annual fecal float exam (FEA) for \$23.50 by R
10/27/2008	LP	1.00 DHL4PP Annual Vaccination (DHPPA) for \$17.50 by R
10/27/2008	LP	1.00 Canine Rabies vaccination (CR) for \$16.00 by R
10/27/2008	LP	1.00 Bordetella Adult - every 6 months (BORD6) for \$15.50 by R
10/27/2008	LP	1.00 Corona Annual Vaccination (COROA) for \$15.50 by R
10/27/2008	LP	1.00 Biohazard waste fee (BHW) for \$2.50 by R
7/23/2008	LP	62.20 Pounds
7/23/2008	WD	1.00 Nail trim (NT) for \$15.00 by LP
6/30/2008	WD	u-Call Back Notes
6/30/2008	LP	Call Back - Call Back Critical (CBD)

Rows 4 to 19 of 244

Text View Find Find Next Go to Date Print History Hide Whiteboard Notes Hide voided items

Patient File window

Finding and Viewing Information in the Patient File

- View the entire medical record by clicking **Text View**. To return to the short view, click **Summary**.
- When you are viewing the entire record, you can search the history by clicking **Find**. Click **Find Next** to search for other occurrences of the word.
- To view patient history information for a specific date, click **Go To Date**. The pop-up calendar will display. Select the date and click **OK**.
- To sort entries in a patient's history display, click on the **Date**, **Type** or **Staff** column heading. For example, to sort by date, click on the Date heading.

- To refresh a patient's history with the newest information, in any of the *Patient History* area tabs, right-click on a column heading (Date, Staff, etc.) and select **Refresh**. The patient's history is updated with any new items that may have been entered from other workstations.
- To view a quick tooltip-style text pop-up for a line in patient history, using the mouse, hover the cursor over the history line.
- To specify a start date for displaying information in patient history, in any of the *Patient History* area tabs, right-click on a column heading (Date, Staff, etc.) and select **Set Start Date**. The pop-up calendar will display. Select the earliest date of the patient's history to display.
- To hide Whiteboard medical notes, select the **Hide Whiteboard Notes** check box.
- To hide voided items (voided medical notes, voided vital signs sets, etc.), select the **Hide voided items** check box.
- To navigate through a patient's history using the keyboard, use the PAGE UP, PAGE DOWN, HOME, END and arrow keys.
- Use the F7 and F8 keys to move to the next and previous lines of the same type.
- To print the Patient History Report from the Patient File, click the **Print History** button.

Chapter 3: Entering Client Information

Overview

You can easily add or update a client's information in the Client Information window. This information includes:

- The client's contact information (address and phone numbers)
- Answers to client prompts
- Notes about the client
- Financial information
- Referral information

Tip: You can also set up patients from the Client Information window. (Adding a patient from Client Information automatically sets up the client as the patient's owner.)

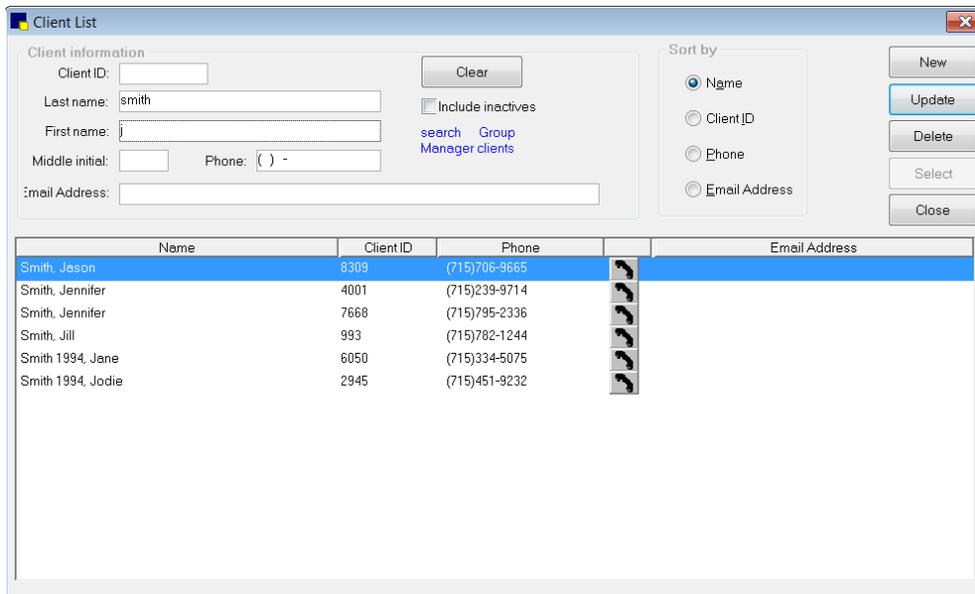
Using the Client List

The Client List is used to locate a client in Cornerstone. You can also view, update or delete a client's information from the Client List.

To open the Client List:

- Click the **Client**  toolbar button (or select **Lists > Client**).

The Client List window appears.



Client List window

Tip: You can also display the Client List in many Cornerstone windows by pressing F2 (or double-clicking) in a **Client ID** field.

Tips for using the Client List:

- When you open the Client List, the cursor is in the Name, Client ID, Phone, or Email Address field, based on the selected *Sort by* option. Change the search method by clicking a different option.
- Begin a search by typing part of the name, ID, phone, or email address. As you type, the list includes only the items that match what you type.
- Use the F7 and F8 keys to move forward or backward through the list of recently used clients.
- Select the **Include inactives** check box to include inactive clients in your search. Inactive clients' names will have an "(I)" next to the name. The next time the window is accessed on this workstation, the software will remember whether or not this box was selected.
- Highlight the client's name and click the **Phone**  button to the right of the phone number to display all of the client's phone information, including work and cellular phone numbers.
- Click the **Clear** button to start a new search.
- *Group Manager module only:* Click the **search Group Manager client list** link to open the Group Manager Client/Patient Search window and search for a client record in another practice.

To update a client's information:

1. On the Client List window, use fields in the *Client information* area to locate the client to update.
2. Select the client and click **Update** (or double-click on the client). The Client Information window appears.
3. Change the applicable information on the **Information**, **Prompts/Notes**, **Referrals** or **A/R Information** tabs.
4. Click **OK** to save your changes.

To delete a client:

Note: You cannot delete clients with any account or patient information linked to them or any account activity in their records (unless you use Cornerstone purging).

1. On the Client List window, use fields in the *Client information* area to locate the client to delete.
2. Select the client and click **Delete**. A message appears asking you to confirm the decision.
3. Click **Yes**.

Adding or Updating Client Information

In order to invoice a client, you must enter that client, the patient, and the client's accounts receivable information into Cornerstone.

Initial Client Setup

If you do not have enough time to set up all of your clients and patients at once, we recommend that you set up clients and patients in this order:

1. Clients and patients with appointments
2. Clients and patients with reminders due now and in the near future
3. Clients and patients as they come into the practice

If you set up clients and patients in this order, you will be prepared for the clients you are most likely to see first.

Tip: To keep accounts as accurate as possible, set up clients with outstanding balances immediately, before using Cornerstone to invoice clients.

Before You Begin

- Set up the client classifications your practice uses (**Controls > Classifications > Client** tab).
- Set up custom information prompts for clients (**Controls > User Defined Prompts > Client** tab).
- Set Client defaults (**Controls > Defaults > Practice and Workstation > select Client** from the menu on the left).
- Set Patient defaults if you also plan to set up patients now (**Controls > Defaults > Practice and Workstation > select Patient** from the menu on the left).

To access the Client Information window for a new client:

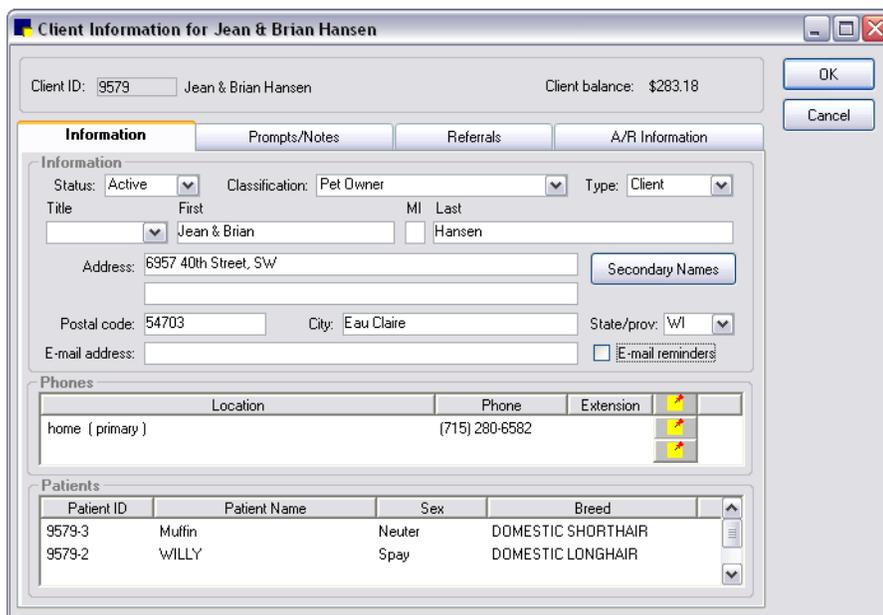
- Do one of the following:
 - On the Patient Clipboard, right-click in the *Client* area (top-left area) and select **New**.
 - Click the **Client**  toolbar button and then click **New** on the Client List window.
 - On the **Lists** menu, select **Client** and then click **New** on the Client List window.

To access the Client Information window for an existing client:

With the client's record open on the Patient Clipboard, do one of the following:

- In the *Client* area, right-click and select **Update**.
- In the *Client information* area's **Client Information**  tab, right-click and select **Update** (or double-click anywhere within the tab).

The Client Information window appears.



Client Information for Jean & Brian Hansen

Client ID: 9579 Jean & Brian Hansen Client balance: \$283.18

OK Cancel

Information Prompts/Notes Referrals A/R Information

Information

Status: Active Classification: Pet Owner Type: Client

Title First MI Last
Jean & Brian Hansen

Address: 6957 40th Street, SW Secondary Names

Postal code: 54703 City: Eau Claire State/prov: WI

E-mail address: E-mail reminders

Phones

Location	Phone	Extension
home (primary)	(715) 280-6582	

Patients

Patient ID	Patient Name	Sex	Breed
9579-3	Muffin	Neuter	DOMESTIC SHORTHAI
9579-2	WILLY	Spay	DOMESTIC LONGHAIR

Client Information window

To add or update basic client information:

1. Open the Client Information window.

2. For a new client, if the **Auto assign** option is selected in Client defaults, the **Client ID** is automatically generated by Cornerstone. Press TAB two times to accept the ID and continue to the **Status** field.
 - If your practice enters new client IDs manually, type an ID in the **Client ID** field and press TAB two times to continue to the **Status** field.
 3. On the **Information** tab, in the **Status** drop-down list, leave the status as Active.

Note: If a client is marked as Inactive, an "(I)" appears next to the client's name in the Client List. Reminders are not sent to clients marked as Inactive.
 4. Select a client **Classification**. (The classification set up in Client defaults is displayed.)

Tip: You can set up certain classifications as alerts by selecting the **Client alert** check box when you set up the classification (in **Controls > Classifications**). Then in Alerts defaults (**Controls > Defaults > Practice and Workstation > Alerts**), select **Classification** in the *Client alerts* list.
 5. If the **Show trainer and barn** option is selected in Patient defaults (**Controls > Defaults > Practice and Workstation > Patient**), the **Type** field is displayed. Select a client type from the drop-down list.
 6. Enter the client's name and address information. (The postal code set up in Client defaults (**Controls > Defaults > Practice and Workstation > Client**) is displayed. Postal codes set up in the default settings automatically populate the city.)

Tip: In Alerts defaults, you can set up alerts to warn you if a client is missing name, address, phone, or email information.
 7. If you want to add another name to this client record, click the **Secondary Names** button and enter the name information. Secondary names are useful if the pet belongs to two or more people with different last names. This allows you to search for the client (and patient) record under more than one name.
 - Select the **Print** check box next to the secondary name to include the name on invoices and statements.
 8. Enter an **E-mail address** for the client, if applicable. Only one email address may be added per client record. If the **Email address** box is not completed, it is highlighted yellow. If the client does not want to provide the email address, select the **Email declined** check box. This turns off the highlight and turns off missing email alerts if you have them set up. The date you enter the declination is recorded.
 - If you want this client to receive reminders via email, select the **E-mail reminders** check box.
 9. In the *Phones* area, right-click to select from a menu of options for adding, updating or deleting a phone number. See "Setting Up and Updating Client Phone Numbers" in the next section for information on entering client phone information.

Tip: Use the scroll bar on the right side of the *Phones* area to view additional phone numbers.
 10. In the *Patients* area, right-click to select from a menu of options for adding, updating or deleting a patient for this client. See "Chapter 4: Entering Patient Information" beginning on page 53 for information on entering patient information.
 11. Click **OK** to save your changes, or click another tab to continue entering information for this client.
-  The **Client** reports group includes many reports that allow you to view client information. See "Client Information Reports" on page 48 for information.

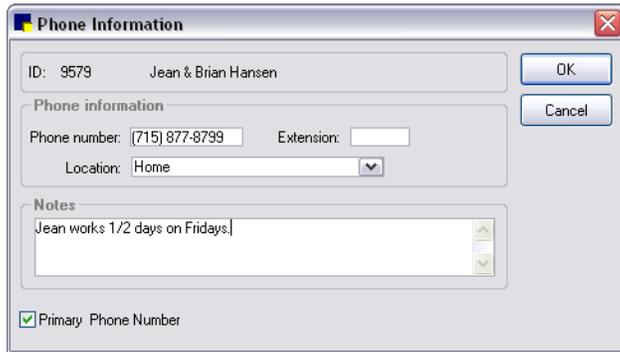
Setting Up and Updating Client Phone Numbers

You can include as many phone numbers as needed in a client's record.

Tip: To access client phone numbers and any associated notes from the Patient Clipboard, click the **Phones**  tab in the *Client information* area.

To add or update a client phone number:

1. Open the Client Information window and click the **Information** tab.
2. In the *Phones* area, right-click and select **New** (or double-click) to open the Phone Information dialog box. The area code set up in Client defaults is displayed.



The image shows a 'Phone Information' dialog box. At the top, it displays 'ID: 9579' and 'Jean & Brian Hansen'. Below this, there are fields for 'Phone number: (715) 877-8799' and 'Extension:'. A 'Location' dropdown menu is set to 'Home'. A 'Notes' text area contains the text 'Jean works 1/2 days on Fridays.'. At the bottom, there is a checked checkbox labeled 'Primary Phone Number'. On the right side of the dialog, there are 'OK' and 'Cancel' buttons.

Phone Information dialog box

3. Type the **Phone number** and **Extension** (if applicable).

Note: If the phone number you enter for a new client is a duplicate of an existing phone number on another client's record, an alert displays. Click **Print** to print a record of the client with the duplicate phone number or click **Close** to close the alert. To cancel and close the Phone Information dialog box without saving the phone number, click **Cancel** and click **No** when prompted to save changes.
4. In the **Location** drop-down list, select the location associated with this phone number, such as home, work, cellular, etc. You can view the location from the Client Information window.
5. In the **Notes** text box, type any notes associated with this phone number, such as times available. If you enter notes for a phone number, the notes  icon displays with black text lines on it in the phone number's row on the Client Information window.
6. If the client has more than one phone number and you want this phone number to be the primary number, select the **Primary Phone Number** check box. The primary phone number prints on reports and displays in windows that display only one phone number.
7. Click **OK** to save your changes and return to the **Information** tab.
8. Click **OK** to save your changes, or click another tab to continue entering information for this client.

To delete a client phone number:

1. On the Client Information window's **Information** tab, in the *Phones* area, right-click on the phone number and select **Delete**. A message appears asking you to confirm the decision.
2. Click **Yes**.

Answering Client Prompts and Adding Notes to Client Information

You can use client prompts to gather the same information consistently from each client. You can also add a note to a client's information.

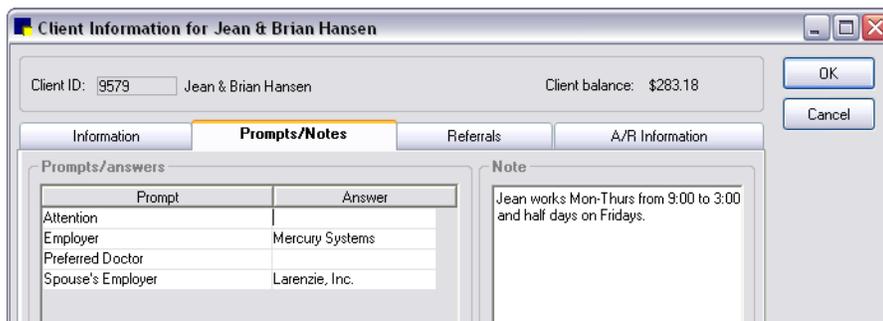
When you use prompts and notes, you can:

- Create a prompt to be used as an alert.
- Print several reports with the answers to client prompts listed.

Tip: To access client prompt answers and notes from the Patient Clipboard, click the **Prompts and Notes**  tab in the *Client information* area.

To answer client prompts or add a note to Client Information:

1. Open the Client Information window and click the **Prompts/Notes** tab.
2. In the *Prompts/answers* area, the client prompts that were set up in User Defined Prompts (in **Controls > User Defined Prompts**) are displayed. Type or select the answer to each prompt in the **Answer** column as applicable.



Prompts/Notes tab on Client Information window

3. In the *Note* text box, type any notes about this client.
4. Click **OK** to save your changes, or click another tab to continue entering information for this client.

 For a list of clients and their answers to prompts, print a **Client Prompts Report**.

Tracking Client Referrals

The Client Information window's **Referrals** tab allows you to track who referred the client to the practice and any new customers referred to the practice by the client. Client referrals help you track your business sources.

- You can identify who your best clients are and treat them accordingly.
- You can identify which advertising media creates the most new clients so you get the most from your advertising budget.

To record who referred a client:

1. Open the Client Information window and click the **Referrals** tab.

The screenshot shows a window titled "Client Information for Jean & Brian Hansen". At the top, it displays "Client ID: 9579" and "Jean & Brian Hansen" on the left, and "Client balance: \$283.18" on the right. Below this are four tabs: "Information", "Prompts/Notes", "Referrals" (which is selected and highlighted), and "A/R Information". Under the "Referrals" tab, there is a "Referred by" section with "Client ID: 1204" and "Mary Seamore". Below that is a "Has referred" section containing a table with the following data:

Client ID	Name	Date Referred
19128	Joanna King	06/07/2004

Buttons for "OK" and "Cancel" are located on the right side of the window.

Referrals tab on Client Information window

- In the *Referred by* area's **Client ID** field, enter the ID of the client who referred this client by typing the ID or pressing F2 to search for and select the client from the Client List. (The information in the *Has referred* area is automatically updated as this client refers other clients.)
- Click **OK** to save your changes, or click another tab to continue entering information for this client.

Tip: Set up advertising media as clients, and then link the media referral source to the client to track the effectiveness of your advertising. For example, set up clients with the last names *Newspaper*, *Street Sign* and *Yellow Pages* and mark those clients inactive so they will not display in the Client List. Now you can set up new clients as referred by one of the media "clients."

For a list of clients who have referred other clients, the clients referred, and the year-to-date gross sales for each referred client, print a **Referral Report**.

Setting Up Client Account Options (A/R Information)

The Client Information window's **A/R Information** tab allows you to specify how clients can settle their accounts and if they qualify for any discounts.

Before You Begin

- Set up the discounts you want to use in your practice (**Controls > Discounts**).
- Set up your practice's credit codes (**Controls > Credit Codes**).
- Set up a default credit code in Client defaults (**Controls > Defaults > Practice and Workstation > select Client** from the menu on the left).

To set up invoicing and billing options in the client's A/R Information:

- Open the Client Information window and click the **A/R Information** tab.

Client ID: 9579 Jean & Brian Hansen Client balance: \$283.18

Information Prompts/Notes Referrals **A/R Information**

Tax exempt
Credit code: Credit

Monthly charges
 Finance charge
 Billing charge

Home practice: THE ANIMAL MEDICAL CENTER - AMC

Discount	%
New Customer Discount	5.00%
Part time Staff Food and Pharm	30.00%
Part Time Staff Service sales	50.00%
Preferred: 10	10.00%
Preferred: 25	25.00%
Preferred: 30	30.00%
Preferred: 50	50.00%

A/R Information tab on Client Information window

- If this is a tax-exempt client, select the **Tax exempt** check box.
- Change the **Credit code**, if necessary. (If a default credit code has been set up in Client defaults, the **Credit code** field displays the default credit code that applies to most clients.)
Note: If you designate a client as “Cash Only” and the client attempts to pay with a check, an alert appears at the time of payment (if the Credit Code client alert is selected in Alerts defaults).
- In the *Monthly charges* area, if monthly charges should be applied (when applicable) for this client, select the **Finance charge** and/or **Billing charge** check boxes.
- Select any **Discounts** to apply to this client (highlighted/shaded discounts are selected). The discounts will apply to invoice items that are also set up with this discount.
- Multi-Location/Single Database configuration only:* In the **Home practice** drop-down list, select the home practice to be associated with this client and to be printed on the client’s monthly statement.
Note: When using a Multi-Location/Single Database configuration, every client must have a home practice assigned. At the time when the Multi-Location/Single Database option is activated, the primary practice is automatically designated as the home practice for all clients. However, the clients can later be assigned to different practices using the Assign Clients to Practice tool. See “Chapter 3: Setting Up Lists and Information” in the *Cornerstone Administrator’s Manual* for more information.
- Click **OK** to save your changes, or click another tab to continue entering information for this client.

To see how accounts receivable information has been set up for clients, print a **Client A/R Information Report**.

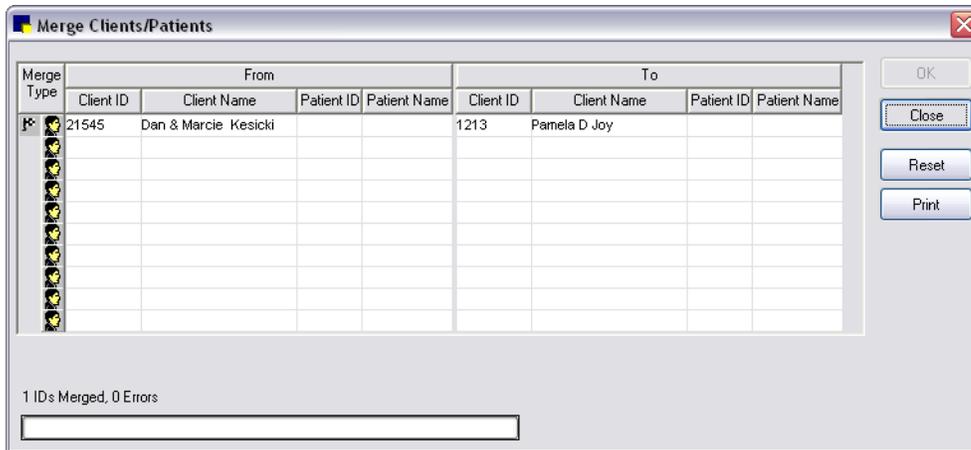
Merging Clients and Patients

If you have clients with different last names who together are responsible for a patient, you may have set up two different accounts for the clients. If desired, you can merge these records into one record.

To merge client (or patient) records:

- On the **Tools** menu, select **Merge Clients/Patients**.
- A message appears to remind you that merging should be performed during times of low system use. Click **Yes** to continue.

The Merge Clients/Patients dialog box appears.



Merge Clients/Patients dialog box

3. Under *Merge Type*, specify the type of record to merge—Client or Patient (click the icon to change the record type). The cursor automatically moves to the corresponding *From* field (Client ID or Patient ID).
4. In the *From* table's **Client ID** (or **Patient ID**) column, enter the ID of the first client/patient by typing the ID or pressing F2 to search for and select the client/patient from a list. Once the *From* client/patient is selected, the cursor moves to the *To* table.
5. In the *To* table's **Client ID** (or **Patient ID**) column, enter the ID of the second client/patient by typing the ID or pressing F2 to search for and select the client/patient from a list.
6. Repeat steps 3–5 for any additional clients/patients to be merged.
7. Click **OK** to merge the clients/patients.
8. The status bar in the bottom-left corner of the dialog box shows the number of IDs merged successfully and the number of errors. If there were any errors, click **Print** to view a description of the error on the Merge Clients/Patients Report.
9. If you want to clear the dialog box, click **Reset**.
10. When you are finished, click **Close**.

Setting Up New Client Accounts (for New Cornerstone Practices only)

Use the following set of instructions only if you are setting up a new Cornerstone system and your existing client accounts have not been converted to Cornerstone accounts. In most cases, client account balances are automatically converted as part of the initial conversion process and do not need to be manually entered into Cornerstone.

Before You Begin

- Enter an adjustment comment in Account defaults (**Controls > Defaults > Practice and Workstation > select Account** from the menu on the left). For example, an initial adjustment comment might be “Client set up in system 00/00/00.”

To set up a new client's account:

- Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Adjustment**.
 - Click the **Client Account**  toolbar button, enter the **Client ID** and press TAB, and then click **Adjust**.
 - On the **Activities** menu, select **Client Account**. Enter the **Client ID** and press TAB, and then click **Adjust**.

The Adjustment dialog box appears.



	Adjusted	Actual
Current:	\$55.00	\$0.00
Last month:	\$25.00	\$0.00
30 days:	\$150.00	\$0.00
60 days:	\$0.00	\$0.00
90 days:	\$0.00	\$0.00
Finance charge:	\$0.00	\$0.00
Total due:	\$230.00	\$0.00
Adjustment:	\$230.00	\$0.00

Adjustment dialog box

- In the **Comment** box, enter the reason for the adjustment. (The adjustment comment from defaults displays automatically.)
- Type the amount this client owes in the corresponding boxes in the **Adjusted** column.

Note: At the bottom of the **Adjusted** column:

- Total due** reflects what the client now owes your practice.
 - Adjustment** reflects the total amount you are adjusting.
- Click **OK** to return to the Client Account window. The Accounts Receivable balances are updated.

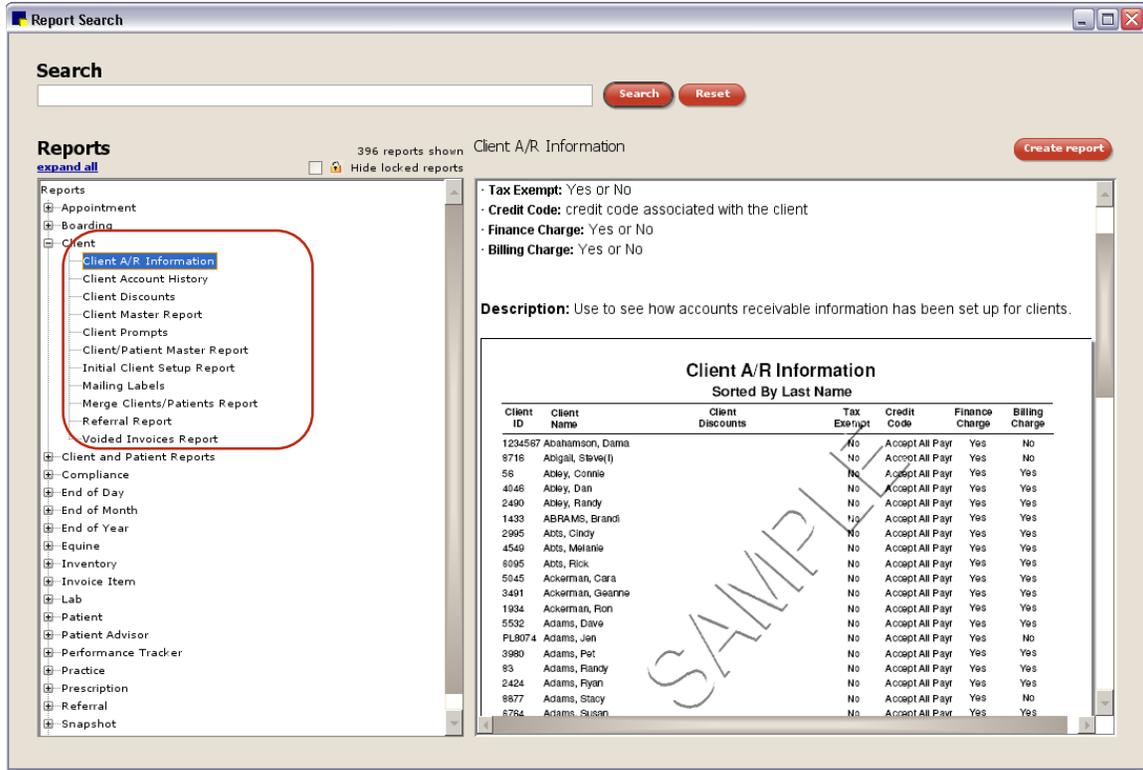
 To view a list of new clients, print the **New Client Report**. You can print this report for any time period processed—End of Day, End of Month or End of Year.

Client Information Reports

Cornerstone includes several reports related to client information.

To access Client reports:

- On the **Reports** menu, select **Find a Report**. The Report Search window appears.
- In the Reports list, click the plus sign to the left of **Client** to expand the list of client reports.



Client Reports

Note: You can print or preview information for a range of clients (or other relevant filter). See “Chapter 5: Using Reports” beginning on page 81 for information.

Client A/R Information

Use the Client A/R Information Report to see how accounts receivable information has been set up for clients.

Client ID	Client Name	Client Discounts	Tax Exempt	Credit Code	Finance Charge	Billing Charge
1359	Adkin, Tiffany()		No	Cash Only	No	No
1902	Adams, Gary & Linda		No	Credit	Yes	Yes
1503	Adams, Robert & Brenda		No	Cash or Credit	Yes	Yes
1530	Aldridge, James		No	Cash Only	Yes	Yes
3685	Altman, Greg & Rita		No	Cash or Credit	Yes	Yes

Client Account History Report

Use the Client Account History Report to see all transactions (including payments, adjustments, transfers, comments, returned checks and written off transactions) within a client’s account history, as well as the running balance.

Note: If Multi-Location/Single Database is activated, the practice ID of the practice where the transaction took place appears at the end of each line in account history.

To print the report for one client, when specifying a range on the Client Account History dialog box, enter the client’s ID in both the **Starting value** and **Ending value** fields.

To hide voided items, click the **Hide voided items** check box on the Client Account History dialog box. If you include voided items, note that both the original record and the record of the void will display.

Note: This report contains all of the financial account data from the selected clients. If you have a large database, this report may take a long time to generate. Enter a range to narrow the report results.

Client Account History						
Client ID	10025	Current	30 Days	30 Days	30 Days	Account Balance
Client Name	Sanders, Alex and Miranda	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Date	Transaction Description			Debit	Credit	Balance
7/5/00	Invoice #: 109 - Closed			\$25.00	\$0.00	\$25.00
7/5/00	Payment: Check, Check #: 070400			\$0.00	\$25.00	\$0.00
9/29/00	Invoice #: 115 - Closed			\$15.00	\$0.00	\$15.00
9/29/00	Discount for Invoice #115 (Returning client discount)			\$0.00	\$1.50	\$13.50
9/29/00	Payment: Cash			\$0.00	\$13.50	\$0.00

Client Discounts

Use the Client Discounts report to check and update your discount strategy.

Client Discounts Sorted By Discount			
Client ID	Name	Address	Phone#
New Customer Discount		Percentage: 5.00%	
554	Maygel, Emma	1104 Centre. St. Eau Claire, WI 54703	(715)555-0819
Number of Clients with the New Customer Discount : 1			

Client Master Report

Use the Client Master Report to generate a list of your clients, their addresses, email addresses and phone numbers.

Client Master Report Sorted by Account Balance			
Client ID	Name	Address/Telephone	Balance
10025	Sanders, Alex and Miranda	(715) 555 - 1995 ext. 1113 Work - Alex 9390 Whiteheart Lane Eau Claire, WI 54703	\$0.00

Client Prompts Report

Use the Client Prompts Report to see answers to client prompts.

Client Prompts Sorted By Client ID	
Prompt	Answer
Client ID: 9579 Employer	Client Name: Hansen, Jean & Brian Mercury Systems
Spouse's Employer	Larenzie, Inc.

Client/Patient Master Report

Use the Client/Patient Master Report to generate a list of clients and patients.

Client / Patient Master Report					
Sorted By Client ID					
Client ID	Client Name / Telephone	Patient ID	Patient Name	Patient Status	Species / Breed Name
10025	Sanders, Alex and Miranda				
		10025-01	Maverick	Active	Canine/Irish Setter, Mix
		10025-02	Red Baron	Active	Canine/Alaskan Malamute
Total No. of Clients = 1			Total No. of Patients = 2		

Initial Client Setup Report

Use the Initial Client Setup reports to review your Cornerstone system settings.

Initial Client Setup Report	
Classifications	
Description	Reminders
Breeder	Yes
Bronze Customer	Yes
Farm	Yes

Mailing Labels

Use the Mailing Labels report to save client name and address information to a file. You can save the file in any of the following file formats: .txt, .xls, .csv, .slk, .wks, .wk1, .dif, .clp, .psr or .dbf.

Note: For mailing labels, you can *only* choose **Save As** when saving a file. See “Saving a Report to a File” on page 90 for information.

Merge Clients/Patients Report

This report provides a list of clients who have merged their client records into one record. For example, if two clients marry and each has a record at your practice, they can choose to merge their records into one.

Merge Clients/Patients Report							
Sorted by Date							
From				To			
Client ID	Client Name	Patient ID	Patient Name	Client ID	Client Name	Patient ID	Patient Name
1072	Celeste Packer			1909	Vern Baker		
Merge Date:		10/3/05 14:24					
Merge Description:		Successful client merge					

Referral Report

Use the Referral Report to see how much income has been generated from different sources. The report shows you the effectiveness of different advertising media and provides a reference to send letters of appreciation to referring clients and clinics.

Referral Report						
Sorted By Client ID						
Client Who Referred	Referred ID	Client Referred	Date Entered	Current Balance	Gross Sales YTD	
556 Gail, Abby Eau Claire, WI 54703	554	Maygel, Emma	3/16/01	\$0.00	\$0.00	
Total Referrals: 1						
Total Referrals for this Period: 1						

Voided Invoices Report

This report provides a list of voided invoices. You can choose to print a list of voids by Client ID, Staff ID or Void date.

Voided Invoices Report								
Sorted by Date								
Void Date	Voided By Staff ID	Original Invoice Number	Void Invoice Number	Invoice Amount	Client ID	Client Name	Patient ID	Patient Name
2/2/03	7	148	220	(\$88.30)	1359	Tiffany Adkin	9	Sniffles
11/10/02	7	207	219	(\$195.00)	2315	Ron & Sandra Jones	2315-1	Dairy Herd
8/27/02	7	239	240	(\$6.75)	11	Al Wheeler	194	Belle
8/27/02	7	237	238	(\$6.75)	11	Al Wheeler	191	Zulu
Total number of voided invoices:				4				
Total amount of voided invoices:				(\$296.80)				

Chapter 4: Entering Patient Information

Overview

You can easily add or update a patient's information in the Patient Information window. This information includes:

- Name
- Status (active, inactive or deceased)
- Classification
- Sex and birth date
- Species and breed
- Color, markings and registration number
- Weight and body score (if activated)
- Owner information
- Microchip and registration information

From Patient Information, you can also access:

- A patient's reminders and call backs
- Prompt answers and/or notes about the patient
- Referral information
- Prescriptions
- Diagnoses
- Patient images

Using the Patient List

The Patient List is used to locate a patient in Cornerstone. You can also view, update or delete a patient's information from the Patient List.

To open the Patient List:

- Click the **Patient**  toolbar button (or select **Lists > Patient**).

The Patient List window appears.

Patient List

Patient search criteria

Name:

ID: Vaccine Tag:

Microchip ID: Include inactives/deceased

Sort by

Name
 ID
 Vaccine tag
 Microchip ID

Client information

Client ID: Trainer ID: Barn ID:

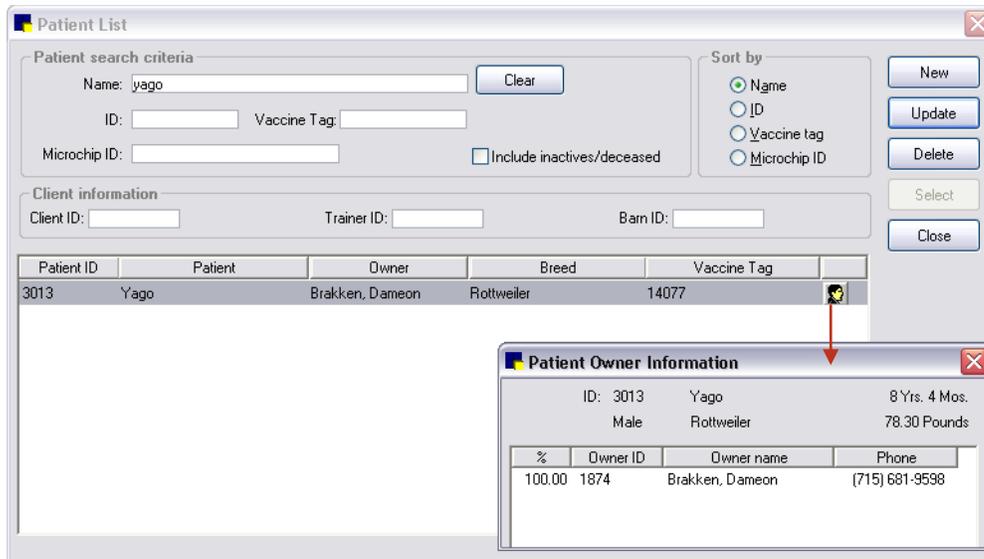
Patient ID	Patient	Owner	Breed	Vaccine Tag
3013	Yago	Brakken, Dameon	Rottweiler	14077
2619	Yahtzee	DECAMBALIZA, Paul	Ragdoll	NOTAGNBR
246	Yancy	Nergaard, Bridgette	Terrier, Welsh	12574
1307	Yankee	Flynn, Jenny	Terrier, Scottish	12692
11489	Yankee	Lauria, Joe	Other Feline	NOTAGNBR
12347	Yankey	Rogers, Molly	Shorthair, Domestic	13900
13441	Yasha	Oyvetsky, Anna	Shorthair, Domestic	
7142	Yeager	Cox, Mike	Other Canine	3071
6131	Yeller	Becker, Cynthia	Other Feline	15677
160	Yo-Yo	Brooks, Lynn	Terrier, Boston	13684

Patient List window

Tip: You can also display the Patient List in many Cornerstone windows by pressing F2 (or double-clicking) in a **Patient ID** field.

Tips for using the Patient List:

- When you first open the Patient List, the cursor is either in the Name, ID, Vaccine tag or Microchip ID field, based on your selection in the *Sort by* area. Change the search method by clicking a different option.
- Begin a search by typing part of the Name or ID. As you type, the list includes only the items that match what you type.
- Use the F7 and F8 keys to move forward or backward through the list of recently used patients.
- Click the **Include inactives/deceased** check box to include inactive patients in your search. Inactive patients' names will have an "(I)" next to the name. The next time the window is accessed on this workstation, the software will remember whether this box was selected.
- To accommodate herd vaccinations, when searching for a patient using the **Vaccine tag** field on the Patient List, you can enter any tag number that falls within the range of tags for the herd, and Cornerstone will locate the patient record for the herd.
- Click the **Clear** button to start a new search.
- *Group Manager module only:* Click the **search Group Manager patient list** link to open the Group Manager Client/Patient Search window and search for a patient record in another practice.
- The primary owner of each patient appears in the Patient List. To view the owner's primary phone number or to see other owners and their information, open the Patient Owner Information box by clicking the **Client**  button in the Patient List. You can then view all of a patient's owners and owners' primary phone numbers.



Patient Owner Information box accessed from the Patient List

Note: On the Patient Owner Information pop-up window, you can view the primary phone number for each owner.

Adding or Updating Patient Information

You can add or update a patient's basic information from the Patient Information window's **Information** tab.

Before You Begin

- If the new patient belongs to a new client, set up the client first. See "Adding or Updating Client" on page 40.
- Set Patient defaults (**Controls > Defaults > Practice and Workstation > select Patient** from the menu on the left).

To access the Patient Information window for a new patient:

- Do one of the following:
 - On the Patient Clipboard, select the client, and then right-click in the *Patient list* area and select **New**.
 - Click the **Patient**  toolbar button and then click **New** on the Patient List window.
 - On the **Lists** menu, select **Patient** and then click **New** on the Patient List window.
 - Right-click and select **New** under *Patients* at the bottom of the Client Information window.

To access the Patient Information window for an existing patient:

With the patient's record open on the Patient Clipboard, do one of the following:

- In the *Patient list* area, right-click the patient's name and select **Update** (or double-click the patient name).
- In the *Patient information* area's **Patient Information**  tab, right-click and select **Update** (or double-click anywhere within the tab).

To add or update basic patient information:

1. Open the Patient Information window.
2. For a new patient, if the **Auto assign** option is selected in Patient defaults, the patient **ID** is automatically generated by Cornerstone. Press TAB two times to accept the default ID and continue to the **Name** field.
 - If your practice enters new patient IDs manually, type a patient ID in the **ID** field and press TAB two times to continue to the **Name** field.

Patient Information for Merlot

ID: 15296 Merlot
Owners: Janet Sandberg

Information | Letter Reminders | Call Backs | Prompts/Notes | Referrals

Information

Name: Merlot
Status: Active
Class: Family Pet
Sex: Neutered Male
Birth date: 04/12/2001 (9 Y 5 M 16 D)
Species: Feline
Breed: Shorthair, Domestic
Color: Black
Markings:

Weight / Body Score

Staff: _____ Date: 09/28/2010 Time: 03:21 PM
Weight: .00 pounds Body Score: <None>
Trainer: _____ Send Rmd:
Barn: _____

Owners

%	ID	Name
100 %	5819	Janet Sandberg

Microchip: _____
Registration: _____
Rabies Tag: [Add Existing Rabies Tag](#)

Buttons: OK, Cancel, Patient File, Prescriptions, Diagnosis, Images, Print Label

Information tab (for a new patient) on the Patient Information window

3. For a new patient, type the patient's name in the **Name** field.
4. In the **Status** drop-down list, leave the status as Active unless the patient is deceased or you do not want to send reminders about this patient. If the patient is deceased, change the status to Deceased and enter the date the patient died.
5. If necessary, select the patient **Class**. (The class that has been set up in Patient defaults appears automatically.)
6. Enter the patient's **Sex**.
7. Enter the patient's **Birth date** by entering either the date (e.g., 12/1/2008) or the age of the animal (e.g., 1Y, 6 M and 4D).
8. Select the **Species** and **Breed** from the drop-down lists.
9. Select the patient's **Color** from the drop-down list or type it in the box and enter any **Markings**.

10. The *Weight / Body Score* area options that display differ depending on whether you are adding a new patient or updating information for an existing patient:
- *For a new patient* – Enter your Staff ID and the patient's Weight in the fields provided. Optionally, you can also enter a Body Score if this vital sign has been activated for your practice.
 - *For an existing patient* – Click the **Vital Signs/Weight**  button to display the weight entry dialog box for the patient. Here you can enter a current weight and, if desired, click the **add more Vital signs** link to open the full Vital Signs entry and viewing window. See “Chapter 16: Recording Vital Signs/Weight Information” beginning on page 229 for information on entering vital signs.
- Note:** The button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.
11. If the **Show trainer and barn** option has been enabled in Patient defaults, the **Trainer** and **Barn** fields display on the **Information** tab. Press F2 in either field to select a trainer or barn to designate for this patient. If applicable, select a **Send Rmd** check box if you want to send the patient's reminders to the trainer or barn instead of to the owner.
12. If you opened the Patient Information window from the Client Information window, the client appears in the *Owners* area. To set up the patient's ownership, see “Setting Up Patient Ownership” in the next section.
13. If applicable, enter the **Microchip ID** and **Registration** information for the patient. (If you have microchip IDs entered in patients' records, you can search by microchip ID from the Patient List.)
14. For a new patient, the **Add Existing Rabies Tag** button is available. Click this button to enter an existing tag into the system, if the patient was issued a tag elsewhere and you want to document the tag information in its record.
- Note:** You can also enter an existing tag into the system from the Patient Clipboard—in the *Patient information* area, select the **Tags/Microchip ID** tab, and then right-click in the tab's tag listing area and select **Add Existing**.
15. Click **OK** to save your changes, or click another tab to continue entering information for this patient.
-  The **Patient** reports group includes many different reports that allow you to view patient information. See “Patient Information Reports” on page 73 for information.

Setting Up Patient Ownership

Each patient in Cornerstone must have an owner. Ownership information is kept in the Patient Owner Information window. This information includes:

- The owner's client ID
- The client's status (current or past owner)
- The Send Reminders option
- The dates the ownership began and ended
- The percentage of the animal this client owns

Note: You can link more than one client to a patient.

Before You Begin

- If the new patient belongs to a new client, set up the client first. See “Adding or Updating Client” on page 40.

To add patient owner information:

1. On the Patient Information window, right-click in the *Owners* area and select **New** (or double-click in the *Owners* area).

The Patient Owner Information dialog box appears.

Patient Owner Information dialog box

2. In the **Client** field, enter the client ID by either typing the ID or pressing F2 to search for and select the client from the Client List.
 - If you opened Patient Information from Client Information, the client information is entered. Press the TAB key to accept the ID.
3. Verify the client's status is **Current**. (Past owners do not receive reminders.)
4. If you want this client to receive reminders, select the **Send reminders** check box. Owners with the **Send reminders** check box selected are considered *Flagged Owners*.
5. The *Ownership details* area settings default to the current date and 100% ownership. Change the ownership details, if necessary.
6. Click **OK**.
7. If necessary, repeat steps 1–6 to add another owner. The total percentage of all ownership *must* equal 100%.

Note: If a patient has more than one owner, select the **Send reminders** check box for the client(s) responsible for fulfilling reminders.

8. On the Patient Information window, click **OK** to save your changes, or click another tab to continue entering information for this patient.

Tip: You can select the Alerts default for Multiple Ownership to notify you when a patient has more than one owner. (On the **Controls** menu, select **Defaults > Practice and Workstation**, and then select **Alerts** in the navigation pane on the left.)

To change ownership for an existing patient or to transfer from one client to another:

1. Before changing ownership, make sure that all of the clients involved are already set up in Cornerstone.

2. From the Patient List, select the patient and click **Update**.
3. In the Patient Information window's *Owners* area, right-click on the owner to modify and select **Update**. The Patient Owner Information displays.
4. If necessary, change the client's status.
5. If applicable, type the new **Ownership percentage** (the percentage of the patient this client now owns). The **Date of ownership** defaults to the current date. Change the date, if necessary.
6. To delete an owner, press CTRL+D.
7. Click **OK**.
8. On the Patient Information window, click **OK** to save your changes, or click another tab to continue entering information for this patient.

Adding Patient Letter Reminders (Postcards, Letters and Emails)

Letter reminders are an important tool in the Cornerstone system. You should add reminders for each patient to prompt them to return for needed services in the future.

You can enter reminders directly in a patient's record from the Letters tab on the Patient Reminders window's **Letters** tab. You can also enter reminders on an invoice.

Before You Begin

- Set up a reminder strategy for your practice. See "Chapter 14: Setting Up a Reminder System" in the *Cornerstone Administrator's Manual* for information.
- Link letter reminders to invoice items on the **Reminders** tab on the Invoice Item Information window. See "Chapter 10: Setting Up Your Invoice Items" in the *Cornerstone Administrator's Manual* for information.

To add patient letter reminders:

1. With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Reminders**.
2. Click the **Letters** tab.

Item ID	Description	Date	Staff ID	Staff Name	Note
1	5300B Heartworm Test - 2yr	08/05/2008	MW	Mark J. Fiala	Note
2	2361 WELLNESS EXAM	09/05/2009	MW	Mark J. Fiala	Note
3		00/00/0000			Note
4		00/00/0000			Note

Patient Reminders window Letters tab

Note: Overdue reminders display in red. Reminders that are due in the next 30 days display in yellow.

- To add a reminder for an item, in the **Item ID** column, enter the item by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List. The Invoice Item Description appears.

Note: You cannot add a reminder for a group item.

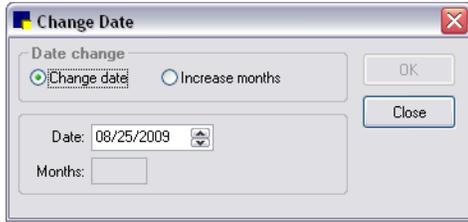
- Change the **Date** to the date the reminder is due.
- In the **Staff ID** field, enter the staff member who performs the service by either typing the ID or pressing F2 to search for and select the staff from the Staff List. The staff member's name appears.
- To delete an existing reminder, click the **Item ID** of the reminder you want to delete and press CTRL+D.
- To add a reminder note, click the **Note** button at the end of the item row. The Note dialog box appears. Reminder notes display on the Reminder Report and on the Daily Planner, but not on the printed reminders.
- Type the **Note** and click **OK**. The note text displays in the *Reminder note* area at the bottom of the Patient Reminders window. Reminders for which you've typed a note will show the **Note** button followed by ellipses (**Note...**).
- To print a list of patients with overdue reminders, click **Print** and then do one of the following:
 - To print reminders for all of the client's patients, select **Client All Patient > Reminder Letter Report**.
 - To print reminders for only the selected patient, select **Patient only > Reminder Letter Report**.
- To print a health certificate (set in Patient defaults) listing current vaccinations for this patient, click **Print** and then select **Health Certificate**. The Start New Document window appears with the certificate template selected. Click **OK** to open the document in the Cornerstone Editor. Make any necessary changes or additions to the document, and then click **Print**. Click **Close** to close the Cornerstone Editor and then click **Cancel** to close the Start New Document window.
- On the Patient Reminders window, click **OK** to save your changes and close the window.

Changing the Due Dates for Patient Reminders

You can change the due date of a single reminder by clicking the arrows in the **Date** box or by using the pop-up calendar. However, to save time when changing the due dates for a block of reminders, use the **Change Date** feature.

To change the due date for more than one reminder:

- On the Patient Reminders window, select the reminders to change the due date on by clicking the row number to the far left of each reminder. (The selected rows will be highlighted/shaded.)
- Click **Change Date**. The Change Date dialog box appears.



Change Date dialog box

3. In the *Date change* area, specify if you want to enter a new date or simply increase the number of months.
4. If you are changing the date, enter the new **Date**.
5. If you are increasing the current date by a number of months, type the number of **Months**.
6. Click **OK** to save your changes.

Adding Patient Call Back Reminders

Call back reminders provide you with an easy way to keep track of clients who need follow-up phone calls, such as a follow-up call after surgery or a call to report on a hospitalized animal. You can view call backs on the Reminder Recall Report or on the Daily Planner **Call Backs** tab.

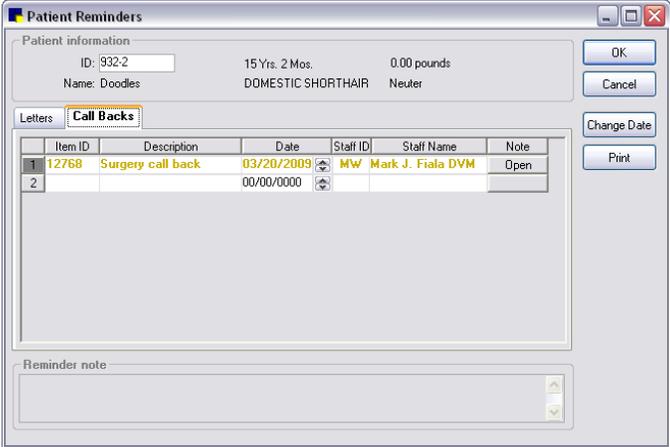
Note: You can change the date for one or more call back reminders. See the previous section for more information.

Before You Begin

- Link call back reminders to invoice items on the **Reminders** tab on the Invoice Item Information window. See “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator’s Manual* for information.
- If you plan to work with laboratory call backs on the Daily Planner **Diagnostics** tab, you must first create a Lab Call Back invoice item (to use for creating or scheduling new call backs) and then specify this item ID in Daily Planner defaults.

To add patient call back reminders:

1. With the patient’s record open on the Patient Clipboard, in the *Patient list* area, right-click the patient’s name and select **Reminders**.
2. Click the **Call Backs** tab.



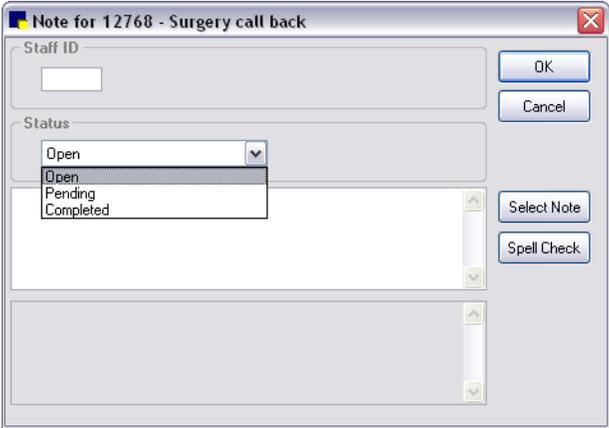
Patient Reminders window Call Backs tab

Note: Overdue reminders display in red. Reminders that are due in the next 30 days display in yellow.

- 3. To add a reminder for an item, in the **Item ID** column, enter the item by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List. The Invoice Item Description appears.

Note: You cannot add a reminder for a group item.

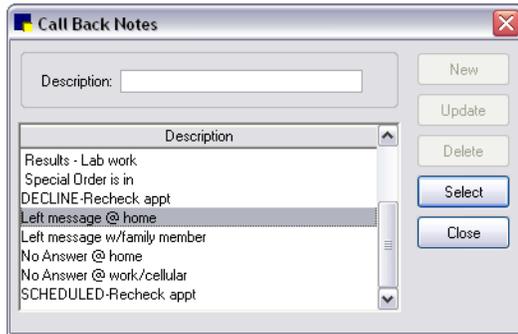
- 4. Change the **Date** to the date the reminder is due.
- 5. In the **Staff ID** field, enter the staff member who performs the service by either typing the ID or pressing F2 to search for and select the staff from the Staff List. The staff member's name appears.
- 6. To delete an existing reminder, click the **Item ID** of the reminder you want to delete and press CTRL+D.
- 7. To add a reminder note, click the **Open** or **Pending** button at the end of the item row. The Note dialog box appears.



Note dialog box

- 8. In the **Staff ID** field, type your staff ID and press TAB.
- 9. From the **Status** drop-down list, select the status of the reminder call back (**Open**, **Pending** or **Completed**). Open call backs are deleted if an invoice item set to satisfy the reminder is added to the invoice. If you have added notes to the call back, but it is not complete, select **Pending**.

10. To enter a note, type your note in the text box or click **Select Note** and select a note from a list of commonly used call back notes.



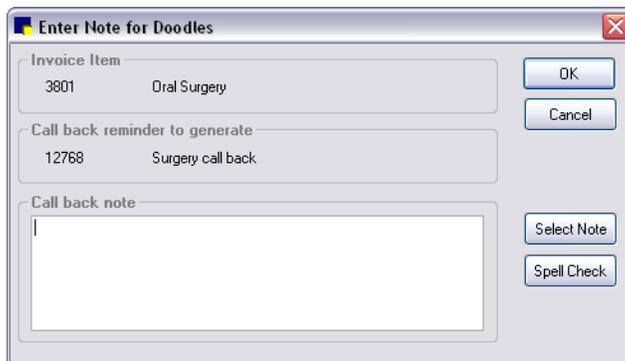
Call Back Notes dialog box

11. Click **OK** to close the Note dialog box. The note text displays in the *Reminder note* area at the bottom of the Patient Reminders window. Reminders for which you've typed a note will show the note button followed by ellipses (**Pending...**).
12. To print a list of patients who need to be called, click **Print** and then do one of the following:
- To print call back reminders for all of the client's patients, select **Client All Patient > Reminder Recall Report**.
 - To print call back reminders for only the selected patient, select **Patient only > Reminder Recall Report**.
13. On the Patient Reminders window, click **OK** to save your changes and close the window..

To add a note to a call back in invoicing:

1. When an invoice item with a call back reminder is entered on an invoice, a Call back Note dialog box appears.

Note: If you do not want to enter call back notes during invoicing, you can turn off this option by clearing the **Prompt for call back note** check box in Invoice defaults.



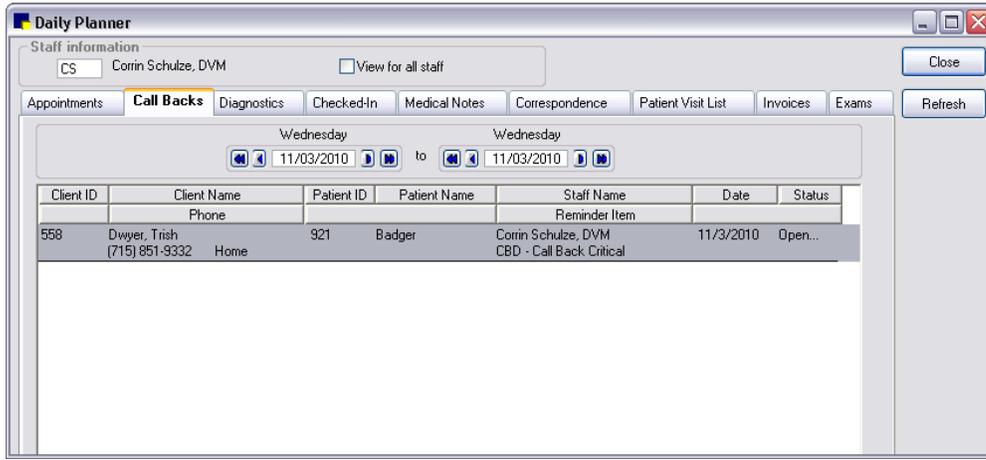
Enter Note dialog box in invoicing

2. To enter a note, type your note in the text box or click **Select Note** and select a note from a list of commonly used call back notes.
3. Click **OK** to exit the Enter Note dialog box and return to the invoice.

Viewing Call Backs on the Daily Planner

To view call backs on the Daily Planner:

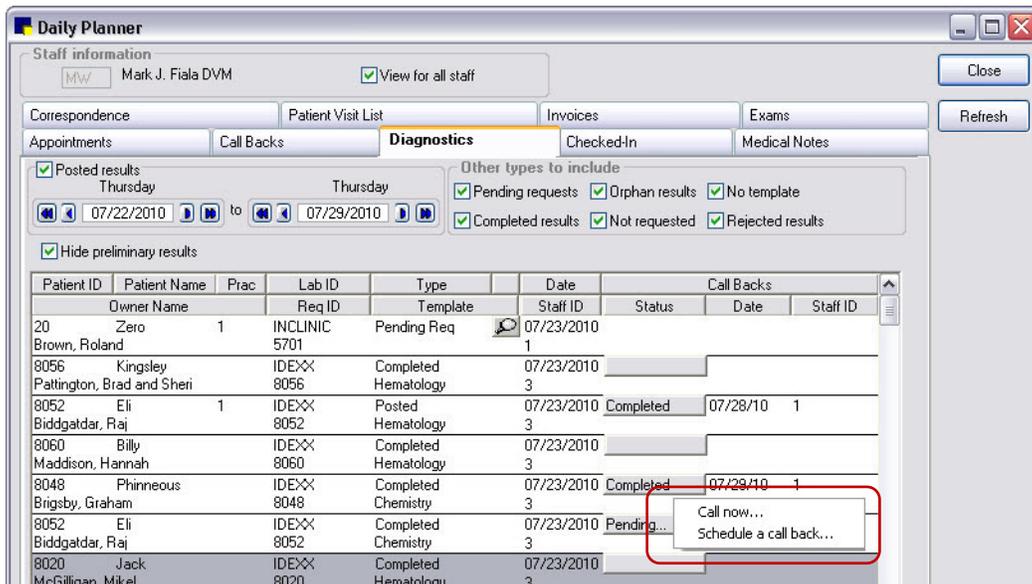
1. On the toolbar, click the **Daily Planner**  button or from the **Activities** menu, select **Daily Planner**.
2. On the Daily Planner window, select the staff member for whom you want to view call backs or select the **View for all staff** check box to view call backs for the entire staff.
3. Click the **Call Backs** tab.
4. Select the time period for which to view call backs. A list of clients and patients who need a call back during the selected time period appears.



Call Backs tab on the Daily Planner

Working with Laboratory Call Backs on the Diagnostics Tab

The Daily Planner **Diagnostics** tab provides a single location for managing many of your laboratory-related tasks in Cornerstone, including lab call backs. The Call Backs columns (**Status**, **Date** and **Staff ID**) allow you to keep track of lab call backs at a glance and access call back options with a single click.



Diagnostics tab on the Daily Planner

In the Call Backs **Status** column, the status is indicated on the button. When updating the status, use the following definitions as your guide:

- **(blank)** – A call back has not been performed or scheduled (created) for the laboratory result.
- **Open** – A call back has been performed or scheduled (created), but the client has not yet been contacted.
- **Pending** – A first call back has been initiated (e.g., called and left message) and notes have been added, but this call back has not yet been completed.
- **Completed** – The client has been contacted, notes have been added, and no further call backs are needed.

To record a first call back immediately for a listed laboratory result:

1. Click the blank status button associated with the result and select **Call now**. The Call now dialog box appears.

Call now dialog box

Tip: All phone numbers for the client are provided near the top of the Call now dialog box, with the primary number at the top of the list.

2. Enter the staff ID of the staff member who is making the call.
3. Depending on whether the client was contacted, set the call back status to **Open**, **Pending** or **Completed**.
4. To enter a note regarding the call status, type your note in the text box, or click **Select Note** and select a note from a list of commonly used call back notes.
5. If you want to reassign this call back, select the **Reassign this Call Back** check box and enter the desired staff and date to be assigned for processing the call back at a later date.
6. Click **OK**.

To schedule a first call back for a listed laboratory result:

1. Click the blank status button associated with the result and select **Schedule a call back**. The Schedule a call back dialog box appears.

The 'Schedule a call back' dialog box includes the following fields and controls:

- Client:** Gowland, Damon; (715) 775-6255 (Home); (715) 358-7006 (Cellular)
- Scheduled for:** Staff: [text box]; Date: 00/00/0000
- Status:** Open (dropdown menu)
- Buttons:** OK, Cancel, Select Note, Spell Check

Schedule a call back dialog box

2. Enter the staff ID of the staff member you are scheduling to make the call.
3. Set the date for the scheduled call back.
4. To enter a note for this call back, type your note in the text box, or click **Select Note** and select a note from a list of commonly used call back notes.
5. Click **OK**.

To update an open or pending call back:

1. Click the **Open** or **Pending** status button associated with the result. The Note for [lab call back item] dialog box appears.

The 'Note for LAB-CB - Lab Call Back' dialog box includes the following fields and controls:

- Client:** Gowland, Damon; (715) 775-6255 (Home); (715) 358-7006 (Cellular)
- Staff ID:** MW, Mark J. Fiala DVM
- Status:** Pending (dropdown menu)
- Buttons:** OK, Cancel, Select Note, Spell Check
- Note Text:** Called and left message.
- Timestamped Note:** --- Note from Mark J. Fiala DVM on 6/9/2010 at 09:04:08 --- Lab results are in. Ask client to contact our office to review the results.

Note for [lab call back item] dialog box

2. Enter the staff ID of the staff member who is making the call.
3. Depending on whether the client was contacted, set the call back status to **Open**, **Pending** or **Completed**.
4. To enter a note regarding the call status, type your note in the text box, or click **Select Note** and select a note from a list of commonly used call back notes.
5. Click **OK**.

To view notes for a completed laboratory call back:

- Click the **Completed** status button associated with the result. All associated call back notes display in a view-only dialog box. (Call back notes are also available in patient history, if needed for future reference.)

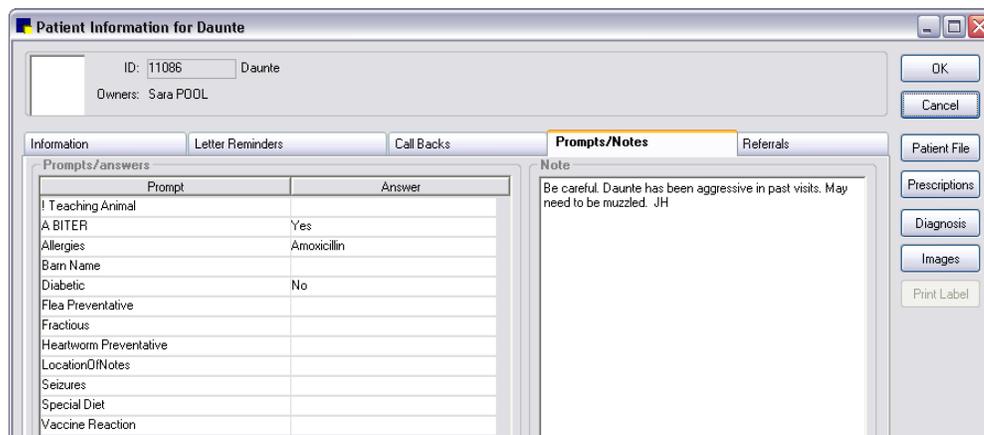
Answering Patient Prompts and Adding a Patient Note

Record customized information about a patient in the **Prompts/Notes** tab. The answers to patient and species prompts and patient notes appear on the Check-In Report and are useful when the patient visits. You can also select patient prompts to be used as alerts.

Tip: To access patient prompt answers and notes from the Patient Clipboard, click the **Prompts and Notes**  tab in the *Patient information* area.

To answer patient prompts and add a note to Patient Information:

1. Open the Patient Information window and click the **Prompts/Notes** tab.
2. In the *Prompts/answers* area, the patient prompts that were set up in User Defined Prompts (in **Controls > User Defined Prompts**) are displayed. Type or select the answer to each prompt in the **Answer** column as applicable.



The screenshot shows the 'Patient Information for Daunte' window. At the top, the patient's ID is 11086 and the name is Daunte. The owner is Sara POOL. The 'Prompts/Notes' tab is selected, showing a table of prompts and answers, and a text box for notes.

Prompt	Answer
! Teaching Animal	
A BITER	Yes
Allergies	Amoxicillin
Barn Name	
Diabetic	No
Flea Preventative	
Fractious	
Heartworm Preventative	
Location/INotes	
Seizures	
Special Diet	
Vaccine Reaction	

The Note text box contains the text: "Be careful. Daunte has been aggressive in past visits. May need to be muzzled. JH"

Prompts/Notes tab on Patient Information window

3. In the *Note* text box, type any notes about this patient.
4. Click **OK** to save your changes, or click another tab to continue entering information for this patient.

 For a list of patients and their answers to prompts, print a **Patient Prompts Report**.

Adding Referral Information for a Patient

The Patient Information window's **Referrals** tab allows you to document the referring doctor and hospital when a patient is referred to your practice. You can also view the referral history of the patient. For detailed information about Referral Relationship Management, see "Chapter 29: Using Referral Relationship Management" on page 403.

Tip: To access a patient's referral information from the Patient Clipboard, click the **Referrals**  tab in the *Patient information* area.

Before You Begin

- Set up referring hospitals, referring doctor classifications and referring doctors. See “Chapter 23: Setting up Referral Relationship Management” in the *Cornerstone Administrator’s Manual* for more information.

To add referral information for a patient:

1. When a patient is referred to your practice, add a client record for the patient’s owner, if necessary, and add a new patient record for the referred patient.
2. In the patient’s record, on the Patient Information window, click the **Referrals** tab.

Patient Information for Maggie Mae

ID: 9030-1 Maggie Mae
Owners: Christopher V. Struebing

Information Letter Reminders Call Backs Prompts/Notes **Referrals**

Referral information for Maggie Mae
Identify doctors for this patient.
The primary doctor shows on the Patient Clipboard, referral history and revenue [view referral history](#)

Doctor	Hospital	Primary	This visit
Boston, Robert	Burgess Equine Vet Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Morgan, Shane	Whites Road Animal Hospital	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Personal [view details](#)

Send info via: email

Referrals tab on Patient Information window

3. In the **Doctor** field, select the referring doctor from the drop-down list.
4. If this referring doctor is the primary referring doctor for this visit, select the **Primary** option.
5. For each doctor (including the primary doctor) that you want to receive communications regarding this visit, select the **This visit** check box.
6. In the **Hospital** field, select the referring hospital from the drop-down list.

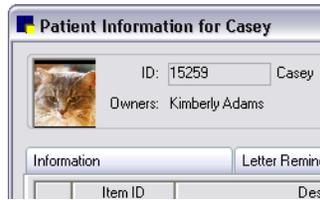
Note: If an incorrect referral doctor or referral hospital is accidentally added to a patient’s record, the invalid referral can be deleted by selecting the line and pressing CTRL+D. Once an invoice has been created for the patient after adding referral information, you cannot delete the referral information.

7. Click **OK** to save your changes, or click another tab to continue entering information for this patient.

Tip: When you are checking in a referral patient for a recheck, click the **Recheck** check box on the Patient Check-in/out window. This will help you track your referrals appropriately (new or recheck).

Adding a Pet Picture

For each patient added to Cornerstone, you can add a picture to display in the Pet Picture box on many windows throughout Cornerstone.



You can also set up Workstation defaults to print a pet picture on the Boarding Check-in Report, Check-in Report, Estimate, Invoice, Prescription Label, Rabies Certificate and Reminders.

Importing an Existing Picture

You can create a pet picture image in another program and then import the image into the Cornerstone Pet Picture box. You can import image files in many different formats, including common formats such as bitmap, JPEG and TIFF. The image can be imported from a CD/DVD or from other locations on your hard drive or server.

To import a pet picture image:

1. Open the patient's record in the Patient Clipboard, Patient Information window, Patient Visit List or Patient File.
2. Right-click the Pet Picture box and select **Capture > File**.
3. Browse to locate and select the file to import, and then click **Open**. The image appears in the Pet Picture box. (An imported picture replaces any existing image.)

Capturing a New Patient Picture Image

If you have a TWAIN-compliant image source (such as a scanner or a digital camera), you can capture a new image and place it in the Pet Picture box.

Before You Begin

- You must use a TWAIN-compliant image source to capture a pet picture image.

To capture a new image with your TWAIN-compliant image source:

1. Open the patient's record in the Patient Clipboard, Patient Information window, Patient Visit List or Patient File.
2. Right-click the Pet Picture box and select **Capture > TWAIN**.
3. Choose your device from the Select Source dialog box.
The software for the image device you use opens.
4. Use the software as usual. Depending on your device software, the image may automatically be placed into Cornerstone, or you may have to manually choose to return to Cornerstone.

Note: Cornerstone automatically resizes images to fit in the Pet Picture box.

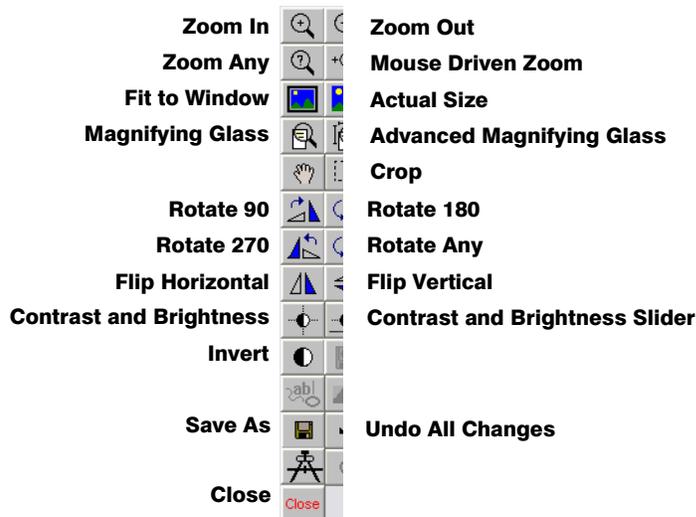
5. When the image appears in the Pet Picture box, click **OK** to save it.

Editing a Pet's Picture

If necessary, you can crop, rotate, adjust contrast and brightness, and make other modifications to a pet's picture.

To edit a pet picture:

1. Open the patient's record in the Patient Clipboard, Patient Information window, Patient Visit List or Patient File.
2. Right-click the Pet Picture box and select **Update**. The image appears in the Image Manipulation window.
3. From the Image Toolbox (shown below), select the image tool that you want to use to change the image's appearance.
4. To use a tool, click its button. When you are done using the tool, click the button again to deselect the tool.
5. When you are finished, click the **Close** button in the Image Toolbox and then click **Yes** to save your changes.

Image Toolbox

Note: In the Image Toolbox, those buttons that do not apply to Pet Picture will be disabled.

Zoom Options

Zoom allows you to increase the detail of the image that can be viewed. When **Zoom In** and **Zoom Out** are chosen, Cornerstone automatically makes the adjustment. When **Zoom Any** is chosen, a box will display. Enter the Zoom percentage and click **Apply**. When **Mouse Driven Zoom** is selected, you can click on an area of the image, and that area will be enlarged.

Fit to Window/Actual Size

The **Fit to Window** button places the entire image in your window. The **Actual Size** button displays the image at 100% (as it will print).

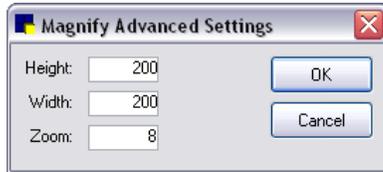
Magnifying Glass

The **Magnifying Glass** button works like a magnifying glass. When this tool is selected, click on any area of the image to view the area in great detail. When you are finished using the magnifying glass feature, click the button again to turn off the option.

Note: You will not be able to crop an image if you have the magnify tool selected.

The **Advanced Magnifying Glass Settings** button displays a dialog box that allows you to change the settings of the magnifying glass tool. These settings are saved only until you close Cornerstone.

- The **Height** and **Width** fields set the height and width (in pixels) of the magnifying glass.
- The **Zoom** field determines the magnification of the tool. In the example below, the magnifying glass would magnify the image eight times larger than the original size.



Magnify Advanced Settings dialog box

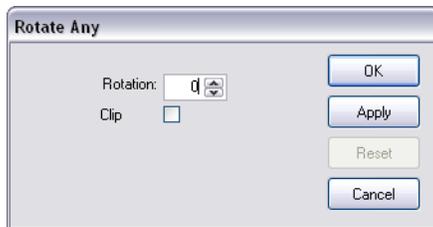
Crop

The **Crop** button allows you to cut out unnecessary parts of an image. To crop an image, click and drag a square selection box around the part of the image that you want to keep. The image will automatically be cropped.

Note: You will not be able to crop an image if you have the magnify tool selected.

Rotate

Using the **Rotate** buttons, the image can be turned by 90, 180 or 270 degrees. If you select **Rotate Any**, you can enter the number of degrees you want to turn the image. Click the **Clip** check box if you want to keep the image the original size. (When you clip, you may lose part of the image.) Click **Apply** to apply your changes.



Rotate Any dialog box

Flip

Using the **Flip Horizontal** button or the **Flip Vertical** button, the image can be flipped horizontally or vertically.

Contrast/Brightness

To change the contrast and brightness of an image, click the **Contrast and Brightness** button. Position the mouse in the image, click and drag up and down to adjust the brightness. Click and drag left and right to adjust the contrast.

Sliding Scale for Contrast and Brightness

To change the contrast and brightness of an image using a movable slider on a scale, click the **Contrast and Brightness Slider** button.

Invert

Click the **Invert** button to automatically invert the color in your image.

Undo All Changes

The **Undo All Changes** button allows you to undo all changes you have made to the image during this editing session.

Save As

1. To save the image to a file, click the **Save As** button.
2. Enter a name for the graphic and choose a file type. Supported formats include bitmap, JPEG, JPEG 2000 and TIFF.
3. Click **Save**.

Deleting a Pet's Picture

If you decide you no longer want to use a pet's picture, you can delete it from the Pet Picture box.

To delete a Pet Picture image:

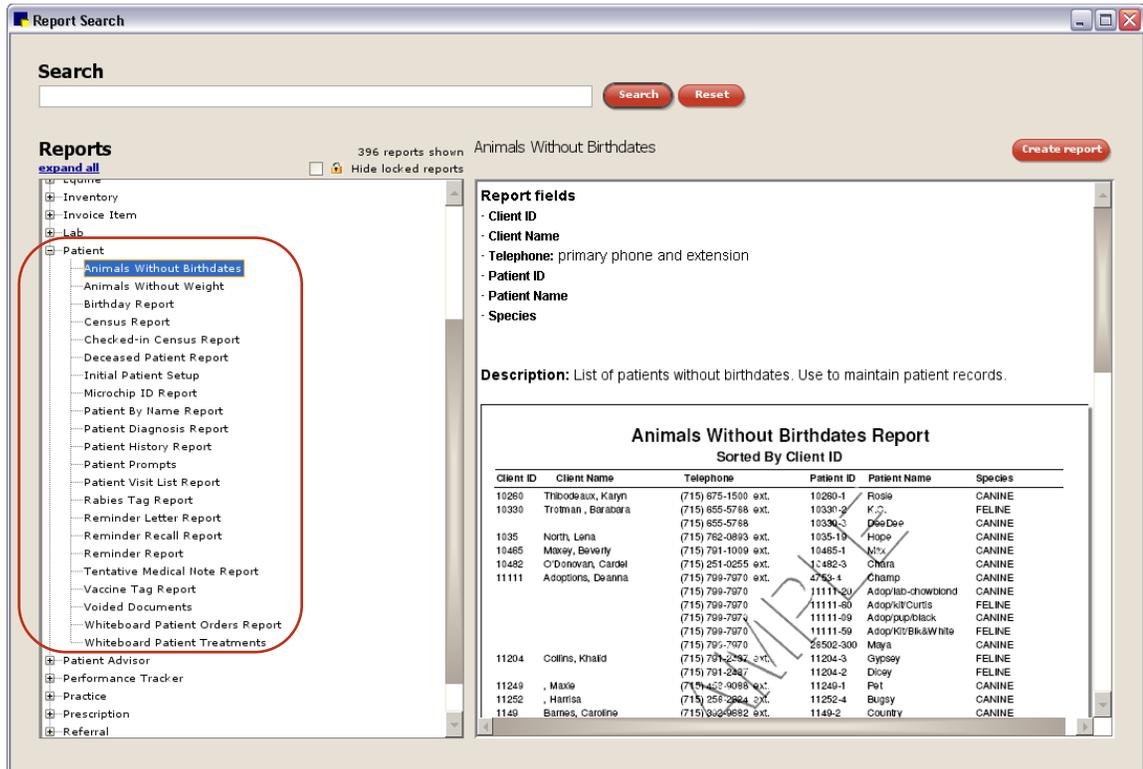
1. Open the patient's record in the Patient Clipboard, Patient Information window, Patient Visit List or Patient File.
2. Right-click the Pet Picture box and select **Delete**. A message appears asking you to confirm your decision.
3. Click **Yes**.

Patient Information Reports

Cornerstone includes several reports related to patient information.

To access Patient reports:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Patient** to expand the list of patient reports.



Patient Reports

Note: You can print or preview information for a range of patients (or other relevant filter). See “Chapter 5: Using Reports” beginning on page 81 for information.

Legend of Patient History Codes

A legend explaining the codes in a patient's history is on the bottom of patient record reports. These codes include:

- | | |
|---------------------------|-----------------------------|
| B = Billing charge | M = Image case |
| C = Medical note | P = Prescription |
| CB = Call back | PA = PVL Accepted |
| CK = Check-in | PB = Problem |
| D = Diagnosis | PR = PVL Recommended |
| DH = Declined to History | R = Correspondence |
| E = Examination | T = Image |
| I = Departing Instruction | TC = Tentative Medical note |
| L = Lab result | W = Weight |

Animals Without Birthdates Report

Use the Animals Without Birthdates Report to maintain your patient records.

Animals Without Birthdates Report					
Sorted By Client ID					
Client ID	Client Name	Telephone	Patient ID	Patient Name	Species
16	Rainier, Julie		310	Misty	Feline

Animals Without Weight Report

Use the Animals Without Weight Report to maintain your patient records.

Animals Without Weight Report					
Sorted By Client ID					
Client ID	Client Name	Telephone	Patient ID	Patient Name	Species
16	Rainier, Julie		310	Misty	Feline

Birthday Report

Use the Birthday Report to generate a list of patients and their birthdates. This report also includes clients' addresses so practices can send "birthday" cards to pets. Choose the type of owner to include and the date range for the birthdates.

Birthday Report Selection dialog box

Patient Birthday Report	
Sorted by Client ID	
Client ID and Name / E-mail Address Address City, State, Zip	Patient ID and Name Sex/Species/Breed Age and Birthdate
10 Bob Smith 100 Main St. FortWorth, TX, 76111	3011 Sammy Male, Canine, Weimaraner/Mix 2 Yrs. 4 Mos. 01/05/2002

Census Report

Use the Census Report to track which patients have been checked into or out of your practice.

Census Report									
Sorted By Client Last Name									
	Patient ID	Patient Name	Date In	Time In	Date Out	Time Out	Duration	Staff ID	Reason
Client ID	1320	Abbott, Alice							
	7	Skippy	12/10/02	12:23				1	Recheck
Client ID	1256	Brown, Roland F.							
	6	Neko	12/10/02	12:56				1	Office Visit
Total # of Patients Checked In:			2						

Checked-In Census Report

Use the Checked-in Census Report to track patients currently checked into your practice. Use this report to see a current status of checked-in patients and the rooms they have been assigned.

Checked-in Census Report						
Sorted By Checked-In Date						
	Patient ID	Patient Name	Date In	Room	Staff ID	Reason
Client ID	555	Ryan, Jack and Cathy				
	555	Keller	2/10/00	Exam 1	1	Yearly Exam
Total # of Patients Checked In:			1			

Deceased Patient Report

Use the Deceased Patient Report to list your deceased patients along with the owners' names and addresses. The report can be saved to a file in a .csv or a .txt file format. This allows you to send sympathy letters or other correspondence to owners with deceased pets.

Deceased Patient Report						
Sorted By Client Last Name						
Client ID	Client Name	Patient ID	Patient Name	Species	Breed	Deceased Date
1359	Adkin, Tiffany	300	Skipper	Canine	Beagle	05/11/93

Initial Patient Setup Report

Use the Initial Patient Report - Species Prompt Report to see the species prompts currently set up in your Cornerstone system. Print the Initial Patient Setup Report before setting up species and breeds.

Initial Patient Setup Report			
Species Prompt Report			
Species	Prompt Text	Data Type	Status
Canine	Outdoor pet	Yes/No	Active

Microchip ID Report

The Microchip ID Report includes patients' Microchip IDs and lists their owners, including owners' addresses and telephone numbers. You can choose to print this report for active or inactive clients and/or patients.

Patient Microchip ID Report			
Sorted by Microchip			
Client ID and Name Address City, State, Zip Phone	Client Status	Patient ID and Name Sex/Species Microchip ID Status	
27067 Keely Hockl 611 Middle Street Loop Rd.#3 Ear Castle, WI 54703 (715) 696-6056	Active	26229-3 Neutered Male CANINE 017532873AVID Active	Beagle/Border

Patient By Name Report

Use the Patient by Name Report to generate a list of clients and patients. Unlike the Client/Patient Master Report, you can print a range of patients (using Patient ID).

Patient By Name Report						
Patient ID	Patient Name	Client ID	Client Name	Telephone	Species	Breed
555	Keller	555	Ryan, Jack and Cathy	(715)555-4532	Canine	Mixed

Patient Diagnosis Report

Use the Patient Diagnosis Report to contact clients whose animals have been diagnosed with a specific assessment to inform them of new medicines or treatments.

Patient Diagnosis Report						
Sorted by Diagnostic Code						
Client ID	Client Name	Patient ID	Patient Name	Date	Status	
13901	Ear Mites					
555	Ryan, Jack and Cathy	555	Keller	4/17/00	T	
556	Gail, Abby	556	Starbuck	4/19/00	F	

Patient History Report

The Patient History Report is useful when you want to view a patient's complete history with your practice. On the Patient History Report dialog box, you can choose the types of history to include in the report.

Description	Starting value	Ending value	And/Or
Patient ID	8343	8343	

Patient History Report dialog box

Selecting/filtering information for the Patient History Report:

- In the *Range* area, to view history for a particular patient, type the patient ID (or press F2 to search for and select the patient from the Patient List) in the **Starting value** and **Ending value** fields. To view history for patients within a particular date range, type the applicable dates (or press F2 to search for and select a date using the calendar) in the **Starting value** and **Ending value** fields.
Note: If a range is not specified, Cornerstone will include medical history data for **all** patients. If you have a large database, this report may take a long time to generate.
- In the **History** list, select the types of history information to include in the report (highlighted/shaded lines are selected). Click **Select All** to select all types of history information in the list, or click **Deselect All** to deselect all types.
- Select the **Show prices** check box to include prices in the report.
- Select the **Hide voided items** check box if you do not want to include voided items (e.g., voided medical notes, voided vital signs sets, etc.) in the report.
- Select the **Hide Whiteboard items** check box if you do not want to include Whiteboard medical notes in the report.
- Select the **Print full page images** check box if you want to include full page printouts of patient images in the report.

Patient History Report			
Sorted by Patient ID			
ODELL, Susan (11009) (715) 289-5223			
Hannah (11009-3) FELINE DOMESTIC SHORTHAIR 11 Yrs. 1 Mos. Spay			
Date	Type	Staff	History
2/13/2007	B	MW	Dental Prophylaxis (GDP) by KMC
2/13/2007	B	MW	1.00 Baseline Bloodwork (PA) for \$47.92 by KMC
2/13/2007	B	MW	2.50 CC of PROPOFOL (I8263) for \$23.33 by KMC
2/13/2007	B	MW	1.00 ISOFLURANE ANESTHESIA (4110) for \$42.20 by KMC
2/13/2007	B	MW	1.00 DENTAL PROPHY (ROUTINE FELINE) (7560) for \$38.19 by KMC
2/13/2007	B	MW	1.00 IV CATHETER AND FLUIDS (FLU) for \$41.32 by KMC
2/13/2007	B	MW	1.00 Fluoride Treatment (7561) for \$5.39 by KMC
2/13/2007	B	MW	1.00 HOSPITALIZATION (FELINE) (6060) for \$36.70 by KMC
2/13/2007	B	MW	1.00 BOTTLE of Clindamycin Aquadrops (I7901) for \$25.56 by KMC
2/13/2007	B	MW	-1.00 Prophy Discount (PROPHY) for \$-45.45 by KMC
2/13/2007	B	CA	-1.00 Baseline Bloodwork (PA) for \$-47.92 by DE
2/13/2007	B	MW	10.00 Oral Surgery (3801) for \$37.42 by KMC
1/31/2007	B	MW	1.00 Baseline Bloodwork (PA) for \$47.92 by SWA
1/31/2007	B	MW	1.00 WELLNESS EXAM (2361) for \$49.00 by SWA
1/31/2007	B	MW	1.00 EACH of FVRCP BOOSTER (1200) for \$12.52 by SWA
1/31/2007	B	MW	1.00 [None] of RABIES 2 YEAR BOOSTER (1300) for \$13.18 by SWA
1/31/2007	B	MW	1.00 OLMSTED COUNTY TAX (10051) for \$.50 by SWA

Patient Prompts Report

The Patient Prompts Report is useful when you want to view answers to a specific prompt.

Patient Prompts			
Sorted by Patient ID			
Prompt	Answer		
Patient: 1000-1 Flea Prevention	Fluffy	Client: 1000	Jones, Patricia
Hearworm Prevention	Advantage		
Special Diet	Intreceptor		
Patient: 1006-1 Special Diet	Artie	Client: 1006	Gonzales, Katherine
	old		

Patient Visit List Report

Use the Patient Visit List Report to print the Patient Visit List for a particular patient or patients.

Patient Visit List Report										
Client ID and Name: 17021 Kelly/Chuck Floeter				Patient ID and Name: 17021-3 Rudy						
Address: 5946 26th Ave NW				Sex: Neuter						
Eau Claire, WI 54703				Species/Breed: CANINE/TERRIER, YORKSHIRE						
				Age and Birthdate: 3 Yrs. 11 Mos. 9/24/2005						
Date	Type	Status	Rev Ctr	Item ID	Description	Staff ID	Disc	Tax	Quantity	Price
08/25/2009	R	PS		2360	EXAMINATION	MW	N	N	1.00	\$49.00
08/25/2009	R	L		5240	EYE FLUORESCEIN STAIN	MW	N	N	1.00	\$13.35
08/25/2009	R	L		5415	SCHIRMER TEAR TEST	MW	N	N	1.00	\$17.16
									Total:	\$79.51
									Discount:	\$0.00
									Tax:	\$0.00
									Total:	\$79.51

Rabies Tag Report

Use the Rabies Tag Report to print a list of patients who have received rabies vaccinations. This rabies-specific report is useful for those practices that are required to submit rabies tag information to a state agency.

Rabies Tag Report			
THE ANIMAL MEDICAL CENTER			
2536 Alpine Road			
Eau Claire, WI 54703			
Client ID	Patient ID	Tag ID	Staff ID
Client Name	Patient Name	VAC date	Staff Name
Address 1	Species/Breed	Producer	License #
Address 2	Sex/Current Weight	Lot #	
City, State, Zip	Color/Markings	Exp date	
Phone	Birthdate	K or MLV	
9174	9174	967	MMV
Joe S. Terril Farrell	Daisy	12/28/2007	Dr. Mark Flata DVM
4459 London Lane NW	CANINE RETRIEVER, GOLDEN	Merlat	
Eau Claire, WI, 54703	Weight: 70 pounds	180608	
(715) 292-8486	5117	12/28/2009	
	10/01/2000	K	

Reminder Letter Report

Use the Reminder Letter Report to print a list of patients with overdue reminders.

Note: Equine practices can use the equine version of this report (in the Equine report group) to print a list of patients with overdue reminders by barn or by trainer. Note that to use the barn or trainer range, you must have the **Show trainer and barn** check box selected in Patient defaults.

Reminder Letter Report					
Sorted by Client ID					
Client ID	Client Name	Patient ID	Patient Name	Item ID/Description	Type Date
556	Gail, Abby				
Phone:	(715)555-7219	556	Starbuck	3218 Lyme Disease Second Vac	L 04/13/01

Reminder Recall Report

Use the Reminder Recall Report to print a list of patients who should be called. This report can be sorted by client ID, client last name, invoice item description, invoice item ID, patient ID or reminder date.

Note: Equine practices can use the equine version of this report (in the Equine report group) to print a list of patients, by barn or by trainer, who should be called. Note that to use the barn or trainer range, you must have the **Show trainer and barn** check box selected in Patient defaults.

Reminder Recall Report					
Sorted by Client ID					
Client ID	Client Name	Patient ID	Patient Name	Item ID/Description	Type Date
559	Dorsey, Doug				
Phone:	(715)555-1537	559	Olympic	4000 Recheck	C 03/19/01

Reminder Report

Use the Reminder Report to print a list of patients with reminders. Only active animals are included by default. Inactive or deceased animals are included only if selected when the filter is run. This report is sorted by client ID, client last name, invoice item description, invoice item ID, patient ID or reminder date.

Note: Equine practices can use the equine version of this report (in the Equine report group) to print a list of patients with reminders, by barn or by trainer. Note that to use the barn or trainer range, you must have the **Show trainer and barn** check box selected in Patient defaults.

Reminder Report						
Sorted by Client ID						
Client ID	Client Name	Patient ID	Patient Name	Item ID/Description	Type	Date
553	Jacoe, Adam and Leah					
Phone:	(715)555-0733, ext.8697					
		553-1	Thursday	3232 FVRCP Second Vac	C	04/06/01

Tentative Medical Note Report

Use the Tentative Medical Note Report to print a list of patients with templates or comments in their patient record that have been marked as tentative and still need to be finalized.

Tentative Medical Note Report					
Sorted by Date					
Date	Patient Information	Client ID	Staff ID	Template/Note	
8/14/2009 10:54 AM	22795-3 Mouse	22795	MW Mark Fiala DVM	Feline Neuter	

Vaccine Tag Report

Use the Vaccine Tag Report to print a list of all vaccination tags (including rabies) that have been issued by the practice.

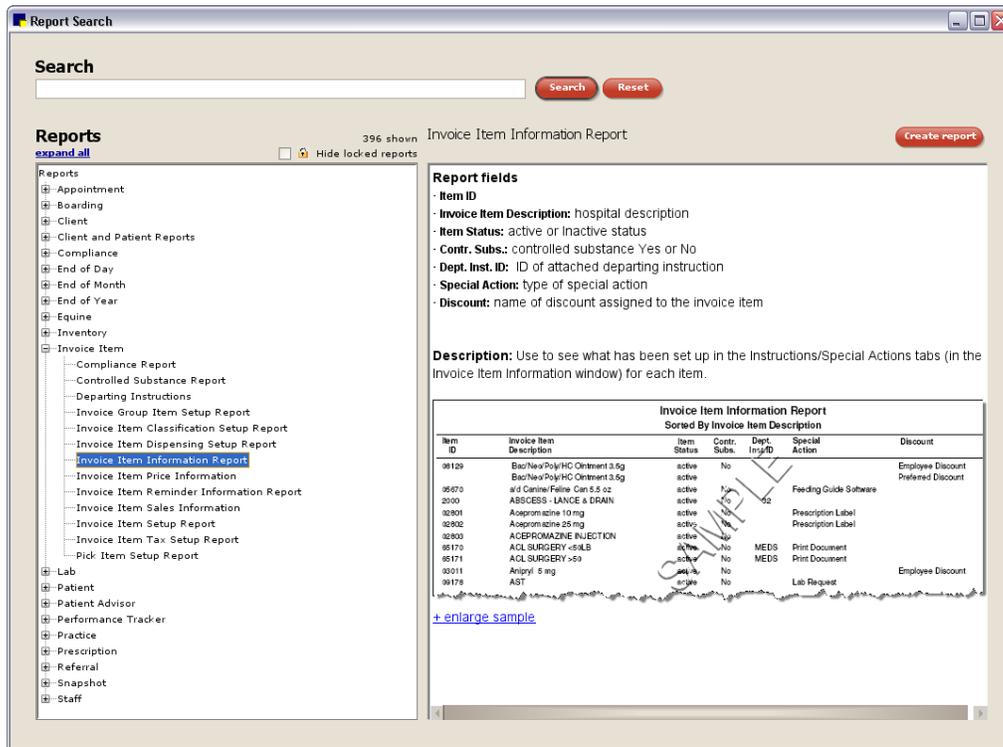
Vaccine Tag Report				
THE ANIMAL MEDICAL CENTER				
2536 Alpine Road				
Eau Claire, WI 54703				
Client ID	Patient ID	Tag ID	Staff ID	
Client Name	Patient Name	VAC date	Staff Name	
Address 1	Species/Breed	Producer	License #	
Address 2	Sex/Current Weight	Lot #	Location of injection	
City, State, Zip	Color/Markings	Exp date		
Phone	Birthdate	Vaccination Type		
5426	9155	89765	LP	
Pola Underwood	Lada	09/29/2009	Dr. Leslie Aelfrey, DVM	
6923 W 130th	Canine/Terrier, Boston	Pfizer		
Eau Claire, WI, 54703	Spayed Female/22 pounds	s714887d		
(715) 681-0051	Black & White	9/29/2010		
	01/28/2008	Killed		

Chapter 5: Using Reports

Once you have your IDEXX Cornerstone* Practice Management System up and running, you can use Cornerstone data to analyze your practice and help you determine how to increase your profitability. The data you need is easy to collect with Cornerstone reports.

About the Report Search Window

The Report Search window (**Reports > Find a Report**) allows you to search, browse, view details and create a report—all from a single window. In addition, this window provides one-click access to view samples of each report, which allows you to easily verify the contents and layout of a report before creating it.



Report Search window

The Reports List Area

The Reports list displays all reports (or the results of a search) in a tree-style list, with all reports displayed according to group. Report groups are shown on the first level of the tree, furthest to the left. Reports (or in some cases, subgroups) are shown in the next expanded level.

When browsing through the Reports list to locate a report, expand (and collapse) report groups as needed:

- Click the plus sign [+] to open a report group and display the reports (or subgroups) within it.
- Click the minus sign [-] to close the report group and hide the reports within it.
- Click **expand all** or **collapse all** to quickly expand or collapse all report groups at once.



The Reports list serves as both a search results display and a browse tree. If a search has not been run, all reports display in the Reports list by group, in alphabetical order (Appointment group, Boarding group, Client group, etc.). If you have performed a search, the resultant groups are ordered according to the search results ranking. For example, if the best match for a search on "PVL" is a report under the End of Day group, End of Day displays as the first group, and so on.

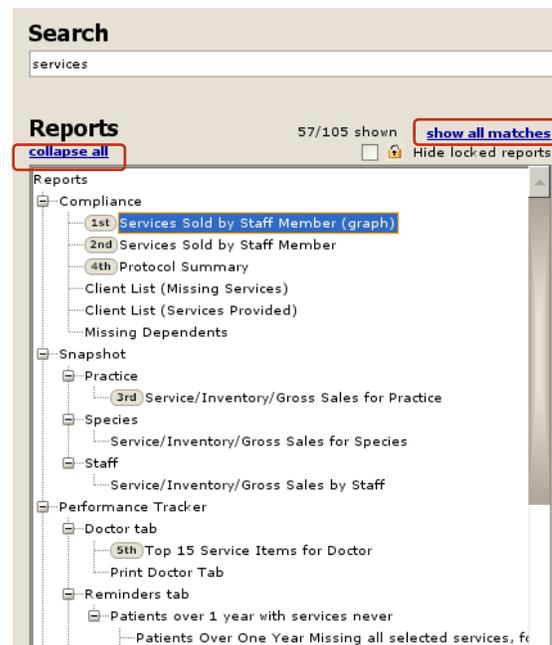
Tip: At any time, you can click **Reset** to clear the search term and return the Reports list group order back to its original alphabetical listing.

The Search Tool

Many staff members may find that using the search tool on the Report Search window is the fastest way to locate a particular report. Simply type a keyword or phrase in the **Search** text box to filter reports to a subset of matching results. Cornerstone searches for your keyword in the report name, description, filters and fields, and then displays the ranked results in the Reports list.

The search tool uses a standard search syntax, similar to common web-based search engines. It also has thesaurus-like intelligence built in, so common variations or abbreviations in Cornerstone will be included automatically. For example, a search on "dog" will automatically include "canine" in the search, and a search on "PVL" will automatically include "Patient Visit List" in the search.

Search results are first sorted by the report groups that best match the search criteria. Then, each



matching report is listed within its expanded report group and sorted by closest to least-closest match.

The **1st**, **2nd**, **3rd**... icons indicate the top five reports that match your search criteria, with the top ranking report automatically selected in the tree.

If your search generates a large number of matching reports (as often happens when searching on a commonly used keyword, such as “services”), Cornerstone lists only the best matches to save you time in locating the desired report. The **## shown** indicator shows the number of best-matching reports displayed, out of the total number of matching reports (e.g., 57/105 shown). If desired, you can click **show all matches** to display all matching reports. To return to the list of best matches only, click **show best matches**.

Additional notes for searches:

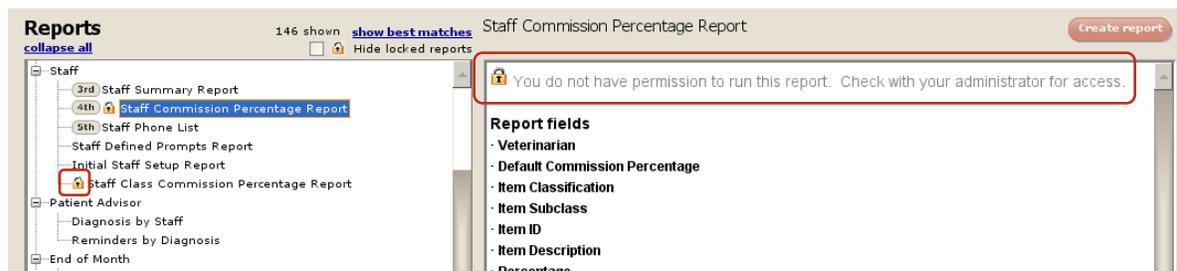
- If you know the name of a frequently used report, type all or part of the report name in the **Search** text box to quickly locate the report.
- You can type up to 100 characters in the **Search** text box.
- At any time, you can click **Reset** to clear the search term and return the Reports list group order back to its original alphabetical listing.

Advanced search tips:

- **Phrase searches** – Type words within quotation marks to search for multiple words in exact order. For example, “**price change reason**” gives different results than **price change reason**.
- **Boolean searches** – The operators AND, OR and NOT are supported in uppercase, with grouping supported using parentheses. For example, you might search on **(daily OR monthly) AND “sales tax”** to find reports that include sales tax information—specifically daily or monthly reports.
- **Filtered searches** – Place a plus sign (+) in front of an essential word that is required in the search. Place a minus sign (-) in front of a word to prohibit the term from the search and narrow the results. For example, **-month + “deposit report”** will filter out monthly reports from your search of deposit reports.

Locked Reports

The Cornerstone Security Setup feature allows an administrator to specify report access permissions for each staff member. By default, in the Reports list, locked reports for the logged-in staff member are designated by a small lock  icon displaying to the left of the report name. If you click on a locked report, the report’s details and sample display as usual, along with a note indicating that you do not have permission to run this report (the **Create report** button is disabled for locked reports).



If you select the **Hide locked reports** check box, reports for which the staff member does not have access permissions (locked reports) are removed from the currently displayed Reports list. When

running a report search, this narrows the search results to display only those reports that are accessible by that staff member.

Tip: If the **Hide locked reports** check box is selected, the number of hidden reports, if any, is displayed in parentheses ().

The Report Details and Sample Area

When you select a report in the Reports list, the Report Details area in the right pane displays report information and a segment of a report sample. This allows you to quickly verify the report contents and layout before electing to create the report.

Note: Report details and a sample are not available for custom reports created by your practice using the Client and Patient Report Builder.

Sales Tax Summary - By Revenue Center Create report

Report fields

- **Revenue Center**
- **Tax Description**
- **Current Tax Rate:** tax percentage
- **Taxable Sales:** total net sales that had taxed applied
- **Total Tax Amount:** taxable sales, multiplied by current tax rate.
- **Total:** sum of current revenue centers total tax amount

Description: Shows how much sales tax was collected by revenue center. This report can not be printed from current.

Sales Tax Summary by Revenue Center Report
Daily - Closed Invoices
Friday, February 26, 2010 10:10 am through Friday, February 26, 2010 10:20 am

Tax Description	Current Tax Rate	Taxable Sales	Total Tax Amount
Animal Emergency Hospital			
Sales Tax	7	\$240.31	\$16.82
County Tax	0.5	\$240.31	\$1.21
Total:			\$18.03
Hospital			
Sales Tax	7	\$349.00	\$24.44
County Tax	0.5	\$349.00	\$1.75
Total:			\$26.19
Surgical Center			
Sales Tax	7	\$341.10	\$23.88
County Tax	0.5	\$341.10	\$1.71
Total:			\$25.59

[+ enlarge sample](#)

For each report, you can view:

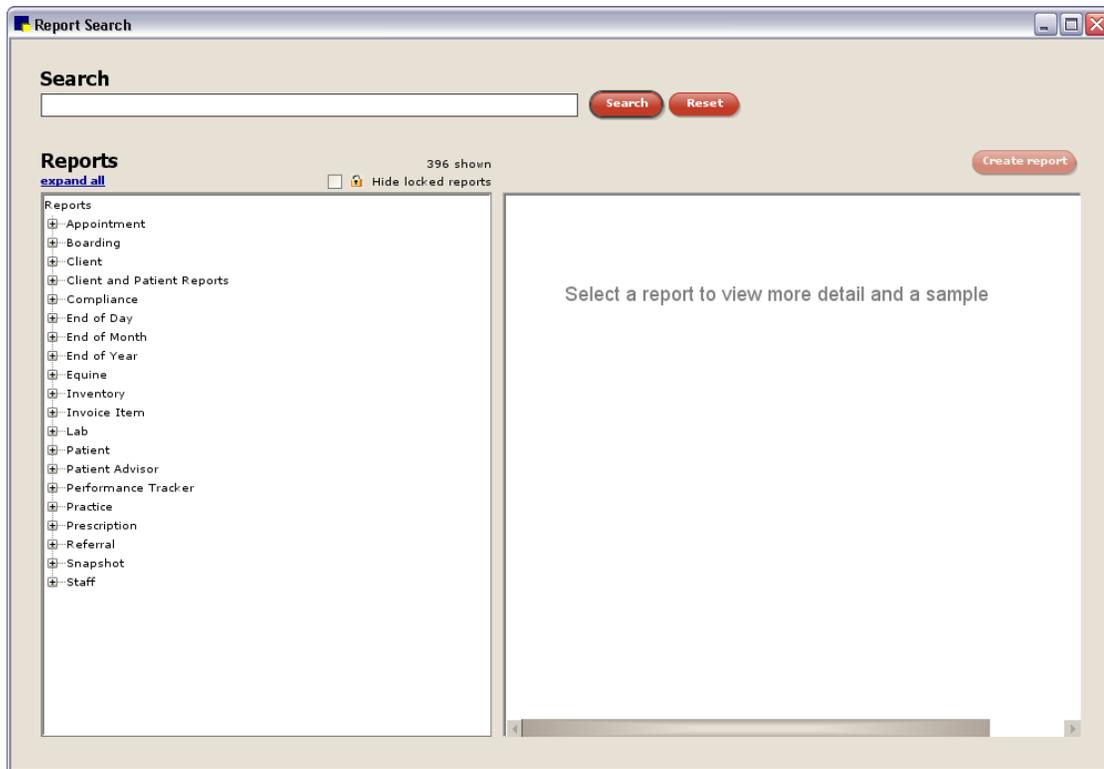
- Report fields
- Report description
- Any calculations used in the report
- Report sample segment
- Full page sample preview (accessible by clicking **+ enlarge sample**)

Creating a Report

Note: The steps below apply when creating a single report. To print multiple selected End of Period reports at once, select **Reports > End of Period**, and then select **End of Day**, **End of Month** or **End of Year**. See “Section 6 – End of Period Processing” in the *Cornerstone Administrator's Manual* for information.

To find and create a report:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.



Report Search window

2. Do one of the following to find the desired report:
 - In the **Search** text box, type a search keyword or phrase and click **Search**. The top five report matches are displayed in ranked order within their expanded report groups. The top ranking report is automatically selected in the tree. (See “The Search Tool” on page 82 for more information.)
 - In the Reports list, click a plus sign [+] to open a report group and display the reports (or subgroups) within it and browse through the reports. (See “The Reports List Area” on page 82 for more information.)
3. Click on a report in the Reports list to view the report details and a sample in the right-side pane.
4. If desired, click **+enlarge sample** (located below the report sample image) to view a full-page preview of the sample report.
5. To create a report, double-click the report name in the Reports list or highlight it and click **Create report**. (Note: For Inventory reports, click **Create report** and then click **Run**.)
6. Depending on the type of report you are creating, different options are available:
 - For standard Cornerstone reports, a Filters dialog box appears. If applicable, set the sort order and specify a range to filter the information that displays on the report. See the “Filtering Information in Reports” section that follows for more information.
 - For **Boarding** reports, the Boarding Reports dialog box appears. Press F1 on this dialog box for help with setting the Boarding report options.
 - For **Client and Patient** reports, the Custom Client and Patient Reports dialog box appears. Click **Update** to change the highlighted report’s selection criteria, or click **Run** to create and

preview the report. See “Custom Client and Patient Report Builder” on page 91 for more information.

- For **Compliance** reports, the Compliance Assessment Tool wizard appears. See “Chapter 26: Compliance Assessment Tool” in the *Cornerstone Administrator’s Manual* for information on generating Compliance reports.
- For **End of Day**, **End of Month** and **End of Year** reports, select the period you want the report to reflect. For most reports, you can print information for more than one continuous period. To do this, click the earliest period and then press and hold the SHIFT key while you click the last period. All of the periods in between are highlighted. See “Section 6 – End of Period Processing” in the *Cornerstone Administrator’s Manual* for information on printing End of Period reports.

Note: For End of Period reports, if a Filters dialog box is available for the report, it appears *after* clicking **Preview**, **Print** or **Save As**.

- For **Inventory** reports, the Inventory Reports window appears. With the desired report highlighted in the list, click Run. If applicable, set the sort order and specify a range to filter the information that displays on the report. See “Inventory Reports” on page 329 for more information on Inventory reports.
 - For **Performance Tracker** reports, the Performance Tracker window appears. See “Chapter 27: Cornerstone Performance Tracker” in the *Cornerstone Administrator’s Manual* for information on generating Cornerstone performance tracker reports.
 - For **Snapshot** reports, the Snapshot Options dialog box appears. See “Viewing Report Snapshots” on page 95 for information on setting up and printing Cornerstone snapshot graphs.
7. For standard Cornerstone reports, do one of the following:
- Click **Preview** to view the report in the Reports Preview window.
 - Click **Print** to set print options and print the report.
 - Click **Save As** to specify a file name and type for saving the data to a file.

Filtering Information in Reports

There are several reasons why you may want to print a portion of a report (or *filter* report information):

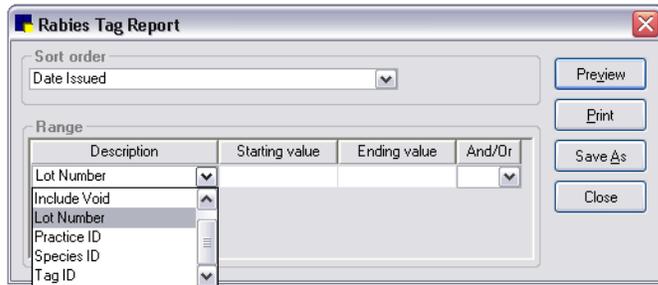
- You may not need all of the information contained within the report. (For example, you may want to print a report for invoice items with a specific class.)
- You have a large database and your printer cannot print the entire report at one time. (You can print a portion of the report before printing another portion.)

What Are Filters?

Filters control the range of data included in a report. Different reports have different filter options (and some reports do not have filters). The filter options allow you to narrow the focus of a report. Narrowing the focus of a report is especially useful if you have a large database and are printing a report that contains a lot of information (like the Client Account Report, Patient History Report or Sales Information Reports).

If the report you select has filters, the Filters dialog box automatically appears when you click **Create report**.

Here is an example of a Filters dialog box for the Rabies Tag Report:



Using Filters

The **Sort order** determines the order for displaying information in the report.

The **Range** allows you to filter the information to narrow the amount of information that appears in the report.

- In the **Description** box, you will find the filters available for this specific report.
- Once you have selected the filter Description, type (or press F2 to select) the **Starting Value** and **Ending Value**. (For example, if you want to print a report listing information for a specific date, type the same date in both fields.) A few reports use filters that require a letter code. The table below shows these letter codes.

Filter	Letter Code
Reminder Type	C = Call
	L = Letter
Invoice Item Type	S = Service items P = Pick items
	I = Inventory items D = Dispensing items
	G = Group items

- You can select more than one filter for a report. If you use multiple filters, you must select **And** or **Or** at the end of a row before beginning a new row.

Note: If you leave the filters blank, the report prints all of the available information.

Using And/Or Statements

You must use And/Or statements if you want to use multiple filters. And/Or statements tell Cornerstone to find information that meets the selected conditions.

- If you select **And**, Cornerstone includes information that meets both criteria.
- If you select **Or**, Cornerstone includes information that meets either of the criteria.

For example, you could set the following filters for the Rabies Tag Report:

Description	Starting value	Ending value	And/Or
Date Issued	01/01/09	12/31/09	AND
Tag ID	500	1000	

In this scenario, you would generate a report of rabies tag information of only those rabies tags issued on January 1, 2009 through all of December 31, 2009 that have a tag number between 500 and 1000.

If you choose:

Description	Starting value	Ending value	And/Or
Date Issued	01/01/09	12/31/09	OR
Tag ID	500	1000	

In this scenario, you would generate a report of rabies tag information from all rabies tags issued on January 1, 2009 through all of December 31, 2009, as well as any rabies tags with an ID between 500 and 1000 (issued on any date).

Controlling How Information Appears in Reports

The previous section discusses how you can narrow what information is included in a report. This section discusses how the information you have selected actually appears.

The sort order determines the order that information appears in the report. If you sort by a name, Cornerstone starts at the beginning of the alphabet. If you sort by a date, the earliest date appears first. If you sort by ID, however, you may see information that does not appear to be sorted “numerically.” This special case is discussed next.

How Cornerstone Sorts IDs

If you are sorting by **ID** or using **ID** as a filter, the Cornerstone system uses an *alphanumeric* sorting process (which lets you use alphanumeric IDs if you want). This means, however, that Cornerstone treats numbers like letters when it sorts based on IDs. (This is the same way a dictionary sorts entries.)

When you look at a report, the IDs may not appear to be sorted “numerically.” The ID *10* appears after *1* and before *2*. If you want a “numerical” sort, you must set up your IDs starting at a large enough number that digits will not have to be added. For example, setting your client IDs to start at 1000 allows your practice 9999 IDs before another digit is required (10000).

This is an example of the way Cornerstone sorts IDs:

In the dictionary:	In Cornerstone:
b	1
ba	10
baa	100
baab	1001
baac	1002
c	2

Previewing Reports

In Cornerstone, the Reports Preview window allows you to:

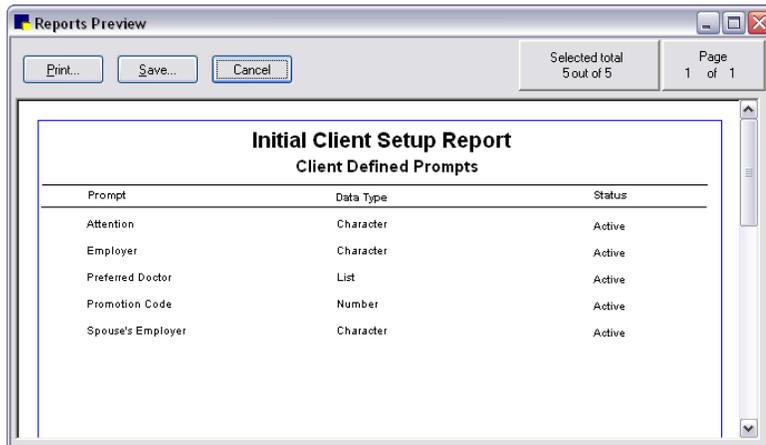
- Quickly check data before proceeding with another procedure (such as using the Deposit Report to balance your cash drawer during the day).
- View information for one client, invoice item or other **Range** option.
- Check information before printing (to save paper).

Note: You can preview only one report at a time.

To preview a report:

1. Create the report.
2. Depending on the type of report, set any applicable filters or select the applicable processing period (for End of Period reports).
3. Click **Preview**.

The report appears in the Reports Preview window.



Reports Preview window

Note: Inventory reports are displayed in a different preview window. See “Inventory Reports” on page 329 for more information.

4. To maximize the window to view a larger area of the report, click the Maximize  button in the upper right corner of the Reports Preview window. To resize the window to view a larger area of the report, move the cursor to an edge of the window (the cursor changes to an arrow), and then click and drag the edge to resize the window.
5. At this point you can click **Print** to print the report, click **Save** to save the report as a file for use with another program, or click **Cancel** to close the Reports Preview window.

Printing Reports

Often you will want to keep a hard copy of information, such as End of Period reports or a Reminder Recall report.

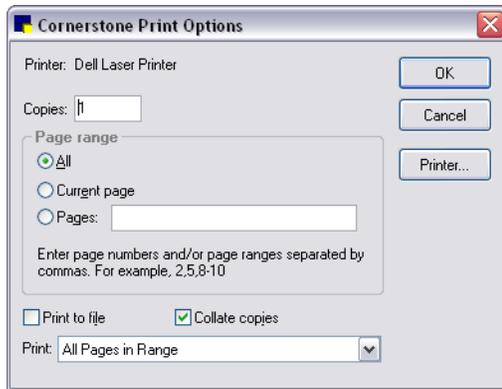
Before You Begin

- Assign the printer to print the report or assign the default printer. See “Assigning Printers in Cornerstone” on page 23.

To print a report:

1. Create the report.
2. Depending on the type of report, set any applicable filters or select the applicable processing period (for End of Period reports).
3. Click **Print**.

Depending on the report you are printing, the Cornerstone Print Options dialog box may appear (not all reports offer print options).



Cornerstone Print Options dialog box

Note: The report print options for Inventory reports appear in a different dialog box. See “Inventory Reports” on page 329 for more information.

4. If necessary, on the Cornerstone Print Options dialog box, change the number of copies to print, set specific pages to print or select to print odd or even pages only (for double-sided printing).
5. To change the printer selection for a single report, click the **Printer** button, select a printer from the list, and click **OK**.
6. Click **OK** to print the report.

The report prints on the printer assigned for the report or the default printer if no printer has been assigned.

Saving a Report to a File

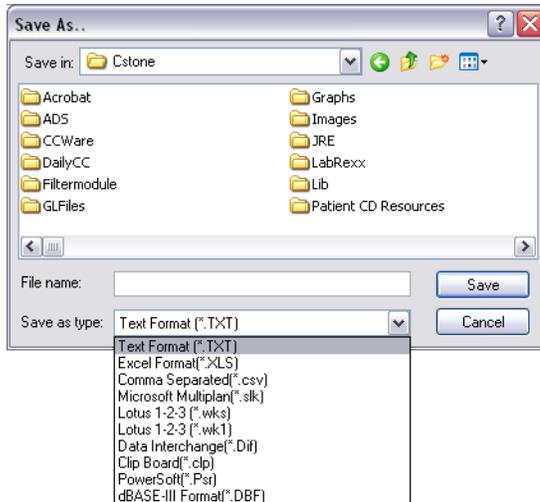
If you want to be able to import Cornerstone data into another program (such as a spreadsheet or word processing program), you must save the report as a file.

You can save the report in any of the following formats: .txt, .xls, .csv, .slk, .wks, .wk1, .dif, .clp, .psr or .dbf.

To save a report as a file:

1. Create the report.
2. Depending on the type of report, set any applicable filters or select the applicable processing period (for End of Period reports).
3. Click **Save**.

The Save As dialog box appears.



Save As dialog box

Note: The save options for Inventory reports appear in a different dialog box. See “Inventory Reports” on page 329 for more information.

4. Select a location in the **Save in** drop-down list or the browsing area below it.
5. In the **File name** text box, type a name for the file.
6. In the **Save as type** drop-down list, select a format in which to save the file. By default, Cornerstone will save the report as a .txt file.
7. Click **Save**.

Saving a Report as a PDF File

Using the Printer Selection dialog box to select the Cornerstone PDF printer, you can save a report in PDF format and use the document with other software or as an email attachment.

To save a report as a PDF file:

1. On the Cornerstone Print Options dialog box, click **Printer**.
2. Select **Cornerstone PDF** and click **OK**.
3. Click **OK** in the Cornerstone Print Options dialog box. The Save As dialog box appears.
4. Select a location in the **Save in** text box or the browsing area below it, type a name in the **File name** text box, and click **Save**.

Custom Client and Patient Report Builder

You can create your own reports with the Custom Client and Patient Report Builder and narrow the scope of your report based on selected criteria (for example, client sales, postal codes and patients' species). Name and save your custom report to use in the future. The report can be printed, saved as a file, or used to print mailing labels.

To create a new report:

1. On the **Reports** menu, select **Client and Patient Report Builder**.
2. Click **New**. The New/Edit Custom Report window appears.

New/Edit Custom Report window

3. In the **Report name** field, type a name for the report. Required.
4. From the **List results in order of** drop-down list, select the order in which you want to display the results.
5. In the **Range** field, enter a range if needed.
6. To build a client report, click the **Client Information** tab (shown above) or to build a patient report, click the **Patient Information** tab,
7. Enter the selection information you want to use to build your report. For specific report results, enter detailed criteria. See “Custom Report – Client Information Tab” on page 93 and “Custom Report – Patient Information Tab” on page 94.

For example, to search for clients who spent between \$400 and \$500 this year, enter the dollar range in the **Sales this year** fields. To narrow the scope of the report, select clients who spent between \$400 and \$500 *and* live in a specific postal code area.

8. Click **Save** to save your report criteria or click **Cancel** to exit without saving criteria.

To print a custom report or print mailing labels based on a report:

When you preview a custom report, you can print the report, print mailing labels based on the report or save the report as a file.

Tip: The mailing label option uses Avery® 5160 labels.

1. On the **Reports** menu, select **Client and Patient Report Builder**. A list of saved custom reports displays.
2. From the list, select report and click **Run**. A preview of the report appears.

3. Choose one of the following options:
 - Click **Print** to print the report and click **OK**.
 - Click **Labels**, select the printer on which you want to print labels and click **Print**.
 - Click **Save** to save to a file. Type a file name, choose a file format (.txt, .csv, etc.) and click **Save**.

To change report criteria:

1. On the **Reports** menu, select **Client and Patient Report Builder**.
2. Select the report you want to change and click **Update**.
3. Make changes and click **Save**.

To copy a report:

To save time, you can copy an existing report and modify the criteria. Both the original report with the original criteria and copied report with modifications are saved and included in the Custom Reports list.

1. On the **Reports** menu, select **Client and Patient Report Builder**.
2. Select the report you want to modify and click **Copy**.
3. Type a name for the modified report.
4. From the **List results in order of** drop-down list, select the order you want to display the results in.
5. In the **Range** field, enter a range if needed.
6. Change the selection criteria on the existing report as needed.
7. Click **Save** to save the copied report or click **Cancel** to exit without saving the report.

Custom Report – Client Information Tab

The screenshot shows the 'New/Edit Custom Report' dialog box with the 'Client Information' tab selected. The 'Report name' is 'Report of Sales between \$400 and \$500'. The 'List results in order of' is set to 'Client ID'. The 'Range' is empty. There is a checkbox for 'Show clients only'. The 'Client Information' section includes:

- Date record created: 00/00/0000 to 00/00/0000
- Last invoice date: 00/00/0000 to 00/00/0000
- Number of patients: [] to []
- Sales this year: \$400.00 to \$500.00
- Sales last year: [] to []
- Credit code: [None]
- Postal code: 54703, Eau Claire
- Client balance table:

Under 30 days	Greater than	[]
30-60 days	Greater than	[]
60-90 days	Greater than	[]
90-over days	Greater than	[]
Total balance	Greater than	[]
- Include inactive clients:
- Client classification: Local Pet Business, Nail Trims Only, obsolete acct #, DN \$ PLAN, **Pet Owner**, Professional Referrals, Referral

Client Information tab of the Client and Patient Report Builder

Date record created: Includes client records based on the date the client record was created in the software.

Last invoice date: Includes client records based on the date that the last invoice was generated for a client.

Number of patients: Includes client records based on the number of patients owned (in whole or in part) by a client.

Sales this year: Includes client records based on how much they were charged for products and services year to date.

Sales last year: Includes client records based on how much they were charged for products and services during the previous calendar year.

Credit code: Includes client records based on the credit code on the client record.

Postal code: Includes client records based on the postal code on the client record. One or more postal codes may be selected.

Client balance: Includes client records based on the balance owed in a selected time period. Enter a dollar amount and choose whether you want to include clients with a balance greater than, less than or equal to the amount entered.

Include inactive clients: Click this check box to include inactive client records in the report. If this box is not checked, only active client records will be included in the report.

Client classification: Includes client records based on the client classifications on the client record. One or more classifications may be selected.

Custom Report – Patient Information Tab

Patient Information tab of the Client and Patient Report Builder

Date record created: Includes records based on the date the patient's record was created in the software.

Last visit date: Includes records based on the date patient was last seen.

Birth date range: Includes records based on patient birth dates.

Include inactive patients: Click this check box to include inactive patients in the report. If this box is not checked, only active patients will be included in the report.

Include deceased patients: Click this check box to include deceased patients in the report. If this box is not checked, deceased patients will not be included in the report.

Species: Includes records based on the species on the patient record. One or more species may be selected.

Breed: Includes records based on the breed on the patient record. One or more breeds may be selected.

Sex: Includes records based on the sex on the patient record. One or more sexes may be selected.

Patient classification: Includes records based on the classification on the patient record. One or more classifications may be selected.

Items included in patient history: Includes records based on whether an invoice item is found in the patient's history. Press F2 to select from a list of items used at your practice. You can also enter a date range for the items. Click the **Match all criteria** check box if you entered more than one item and want to include only patients that have *all* of the items in their patient record. If this check box is not selected, patients who have at least one of the items listed, but not necessarily all of them, will be included in the report.

Items not included in patient history: Includes records based on whether an invoice item is *not* found in the patient's history. Press F2 to select from a list of items used at your practice. You can also enter a date range for the items. Click the **Match all criteria** check box if you entered more than one item and want to include only patients that have *none* of the items in their patient record. If this check box is not selected, any patient who has at least one of the items listed will not be included in the report.

Viewing Report Snapshots

A *snapshot* is a quick picture of your practice's activity. To make a snapshot, Cornerstone takes data from End of Month processing periods and graphs the information. You see the results immediately!

Using the Cornerstone snapshot feature, you can select the type of data to display and how you want the data displayed.

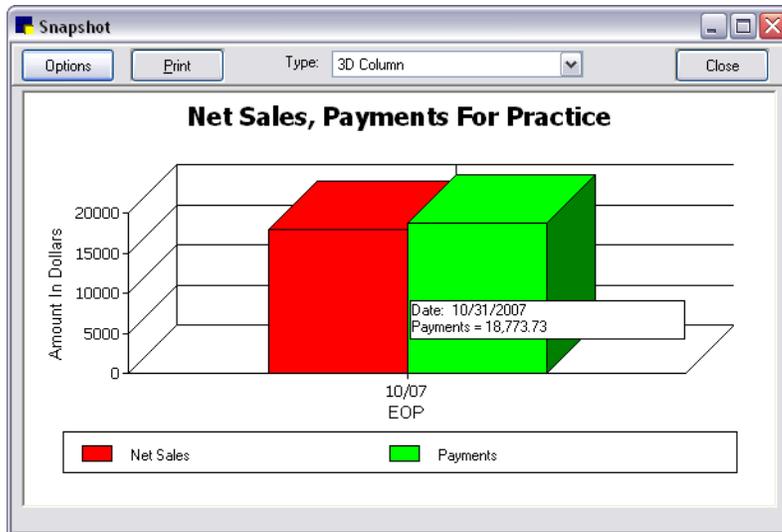
Tip: You can view samples of snapshot graphs on the Report Search window (select **Reports > Find a Report**) by clicking on a report in the **Snapshot** report group. The report details and a sample display in the right-side pane.

Before You Begin

- An initial End of Month report must be processed before using Cornerstone's snapshot feature for the first time.

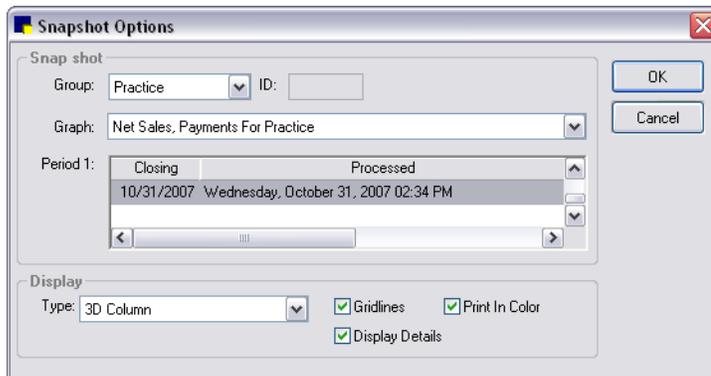
To view and print a snapshot graph:

1. On the **Reports** menu, select **Snapshot**. The Snapshot window appears.



Snapshot window

2. Cornerstone automatically displays the last graph viewed on this computer. You can change the way the graph appears by selecting a different option from the **Type** drop-down list.
3. To view different data, click **Options**. The Snapshot Options dialog box appears.



Snapshot Options dialog box

4. Select the **Group** from which to gather data: Practice, Species or Staff.
 - If you select Species, you must enter a species ID.
 - If you select Staff, you must enter a staff member's ID.
5. Select the data to **Graph**. See "Available Snapshot Graphs" on page 97.
6. Select the **Period(s)** from which to gather data. If you want to view data for more than one period, click the first period, press and hold the SHIFT key and click the last period. All of the periods in between are highlighted.

Note: If you use multiple periods, they must be contiguous.

Note: The periods and data are taken from EOM closings; select **Current** to see data from the current period.

7. In the **Type** drop-down list, select the display type. See "Snapshot Graph" on page 98.
8. Clear the **Gridlines** check box if you do *not* want to view gridlines in the graph.

9. Clear the **Print in Color** check box if you have a color printer, but do *not* want the graph to print in color. (You do not have to clear the **Print in Color** check box if you are using a single-color printer.)
10. When the mouse pointer is over a graphical depiction of data, a floating pop-up box displays the EOM closing date and the actual numerical value represented. Clear the **Display Details** check box if you do *not* want the pop-up box to appear.
11. Click **OK**. The snapshot appears.
12. Click **Print** to print the graph to the default printer.
13. Click **Close** to close the Snapshot window.

Available Snapshot Graphs

Practice

Within the selected period(s):

- **Active, Inactive Clients for Practice** shows the number of clients in your practice, broken down by active and inactive clients.
- **Average Net Invoice by Practice** shows the average net invoice amount for all invoices (after taxes and discounts).
- **Current, 30 Day, 60 Day, 90 Day Breakdown for Practice** shows all client's A/R balances, broken down into Current, 30, 60 and 90 day balances.
- **Net Income for Practice** shows the net income for your practice (after taxes and discounts).
- **Net Sales, Payments for Practice** shows all sales and client payments made.
- **Number of Invoices by Practice** shows the number of invoices processed.
- **Number of New Clients for Practice** shows the number of new clients entered into Cornerstone.
- **Service/Inventory/Gross Sales for Practice** shows the dollar amount of your practice's service, inventory and gross sales.

Species

For the selected species and within the selected period(s):

- **Active, Inactive, Deceased Patients by Species** shows the number of active, inactive and deceased patients.
- **Average Invoice by Species** shows the average invoice amount.
- **Number of Invoices by Species** shows the number of invoices processed.
- **Service/Inventory/Gross Sales for Species Dollar** shows the amount of service, inventory and gross sales.

Staff

For the selected staff member and within the selected period(s):

- **Average Invoice by Staff** shows the average invoice amount a specific staff member billed.
- **Number of Invoices by Staff** shows the number of invoices posted.
- **Service/Inventory/Gross Sales by Staff** shows the dollar amount of a staff member's service, inventory and gross sales.

- **Total Sales for Staff** shows the dollar amount of a specific staff member's gross sales (before taxes and discounts).

Snapshot Graph Formats

You can display a snapshot in any of the graph formats listed below. Regardless of the chosen format, the data will remain the same.

Note: You can change the type of graph in the snapshot window by selecting a different type.

There are three basic parts to a graph: the series, the categories and the values.

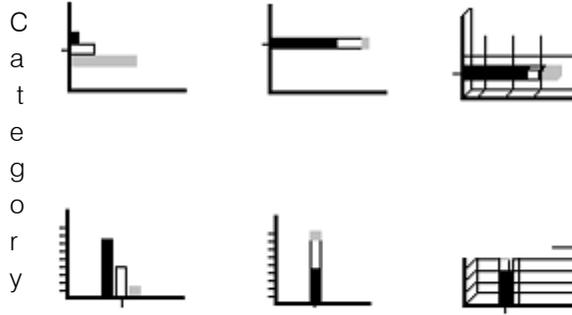
- The **series** are the set of data points represented by color on the graph. Many graphs have multiple series: red, green and blue. The legend explains which data is represented by each color.
- The **categories** are the divisions of data. Snapshot only uses EOM closing periods and the current period as categories.
- The **values** are the numerical values of the data displayed. This may be an amount (in dollars) or a number (of patients).

Note: If you print snapshots to compare different staff member or species data, make sure that the values and categories are equivalent before comparing the printed graphs.

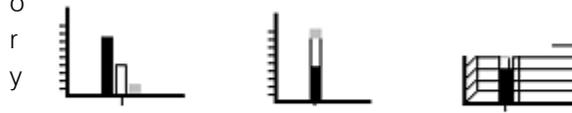
Bar and Column Graphs

Bar and column graphs are typically used to display noncontiguous data. The only difference between bar and column graphs is their orientation; in *bar graphs* data values are plotted along the *horizontal (X)* axis and categories are plotted along the *vertical (Y)* axis. *Column graphs* display the data values along the Y axis and categories along the X axis.

**Types of bar graphs:
bar, stacked and 3D stacked.
(A 3D bar is also available.)**



**Types of column graphs:
column, stacked and 3D stacked.
(A 3D column is also available.)**

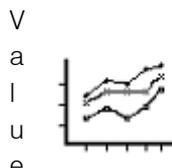


Value

Line Graphs

Line graphs are typically used to display continuous data. The values appear on the vertical (Y) axis and the categories (EOM closing periods) appear on the horizontal (X) axis. If a snapshot includes multiple line graphs, a legend that identifies what each line represents appears.

**A line graph shows one set of
data with each line.**



End of Month period

Section 2 – Scheduling and Patient Visits

Chapter 6: Using the Appointment Scheduler

Chapter 7: Checking Patients In and Out

Chapter 8: Using the Census List

Chapter 9: Using the Patient Visit List

Chapter 10: Using the Electronic Whiteboard

Chapter 11: Creating Estimates

Chapter 12: Invoicing

Chapter 13: Maintaining Client Accounts and Payments

Chapter 14: Using the Daily Planner

Chapter 6: Using the Appointment Scheduler

This chapter includes information on scheduling appointments and other daily usage tasks in the Appointment Scheduler. For information on the steps required to set up the Appointment Scheduler in Cornerstone, see “Chapter 12: Setting Up the Appointment Scheduler” in the *Cornerstone Administrator’s Manual*.

Overview

The Appointment Scheduler is used to track patient appointments. Once you have completed the Appointment Scheduler setup tasks covered in the *Cornerstone Administrator’s Manual*, you can begin to use the Appointment Scheduler for daily scheduling tasks.

This chapter covers the following tasks to help you get started using the Appointment Scheduler:

- Accessing the Schedule for Today window
- Viewing a selected staff member’s schedule
- Scheduling and managing appointments
- Maintaining and using the Tickler file
- Viewing the weekly schedule
- Finding available appointment times
- Locating a patient’s appointment
- Checking in a patient from the Appointment Scheduler
- Blocking unavailable appointment times
- Printing the daily schedule of appointments
- Purging old appointments
- Viewing and printing the various reports available for the Appointment Scheduler

About the Schedule for Today Window

Accessing the Schedule for Today

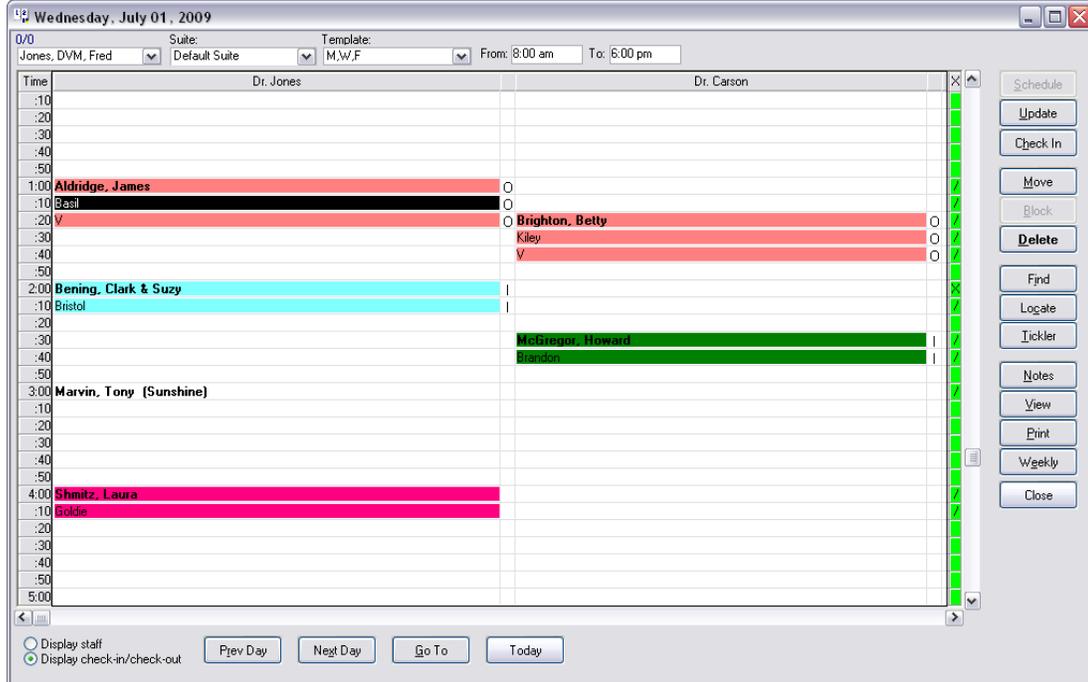
The Schedule for Today window is the main Appointment Scheduler window used for scheduling and tracking patient appointments.

To open the Schedule for Today window:

- Do one of the following:

- On the Patient Clipboard, in the *Client information* or *Patient information* area, click the **Scheduled Appointments**  tab, and then right-click within the tab and select **New** or **Update**.
- Click the **Schedule for Today**  toolbar button.
- On the **Activities** menu, select **Appointment Scheduler > Schedule for Today**.
- On the Invoice window, click the **Make Appt** button.

The Schedule for Today window appears.



Schedule for Today window

When you open the Schedule for Today, you see the current schedule for the day. Each box represents one time unit (either 10 or 15 minutes, depending on how you have set up your practice hours). Notice that the rooms run along the top of the schedule and the times along the left side. Times allocated for lunch display in yellow. Other unavailable periods display in gray.

Tip: The Schedule will update each time you double-click on an appointment time slot or click the **Schedule** button.

Schedule for Today Display Options

You can specify the information to display using the options available across the top and along the bottom of the Schedule for Today window.

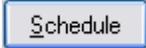
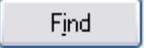
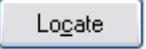
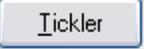
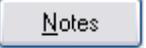
- **Staff** – Select a staff member to view their scheduled appointments for the day, along with the applicable client and patient. (All other appointments will appear without appointment information.) If a staff member's hours are different from practice hours, the schedule will display their time in the **Time** column on the far left in black. Times allocated for lunch appear yellow, other unavailable periods appear gray.

Note: Only those staff members who have staff hours set up in the Staff Setup window (select **Controls > Appointment Scheduler > Staff Setup**) display in the **Staff** drop-down list.

- **Suite** – Select a suite of rooms to display on the Schedule for Today.
- **Template** – Display the template assigned to the specific day of the week. If necessary, select a different template from the drop-down list.
- **From/To** – Select the timeframe to display on the Schedule for Today.
- **Display staff** – Displays an “**X**” to the right of an appointment to indicate that one or more staff members is scheduled at that time, for this column. Displays a “\” next to an appointment to indicate that no staff member is assigned to the column in that time slot, based on the staff time check boxes selected on the appointment.
- **Display check-in/check-out** – Displays an “**I**” or “**O**” to the right of an appointment to indicate that the patient is checked in (I) or checked out (O). An empty box indicates the appointment has not been checked in or out.
- **Prev Day/Next Day** – Displays the previous/next day’s schedule.
- **Go To** – Displays a calendar that allows you to select a specific day and go to that day’s schedule.
- **Today** – Displays the schedule for the current date.

Right-Side Buttons

Use the buttons along the right side and bottom of the schedule as you enter appointments.

Use:	To:
	Schedule an appointment in the selected time slot.
	Update the selected appointment.
	Check a patient into the hospital.
	Move the selected appointment.
	Block times (so appointments cannot be scheduled).
	Delete the selected appointment.
	Search for available appointment times.
	Locate an existing appointment.
	Open the Tickler File of deleted appointments.
	Enter notes about the day’s schedule.
	View details about the selected appointment.

	Print the schedule.
	Open the weekly schedule.
	Close the daily schedule.

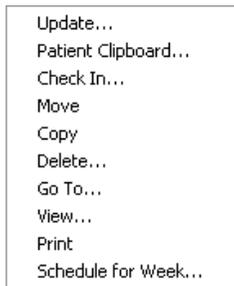
Right-Click Menus

You can use right-click menus for quick, easy access to many scheduling tools.

- If you right-click in an empty (unscheduled) time block, the following menu displays:



- If you right-click in a scheduled time block, the following menu displays:



Click to select the command to perform, or click outside of the menu to cancel.

(X) Column

The column on the far right of the daily schedule (after all the rooms) indicates several things about the daily schedule:

- An **X** in the column shows that one or more staff members are scheduled at that time. If the background box is yellow, one or more staff members are double-booked for that time slot. If the background is red, one or more staff members are triple-booked for that time slot.
- A \ indicates that no staff members are assigned to the appointment scheduled in that time slot.

Viewing a Selected Staff Member's Schedule

To view a staff member's schedule:

1. Open the Schedule for Today window.
2. At the top left corner of the schedule under the date, click the arrow next to **All Staff**.
3. From the drop-down list, select the staff member whose schedule you want to display. (Only staff members who have hours set up appear on the list.)

Note: If a staff member's hours are different from practice hours, the schedule will display their time in the Time column on the far left in black text. Times allocated for lunch appear yellow, other unavailable periods appear gray.

Scheduling and Managing Appointments

When an appointment is added to the schedule, appointment information is displayed in the schedule, as space allows. Longer appointments (using more time units) have room to display more information.

Tip: When new appointments are made, if your practice uses boarding reservations, your IDEXX Cornerstone* Practice Management System can automatically check to see if any boarding reservations exist for the patient in the next 30 days. If reservations exist, an alert appears to notify your staff.

To schedule an appointment:

1. On the Schedule for Today window, if your practice has staff members with different hours, select the schedule for a specific staff member.
2. Double-click in an available time slot in the schedule or select a time slot and click **Schedule**.

The New Appointment dialog box appears.

New Appointment

Patient information
 Client ID: 1 Kimberly Adams
 (715) 681-2605
 Patient ID: 6692 Barksalot
 10 Yrs. 9 Mos. 41.00 pounds
 Retriever, Labrador Mix Neutered Male

Account information
 Current: \$0.00
 30 days: \$0.00
 60 days: \$0.00
 90 days: \$0.00
 Total due: \$0.00

Appointment
 Date: Tuesday, October 04, 2011 12:30 pm
 Scheduled on: Tuesday, October 04, 2011
 Confirmed on: 00/00/0000
 Primary: Medical Exam-Vomiting/Diarr
 Secondary: Pancreatitis
 Staff: CS Corrin Schulze, DVM
 Time units: 3 Length: 30 minutes
 Prefix: Amount: \$0.00

Staff time
 1
 2
 3

Reminders
 12/1/2011 Interceptor 11.5MG x 6 26-
 < >

Notes

Appointment items

	Item	Description	Quantity	Price	Center
1					
2					
3					
4					

Transfer invoice items to patient visit list now

OK Cancel Confirm

New Appointment dialog box

3. In the **Client ID** field, enter the client ID by either typing the ID or pressing F2 to search for and select the client from the Client List. The selected client's account information displays.
4. In the **Patient ID** field, enter the patient ID by either typing the ID or pressing F2 to search for and select the patient from the Patient List. The selected patient's reminders display.

Tip: When you press F2 to select a client or patient, the client or patient used most recently is displayed. Press the DELETE or BACKSPACE key to view the complete Client or Patient List.

5. In the **Confirmed on** field, enter the date the appointment was confirmed (or click the **Confirm** button to insert the current system date). If the appointment is confirmed, an asterisk (*) will appear on either side of the client's name in the schedule.
6. In the **Primary** drop-down list, select the primary reason for the patient's visit. (Only reasons for visit set up in Appointment Scheduler appear.) If goals, staff member, time units, etc. are linked to the reason for visit, the applicable fields will be completed automatically, but can be changed for this appointment if necessary.

7. If desired, select a secondary reason from the **Secondary** drop-down list or type a different secondary reason in the field. (Note that a primary reason must first be specified in order to activate the secondary reason field.)
8. In the **Staff** field, enter the staff ID by either typing the ID or pressing F2 to search for and select the staff from the Staff List.
Note: You must enter a Staff ID. Deselect all of the *Staff time* check boxes if you do not actually want time scheduled for a staff member.
9. In the **Time units** field, specify the number of time units needed for this appointment.
10. If the practice overbooks appointments, indicate which time units the staff member must be with the patient for this appointment by checking each applicable time unit in the *Staff time* check boxes. The amount of time that a provider actually sees a patient may be shorter than the entire appointment time.

If the staff member is scheduled at the same time in a different room, the following message will appear: "This staff member is booked for another appointment during this time. Do you wish to continue?" Click **Yes** to continue scheduling the appointment or **No** to exit.
11. If applicable, enter a two-character **Prefix** to appear next to the client name on the first line of the scheduled appointment. Use a prefix to indicate preparation procedures (for example, T1 for Tray #1), insurance information, or to more specifically define appointment types.
12. If staff goals are set for the selected staff member, the information will display in the **Amount** field. If necessary, adjust the amount or, if using the *Appointment items* list near the bottom of the window, add invoice items associated with the appointment here. The revenue in the **Amount** field will display the *Appointment items* total instead.
Note: Charges will transfer to the Patient Visit List (PVL) when the patient is checked in. Once checked in, the items can only be removed from the PVL, not the appointment.
13. View the patient's reminder information in the *Reminders* list. You may want to recommend additional products or services to be added to the appointment based on any reminders that are due or overdue.
14. In the *Notes* area, enter any notes specific to this appointment. Notes appear when holding the mouse over the appointment, when using the **View** button, on the Appointment Report and on the Check-in Report.
15. In the *Appointment items* list, add any invoice items to be associated with the appointment:
 - a. In the first available row, enter the item ID by either typing the ID and pressing TAB, or by pressing F2 to search for and select the item from the Invoice Item List. The item information displays.
 - b. Enter the correct **Quantity**.
 - c. To delete an appointment item, select the item and press CTRL+D.**Tip:** Use appointment items to indicate services that need to be performed during this appointment or items to invoice. The items listed here will appear on the Patient Visit List.
16. Click the **Transfer invoice items to patient visit list now** check box to send the invoice items directly to the Patient Visit List (PVL) when you save the appointment information.
Note: Use caution with this option—if the client changes his or her mind about an item, it must be deleted from the PVL and not the appointment.

- Click **OK** to place the appointment on the schedule.

To view appointment details:

- Select an appointment in the Schedule for Today window.
- Click **View**. The Appointment View dialog box displays detailed information about the appointment.



Appointment View dialog box

- Click **Close** to return to the schedule.

To confirm an appointment:

- On the Schedule for Today window, locate the appointment you want to confirm.
- Select the appointment time slot and click **Update** (or double-click the appointment time slot).
- Click **Confirm**. The current date will appear in the **Confirmed On** field. To change the date, click in the Confirmed On text box, and enter the correct date. When you enter a date in the **Confirmed on** text box, your staff ID is displayed after the date. If you are using Pet Health Network* Pro and a client confirms an appointment on their Petly.com page, "By PHN Pro" is displayed in place of a staff ID.
- To clear the **Confirmed on** box, click **Unconfirm**.
- Click **OK**.

If an appointment is confirmed, an asterisk (*) appears on either side of the client's name in the Schedule for Today.

To update an appointment:

- On the Schedule for Today window, select the applicable appointment and click **Update** (or double-click the appointment). The Edit Appointment dialog box appears.
- Make any necessary modifications or updates to the appointment information.
- Click **OK** to save your changes and return to the schedule.

To move an appointment:

- On the Schedule for Today window, select the applicable appointment and click **Move**.
- Select the new time slot if moving the appointment to a different time on the same day.
- To move the appointment to a different day, click **Go To**. The Date Selection calendar will open. Select the new date and click **OK**, and then select the new time slot.
- The following message appears: "Would you like to move the appointment to [Date selected] at [Time selected]?" Click **Yes**.

The appointment will be moved to the selected date and time.

Note: A warning message will not display if a moved appointment creates a double-booked appointment time for a staff member. You will need to check the **X** column for a yellow or red background in the new time slot (indicating multiple appointments scheduled for the same staff member).

To copy and paste an appointment:

1. On the Schedule for Today window, right-click on an existing appointment and select **Copy** (or press CTRL+C).
2. Right-click in a different day/time slot and select **Paste** (or press CTRL+V).

The pasted appointment will be identical to the copied appointment, except that the **Confirmed on date** will be reset to 00/00/00.

Notes:

- If any invoice items were included in the copied appointment, these items will be included in the new (pasted) appointment.
- Copy/paste options are also available for “block” type appointments.

To delete an appointment:

1. On the Schedule for Today window, select the applicable appointment and click **Delete**. The Delete Appointment dialog box appears.

Note: In order to delete a checked-in appointment, you must first check out the appointment.

The screenshot shows a 'Delete Appointment' dialog box. It contains the following information:

- Appointment information:**
 - Client name: 132
 - Patient name: 132-1
 - Staff: Mark Fiala DVM
 - Date/Time: 09/14/2009 10:00 am
- Buttons: OK, Cancel
- Radio buttons for 'This appointment should be considered as:':
 - Failed
 - Cancelled
 - Neither
- Checkbox: Add this appointment to tickler file

Delete Appointment dialog box

2. Select the applicable option to specify if this appointment should be considered as Failed, Cancelled, or Neither.
 - **Failed** – Select if the client did not show up.
 - **Cancelled** – Select if the client called with enough advance notice.
 - **Neither** – Select if your practice does not want to track the number of deleted appointments or does not want to display this in the client's alert.

Note: Appointments classified as Failed or Cancelled will cause an alert to appear when the client is accessed in Cornerstone. To suppress these alerts, deselect the **Cancelled Appointment** and **Failed Appointment** client alerts in Alerts defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Alerts** from the menu on the left).

3. If applicable, place a check mark in the **Add this appointment to tickler file** check box to store the appointment information in the Tickler File for future reference or to keep track of deleted appointments. See the “Maintaining the Tickler File” section that follows for more information.
4. Click **OK** to save your changes and return to the schedule.

Maintaining the Tickler File

Clients are not always able to keep their scheduled appointments. It is possible to track these missed opportunities by adding the appointment to the Tickler File. A missed appointment is placed in the Tickler File if the **Add this appointment to ticker file** check box is selected when deleting an appointment.

Use the Tickler File as a reminder to reschedule appointments for clients. If you reschedule an appointment for a client who is in the Tickler File, a prompt will pop up to ask if you want to use the information from the previous appointment.

Tip: Assign a staff member to call these clients once a week about the missed appointments to offer to reschedule.

To view Tickler File appointments:

1. On the Schedule for Today window, click **Tickler**. The Tickler File dialog box displays a list of deleted appointments.



Tickler File dialog box

2. To permanently remove an appointment from the Tickler File, select the appointment and click **Delete**, and then click **Yes** to confirm your decision to delete the entry from the Tickler File.
3. Click **Close** to return to the schedule.

To reschedule an appointment listed in the Tickler File:

1. On the Schedule for Today window, select a time slot and click **Schedule**.
2. Search for and select the client the appointment is being scheduled for in the **Client ID** field.
3. Search for and select the patient the appointment is being scheduled for in the **Patient ID** field. The following message will appear: “This patient is currently listed in the Tickler File. Would you like to use this patient’s appointment information?”
4. Click **Yes**. The information from the previous appointment will be inserted in the appropriate fields.
5. Continue to enter information as needed.
6. Click **OK**. The appointment is removed from the Tickler File window.

To print the information in the Tickler File:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Appointment**, and then select the **Tickler Report**.
3. Click **Create report**. The Appointment – Tickler File Report dialog box appears.

4. Enter the sort order and range criteria, and then click **Print** or **Preview**.

The Tickler File displays any deleted appointments that were selected to be added to the Tickler File.

Finding Available Appointment Times

You can search for available appointment slots based on the criteria entered in the Appointment Search window. Searches can be performed for specific appointment times based on the practice's schedule templates.

To find an available appointment time:

1. On the Schedule for Today window, click **Find**. The Appointment Search dialog box appears.

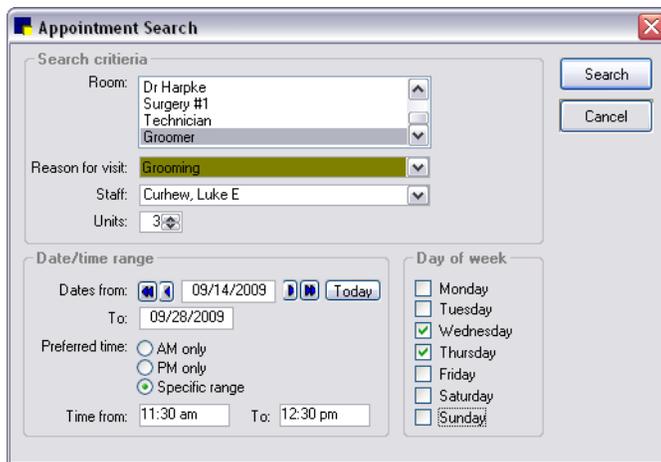
Appointment Search dialog box

2. In the *Search criteria* area, specify information in the applicable fields:
 - In the **Room** list, deselect any room you do not want to use for this appointment. To select (or deselect) more than one room, press and hold the CTRL key while clicking on each room.
 - In the **Reason for visit** drop-down list, select the general reason for seeing the patient. (Note: Only reasons for visit set up with Appointment Scheduler information will appear in the Appointment Search.)
 - In the **Staff** field, select the Staff member to schedule. (Note: To view time slots for a selected staff member, the person must be set up with hours and goals.)
 - In the **Units** field, specify the number of time increments for which to schedule the appointment (either 10 or 15 minute increments).

3. In the *Date/time range* area, specify information in the applicable fields:
 - Select the date range to search in the **Date from/To** fields. Use the single arrow  to move a month at a time and the double-arrow  to move six months at a time. Click **Today** to search from the current system date to two weeks in the future.
 - Select the times to search from the **Preferred time** options, which include:
 - **AM only** – Search from the opening time through the last time increment before 12:00 PM. For example, if the practice is set up with 10-minute increments, the search will list 11:50 AM as the last time slot to search.
 - **PM only** – Search from 12:00 pm through the practice's closing time.
 - **Specific range** – Search based on the times entered in the **Time from/To** fields.
4. In the *Day of week* area, select the check box for each day of the week to search.
5. Click **Search**. The Results for Appointment Search dialog box will display a list of available appointment times based on criteria entered.

Example:

A client needs an appointment within the next two weeks on Wednesday or Thursday around noon to have her poodle groomed. The search criteria might look like this:

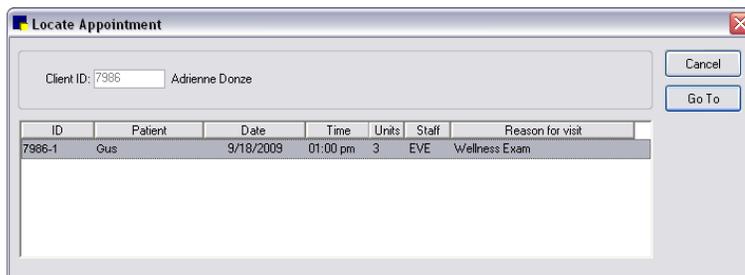


Appointment Search example

Locating a Client's Appointment

To locate a client's appointment:

1. On the Schedule for Today window, click **Locate**. The Locate Appointment dialog box appears.



ID	Patient	Date	Time	Units	Staff	Reason for visit
7986-1	Gus	9/18/2009	01:00 pm	3	EVE	Wellness Exam

Locate Appointment dialog box

2. In the **Client ID** field, enter the client ID by either typing the ID or pressing F2 to search for and select the client from the Client List. All appointments scheduled for this client appear.
3. Select an appointment and click **Go To**. The daily schedule for the selected appointment day opens.
4. To view appointments scheduled for another patient, click **Cancel** to clear the information and enter another **Client ID**, or click **Close** to return to the Schedule for Today window.

Checking in a Patient from the Appointment Scheduler

When you use the Appointment Scheduler to check a patient into your hospital, the appointment information (including client, patient, reason for visit, staff and room) will display as defaults in the Patient Check-in/out window. If there is an appointment note, it will appear in the **Additional Note** field.

To check in a patient from the Appointment Scheduler:

1. On the Schedule for Today window, select the patient's appointment.
2. Highlight the appointment and click **Check In**. The Patient Check-in/out window will open with the appointment information displayed as defaults.
3. Correct any information and continue to check the patient in as usual.

For more information on checking in patients, see "Checking Patients into Your Practice" on page 120.

Blocking Unavailable Appointment Times

You can block time slots to prevent appointments from being scheduled during times when staff members are unavailable.

An appointment time block can also be set up to be a recurring (repeating) time block. This feature saves time by allowing you to make regular adjustments to your schedule at one time. For example, if a provider will be unavailable every Thursday from 3:00 p.m. to 4:00 p.m. for the next eight weeks, you can block off this time on the Schedule for Today and set it up to be a recurring block for eight weeks.

To block unavailable time slots:

1. On the Schedule for Today window, select the time slot to block. If you want to block an extended period of time, select the first time slot in the period to block.
2. Click **Block**. The Block Appointment dialog box appears.

Block Appointment dialog box

3. In the **Time Units** field, enter the number of time units to block. The **From** and **To** fields will adjust accordingly.
4. Select which room the blocked time affects from the **For** drop-down list, if applicable.
5. In the **Notes** field, enter any notes about this blocked time.
6. To set up a recurring block, do the following:
 - a. Make sure that an individual room is selected in the **For** drop-down list. Recurring blocks can be set up for an individual room only, not for (All Rooms in Suite).
 - b. Select the **Recurring block** check box.
 - c. Indicate whether it is a Daily, Weekly or Monthly block by selecting the appropriate option.
 - **Daily** – Indicate how often the block should occur in terms of days by doing one of the following:
 - Choose the **Every __ day(s)** option and enter the days for which staff wants the block to recur. For example, if the block should be scheduled for every other day, type **2** in the field provided.
 - Choose the **Every weekday** option to have the block recur every day for one or more weeks.
 - **Weekly** – Indicate how often the block should occur in terms of weeks by doing the following:
 - In the **Recur every __ week(s) on** field, indicate the recurring block and then select the appropriate check box to specify which day of the week to start the recurrence. For example, to have a block recur once every two weeks on Friday, type **2** in the field and then select the **Friday** check box.

- **Monthly** – Indicate how often the block should recur in terms of months by doing the following:
 - Specify settings for the recurring block by selecting the week of the month, the day of the week, and the monthly frequency. For example, to have a reservation recur on Tuesdays during the last week every other month, you would specify: The **last Tuesday** of every **2** month(s).
- d. Select one of the following:
 - If there are a certain number of occurrences, select the **End after** option and enter the number of occurrences.
 - If the occurrences should end after a certain date, select the **End by** option and specify the date.

Note: To change recurring block options (time, occurrence, etc.), you must delete the entire block and set up a new recurring block.

7. Click **OK** to save your changes.

To delete a block:

1. Right-click on the block that you want to delete and from the pop-up list, select **Delete**.
2. If you are deleting a nonrecurring block, a message appears to confirm the deletion. Click **Yes**.
3. If you are deleting a recurring block, a *Confirm Delete* message appears. Do one of the following:
 - To delete only the selected occurrence, select **Delete this one** and click **OK**.
 - To delete all the occurrences of the block, select **Delete all occurrences** and click **OK**.

Creating a Note for Staff

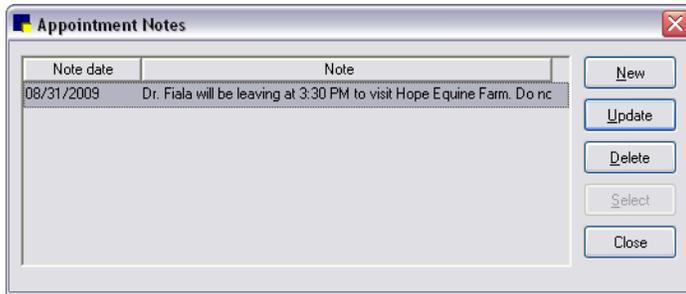
Additional appointment information about the daily schedule can be stored using the Notes feature.

Note: Do not confuse these daily schedule notes with notes about specific appointments that are entered in the New Appointment dialog box. See “Scheduling and Managing Appointments” beginning on page 104.

Tip: Make a habit of checking the **Notes** button every time you open the schedule. If a note for the date exists, the button text will be bold, followed by ellipses (“...”). Click **Notes** to view the notes. Use the notes on the Schedule for Today window to enter anything that deviates from your normal scheduling procedure to communicate this information throughout your practice. (For example, if a doctor will be on vacation, you can enter a note to change the template to be used for scheduling on that day.)

To enter a Daily Appointment Note:

1. On the Schedule for Today, click **Notes**. The Appointment Notes dialog box opens and displays any schedule notes from the current date to the future.



Appointment Notes dialog box

2. Click **New**.
3. In the **Date** field, type a new date or press F2 to select a date using the calendar.
4. In the **Note** field, enter the note information.
5. Click **OK**.

To modify an Appointment Note:

1. On the Schedule for Today, click **Notes**. The Appointment Notes dialog box opens and displays all schedule notes from the newest date to the oldest.
2. In the Appointment Notes list, select the note to change and click **Update** (or double-click the note).
3. Modify the date or note text.
4. Click **OK**.

To delete an Appointment Note:

1. On the Schedule for Today, click **Notes**. The Appointment Notes dialog box opens and displays all schedule notes from the newest date to the oldest.
2. Select the note to delete and click **Delete**. A message will appear asking you to confirm your decision.
3. Click **Yes**.

Printing the Daily Schedule of Appointments

Appointment Scheduler lets you print the daily schedule or a detailed report of the appointments for the day. The printed schedule displays the same appointment information as the online schedule, but for *all* rooms.

To print the Schedule for Today:

1. Open the Schedule for Today to the date you want to print.
2. Click **Print**. The printer selected in **Printer Setup** (on the **File** menu) prints the schedule.

Note: For a detailed report, print the Appointment Report. For more information about this report, see “Appointment Report” on page 117.

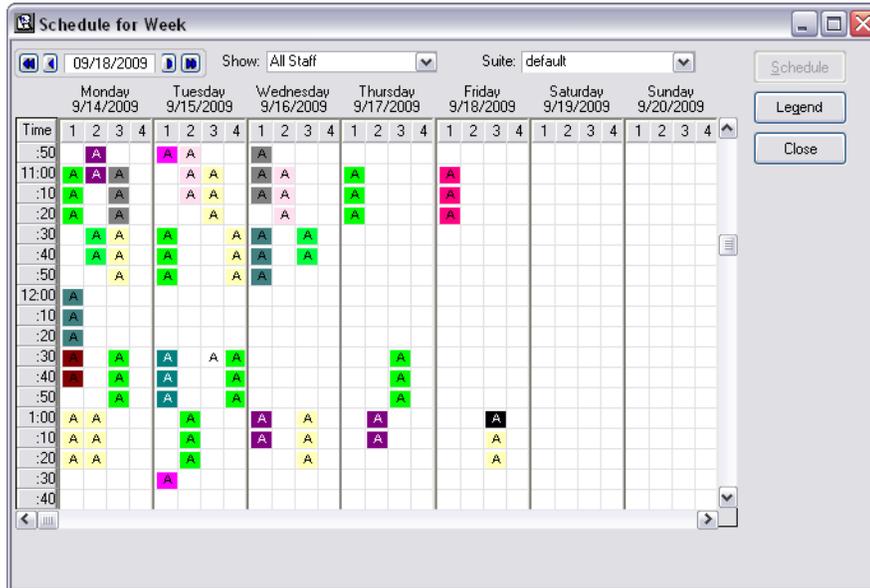
Viewing the Weekly Schedule

The Schedule for Week window shows a condensed version of your daily schedule. You can schedule new appointments, but you cannot update scheduled appointment information from the Schedule for Week window.

To open the Schedule for Week window:

- Do one of the following:
 - On the Schedule for Today window, click **Weekly**.
 - On the **Activities** menu, select **Appointment Scheduler > Schedule for Week**.

The Schedule for Week window displays the schedule for the current week.

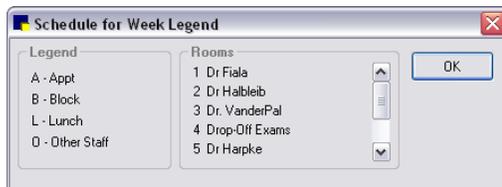


Schedule for Week window

Schedule for Week Display Options

You can specify the information to display using the options available across the top of the Schedule for Week window.

- **Week** – To select the week to display, do one of the following:
 - Use the single arrows to move the schedule forward or backward one week.
 - Use the double arrows to move the schedule forward or backward one month.
 - Press F2 to select a week using the calendar.
- **Show** – Select the staff member schedule to display. You can display all staff or one staff member at a time.
- **Suite** – Select the appointment suite to display.
- **Legend** – Click the **Legend** button to display the letter and number code descriptions.



Schedule for Week Legend

To schedule a new appointment from the weekly schedule:

- Double-click in an empty time slot (or select a time slot and click **Schedule**).

Purging Old Appointments

Obsolete records can be deleted to help maintain adequate disk storage space on your computer. Removing old appointments also makes your searches faster.

IMPORTANT: Before deleting any records, we strongly recommend making a backup of your database.

To delete old appointment records:

Note: Before purging any records, close all open windows must be closed. For network environments, we recommend shutting down Cornerstone and all other program modules on workstations and then performing purge activities from the server.

1. On the **Activities** menu, select **Appointment Scheduler > Appointment Purge**. The Appointment Purge dialog box appears.

Appointment Purge dialog box

2. Select the **Staff** and **Room** records to search for from the drop-down lists.
3. In the *Dates to search* area, use the **From** and **To** date fields to specify a date range of appointment records to purge. Press F2 in a date field to select a date using the calendar.
4. In the *Preferred time* area, specify **AM only**, **PM only**, or a specific range (enter range in **From** and **To**).
5. In the *Day of week* area, clear the check box for any day that you do not want included in the purge (days with checked boxes will be purged).
6. Click **OK**. A message appears stating the number of appointments to be deleted. Confirm that you want these records deleted.
7. Click **OK** to purge these records from the database.

Appointment Scheduler Reports

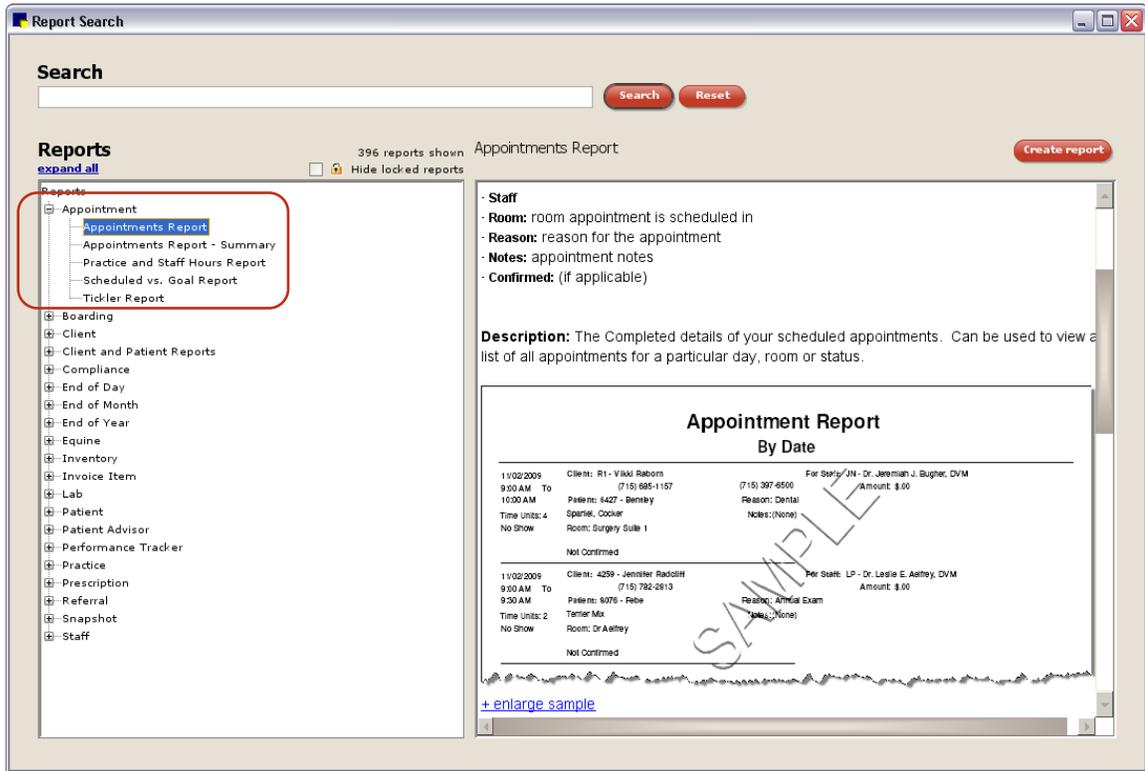
Use Appointment Scheduler reports to view detailed information for appointments scheduled or added to a Tickler File. Reports can also be used to view information about the setup of the Appointment Scheduler feature.

Tip: If future appointments do not print, verify that the correct number of months is entered in the *Invoice print* area's **Number of months to print appointments for** field in Invoice defaults. To view this field, on the **Controls** menu, select **Defaults > Practice and Workstation**, and then select **Invoice** in the navigation pane on the left.

To access the Appointment Scheduler reports:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.

- In the Reports list, click the plus sign to the left of **Appointment** to expand the list of Appointment Scheduler reports.



Appointment Reports

Appointment Report

Print the Appointment Report to see the complete details of your scheduled appointments.

Staff ID	Client	Date	From	To	Time Units	Amount
2 - Dr. Mark J. Adams	16 - Julie Rainier	01/01/01	9:00 AM	9:20 AM	2	\$20.00
	310 - Misty					
	Domestic Longhair					
	Reason: Check Up					
	Not Confirmed					
	Notes: (None)					
	10025 - Alexand Miranda Sanders					
	10025-01 - Maverick	01/01/01	10:00 AM	10:20 AM	2	\$35.00
	Irish Setter, Mix					
	Reason: Vaccinations					
	Not Confirmed					
	Notes: (None)					

Appointment Report - Summary

Print the Appointment Report - Summary to see a summary of the appointments scheduled for a particular day.

Appointment Report - Summary					
By Date					
Date Time	Client Patient	Reason Notes	Room	Staff	Status
6/6/2006 7:00 AM	27782 - Trisha D. MacEwan 29204-3 - Caiti	Clean Ears Notes: (None)	James, DVM	Dr. John A. James	Scheduled
6/6/2006 8:00 AM	33161 - Gwen E. Mack 33161-1 - Mark	Sick Pet Notes: (None)	James, DVM	Dr. John A. James	Scheduled
6/6/2006 8:00 AM	25003 - Hart M. Gagnon 25003-3 - Zoe	Surgery Notes: (None)	Surgery 1	Jorge C. Baylor	Scheduled
6/6/2006 8:00 AM	32904 - Ted Cahill 32904-1 - Emma	Hearloom Exam Notes: (None)	Adams, DVM	Dr. Art B. Adams	Scheduled

Practice and Staff Hours Report

Print the Practice and Staff Hours Report to see the practice and staff member(s) schedules.

Practice and Staff Hours				
By Staff ID				
Staff ID: 2 - Dr. Mark J. Adams				
Staff Hours:	Start	Close	Lunch	
Monday:				
Tuesday:	8:00 AM	5:00 PM	12:00 PM	1:00 PM
Wednesday:	8:00 AM	5:00 PM	12:00 PM	1:00 PM
Thursday:	12:00 PM	7:00 PM		
Friday:	8:00 AM	7:00 PM	12:00 PM	1:00 PM
Saturday:	8:00 AM	12:00 PM		
Sunday:				

Scheduled vs. Goal Report

Print the Scheduled vs. Goal Report to see the staff revenue goals and the dollar amount scheduled for each room.

Scheduled vs. Goal				
By Date				
Date	Appointments Scheduled	Scheduled Amount	Goal	% Of Goal
Monday	03/26/01			
Tuesday	03/27/01			
Wednesday	03/28/01			
Thursday	03/29/01			
Friday	03/30/01			
Daily Averages:				

Tickler Report

Print the Tickler Report to view deleted appointments that were added to the Tickler file.

Tickler Report			
By Client ID			
CANCELLED			
Client: 10025 Alex and Miranda Sanders	Home: (715) 335-1995	Work: (715) 335-1996	Balance: \$0.00
Date: 03/03/01	Patient: 10025-01 Maverick	Reason: Vaccinations	Appt Amount: \$35.00
Time: 10:00 AM	Staff: 2 Dr. Mart J. Adams		
Total Cancelled Appointments for Alex and Miranda Sanders: 1			

Chapter 7: Patient Check-In and Check-Out

Checking Patients into Your Practice

You can check patients into your practice either as patients arrive (to maintain an accurate picture of your practice's activity) or at the beginning of the day (to anticipate the day's events).

When you check a patient into the practice, Cornerstone* software:

- Adds the patient to the Census List
- Gathers basic patient and client information, such as client ID, client name, patient name and patient ID
- Gathers information for the Check-In Report (which Cornerstone prompts you to print after checking a patient in)

Before You Begin

- Set up your Check-in defaults (**Controls > Defaults > Practice and Workstation >** select **Check-in** from the menu on the left).
- Set up your Check-in Print Options defaults (**Controls > Defaults > Practice and Workstation >** , select **Check-in > Check-in Print Options** from the menu on the left).
- Set up the reasons for visit that your practice uses (**Controls > Reason for Visit**).
- Set up the rooms your practice uses (**Lists > Room**).
- Set up a record for the patient in Cornerstone (**Lists > Patient**).

To check a patient into your practice:

1. Do one of the following:
 - On the Census List (F3), select **Check-in**.
 - On the Patient Clipboard, select the client, and then right-click on the patient's name in the *Patient list* and select **Check-In**.
 - Click the **Check-In/Out**  toolbar button.
 - On the **Activities** menu, select **Check-In/Out**.

The Patient Check-in/out window appears.

Patient Check-in/out

Client information
 Client ID: 1 Kimberly Adams
 7965 West 172 Terrace
 Eau Claire, WI 54703
 Phone(s): (715) 681-2605 Ext: [up/down]
 (715) 908-6605 Ext: [up/down]

Accounts receivable
 Current: \$0.00
 30 days: \$0.00
 60 days: \$0.00
 90 days: \$0.00
 Total due: \$0.00

Buttons: Check-in, Check-out, Travel Sheet, Cancel

Patient information
 ID: 6692 Barksalot
 41 pounds [red/yellow icon] Retriever, Labrador Mix
 1U Yrs. 9 Mos. Neutered Male

Reminders
 12/1/2011 Interceptor 11.5MG x 6 26- 50 lb.

Check-in/out information
 Staff ID: CS Corrin Schulze, DVM
 Reason for Visit: Referral Recheck
 Primary: Medical Exam-Vomiting/Diarrhea
 Secondary: Pancreatitis
 Additional notes:
 Alert notes:

Room/Ward/Cage/Status
 Room: [dropdown] Outpatient
 Ward: [dropdown] Inpatient
 Cage: [dropdown]
 Status: <None> Critical

Documents

Doc ID	Description
[red/yellow icon]	
[red/yellow icon]	

Weight entry

Date	Weight	Unit	Body score
10/04/2011	.00	pounds	[dropdown]

Check-in Date: 10/04/2011 Time: 10:54 AM
 Check-out Date: 00/00/0000 Time: 00:00 AM

Patient Check-in/out window

- Depending on how you accessed the Patient Check-in/out window, the client and patient information may already be displayed. If not, enter the **Client ID** and press TAB, and then enter the patient **ID** and press TAB.

Tip: At any time, you can click the **Vital Signs/Weight**  button to display the weight entry dialog box for the patient. Here you can enter a current weight and, if desired, click the **add more Vital signs** link to open the full Vital Signs entry and viewing window. Note that the button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.

- Verify that the **Staff ID** is the staff member who will see this patient. If necessary, type the staff ID or press F2 to search for and select the staff from the Staff List.
- Under *Reason for Visit*, select a **Primary** reason for the patient's visit. If desired, select a secondary reason from the **Secondary** drop-down list or type a different secondary reason in the field. (Note that a primary reason must first be specified in order to activate the secondary reason field.)
- Select the **Room** where the patient is located or will be assigned.
- If applicable, select a **Ward** and enter a **Cage** name.
- Select a **Status**. (The status may be set to **<None>** until the patient is **Ready to go home**.)
- If your practice uses patient referrals and this is a referral recheck visit, select the **Referral Recheck** check box to keep track of referral sales. (The sales amount from this visit will be included in new referrals' totals, unless this option is selected.)
- Specify if this is an **Inpatient** or **Outpatient** check-in.

Note: If **Inpatient** is selected, upon check-in the patient is automatically added to the Whiteboard as a hospitalized patient that is waiting for patient orders to be added.

- Type any **Additional notes** you want to print on the Check-In Report.

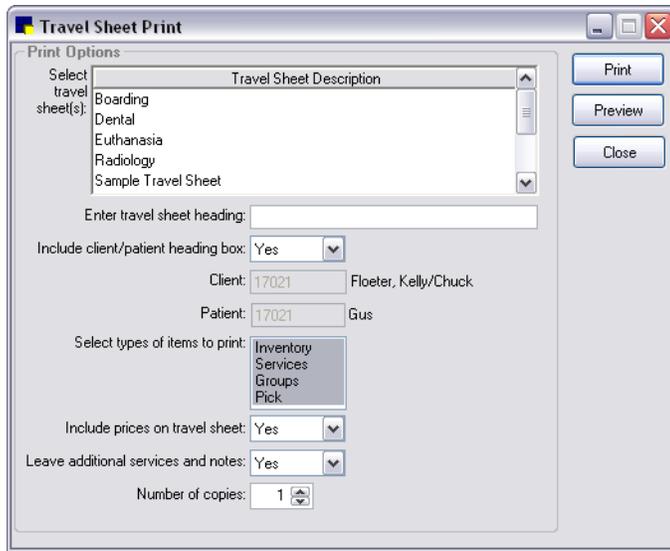
11. Enter any comments to display as an alert in the **Alert notes** box. These comments will display when the patient's record is accessed and are not part of the patient's permanent history. They will be deleted when the patient is checked out.
12. In the *Documents* area, specify any documents to print upon check-in (in addition to the Check-In Report). In the **Doc ID** field, enter the document ID by either typing the ID or pressing F2 to search for and select a document from the Document Template List.
13. In the *Weight entry* area, do the following:
 - a. Verify the **Date** to associate with this weight entry (defaults to today's date) and change if necessary.
 - b. In the **Weight** field, enter the patient's current weight.
 - c. Verify the **Unit** of measure and, if necessary, select a different unit of measure from the drop-down list.
 - d. If the Body Score vital sign has been activated in your practice's Vital Sign List (select **Lists > Vital Signs/Weight**), the **Body score** field is available. If the patient's body score is known at this time, you can select the applicable value/description from the drop-down list.
14. The Check-in **Date** and **Time** default to the current date and time. Change the date and time, if necessary.
15. Click **Check-in** to check the patient into the practice.
16. Depending on your Check-in Print Options default settings, a Check-In Report may print automatically or a message box may display, asking you to print a Check-In Report. Click **Yes** if you want to print the Check-In Report.

 You can reprint a **Check-In Report** for a patient at any time. This report prints information based on your check-in defaults.

To print a personalized travel sheet when you check in a patient:

1. On the Patient Check-in/out window, enter all check-in information as usual, and then click the **Travel Sheet** button. The Travel Sheet Print dialog box appears.

Note: You can access the Travel Sheet Print dialog box without checking in the patient by selecting **Lists > Travel Sheets** and clicking **Print**.



Travel Sheet Print dialog box

2. From the **Travel Sheet Description** list, select the travel sheet(s) to personalize.
3. If desired, in the **Enter travel sheet heading** field, enter a personalized heading for the travel sheet.
4. In the **Include client/patient heading box** field, select **Yes** to include client and patient information, such as patient's age, weight, sex, the reason for visit and client address, on the travel sheet. Select **No** if you do not want to include this information.
5. If the client is not selected, in the **Client** field, enter the client ID by either typing the ID or pressing F2 to search for and select the client from the Client List.
6. If the patient is not selected, in the **Patient** field, enter the patient ID by either typing the ID or pressing F2 to select the patient from a list of the client's pets.
7. In the **Select types of items to print** field, deselect any item type you do not want to include on the travel sheet.
8. In the **Include prices on travel sheet** field, choose whether or not to print prices on the travel sheet.
9. By default, travel sheets include blank lines so that staff can include notes and additional services on the travel sheet. If you do not want to include these lines select **No** in the **Leave additional services and notes** field.
10. Specify the **Number of copies** to print.
11. Click **Preview** if you want to view the travel sheet before printing.
12. Do one of the following:
 - Click **Print** to print the travel sheet to the assigned printer and exit.
 - Click **Close** to exit without printing.

Updating Check-In Information

After a patient has been checked in, you may want to change the patient's check-in information or update the room. You can update the check-in information and print an updated Check-In Report.

To open the Patient Check-In/Out window:

There are several ways to open the Patient Check-In/Out window:

- From the Census List (F3), select the client/patient and click **Check-In**.
- On the Patient Clipboard, select the client, and then right-click on the patient's name in the *Patient list* and select **Check-In**.
- Click the **Check-In/Out**  toolbar button.
- On the **Activities** menu, select **Check-In/Out**.

To update a patient's check-in information:

1. Open the Patient Check-In/Out window and locate the client and patient.
2. Change the **Reason for Visit**, **Staff ID**, **Room**, **Additional Notes**, **Check In Date/Time** or **Check Out Date/Time**.
3. Click **Update**. A message box appears asking you to print a Check-In Report.
4. Click **Yes** if you want to print the Check-In Report.

 You can reprint a **Check-In Report** for a patient at any time. This report prints information based on your check-in defaults.

Checking Patients Out of Your Practice

When you check a patient out of your practice, the patient is removed from the Census List. You can automatically check patients out when you post an invoice.

To check a patient out of your practice:

- Do one of the following:
 - On the Census List (F3), select the patient and click **Check-out**.
 - When you post an invoice for the patient, in the Post Invoice dialog box, click the **Check-out patients** check box.
 - On the Patient Check-In/Out window, with the checked-in patient's information displayed, click **Check-out**.

Next Appointment Reminders

When you post an invoice, Cornerstone displays the next appointment reminder for each patient who is on the invoice. If there's more than one reminder for a patient, Cornerstone displays the earliest one. If a reminder is overdue, it will still appear.

For more information about setting up appointment reminders, see the *Appointment Scheduler Defaults* section of "Chapter 4: Setting Practice Workstation and Defaults" in the *Cornerstone Administrator's Manual*.



These reminders include letter reminders that you can currently view in Cornerstone. If you set up the feature to only display reminders for certain invoice items, Cornerstone will display only those reminders. If you schedule an appointment using the reminder, that appointment will be printed on the invoice.

Note: The Next Appointment Reminder dialog box displays reminders for all of the patients on the invoice, but the automatic scheduling feature takes you to the schedule for only the first patient listed.

To schedule an appointment using the reminder:

1. On the Next Appointment Reminder dialog box, select **Yes**. The Appointment Scheduler window appears and displays the schedule for the date the reminder is due. If the reminder is overdue, the schedule displays tomorrow's schedule.
2. Right-click the time you want and select **Schedule** to begin scheduling the appointment. The Schedule Appointment for the Following dialog box appears.
3. Click **Yes**. The New Appointment window opens.
4. Fill in appointment information, and click **OK**.

Note: Be sure to check the **Reminders** list, since the patient may have reminders for several services that are due the same day.

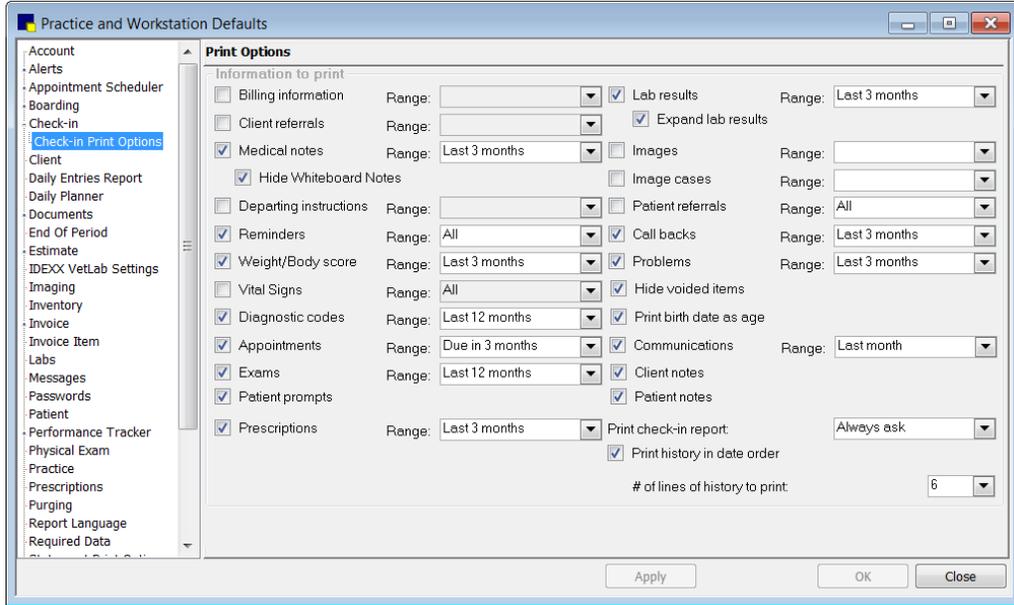
Check-In Reports

Before You Begin

- Check patients into your practice.
- Select the types of information to print on the Check-In Report by setting your Check-in Print Options defaults (**Controls > Defaults > Practice and Workstation > select Check-in > Check-in Print Options** from the menu on the left).

Check-In Report

The types of information included on the Check-In Report depend on the *Information to print* options you have selected for your Check-in Print Options defaults. See “Chapter 4: Setting Practice and Workstation Defaults” in the *Cornerstone Administrator’s Manual* for information on setting the Check-in Print Options defaults.



Check-in Print Options defaults

To print a Check-In Report at any time, follow the steps to update a patient’s check-in information. If you don’t need to update any of the information, click **Update** immediately. See “Updating Check-In Information” on page 124 for more information.

CHECK-IN REPORT			
For Sally Lannon			
Client ID: 21124	Current: \$0.00	Credit Level: Cash or Check	
Client Name: Steven & Barb Lannon	30 Days: \$0.00	Billing chg: Yes	
Address: 422 15th Ave SW	60 Days: \$0.00	Last Pay Date: 2/12/08	
Eau Claire, WI 54703	90 Days: \$0.00		
Phone: (715) 289-1996	Total: \$0.00		
<hr/>			
Patient ID: 21124	Species: FELINE	Color: Blue seal pt	Weight: 12 pounds
Patient Name: Sally	Breed: DOMESTIC SHORTHAIR	Age: 14 Yrs. 11 Mos.	Sex: Spay
<hr/>			
Reason For Visit: Examination	Check-In: 9/16/2009 10:40:54 AM		
Room: Dr Fiala	Staff: Dr. Mark J. Fiala DVM		
<hr/>			
REMINDER:			
Date: 5/15/09	Type: I	Item: 1300	Staff ID: BR
RABIES 2 YEAR BOOSTER			

Chapter 8: Using the Census List

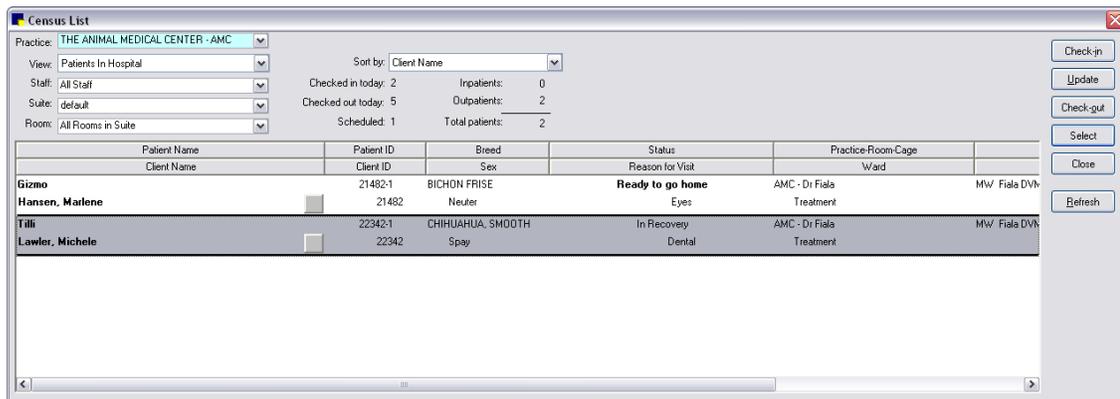
Overview

The Patient Check-in, Check-out and Census List windows allow you to track the patients currently at your practice or expected to arrive. This helps you prepare and schedule your day.

The Census List details all of the patients currently checked into your practice, as well as the staff member assigned to see them, the room they are located in and the reason for their visit.

To open the Census List:

- To open the Census List, press F3 anywhere in Cornerstone (or select **Lists > Census**).



Census List

To track patients checked into (or out of) your practice, print the **Census Report** and **Checked-in Census Report**. See “Patient Information Reports” on page 73 for information.

Viewing the Census List

To view all of the patients currently checked into your practice, use the Census List. The Census List displays client and patient names and IDs, check-in dates and times, staff member IDs, where the patients are located (room) and why the patient is in the practice (reason for visit). In addition, the Census List displays how many patients have checked into and out of the practice for the day, how many patients are in the hospital and how many patients are scheduled for the day. An icon displays if the patient has invoice items on the Patient Visit List.

To change the way information appears in the Census List:

You can choose how information displays on the Census List. The **Practice**, **View**, **Staff**, **Suite**, **Rooms** and **Sort by** fields have drop-down lists that provide options for viewing Census information. For example, you can choose whether you want to include information for all staff members or for a single provider.

- The **Practice** drop-down list is available for those practices with Multi-Location/Single Database enabled. Using the color-coded **Practice** drop-down list, select a practice to display Census List information only for that practice (an All Practices option is also available). By default, it preselects the currently logged in practice.

- Using the **View** drop-down list, choose **Scheduled Appointments** to view patients with scheduled appointments. You can also choose **Boarding & Grooming** to view patients with boarding and grooming appointments (*Boarding and Grooming module only*) or **Patients in Hospital** to view all patients currently in your practice.
- Using the **Staff** drop-down list, view patients assigned to any staff member (all staff) or to a specific staff member.
- Using the **Suite** drop-down list, view patients in specific suites of your practice. The default suite will display for the logged-in staff member.
- Using the **Rooms** drop-down list, view patients in all of your rooms or in one particular room.
- Using the **Sort By** drop-down list, sort the information by Client Name, Date/Time, Patient Name, Room, Staff or Visit Type.
- Use the scroll bar at the bottom of the dialog box to view additional information.

Note: Periodically, click the **Refresh** button to access the most up-to-date Census information.

To transfer client and patient information from the Census List to an invoice or estimate:

From the Census List, you can select a client and patient to transfer to an invoice or estimate that requires a patient ID or client ID. Use this feature to quickly start an invoice, estimate, prescription label, Patient Visit List or other item. The instructions below use the invoice as an example.

1. Open a new invoice or estimate and then press F3 to open the Census List.
2. Select the client and patient to use in the invoice (or estimate) and click **Select**. Cornerstone transfers the client and patient information to the invoice.
3. Continue invoicing as usual.

Chapter 9: Using the Patient Visit List

Overview

The Patient Visit List (PVL) serves as a patient's storage area in the IDEXX Cornerstone* Practice Management System. The Patient Visit List holds invoice items and other information that you may want to transfer later to an invoice or to the patient's history.

Through the Patient Visit List, you can:

- Indicate items you have recommended to clients
- Indicate accepted items
- Transfer performed items to the invoice
- Indicate recommended items that a client declines
- Transfer declined items to the patient's medical file
- Add comments to each item
- View items transferred from finalized estimates
- Hold prescription items and transfer client/patient information from the prescription to the invoice

About the Patient Visit List Window

Item Source column

Item Status column

Patient information area

Owner information area

Line item entry grid

Item transfer options

Blue comment line check box

Total of all line items on this PVL marked to transfer to the invoice

PVL task and action buttons

Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
2360	EXAMINATION	1.00	\$49.00	No	No	MW	PS	09/03/2009
5240	EYE FLUORESCIN STAIN	1.00	\$13.35	No	No	MW	L	09/03/2009
5415	SCHIRMER TEAR TEST	1.00	\$17.16	No	No	MW	L	09/03/2009
				No	No			
				No	No			
				No	No			
				No	No			
				No	No			
				No	No			

Include recommended
 Include accepted
 Include performed
 Display blue comment line

Total: 79.51
 Discounts: 0.00
 Taxes: 0.00
 Total: 79.51

Patient information: ID: 132-1, Maggie, 9 Yrs. 7 Mos., 35 pounds, SPANIEL, ENG. SPRING Spay
 Owner information: Owner: Dean/Susan Amidon, \$0.00, Credit code: Cash or Check, Payment: 1/2/2008 \$361.93 Cash

Buttons: OK, Cancel, Perform, Sort by Date, Departing, Pharmacy, Special, Travel Sheet, Print, Invoice

Patient Information Area

The *Patient information* area displays the patient's ID, name, age, weight, and body score (if activated), breed and sex.

To enter a current weight and/or add other vital sign entries as appropriate for the patient, click the **Vital Signs/Weight**  button. See "Chapter 16: Recording Vital Signs/Weight Information" beginning on page 229 for information on entering vital signs.

Note: The button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.

Owner Information Area

The *Owner information* area displays the primary owner along with the associated client balance and account information. If there is more than one owner, you can select a different owner from the **Owner** drop-down list, if needed. The default taxes and discounts applied to invoice items on the Patient Visit List are based on the selected owner.

Item Source Column

For items that Cornerstone transfers to the Patient Visit List from another source, the **Item Source** column displays an icon to indicate the transfer source.

This icon:	Indicates the item was transferred from:
	Appointment
	Boarding reservation (<i>Boarding and Grooming module only</i>)
	Correspondence document
	Estimate
	Image request (<i>IDEXX SmartLink Digital Imaging module only</i>)
	Laboratory request (<i>Laboratory module only</i>)
	Medical note
	Patient Advisor exam (<i>Patient Advisor module only</i>)
	Prescription
	Whiteboard

Tip: You can right-click an icon to display a Calculated Price box to view a breakdown of the item's pricing.

Item Status Column

Using the status buttons located to the immediate left of each item ID, staff members can indicate information they have communicated to the client (and the client's response).

This button:	Indicates this item status:	Description:
	Recommended	Default status when an item or service is added to the PVL
	Accepted	Client wants to purchase the item or service
	Performed	Item is dispensed or the service is performed
	Declined	Client does not want to purchase the item or service
	Declined to history	Client does not want to purchase the item or service; information about the declined item is saved to the patient's history

Note: You can also right-click on an item's status button and then select a new status from the menu.

Automatic Status Changes

- **Estimate items** – The **Add invoice items to PVL** setting in Estimate defaults determines if invoice items from a finalized estimate are transferred to the Patient Visit List (PVL). If the estimate invoice items are transferred to the PVL, their status is automatically changed to **Accepted**, and the date for the line item on the PVL is updated to the current date.
- **Checked-in appointment items** – Invoice items are transferred from appointments to the PVL only when the patient is checked into the practice. When appointment items are transferred to the PVL, their status is automatically changed to **Accepted**.
- **Laboratory or boarding items** – When laboratory or boarding invoice items are transferred to the PVL, their status is automatically changed to **Performed**.

Line Item Entry Grid

The Patient Visit List line item entry grid includes the following columns/fields:

Column/Field	Description
Item ID	Enter an invoice item ID by either typing the ID or pressing F2 (or double-clicking) to search for and select the item from the Invoice Item List. To delete an item from the grid, click in the item's Item ID field and press CTRL+D. If any duplicate items are entered in the grid, these line items display in dark red. In addition, if the Display duplicate items warning check box is selected in Invoice defaults, a "Duplicate items exist" message displays when the patient's PVL is opened or when the items are transferred to an invoice.
Description	The invoice item's Hospital description is displayed. Note: If the item was flagged as a Miscellaneous item on the Invoice Item Information window's Info tab, you are allowed to make changes to the description when adding the item to the grid.
Qty (Quantity)	The quantity of the item; default quantity is 1.

Column/Field	Description
Amount	<p>The price of the item, based on the quantity specified.</p> <p>For invoice items transferred from an estimate, the Low price or High price may display, depending on the setting specified in the <i>Transfer to patient visit list when finalized</i> area in Estimate defaults.</p>
Disc (Discount)	<p>When you previously set up your invoice items, you had the option of linking certain discounts to individual invoice items on the Invoice Item Information window's Tax/Disc tab. If you invoice a client who is set up to receive the discount associated with the item, Cornerstone automatically applies the discount, and the button in the Discount column displays Yes. To add or remove a discount on an invoice item, click the Yes or No button in its line item row. See "Applying Discounts to Specific Invoice Items" on page 187 for information on invoice item discounts.</p>
Tax	<p>When you previously set up your invoice items, you had the option of linking certain taxes to individual invoice items on the Invoice Item Information window's Tax/Disc tab. If you invoice a client for one of these items, Cornerstone automatically applies the tax and the button in the Tax column displays Yes (except when the client has been marked as tax exempt). To add or remove a tax on an invoice item, click the Yes or No button in its line item row. See "Applying Taxes to Specific Invoice Items" on page 188 for information on invoice item taxes.</p>
Item notes 	<p>If you are not displaying blue comment lines on the PVL, the Item notes column is displayed. If there is a note for an item and the blue comment lines are hidden, you can click the item's notes  icon to view the note. See "Displaying Blue Comment Lines on the Grid" on page 133 for information on blue comment line notes.</p>
Prescription  button	<p>Displays the Prescription Information dialog box, which allows you to create a prescription for the invoice item. See "Creating a Prescription" on page 294 for information on creating a prescription.</p>
Departing Instructions  button	<p>Displays the Departing Instructions dialog box, which allows you to specify an item's departing instructions to print on the invoice. See "Adding Departing Instructions" on page 189 for information.</p>
Staff	<p>The ID of the staff member to associate with this invoice item; defaults to the staff ID specified in Patient defaults or the staff associated with the item's transfer source (lab request, medical note, etc.). To change the staff, either type the ID or press F2 to search for and select the staff from the Staff List.</p>
Ctr (Revenue Center)	<p>The ID of the revenue center to associate with this invoice item. If a default revenue center was specified on the Invoice Item Information window's Info tab, that revenue center ID displays here. To change the revenue center, either type the ID or press F2 to search for and select a revenue center from the Revenue Center List.</p>
Date	<p>The date the invoice item is added to the PVL for the patient; defaults to the current date. To change the date, either type a different date or press F2 to select a date using the calendar.</p>

Column/Field	Description
Verify Inventory Details 	<p>If an inventory item is marked to track quantity on hand, lot numbers, expiration dates, and/or multiple locations, you may be asked to verify inventory details for this invoice item. For these types of inventory items, one of the following icons will appear in the column to indicate whether or not inventory details are missing:</p> <p> Indicates more inventory information is required.</p> <p> Indicates inventory information is complete; no action is required.</p> <p>Click the  icon and proceed to enter the inventory details and click the Verified check box to verify the details for each item as required.</p> <p>See “Verifying Inventory Details” on page 191 for more information.</p>

Displaying Blue Comment Lines on the Grid

You have the option of displaying a blue comment line below each invoice item row on the PVL. The comment line is used to store comments or notes about an item. Comment line notes are not transferred to the invoice or to patient history, with the exception of items that have been declined to history. If an item is declined to history, the declined item information is saved in the patient's history, along with any associated blue comment line notes for the item.

The default for displaying or hiding the blue comment line when the PVL is opened is based on the **Display blue comment line** check box in the *Patient visit list* area in Invoice defaults. You can also change this setting at any time while viewing the PVL by selecting or clearing the **Display blue comment line** check box on the Patient Visit List, located in the bottom-left corner of the window.

Tip: If there is a comment for an item and the comment lines are hidden, you can click the item's notes  icon to view the comment.

Options for Transferring Patient Visit List Items to the Invoice

Three item transfer check boxes in the bottom-left corner of the Patient Visit List window indicate which types of items to transfer to the invoice:

- If **Include recommended** is selected, items marked as **Recommended**  will transfer.
- If **Include accepted** is selected, items marked as **Accepted**  will transfer.
- If **Include performed** is selected, items marked as **Performed**  will transfer.

Note: Defaults for these check boxes can be set in the *Patient visit list* area in Invoice defaults.

As you select (or clear) an item transfer check box on the PVL, the adjacent total dollar amount changes to reflect the types of items you've included. This is the total dollar amount that will transfer to the invoice.

To open the Patient Visit List from an invoice:

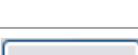
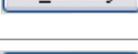
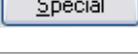
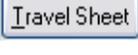
If items exist on the Patient Visit List for a patient, when the patient is invoiced, one of the following will happen:

- If the **Display patient visit message** option is selected in Invoice defaults, a message displays to ask if you want to select items from the list. Click **Yes** to open the Patient Visit List.
- If the **Display patient visit message** option is **not** selected in Invoice defaults, the Patient Visit List automatically displays.

In addition, if items exist on the Patient Visit List for a patient, during invoicing you can click the **Special** button at any time and process the **Patient Visit** action to open the Patient Visit List for the patient.

Patient Visit List Task and Action Buttons (Right Side of Window)

Use the buttons along the right side of the Patient Visit List window to perform additional tasks and actions.

Button	Description
	Change the item status for all Recommended and/or Accepted invoice items on the PVL to Performed, indicating that you are ready to bill for these items.
	Sort the items on the PVL in ascending date order.
	Display the Departing Instructions dialog box to view or modify departing instructions linked to invoice items on this PVL. You can also add or update general instructions to associate with this PVL (vs. associating with a particular invoice item).
	Access the Pharmacy Formulary (<i>Pharmacy Formulary module only</i>). See “Using the Pharmacy Formulary” on page 197 for information.
	View and/or process any special actions linked to the invoice items on this PVL. See “Processing Special Actions” on page 192 for information.
	Select items to transfer from your practice’s travel sheet. See “Transferring Invoice Items from a Travel Sheet” on page 186 for information.
	Display the patient’s Patient Visit List Report in a preview window. From here you can click Print to print the report or click Save to save the report data to a file.
	Display the Client Invoice window for the current client and patient on the PVL. Depending on the item transfer options selected for this PVL, all applicable invoice items will transfer from the PVL to the invoice.

Adding Recommended Items to the Patient Visit List

Recommending items to clients is an important way to provide better pet health care and to generate revenue for your practice. By placing recommended items on the Patient Visit List (PVL) and tracking whether clients accept or decline the recommendation, this important information is available to the rest of the staff.

Before You Begin

- Set the *Transfer to patient visit list when finalized* options in Estimate defaults (**Controls > Defaults > Practice and Workstation** > select **Estimate** from the menu on the left).
- Set the *When inventory details need to be verified* option for **Performed PVL items and Saved Invoices** in Inventory defaults (**Controls > Defaults > Practice and Workstation** > select **Inventory** from the menu on the left).
- Set the **Display patient visit message** option and *Patient visit list* options in Invoice defaults (**Controls > Defaults > Practice and Workstation** > select **Invoice** from the menu on the left).

To add recommended items to the Patient Visit List:

1. To open the Patient Visit List for a patient, do one of the following:
 - With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Patient Visit List**.
 - Click the **Patient Visit List**  toolbar button.
2. Depending on how you accessed the Patient Visit List, the patient may already be selected. If not, in the **ID** field, enter the patient ID by either typing the ID or pressing F2 to search for and select the patient from the Patient List.
3. If necessary, select a different owner from the **Owner** drop-down list.
4. In the next available **Item ID** field, enter an item ID by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List.

Tip: You can also click **Travel Sheet** to select items from a travel sheet. See “Transferring Invoice Items from a Travel Sheet” on page 186 for information.

With the item ID entered, one or more dialog boxes may display, depending on the type of item entered and its associated special actions, if any.

5. If necessary, change the **Qty** for the item.
6. The item pricing is calculated automatically, based on the specified quantity, and is displayed in the **Amount** field. Change the price, if necessary.

Note: You may not be allowed to change the item's pricing, based on the **Allow change** setting for this item on the Invoice Item Information window's **Info** tab. If changes are allowed, you may be required to select a price change reason.

7. Complete the remaining fields for the line item as needed. See “Line Item Entry Grid” on page 131 for more information.
8. If necessary, change the status of the item to **Accepted**, **Performed**, **Declined** or **Declined to history** by clicking the status button to the immediate left of the item ID. See “Item Status Column” on page 131 for more information.

Tip: To quickly change the item status for all Recommended and/or Accepted invoice items on the PVL to Performed, click **Perform**.

9. To change the order that items appear on the PVL, click in the item's **Item ID** field and move the item up or down using the arrow buttons in the bottom-right corner of the window. Items will be transferred to the invoice in this order.

Tip: To quickly sort the items in ascending date order, click **Sort by Date**.

10. To remove an item from the PVL, click in the item's **Item ID** field and press CTRL+D. To delete an item that is part of a group, click in the item's **Qty** field and press CTRL+D.
11. As needed, perform additional tasks from the PVL using the buttons on the right side of the window. See “Patient Visit List Task and Action Buttons (Right Side of Window)” on page 134 for more information.
12. When you are finished, click **OK** to save any changes and close the Patient Visit List.

When the Patient Visit List is closed, any items marked as **Declined** are deleted, and any items marked as **Declined to history** are transferred to patient history.

 For a list of all items currently on the Patient Visit List for all patients, print the **Patient Visit List By Date Report** or the **Patient Visit By Type Report** (both in the **End of Day** report group).

Viewing the Patient Visit List on the Daily Planner

The Daily Planner's **Patient Visit List** tab allows you to view invoice items on the Patient Visit List (PVL) associated with a specific staff member or for all staff. You can also organize the displayed PVL information in staff order or by item classification. Viewing the PVL information by item classification allows you to narrow the list of patients to those that have an invoice item associated with a selected classification.

To access the Patient Visit List for a specific patient, right-click a patient in the list and select **Update**. To display the Patient Visit List Report for a specific patient, right-click a patient in the list and select **Print**. See "Chapter 14: Using the Daily Planner" beginning on page 134 for information on the Daily Planner.

Chapter 10: Using the Electronic Whiteboard

This chapter covers the steps required to enter treatment orders and perform other daily usage tasks in the Electronic Whiteboard. For information on the steps required to set up the Electronic Whiteboard in Cornerstone, see “Chapter 13: Setting Up the Electronic Whiteboard” in the *Cornerstone Administrator’s Manual*.

Overview

The Electronic Whiteboard encompasses three windows that work in conjunction to provide you with a comprehensive solution for ordering, processing and tracking patient treatments within the hospital.

- **Patient Orders window** – Used to schedule and manage treatment orders for a patient on the Whiteboard.
- **Whiteboard (main grid) window** – Provides a centralized view of patients’ treatment schedules and statuses and acts as a key entry point to ordering and editing treatments.
- **Patient Treatments window** – Allows you to view and complete treatment orders for a patient on the Whiteboard.

This chapter covers the following tasks to help you get started entering treatment orders and performing other Whiteboard daily usage tasks:

- Add a patient to the Whiteboard
- Schedule patient orders
- Delete, discontinue, or reinstate orders
- View the Whiteboard on a second monitor
- Set the sort order for viewing patients on the Whiteboard
- Set filter options for viewing treatments on the Whiteboard
- Change the date for viewing treatments on the Whiteboard
- Working with patient alerts on the Whiteboard
- Complete a treatment or multiple treatments simultaneously
- Reverse a completed treatment
- Remove a patient from the Whiteboard
- Discharge a patient through invoicing
- Work with Whiteboard reports

Adding a Patient to the Whiteboard

A patient must have a status of Inpatient to be added to the Whiteboard. You can update this status using the Patient Check-in/out window, Patient Clipboard, Census List or Whiteboard window.

From the Patient Check-in/out window:

1. Check in the patient as usual.
2. Select the **Inpatient** option to automatically place the patient on the Whiteboard upon check-in.

Note: Once a patient is checked in as an Inpatient, you cannot change this option to Outpatient.

From the Patient Clipboard:

- Select the client, and then right-click on the patient's name in the *Patient list* area and select **Electronic Whiteboard > Patient Orders**. The patient's information displays in the Patient Orders window with the Inpatient status selected by default.

From the Census List:

1. Select the patient on the Census List and click **Update** to display the patient's information in the Patient Check-in/out window.
2. Select the **Inpatient** option and click the **Check-in** button, or, if the patient is already checked in, click the **Update** button.

From the Whiteboard:

1. In the **Patients** column, right-click and select **Orders for New Patient**.
2. Within the Patient Orders window, enter the patient's ID in the **ID** field by either typing the ID or pressing F2 to search for and select the patient from the Patient List. The Inpatient status is selected by default.

About the Patient Orders Window

The Patient Orders window is used to schedule and manage treatment orders for a specific patient on the Whiteboard.

Item ID	Item Description	Quantity	Billing	Category	Frequency	Note	PRN	Now	Date	Time	Days	Hrs	Area	Staff Class
1	UA Sterile sample by cystocentesis if possible	1.001	line each time	Diagnostics	Until Complete/Not required		<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	OLAB	Technician
2	CBC	1.001	line each time	Diagnostics	One time	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	OLAB	Technician
3	1749 GHP - General Health Profile labwork	1.001	line each time	Diagnostics	One time	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	OLAB	Technician
4	85 Urine Culture/Sensitivity- IDEXX Ref Lab Use urine obtained from sterile sample	1.001	line each time	Diagnostics	One time	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	OLAB	Technician
5	747 Sm - Cystogram - ABD - Lat	1.001	line each time	Diagnostics	One time	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Radiology	Technician
6	1488 Sm - Cystogram - ABD - VD	1.001	line each time	Diagnostics	One time	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Radiology	Technician
7	HDOSP Hospitalization (per day)	1.001	line each time	Treatments	Every 24 hrs	Not required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Veterinarian
8	BAY58 Baytril tablet 68mg	1.001	line each time	Treatments	BID 2x per day	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Technician
9	IVCP I.V. Catheter Placement	1.001	line each time	Treatments	Until Complete/Not required		<input type="checkbox"/>	<input checked="" type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Technician
10	F IV Set/Cath & Fluids - 500 ml 40 ml/hr TKO	1.001	line each time	Treatments	Continuous	Req when com	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Technician
11	IVP IV Pump per day	1.001	line each time	Treatments	Continuous	Not required	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Technician
12	1909 Lactated Ringers	1.00	No billing or inv	Medications	Every 24 hrs	Req when com	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:00 PM	0	0	Hospitalized/Si	Technician
13	MORPHI Morphine Injection	1.001	line each time	Medications	Every 6 hrs	Req when com	<input type="checkbox"/>	<input type="checkbox"/>	09/01/2011	12:20 PM	4	0	Hospitalized/Si	Veterinarian
14							<input type="checkbox"/>	<input type="checkbox"/>						

Patient Orders window

To access the Patient Orders window, do one of the following:

- From the Whiteboard, right-click a patient in the **Patients** column and select **Patient Orders** (or select **Orders for New Patient** for a patient who is not already on the Whiteboard).

- From the **Patient Clipboard**, in the *Patient list* area, right-click the patient's name and select **Electronic Whiteboard > Patient Orders**.
- From the **Activities** menu, select **Electronic Whiteboard > Patient Orders**.

Patient Order Information Area (Top of Window)

Column/Field	Description
Patient ID	<p>Indicates which patient's orders are being scheduled.</p> <p>Depending on how you accessed the Patient Orders window, the patient may already be selected. If not, in the Patient ID field, enter the patient ID by either typing the ID or pressing F2 to search for and select the patient from the Patient List.</p> <p>With the patient ID specified, the patient's name, client name, client ID, age, weight and body score (if activated), species, breed and sex information displays.</p>
Vital Signs/Weight button 	<p>Allows you to access the Vital Signs window to update weight and/or other vital signs for the patient.</p> <p>Note: The button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.</p>
Status	<p>Indicates the patient's standing within the hospital. Options include:</p> <ul style="list-style-type: none"> • Inpatient – patient is currently being treated. • Ready to go home – patient's treatments are completed. • Discharged – client has been invoiced and the patient has been checked out of the hospital (or was manually removed from the Whiteboard). • Any custom status that has been set up for the hospital. <p>Note: A custom status will be considered equal to the "Ready to go home" status in Cornerstone only if it contains one of the following keywords: Ready, Home, Pick, Release, or Discharge.</p>
Critical	<p>Select this check box if you want to flag a patient as critical and display the Critical  icon for the patient on all Electronic Whiteboard windows, the Check-in/out window and the Census List window.</p> <p>Patients flagged as critical display at the top of the Patients column on the Whiteboard, regardless of the selected sort order (with the exception of the Treatments for Hour sort orders, where critical patients display at the top only if they have treatments for that hour).</p>
Primary Reason for Visit	<p>The general type of problem or procedure requiring the patient to be hospitalized (e.g., Dental, Emergency, Surgery).</p> <p>Depending on the color assigned to this reason during setup (in Controls > Appointment Scheduler > Reason for Visit), a color-coded circle appears with the patient information on the Whiteboard and Patient Treatments window to indicate the reason for visit.</p>

Column/Field	Description
Secondary Reason for Visit	The Secondary reason for visit can be used to indicate the specific problem or procedure requiring the patient to be hospitalized (e.g., Extraction, Vomiting, Spay). If a secondary reason for visit is specified, it displays with the patient information on the Whiteboard and Patient Treatments windows. Note: A Primary reason must first be specified in order to activate the Secondary field. The secondary reason can then be selected from the predefined drop-down list, or staff can manually enter a different secondary reason.
Admit date/time	Indicates when the patient is admitted to the hospital.
Discharge date	Indicates when the patient is scheduled to leave the hospital. (Cornerstone adds three days to the Admit date and inserts this date by default.)
Supervising Doctor	The doctor who admits the patient and is the overriding decision maker for the case.
Current Care Doctor	The doctor who assumes care of the patient if there is a shift change or if the supervising doctor is unavailable.
Cage	Specific location where the patient will be located while hospitalized.
Ward	General location where the patient will be staying while hospitalized.

Item Transfer Buttons (Right Side of Window)

Column/Field	Description
PVL	Used to access the Whiteboard Patient Visit List and transfer invoice items to the Patient Orders entry grid. See “Transferring Patient Order Items from the Whiteboard Patient Visit List” on page 145 for information.
Travel Sheet	Used to transfer invoice items from travel sheets to the Patient Orders entry grid. See “Transferring Invoice Items from a Travel Sheet” on page 186 for information.

Patient Orders Entry Grid

Column/Field	Description
Hide completed and discontinued treatments	Select this check box if you want to display only uncompleted treatments for the patient.
Alerts	If Whiteboard alerts exist for the patient, you can view those alerts from the Patient Orders window. If there is more than one alert for the patient, a downward-pointing arrow displays to the right of the Alerts field to indicate there are more alerts to view. Rest the mouse pointer on the displayed alert to view the patient’s full alert list in a pop-up window. To open the Whiteboard Alerts dialog box to edit or add to the patient’s alert list, click the blue edit link (located to the right of the Alerts field).

Column/Field	Description
Left column for numbering patient treatment orders	<p>To specify the order in which treatments should display on the Whiteboard and Patient Treatments windows, renumber them as needed by changing the numbers in the left column. The order of treatments specified on the Patient Orders window is the order that will be used to display the treatment lines within the patient's treatment block for each hour on the Whiteboard.</p> <p>To renumber a treatment order line, change the number in the left column as desired and then press TAB.</p> <p>Note: For group items, you cannot change the order of the individual items until after the patient orders have been saved by clicking OK on the Patient Orders window. You can then reopen the window and reorder the individual items as desired.</p>
Item ID	Used to specify the treatments to order for this patient.
Quantity	The total number of the invoice item to be charged each time the treatment is completed (can be changed later, if necessary).
Billing	<p>For this Patient Orders invoice item, indicates what will appear on the invoice and in patient history, and how often it will appear. Billing options include:</p> <p>1 line each time – The item appears on the invoice and in patient history each time the treatment is completed.</p> <p>1 line each day – Although a treatment is completed several times during the day, at the end of the day, only one line item appears on the invoice and in patient history, showing the total quantity and price.</p> <p>1 line each visit – Regardless of how many times a treatment is completed during the course of the hospital stay, only one line for the entire visit appears on the invoice and in patient history, showing the total quantity and price.</p> <p>For example, if a treatment is performed on January 22nd and 23rd, the item appears in history as being performed twice on the 23rd.</p> <p>No billing or inventory reduction – The treatment item is not placed on the invoice or in patient history, which means the invoice item is not pulled from inventory and the client is not charged. (If, however, the Save to history option is selected when the treatment is processed, a Whiteboard medical note will be added to the patient's history for the item.)</p> <p>If the No billing... option is selected for an item, the No Billing  icon displays in the blue line below the line item as a reminder to staff. This icon also appears on the Patient Treatments window for the order item.</p> <p>Note: It is possible to choose any of these billing options for a service item. However, for inventory items, only 1 line each time or No billing or inventory reduction can be selected.</p>
Category	Used to indicate the type of care that applies to the treatment order item. Examples include Medication, Diagnostics, Daily Care, Treatments, and any custom category that has been set up for the hospital.

Column/Field	Description
Frequency	<p>How often the treatment should be performed. Many commonly used frequencies are provided, including:</p> <p>Continuous – Treatment is continued until the end of the specified duration occurs, the treatment is discontinued, or the patient is checked out. Continuous treatment time blocks display with a light blue background on the Whiteboard.</p> <p>Until Completed – Used when a time for completion cannot be assigned based on the type of action or treatment (e.g., staff needs to obtain a urine sample). When selected, Until Completed will display continuously on the Whiteboard until it is processed once. Then the treatment will be marked Completed at the time staff processes the order.</p> <p>One time – Treatment will be added for the start date and time indicated on the order.</p> <p>Every X hours – Treatment will be added for the start date and time listed on the order and for every number of hours indicated until the discharge date.</p> <p>Every X days – Treatment will be added for the start date and time listed on the order and for every number of days indicated until the discharge date.</p>
Note	Used to indicate whether a Whiteboard medical note entry is required when the selected treatment is marked as Completed or Did not perform.
Vital Signs Prompt 	Select this check box if you want staff to be prompted to record vitals for the patient every time this item is completed within the Patient Treatments window.
PRN	Select the PRN (pro re nata) check box to indicate that the treatment or task is to be completed as needed.
Dose Now	Indicates if the dose should start now, before the prescheduled time, or for frequencies such as SID, which is once a day, BID, which is twice a day, TID, which is three times a day or QID, which is four times a day.
Start Date/Time	When to start the patient treatment.
Duration Days/Hrs	The number of days and/or hours to continue the treatment or action. If a number is not entered, the treatment order remains on the Whiteboard until completed.
Area	Indicates where the treatment will be performed. This allows staff to narrow the list of treatments that display on the Whiteboard and Patient Treatments windows to a specific area.
Staff Class	Used to indicated which type of staff should perform the treatment.
Blue line	Use the blue line below each treatment item to enter any special instructions for the item. These instructions appear on the Patient Treatments window and are saved in the Whiteboard medical notes when the treatment is completed.

Scheduling Patient Orders

The Electronic Whiteboard's Patient Orders window allows you to add treatment orders for a patient.

To schedule orders for a patient:

1. Add the patient to the Whiteboard (see page 137) and access the Patient Orders window for the patient.
2. If necessary, in the **ID** field, enter the ID for the patient by typing the ID and pressing TAB, or pressing F2 to search for and select the patient from the Patient List.
3. If necessary, click the **Vital Signs/Weight**  button to record vitals for the patient within the Vital Signs window.
4. In the **Status** field, select **Inpatient**. This status is used to check in and place the patient on the Whiteboard.
5. If this is a critical care patient, select the **Critical** check box to flag a patient as critical and display the Critical  icon for the patient on all Electronic Whiteboard windows, the Check-in/out window and the Census List window.
6. Under *Reason for visit*, click the **Primary** drop-down list and select a reason to indicate the general type of visit (e.g., Dental, Emergency, Surgery). If desired, in the **Secondary** field, select or type a secondary reason to provide more detail on the specific problem or procedure (e.g., Extraction, Vomiting, Spay).
7. In the **Admit** date and time fields, specify when the patient will be admitted to the hospital by either typing the information or pressing F2 in the date field to select it from a calendar and then typing the time. (Cornerstone will insert the current system date and time by default.)
8. In the **Discharge** field, enter the date the patient is scheduled to be discharged from the hospital.
9. Under *Doctor*, in the **Supervising** field, enter the staff ID of the doctor who admits and is the overriding decision-maker for the case by either typing the ID or pressing F2 to search for and select the doctor from the Staff List. In the **Current Care** field, enter the staff ID of the doctor who assumes care of the patient if there is a shift change or because the supervising doctor is unavailable.
Note: The supervising doctor and current care doctor can be the same.
10. In the **Cage** field, type the name of the specific cage the patient will be staying in during hospitalization.
11. From the **Ward** list, select the general area where the patient will be located.
12. To display only uncompleted treatments for the patient on this window, select the **Hide completed and discontinued treatments** check box. This option is generally selected if the patient has existing orders.

13. If Whiteboard alerts exist for the patient, you can view and edit those alerts from the Patient Orders window:
- If there is more than one alert for the patient, a downward-pointing arrow ▼ displays to the right of the **Alerts** field to indicate there are more alerts to view. Rest the mouse pointer on the displayed alert to view the patient's full alert list in a pop-up window.
 - To open the Whiteboard Alerts dialog box to edit or add to the patient's alert list, click the blue **edit** link (located to the right of the **Alerts** field).
14. To add the actual treatment orders for the patient, you have several options. You can transfer items from the Whiteboard Patient Visit List (see page 145), transfer items from travel sheets (see page 186), and/or manually add items within the Patient Orders entry grid (see the following step).
15. To manually add an invoice item, group code, or item from a pick list, do the following:
- a. In the **Item ID** field, type the invoice item ID and press TAB, or press F2 to search for and select the item from the Invoice Item List.

Note: If there are Whiteboard defaults set up for this item on the Invoice Item Information window's **Whiteboard** tab, those default values, change rules and editing permissions settings will be applied for this item's Patient Orders entry grid fields.
 - b. In the **Quantity** field, if known, type the total number of the invoice item to be charged each time the treatment is completed. This number can be changed when completing the treatment if necessary.
 - c. In the **Billing** field, select the appropriate option for what and how many times a treatment item appears on the invoice and in patient history. If this is an inventory item, only **1 line each time** or **No billing or inventory reduction** can be selected. When a patient order item is set to **No billing...**, the invoice item is not pulled from inventory, and the client is not charged.

Note: If **No billing...** is selected, the No Billing  icon displays in the blue line below the line item as a reminder to staff. This icon also appears on the Patient Treatments window for the order item.
 - d. In the **Category** field, select the type of care that applies to this invoice item.
 - e. In the **Frequency** field, select how often the treatment should be performed.
 - f. In the **Note** field, you have the option of choosing to require a medical note be entered when the selected treatment is marked as Completed or Did not perform.
 - g. Select the Vital Signs Prompt  check box if vital signs need to be recorded when the treatment is completed for this item.
 - h. Select the **PRN** (pro re nata) check box for items that are to be completed as needed.
 - i. Select the **Dose Now** check box for items that should be administered starting immediately for frequencies such as SID for once a day, BID for twice a day, TID for three times a day, or QID for four times a day.
 - j. In the **Start Date** and **Time** fields, modify the date and time to start the treatment, if necessary. You can specify an on-the-hour time (10 AM, 2 PM, etc.) or an incremental on-the-minute time (10:15 AM, 2:30 PM, etc.).

Note: If you want to enter orders for a treatment needing to be completed every X minutes within a single hour—for example, a Glucose Curve test every 10 minutes—you would need to add a separate treatment order line for each occurrence.

- k. In the **Duration Days** and **Hrs** fields, type the number of days and/or hours to continue the treatment, if necessary. If no duration is entered, the treatment orders remain on the Whiteboard until completed.
 - l. In the **Area** field, select where the treatment will be performed.
 - m. In the **Staff Class** field, select the type of staff member who should perform the treatment.
 - n. Repeat steps a-m to schedule additional patient treatment orders, if necessary.
16. If needed, type any special instructions for an item on the blue line below the white invoice item line. These instructions will appear within the Patient Treatments window below the item and in the finalized Whiteboard note.
17. When you have finished entering patient orders, if desired you can rearrange the orders as needed by changing the numbers in the left column. To renumber a treatment order line, change the number in the left column as desired and then press TAB. (The order of treatments specified on the Patient Orders window is the order that will be used to display the treatment lines within the patient's treatment block for each hour on the Whiteboard.)
- Note:** For group items, you cannot change the order of the individual items until after the patient orders have been saved by clicking **OK** on the Patient Orders window. You can then reopen the window and reorder the individual items as desired.
18. When the patient orders are complete, click **OK**.
- Note:** You may return to the Patient Orders window later to add additional orders if needed. To access the patient orders from the Whiteboard, right-click on the patient in the **Patients** column and select **Patient Orders**.

Transferring Patient Order Items from the Whiteboard Patient Visit List

When you access the Patient Orders window for a patient, there may already be invoice items on the Patient Visit List that were transferred from other areas of Cornerstone. When scheduling patient treatment orders, you can easily transfer these items from the Whiteboard Patient Visit List.

WARNING: Failure to transfer Whiteboard Patient Visit List items to patient orders can result in duplicate charges.

To transfer items from the Whiteboard Patient Visit List:

1. On the Patient Orders window, with all *Patient order information* area fields completed for the patient, click the **PVL** button. The Whiteboard Patient Visit List displays invoice items transferred from other areas of Cornerstone.

Whiteboard Patient Visit List - Mic

Patient information
 ID: 14430 Mic
 13 Yrs. 3 Mos. 35 pounds
 Collie, Border Neutered Male

Owner information
 Owner: Danette Sutherland \$0.00
 Credit code: Accept All Payments
 Payment: 9/26/2011 \$14.50 Cash

Ord	Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
<input type="checkbox"/>	H30	Hospitalization	1.00	\$30.00	No	No	LP	H	09/26/2011
<input checked="" type="checkbox"/>	ECOLPL	Plastic E-collar - non-refundable	1.00	\$17.00	No	Yes	LP	H	09/26/2011
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			
<input type="checkbox"/>					No	No			

Include recommended
 Include accepted
 Include performed
 Display blue comment line

Total: 47.00
 Discounts: 0.00
 Taxes: 1.28
 Total: 48.28

Select all

Buttons: Order, Close, Perform, Sort by Date, Departing, Pharmacy, Special, Travel Sheet, Print

Whiteboard Patient Visit List

- Indicate which items to move to the Patient Orders window by either clicking the **Ord** check box next to each applicable item or clicking the **Select all** check box to choose all invoice items not marked as performed and any performed lab requests.

Note: Any item marked as performed, with the exception of the performed lab requests, cannot be transferred.

- As needed, perform other Whiteboard Patient Visit List tasks or actions using the buttons on the right side of the window:
 - Perform** – Change the item status for all Recommended and/or Accepted invoice items on the Whiteboard PVL to Performed, indicating that you are ready to bill for these items.
 - Sort by Date** – Sort the items on the PVL in ascending date order.
 - Departing** – Display the Departing Instructions dialog box to view or modify departing instructions linked to invoice items on this PVL.
 - Pharmacy** – Access the Pharmacy Formulary (*Pharmacy Formulary module only*).
 - Special** – View and/or process any special actions linked to the invoice items on this PVL.
 - Travel Sheet** – Select items to transfer from your practice's travel sheet.
 - Arrow buttons** – Use the  or  arrow buttons to reorder the invoice items.
- Click the **Order** button to transfer the selected items and return to the Patient Orders window. Items transferred from the PVL to the patient's orders are removed from the PVL. These items are rewritten to the PVL when they are marked Completed on the Whiteboard.

Deleting, Discontinuing, or Reinstating Treatment Orders

You can delete, discontinue or reinstate orders listed within the Patient Orders window.

To delete an order that has not been saved:

Note: Items on the patient's orders that have been saved cannot be deleted.

1. Within the Patient Orders window, click the line item you want to delete.
2. Press CTRL+D.

To discontinue a treatment once the order has been saved:

1. Within the Patient Orders window, right-click the line item and select **Discontinue treatment**. The line item is grayed out.
2. Click **OK** to save the change and return to the previous window.

When viewing the Whiteboard or Patient Treatments window, a gray Discontinue block will appear for an order that was discontinued.

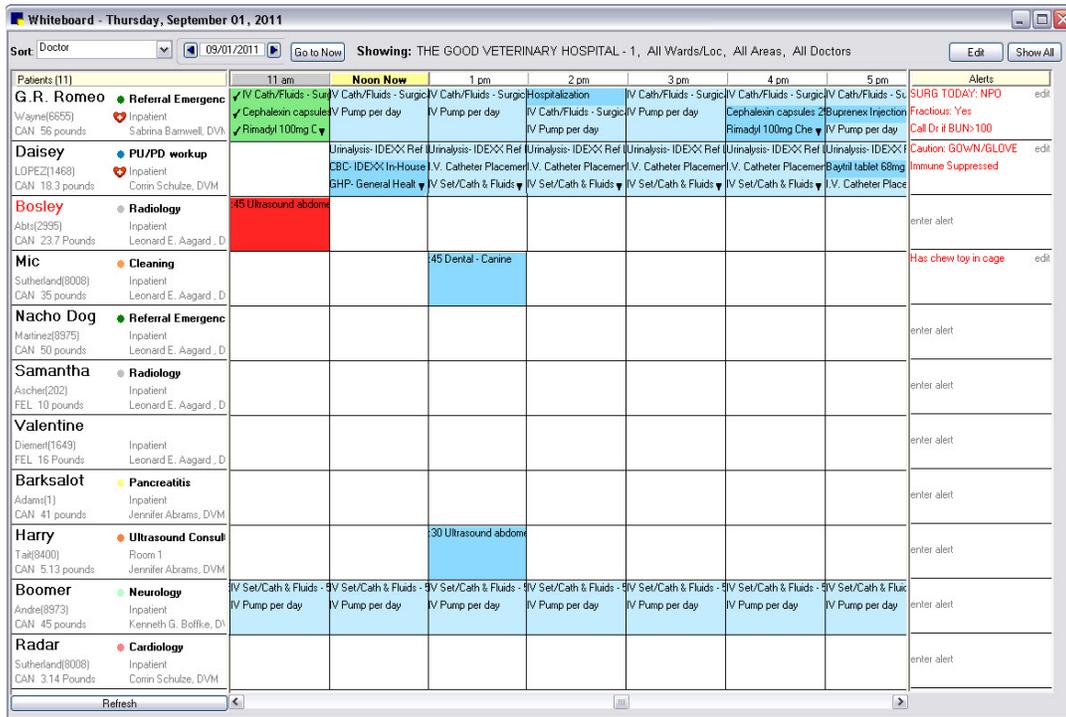
To reinstate a treatment that has been discontinued:

1. Within the Patient Orders window, right-click the grayed out line item and select **Restart treatment**.
2. A warning message appears to inform you that restarting this line will reinstate the line as if it was never discontinued and asks if you would like to continue restarting this line. Click the **Yes** button to confirm the treatment should be reinstated.
3. Click **OK** to save the changes and return to the previous window.

When viewing the Whiteboard or Patient Treatments window, a Scheduled block will appear for an order that was reinstated.

About the Whiteboard Window

The Whiteboard (main grid) window provides a centralized view of patients' treatment schedules and statuses and acts as a key entry point to ordering and editing treatments.



Whiteboard (main grid) window

To access the Whiteboard, do one of the following:

- On the Cornerstone toolbar, click the **Whiteboard**  button.
- From the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Electronic Whiteboard > Whiteboard**.
- From the **Activities** menu, select **Electronic Whiteboard > Whiteboard**.

Sort and Showing Areas (Top of Window)

Column/Field	Description
Sort	Allows you to sort the Patients column by Patient Name, Client Name, Reason for Visit, Check in Date/Time, Doctor, Status or Treatments for Hour.
Date	Allows you to change the date for treatments displaying in the time slot columns. If the date is yellow, it indicates the date displayed is different than the current system date.
Go to Now button	Resets the grid to the current hour and day. (The current hour column header displays in bold black text on a yellow background with "Now" appearing to the right of the hour.)
Showing	Displays all currently selected filters for Practice (Multi-Location/Single Database only), Ward/Loc, Area and Doctor.

Column/Field	Description
Edit button	Opens the Whiteboard Filter dialog box where you can set filters to narrow the list of patients on the Whiteboard.
Show All button	Resets the filter criteria to display all patient treatments within the given timeframe.

Patients Column (Left Side of Window)

Column/Field	Description
Patient information blocks	<p>The Patients column displays information for patients staff are currently working with, those ready to go home and, depending on the practice default set, those discharged from the hospital.</p> <p>Each patient information block in the Patients column includes three lines of information that provides important at-a-glance information for staff monitoring patients on the Whiteboard.</p> <div data-bbox="609 753 1010 863" data-label="Image"> </div> <p>First line</p> <p>The color-coded patient name helps to identify the status of the patient or the status of the patient's treatment orders:</p> <ul style="list-style-type: none"> • Yellow ■ – Indicates the patient does not have any treatment orders assigned OR is on the Whiteboard past the expected discharge date. • Red ■ – Indicates the patient has overdue treatment orders. • Black ■ – Indicates the patient's treatments are up to date. <p>The first line of a patient's block also includes a color-coded dot that indicates the primary reason for visit. The adjacent bold text that provides the secondary reason. If a secondary reason is not assigned, the primary reason text displays.</p> <p>Second line</p> <p>The second line of the patient block includes:</p> <ul style="list-style-type: none"> • Client last name • Client ID • Critical ❤ icon (if applicable) • Patient's status within the hospital <p>Third line</p> <p>The third line of the patient block includes:</p> <ul style="list-style-type: none"> • Species • Weight • Current care doctor

Column/Field	Description
Patient block pop-up window	To view additional patient information in a pop-up window, rest the mouse pointer on a patient block. The pop-up window displays patient order information pertaining to this visit and includes the pet's picture (if one is included in the patient record).
Right-click menu	<p>Right-click in a patient block to display a list of menu options:</p> <p>Patient Treatments – Allows you to access the Patient Treatment window and complete or mark a treatment as not performed for the selected patient.</p> <p>Patient Orders – Allows you to access the Patient Orders window and add or work with existing treatment orders for the patient.</p> <p>Patient Clipboard – Allows you to access the Patient Clipboard for the patient.</p> <p>Patient Visit List – Allows you to access the Patient Visit List and work with invoice items that will later be transferred to an invoice or the patient's history.</p> <p>Patient Vital Signs – Allows you to access the Vital Signs window and record vitals for the patient.</p> <p>Remove from Whiteboard – Allows you to remove the patient from the Whiteboard without creating and posting an invoice.</p> <p>Orders for New Patient – Allows you to access the Patient Orders window and add orders for a patient that is not currently on the Whiteboard.</p> <p>Hide Discharged Patients – Select this option if you no longer want to view patients on the Whiteboard that have been discharged.</p> <p>View/Print Selected Day or View/Print Prior 24 Hours – Allow you to print a Patient Treatment Report.</p> <p>View/Print Selected Day – Allows you to print a list of patient treatments for a date or selected date range.</p> <p>View/Print Prior 24 Hours – Allows you to print a list of patient treatments from the previous day for patients still checked in.</p>
Refresh button	Used to update the window to reflect the current information.

Note: The number shown in parentheses at the top of the **Patients** column indicates the current number of patients on the Whiteboard (note that any currently selected filters may affect the number shown). Depending on the size and orientation of your monitor, there may be more patients on the Whiteboard than can be displayed vertically in this column at one time. This indication of the total number of patients serves as a reminder that you may need to use the right-side scroll bar to view additional patients at the bottom of the list.

Whiteboard Grid Hour Columns

Depending on the option set in Whiteboard defaults, the Whiteboard grid's hour columns may display for the **current day only** or for the **current day with 3 hours added for the previous and next days**.

If the **current day with 3 hours...** default is selected for the workstation, blue [<< Previous](#) and [Next >>](#) links will display when you scroll horizontally to the outer limits of the 24 one-hour columns.

You can click the appropriate link to move the grid columns to change the date and display the hours for the previous day or next day.

Tip: Click the **Go to Now** button to the right of the date field to quickly reset the grid to the current hour and day.

Treatment Blocks (Displayed in Columns by Hour)

Patient treatment blocks include detailed information on each treatment scheduled for the time block. The treatment lines listed within a block are ordered according to the numbering of the invoice items in the left-most column on the Patient Orders window.

Color coding indicates the status of each treatment line:

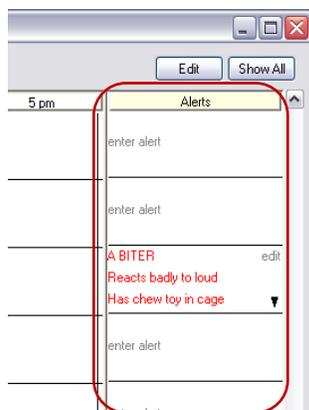
- **Green** ■ = Completed (a check mark also displays next to any completed treatment lines)
- **Bright blue** ■ = Scheduled
- **Light blue** ■ = Continuous
- **Red** ■ = Overdue
- **Gray** ■ = Discontinued or Did not perform

If a treatment's Start Time was set up to use an incremental (on-the-minute) time (10:15 AM, 2:30 PM, etc.) on the Patient Orders window, the incremental time will display at the beginning of that individual treatment line within the block. For example, if a Glucose Curve is scheduled to be performed at 8:30 AM, the patient's treatment block in the **8 am** column will display **:30 Glucose Curve**.

Note: If an incremental time is specified, the treatment line turns red to indicate it is overdue on the Whiteboard when that specific time passes (not at the end of the hour, as with nonincremental treatment times).

Alerts Column (Right Side of Window)

The **Alerts** column on the Whiteboard window allows you to add, edit and view selected types of patient alerts.



Depending on your setup, the **Alerts** column may display the following types of alerts (which are automatically added when a patient is initially placed on the Whiteboard):

- Whiteboard Alert List alerts
- Patient Prompt alerts
- Patient Classification alerts
- Alerts manually entered on the Check-in window

- Alerts manually entered on the Whiteboard

Note: After a patient is added to the Whiteboard, changes to patient prompt, patient classification, or check-in alert information will not be reflected and will need to be manually updated on the Whiteboard.

If more than three alerts exist for a patient, a downward-pointing arrow ▼ displays in the block to indicate there are more alerts to view. Rest the mouse pointer on the alert block to view the patient's full alert list in a pop-up window.

You can click anywhere within a patient's Alerts block to open the Whiteboard Alerts dialog box to edit or add to the patient's Alerts list.

Note: Alert text displays in red unless it is a Patient Prompt Alert that has been assigned a different color in **Controls > User Defined Prompts**.

Viewing the Whiteboard on a Second Monitor

You can run the Whiteboard on a standard workstation monitor and also display it simultaneously on a second monitor (connected to the same workstation) without having to dedicate a second computer. Ideally, the second monitor would be a larger flat-screen monitor turned vertically and mounted on a central wall in the practice for all staff to reference at a glance.

To display the Whiteboard on a second monitor:

1. On the menu bar, select **Activities > Electronic Whiteboard > Whiteboard (second monitor)**. The Whiteboard displays on the main monitor.
2. Drag the Whiteboard so it displays on the second monitor and click its **Maximize** button in the top right corner of the window.
3. To view another Whiteboard on the main monitor for normal Cornerstone use, from the menu bar select **Activities > Electronic Whiteboard > Whiteboard**. The Whiteboard displays on the main monitor.

When staff right-click and select an option on the second monitor's Whiteboard, that window will open on the main monitor.

Setting Filter Options for Viewing Treatments on the Whiteboard

When viewing patients' treatments on the Whiteboard, you have several options for selecting filters to narrow the list of patients displayed.

Note: The **Showing** area at the top of the Whiteboard window displays all currently selected filters.

To set filters to narrow the list of patients displayed on the Whiteboard:

1. Click the **Edit** button (upper-right corner of the Whiteboard window) to access the Whiteboard Filter dialog box and set the following filters as desired:
 - The **Practice** field (*Multi-Location/Single Database configurations only*) is used to narrow the list of patients to those currently checked in under a specific practice or all practices.
 - The **Ward/Location** field is used to narrow the list of patients to those residing in a specific area of the hospital before and after treatments are performed.
 - The **Areas** field is used to narrow the list of patients to the location where inpatient orders are scheduled to be performed.
 - The **Doctor** field is used to narrow the list of patients to the staff selected as the current care doctor within the Patient Orders window.
2. Click **OK**.

Note: To reset the criteria to display ALL patient orders within the given time frame, click the **Show All** button in the upper-right corner of the Whiteboard window (also available on the Whiteboard Filter dialog box).

Setting the Sort Order for Viewing Patients on the Whiteboard

When viewing patients' treatments on the Whiteboard, you can sort the **Patients** column on the left side of the window by:

- Patient Name
- Client Name
- Reason for Visit
- Check in Date/Time
- Doctor
- Status
- Treatments for Hour

To change the Patients column sort order:

- On the Whiteboard, select the desired sort order from the **Sort** drop-down list.

Notes:

- Patients flagged as critical display at the top of the **Patients** column on the Whiteboard regardless of the selected sort order (with the exception of the Treatments for Hour sort orders, where critical patients display at the top only if they have treatments for that hour).
- The sort order defaults to Patient Name unless a different default sort option has been specified for the workstation in Workstation defaults.

Tip: You can right-click in the **Patients** column and select **Hide Discharged Patients** if you no longer want to view patients on the Whiteboard that have been discharged.

Changing the Date for Viewing Treatments on the Whiteboard

The Whiteboard displays the times that patient treatments are due for the selected date.

The Whiteboard's date field (to the right of the **Sort** drop-down list) indicates which day's treatments display in the time slot columns. The date defaults to the current system date, but you have several options for quickly changing the displayed date.

Note: If the date field is yellow, it indicates the date is different than the current system date.

To change the date for viewing treatments on the Whiteboard, do any of the following:

- To quickly reset the time slots grid to the current hour and day, click the **Go to Now** button.
- To change the date using the date field, type a date or press F2 to search for and select a date from a calendar.
- To move the date backward or forward one day at a time, click the previous  and next  buttons on either side of the date field.
- If the **current day with 3 hours for previous and next days** default is selected for the workstation in Whiteboard defaults, blue << [Previous](#) and [Next](#) >> links display when you scroll horizontally to the outer limits of the 24 one-hour columns. Click the appropriate link to move the grid columns to change the date and to display the hours for the previous day or next day.

Working with Patient Alerts on the Whiteboard

Adding and Editing Whiteboard Alerts

Using the Whiteboard Alerts dialog box, you can manually enter patient alerts to display on the Electronic Whiteboard windows. You can also change the order of the alerts, remove an alert, and edit a manually entered alert.

To access the Whiteboard Alerts dialog box:

- On the Whiteboard (main grid) window, click anywhere within a patient's Alerts block.
- On the Patient Orders window, click the blue [edit](#) link (located to the right of the **Alerts** field).

To add a Whiteboard alert:

If needed, you can manually enter patient alerts to display in a patient's **Alerts** column on the Whiteboard.

1. On the Whiteboard Alerts dialog box, type the alert in the text box and click **Add**.
2. Click **OK**.

To edit a manually entered Whiteboard alert:

1. On the Whiteboard Alerts dialog box, select a manually entered alert in the patient's Whiteboard alerts list and click **Edit**.
2. Make changes to the text to display for the alert and click **OK**.
3. Click **OK**.

To reorder Whiteboard alerts:

The Whiteboard has room to display only three alerts in each patient's Alerts block, and the Patient Orders and Patient Treatments windows are limited to displaying only one alert. For this reason, you may want to change the order so that the most important alerts are at the top of the list and always visible.

1. On the Whiteboard Alerts dialog box, select an alert in the patient's Whiteboard alerts list and then click the  or  arrow button as needed to move it within the list.
2. Click **OK**.

To remove a Whiteboard alert:

1. On the Whiteboard Alerts dialog box, select an alert in the patient's Whiteboard alerts list and then click **Remove**.
2. Click **OK**.

About the Patient Treatments Window

The Patient Treatments window displays orders for a specific patient and allows you to mark each scheduled treatment as **Completed** or **Did not perform**.

Daisey - Patient Treatments - Thursday, September 01, 2011

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 LOPEZ, Tammy (1468) (715) 685-4155
 7 Yrs. 9 Mos. 18.3 pounds 3
 CAN Pug Spayed Female

PU/PD workup
 Admit: 09/01/2011
 Discharge: 09/05/2011
 Status: Inpatient

Supervising Dr: Corin Schulze, DVM
 Current Care Dr: Corin Schulze, DVM
 Cage: Ward: Treatment Area 1
 Caution: GOWN/GLOVE

Hide discontinued Hide completed
 Show only treatments for day

09/01/2011 <All Areas> <All Staff Classifications> Show All Show Vital Signs

Treatments for noon

Treatment	9 am	10 am	11 am	12 Noon	1 pm	2 pm	3 pm	4 pm	5 pm	6 pm	7 pm	8 pm	9 pm	10 pm
Urinalysis- IDEXX Ref Lab Qty: 1 [None]	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC
CBC- IDEXX In-House Qty: 1 [None]				Scheduled										
GHP- General Health Profile Ia Qty: 1 [None]				Scheduled										
Urine Culture/Sensitivity- IDE Qty: 1 [None]				Scheduled										
Sm - Cystogram - ABD - Lat Qty: 1				Scheduled										
Sm - Cystogram - ABD - VD Qty: 1				Scheduled										
Hospitalization (per day) Qty: 1 [None]				Scheduled										
I.V. Catheter Placement Qty: 1 [None]					PRN	PRN	PRN	PRN	PRN	PRN	PRN	PRN	PRN	PRN
IV Sel/Cath & Fluids - 500 ml Qty: 1 [None]					Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont
IV Pump per day Qty: 1 [None]					Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont	Cont
Morphine Injection Qty: 1 cc										.20 Sched				

Vital Signs

Diagnostics

CBC- IDEXX In-House Qty: 1				Scheduled										
GHP- General Health Profile Ia Qty: 1				Scheduled										
Sm - Cystogram - ABD - Lat Qty: 1				Scheduled										
Sm - Cystogram - ABD - VD Qty: 1				Scheduled										
Urinalysis- IDEXX Ref Lab Qty: 1 [None]	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC	UC
Urine Culture/Sensitivity- IDE Qty: 1				Scheduled										

Refresh

Patient Treatment windows

To access the Patient Treatments window, do one of the following:

- From the Whiteboard, right-click a patient in the **Patients** column and select **Patient Treatments** (or double-click within the patient's information block or in one of their treatment blocks).
- From the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Electronic Whiteboard > Patient Treatments**.
- From the **Activities** menu, select **Electronic Whiteboard > Patient Treatments**.

Patient and Orders Information Area (Top of Window)

Column/Field	Description
Patient information	The area across the top of the Patient Treatments window displays general information about the patient and client, and information entered within the Patient Orders window.
Vital Signs/Weight button 	Allows you to access the Vital Signs window to update weight and/or other vital signs for the patient.
Reason for Visit (Primary and Secondary)	If applicable, both the primary and secondary reasons for visit are provided. A colored-coded dot indicates the primary reason for visit and the adjacent text provides the secondary reason. If a secondary reason is not assigned, the primary reason for visit text displays.
Critical  icon	If the patient has been flagged as critical on the Patient Orders window or during check-in, this icon displays to the right of the reason for visit.
Admit date/time	Indicates when the patient was admitted to the hospital.
Discharge date	Indicates when the patient is scheduled to leave the hospital.
Status	Indicates the patient's standing within the hospital.
Supervising Dr	The doctor who admitted the patient and is the overriding decision maker for the case.
Current Care Dr	The doctor who assumes care of the patient if there is a shift change or if the supervising doctor is unavailable.
Cage	Specific location where the patient is located while hospitalized.
Ward	General location where the patient is staying while hospitalized.
Alerts	If Whiteboard alerts exist for the patient, you can view those alerts from the Patient Treatments window (display below the Cage and Ward information). If there is more than one alert for the patient, a downward-pointing arrow displays to the right of the Alerts area to indicate there are more alerts to view. Rest the mouse pointer on the displayed alert to view the patient's full alert list in a pop-up window.

Treatment Display Filters (Above the Treatments Grid)

Column/Field	Description
Hide discontinued	Removes any patient order marked as Discontinued from the list of treatments.
Hide completed	Removes a patient order from the list of treatments if all scheduled times for the treatment have been completed.
Show only treatments for day	Displays only the treatments for the date listed in the date field.
Date filter	Indicates the date for which treatments are to display. You can change which date to view by either typing the date, pressing F2 to search for and select the date from a calendar, or using the arrow keys to move the date

Column/Field	Description
	backward or forward one day at a time. If this field is yellow, it indicates the date is different than the current system date.
Areas filter	Used to narrow the list of treatments to those assigned to be performed in a specific location.
Staff Classifications filter	Limits the treatments displayed to the specific staff classification assigned to a treatment at the time it is ordered.
Show All button	Resets the area and staff classification fields to display all.
Show Vital Signs button	Displays the patient's vitals on the right side of the window. (Use the Hide Vital Signs button to close the vital signs viewing area.) <ul style="list-style-type: none"> Use the previous  and next  buttons to scroll horizontally through the patient's sets of vital signs, with the most current sets at the far right and the oldest to the far left. View any comments by resting the cursor over any comment boxes  that display next to a vital sign. Click the Refresh button to manually refresh the data in the vital signs area at any time. This information is also automatically updated based on the refresh rate set in Whiteboard defaults.

Treatments Grid

Column/Field	Description
Treatments column	Displays a list of treatments for the patient, organized by category. Items listed at the top of the column in the brown Treatments for [current hour] block indicate treatments that are currently due. The items listed within the brown block on the left correlate with the brown color-coded time on the right. A green vertical line appearing to the left of a treatment indicates all scheduled treatments for the item have been completed. A red vertical line indicates that one or more instances of the treatment are overdue.
Hour columns	Indicate when patient treatments are due to be completed. Click a time (across the top of the Treatments grid) to bring all treatments due at that time to the top of the list.
No Billing  icon	If an order item's Billing field was set to No billing or inventory reduction on the Patient Orders window, this icon displays as a reminder in the Treatments column.
Treatments right-click menu	Right-click in the treatments grid to display a list of menu options. Patient Orders – Allows you to access the Patient Orders window and add or work with existing treatment orders for the patient. Patient Clipboard – Allows you to access the Patient Clipboard for the patient.

Column/Field	Description
	<p>Patient Visit List – Allows you to access the Patient Visit List and work with invoice items that will later be transferred to an invoice or the patient's history.</p> <p>Patient Vital Signs – Allows you to access the Vital Signs window and record vitals for the patient.</p> <p>Process Selected Treatments – This option is available when multiple treatments are selected on the list to display the completion area at the bottom of the window and indicate whether the treatments were Completed or Not Performed.</p> <p>View/Print Selected Day or View/Print Prior 24 Hours – Allow you to print a Patient Treatment Report.</p> <p>View/Print Selected Day – Allows you to print a list of patient treatments for a date or selected date range.</p> <p>View/Print Prior 24 Hours – Allows you to print a list of patient treatments from the previous day for patients still checked in.</p>
Refresh	Used to update the information on the Patient Treatments window to display the most current information.

Completing Scheduled Whiteboard Treatments

When a Whiteboard treatment is performed, it should be marked as Completed on the Patient Treatments window.

Completed treatment items are automatically placed on the Patient Visit List to be invoiced and saved in the patient's history.

To complete a treatment (or multiple treatments) on the Patient Treatments window:

1. To select a single treatment to complete, double-click the treatment block.
2. To select multiple treatments to complete at one time for a patient, select the treatments to process by doing one of the following:
 - To select random treatments on the list, press and hold the CTRL key and select each treatment. With the treatments selected, right-click in the patient treatments area and select **Process Selected Treatments**.
 - To choose a group of consecutive treatments on the list, select the first treatment, press and hold the SHIFT key, and select the last treatment. With the treatments selected, right-click in the patient treatments area and select **Process Selected Treatments**.

Note: When multiple treatments are processed at one time, they must all be processed under the same staff member.

A completion area displays at the bottom of the window.

3. In the **Staff ID** field, enter the staff member responsible for the treatment by either typing the staff member's ID and pressing TAB, or pressing F2 to search for and select the staff member from the Staff List. This staff member will be recorded with the treatment within the patient's history.

4. Select one of the following options:
 - Select **Completed** if the treatment has been provided for the patient. The charge for a completed treatment item is placed on the Patient Visit List and in the patient's history, unless it is a nonbillable item.
 - Select **Did not perform** if the treatment was not provided. Any treatment marked **Did not perform** that has a comment entered in the *Medical note* area will be saved to the patient's history with the description DNP, the item's description, and the words "Whiteboard Note."
5. Indicate when the treatment was completed by selecting one of the following:
 - Select **Display using scheduled time** if the treatment was provided during the scheduled time.
 - Select **Display using completed time** if the treatment was provided at a time other than the scheduled time and staff would like to record the actual time it was completed. If this option is selected, type the date and time of completion in the fields provided.
6. In the *Medical note* area, type any specific details regarding the treatment. This information, along with the providing staff member's name, appears in patient history. If this is a nonbillable item and staff would like to include information about the treatment in medical history, either enter the information in the *Medical note* area or select the **Save to history** check box on the right if no notes are required.
7. In the *Items* area, make changes to any listed invoice items as needed. These indicate the charge or charges that will apply to the treatment if completed.
8. When all the information for this treatment order is filled in, click **OK**.
9. If the order has the Vital Signs Prompt option selected, the Vital Signs window appears.
 - a. Enter the patient's vitals and click **OK**. A Staff Selection dialog box appears.
 - b. Select the staff member entering the vital signs and click **OK** to save the information and return to the Vital Signs window.
 - c. Click  in the upper-right corner to exit and return to the Patient Treatments window.
10. If you selected multiple treatments to be completed, the next selected treatment order appears with the staff ID, time and status filled in. Make any necessary changes to the status, time of completion, medical notes and items, and then click **OK**.

Once all treatment information has been filled in, the completion area closes.

The treatments are marked as Completed or DNP (Did Not Perform), charges are transferred to the Patient Visit List and medical notes are recorded.

Tip: To view or print a list of patients' treatments that are scheduled, completed or not performed, generate a Whiteboard Patient Treatment Report

Reversing a Completed Treatment

Patient treatments that have been marked Completed or Did not perform can be reversed using the **Undo** feature on the Patient Treatments window.

To reverse a completed treatment:

1. On the Patient Treatments window, double-click the time slot for the Completed or Not performed treatment to undo. A completion area displays at the bottom of the window.
2. Click the **Undo** button on the right. The Undo Treatment dialog box appears.

3. Within the **Staff ID** field, type the staff ID for the person making this entry and press TAB, or press F2 to search for and select the person's name from the Staff List.
4. Within the *History reason* area, type the reason for reversing the treatment's status. This reason will be appended to the original Whiteboard medical note.
5. Click **OK** to process the change and return to the Patient Treatment window.

The treatment is returned to its original status.

Removing a Patient from the Whiteboard

It is possible to remove a patient from the Whiteboard without creating and posting an invoice.

Note: If this removal method is used, staff will still need to complete other applicable client/patient processing tasks, such as invoicing and check out.

To manually remove a patient from the Whiteboard:

1. On the Whiteboard (main grid) window, in the **Patients** column on the left, right-click the patient's block and select **Remove from Whiteboard**.
2. Do one of the following:
 - If the patient does not have any orders, proceed to step 3.
 - If the patient has orders, the Patient Orders window displays. Click the **Remove from Whiteboard** button.
3. On the Remove Patient from Whiteboard dialog box, if applicable, select a hospital status for the patient in the **New status** drop-down list.
4. Click **OK**.
5. You are prompted to confirm the removal of the patient from the Whiteboard. Click **Yes**.
The patient is marked as Discharged and may continue to be displayed on the Whiteboard, depending on the length of time set in Whiteboard defaults.
6. If desired, right-click on the list of patients and select **Hide Discharged Patients** to hide these patients on the Whiteboard.

Discharging a Whiteboard Patient Through Invoicing

You can discharge a patient through the invoicing process, which automatically removes the patient from the Whiteboard.

There are two steps to this process. The first is to change an inpatient's status to **Ready to go home**. The second is to check out the patient through the invoicing process, which will change the patient's status to Discharged.

To discharge a patient through invoicing:

1. Within the Whiteboard (main grid) window's **Patients** column, right-click in the patient's block and select **Patient Orders**. The Patient Orders window displays information for the patient.
2. From the Patient Orders window **Status** drop-down list, select **Ready to go home**.
3. Click **OK** to save the change and return to the Whiteboard.

The updated status displays in the patient's block in the **Patients** column.

Note: You can also update the status starting from the Census List: Highlight the inpatient that is ready to go home, click the **Update** button to display the Patient Check-in/out window, select **Ready to go home** from the **Status** list, and click the **Update** button.

4. Create and post an invoice for the client.
5. Once processed, verify the **Check-out patients** option is selected within the *Perform these tasks when posting* area of the Post Invoice dialog box.

Once the invoice is posted, the patient's status will change to Discharged.

Whiteboard Reports

You can access information on patient orders and patient treatments using the Whiteboard Patient Orders Report and the Whiteboard Patient Treatment Report.

Whiteboard Patient Orders Report

The Patient Orders Report can be used to reference general information about treatment orders entered for patients that have been admitted as Inpatients within Cornerstone.

Using the range criteria available for the report, you can generate a list of patient orders based on:

- Selected date or date ranges
- Patient ID
- Attending (supervising) doctor ID
- Current doctor ID
- Changed staff ID (if the original orders have been changed, lists the staff who changed the orders)

Whiteboard Patient Order Report													
Sorted By Date													
3097	Samson	Birthdate: 4/24/2000	Admit: 10/3/2009 10:05 AM	Cage:	Current Care Dr: Leslie E. Aelfrey, DVM								
	Neutered Male	Schnauzer	Est. Discharge: 10/6/2009	Ward: Treatment Area 1	Supervising Dr: Leslie E. Aelfrey, DVM								
	Client: 1933 Barb LaBroschian		Changed Order: 10/3/2009 10:07 AM	Status: Inpatient	Changed Order: Corrin Schulze								
Item ID	Description	Quantity	Billing	Category	Frequency	Notes	PRN	Dose Now	Start Date and Time	Dur. Days	Hrs	Area	Staff Class
DENT	Dental - Canine	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		
PSE	Pre-surgical exam/Pre	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		
A	Anesthesia first proce	1.00	1 line each tim	Medications	One time	Not required			10/3/2009 10:00:00	0	0		
DENTXF	Dental X-Rays - full m	1.00	1 line each tim	Diagnostics	One time	Not required			10/3/2009 10:00:00	0	0	RADIOLOGY	
EXTM1	Extraction - 1st molar	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		
H30	Hospitalization	1.00	1 line each tim	Treatments	Every 24 hrs	Not required			10/3/2009 10:00:00	0	0	HOSPITALIZEI	Veterinarian
FLUIDS	IV Cath/Fluids - Surgi	1.00	1 line each tim	Daily Care	Continuous	Not required			10/3/2009 10:00:00	0	0		
MORPHI	Morphine Injection	1.00	1 line each tim	Daily Care	One time	Not required			10/3/2009 10:00:00	0	0	SURGERY	
RIM	Rimadyl injection	1.00	1 line each tim	Daily Care	One time	Not required			10/3/2009 10:00:00	0	0	SURGERY	
TBF	Total Body Function	1.00	1 line each tim	Diagnostics	Until Complete	Not required			10/3/2009 10:00:00	0	0	HOSPITALIZEI	Veterinarian
3097	Samson	Birthdate: 4/24/2000	Admit: 10/3/2009 10:05 AM	Cage:	Current Care Dr: Leslie E. Aelfrey, DVM								
	Neutered Male	Schnauzer	Est. Discharge: 10/6/2009	Ward: Treatment Area 1	Supervising Dr: Leslie E. Aelfrey, DVM								
	Client: 1933 Barb LaBroschian		Changed Order: 10/3/2009 10:09 AM	Status: Inpatient	Changed Order: Corrin Schulze								
Item ID	Description	Quantity	Billing	Category	Frequency	Notes	PRN	Dose Now	Start Date and Time	Dur. Days	Hrs	Area	Staff Class
DENT	Dental - Canine	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		
PSE	Pre-surgical exam/Pre	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		
A	Anesthesia first proce	1.00	1 line each tim	Medications	One time	Not required			10/3/2009 10:00:00	0	0		
DENTXF	Dental X-Rays - full m	1.00	1 line each tim	Diagnostics	One time	Not required			10/3/2009 10:00:00	0	0	RADIOLOGY	
EXTM1	Extraction - 1st molar	1.00	1 line each tim	Treatments	One time	Not required			10/3/2009 10:00:00	0	0		

Note: The Patient Orders Report does not include treatment status (Completed, Scheduled, Did Not Perform). To see the treatment status, generate a Patient Treatment Report.

To generate a Patient Orders Report:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Patient**, and then select **Whiteboard Patient Orders Report**.
3. Click the **Create report** button. The Whiteboard Patient Orders Report dialog box appears.

4. In the *Range* area, enter any desired criteria to view select information on the report. If you do not enter criteria, the report will use the default range, which includes all patient orders for the current date.
5. Do one of the following:
 - Click **Preview** to view the report in the Reports Preview window.
 - Click **Print** to set print options and print the report.
 - Click **Save As** to specify a file name and type for saving the data to a file.

Whiteboard Patient Treatment Report

The Patient Treatment report lists scheduled and overdue treatments for selected patients. This report includes blank fields for quantity, time, notes and staff initials. These fields can be filled in as staff provides treatments for patients. Later, using these lists as a reference, the treatments can be completed on the Whiteboard.

Patient Treatment Report - sorted by patient, date, hour 03/10/10 to 03/10/10					
10036 Bailey 6 Yrs. 4 Mos. Canine Soft-coated Wheaten terrier 30.5 Pounds 5874 Joseph Brummond (715) 696-1908		Supervising Dr: Leslie E. Aelfrey, DVM Current Care Dr: Kathleen M. Charpentier, DVM		Cage: 6 Ward/Loc: Surgery	Inpatient
Treatment (Item ID)	Staff Classification	Area	Category	Notes	
Wednesday, March 10					
04 pm					
Qty: _____ Init: _____ Histopathology (H)			Diagnostics		
Time: _____ ONCE					
Qty: _____ Init: _____ Total Body Function (TBF)	Veterinarian	HOSPITALIZED/€	Diagnostics		
Time: _____ UNTILCOMP					
Qty: _____ Init: _____ Hospitalization (H30)	Veterinarian	HOSPITALIZED/€	Treatments		
Time: _____ q24h					
Qty: _____ Init: _____ Pre-surgical exam/Pre meds (PSE)			Treatments		
Time: _____ ONCE					
Qty: _____ Init: _____ Anesthesia first procedure 26- (A26)			Medications		
Time: _____ ONCE					
Qty: _____ Init: _____ Cephalixin capsules 250mg (CEP250A)			Medications		
Time: _____ Qty: 1.00 each TID					
Qty: _____ Init: _____ IV Cath/Fluids - Surgical (FLUIDS)			Daily Care		
Time: _____ CONTINUOUS					

There are several ways to access the Patient Treatment Report.

To access the report from the Whiteboard (main grid) window:

- In the **Patients** column on the left, right-click in a patient's information block and select either **View/Print Selected Day** or **View/Print Prior 24 Hours**, depending on the time period you want to view.

To access the report from the Patient Treatments window:

- Right-click anywhere within the Treatments grid and select either **View/Print Selected Day** or **View/Print Prior 24 Hours**, depending on the time period you want to view.

To access the report from the Cornerstone menu bar:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Patient**, and then select **Whiteboard Patient Treatments Report**.
3. Click the **Create report** button.

To generate a Whiteboard Patient Treatment Report:

1. Use one of the methods above to access the Patient Treatments report. The Whiteboard Reports criteria window appears for the appropriate date range and patient, if applicable.

Whiteboard Reports window

2. In the **Sort** drop-down list, select a sort order to indicate how to arrange the information on the report.
3. If you are generating the report for more than one patient and you want to print the treatment orders on separate pages for each patient, select the **Page break on patient** check box.
4. Depending on how you accessed the report, the **Begin Patient ID** and **End Patient ID** fields may already contain the ID of your selected patient. If desired, you can use these fields to specify a range of patients (press F2 in these fields to search for and select a patient from the Patient List), or you can leave these fields blank to print the report for all patients on the Whiteboard.
5. If necessary, use the **Begin Date** and **End Date** fields to narrow the report to a specific date or date range.
6. If necessary, use the **Begin time** and **End time** fields to narrow the report to a specific time frame.
7. Within the following lists, select the desired criteria to narrow the information included in the report (press and hold CTRL to select random options; press and hold SHIFT to select a group of consecutive options):
 - **Treatment Status** – Used to narrow the report to a specific status of patient treatments.
 - **Patient Status** – Used to narrow the report to patients assigned a selected hospital status.
 - **Current Doctor** – Used to narrow the report to a specific doctor listed as the current care doctor within the patient orders.
 - **Ward Location** – Used to narrow the report to a ward or location within the practice where a patient may be assigned.
 - **Area** – Used to narrow the report to a specific area where treatments are processed.

- **Staff Classification** – Used to narrow the report to a specific type of staff.
 - **Category** – Used to narrow the report to a specific type of orders.
8. Click **Preview**. The report will display patient treatments based on the criteria entered within the Whiteboard Reports criteria window.
 9. Do one of the following:
 - Click the **Print** button to print the report to a selected printer.
 - Click the **Save** button to save the data from the report to a file.
 - Click **Cancel** to exit the report and return to the Whiteboard Reports criteria window.
 10. On the Whiteboard Reports criteria window, click **Close** to exit and return to the previous window.

Chapter 11: Creating Estimates

Overview

Often a client (or potential client) contacts your practice for information on the estimated cost of a procedure before bringing a pet in. Using the Cornerstone* **Estimate** features, you can estimate the cost to the client.

Using the Estimate features in Cornerstone, you can:

- Place any invoice item (service, inventory, miscellaneous or group) on an estimate
- Estimate prices for your current costs (low price) and anticipate cost increases (through the high price)
- Apply transaction taxes and transaction discounts for each item
- Optionally have clients electronically sign the estimate using a signature capture device or tablet PC
- Specify how long Cornerstone stores unsigned estimates
- Transfer invoice items from a finalized estimate to the Patient Visit List (PVL), where the items are held until transferred to an invoice

Note: Because the estimate information is saved in the Patient Visit List (for the specific patient), you cannot create one estimate for multiple patients.

Before You Begin

- Set up Billing Messages (**Controls > Billing Messages**).
- Set up Estimate Messages (**Controls > Estimate Messages**).
- Set up Price Change Reasons (**Controls > Price Change Reasons**) and specify an **Allow change** setting for each invoice item on the Invoice Item Information window's **Info** tab.
- Set Estimate, Estimate Address and Messages defaults in Practice and Workstation Defaults (**Controls > Defaults > Practice and Workstation**).
- (Optional) Specify if you want pet pictures to print on estimates in Workstation defaults (**Controls > Defaults > Practice and Workstation > select Workstation** from the menu on the left).
- (Optional) Enter an **Estimate markup** for invoice items in the **Info** tab in Invoice Item Information (**Lists > Invoice Item**).
- (Optional) Assign the printer where you want estimates to print (**File > Printer Assignment > General Reports**).

Using Marginal Pricing on Estimates

Cornerstone displays a low price and a high price (marginal pricing) for each item on the estimate. Marginal pricing helps you to provide accurate estimates, even if the price of an item increases between the time the estimate is created and the time the patient visits your practice for the service (the item). The use of marginal pricing on estimates is also a good idea when the price of a procedure can vary depending on what is found once the procedure is started.

Marginal pricing is calculated using the **Estimate markup** percentage specified for each invoice item on the Invoice Information window's **Information** tab. Cornerstone uses this percentage to calculate the high price on the estimate.

Applying Discounts to Specific Items on Estimates

Discounts for specific items work the same way in an estimate as they do in an invoice. If a client is set up to receive a discount (and the invoice item is set up with the discount), Cornerstone automatically applies the discount to the item on the estimate.

If Cornerstone is applying a discount to an item on the Estimate dialog box, the button in the **Disc** (Discount) column displays **Yes**. Click the **Yes** button to view the applied discounts.

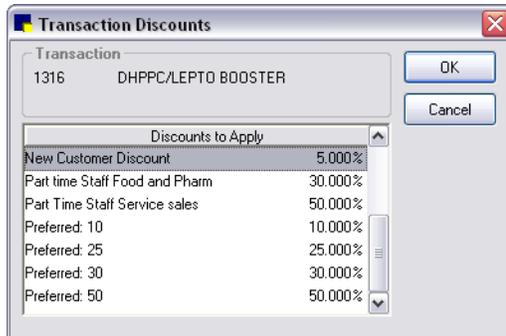
Note: Cornerstone applies transaction discounts (as explained above) only to the items you specify. The discount is not applied to the entire estimate.

Before You Begin

1. Set up the discounts you want to use in your practice (**Controls > Discounts**).
2. Link discounts to individual invoice items on the Invoice Item Information window's **Tax/Disc** tab.
3. Set up clients to be eligible to receive applicable discounts on the Client Information window's **A/R Information** tab.

To apply or remove transaction discounts:

1. While creating an estimate in the Estimate dialog box, enter the applicable Item ID.
2. In the **Disc** column, click the **Yes** or **No** button in that item's row. The Transaction Discount dialog box appears. The discounts currently being applied are highlighted.



Transaction Discounts dialog box

3. In the *Discounts to Apply* list, click to select or deselect a discount, highlighting all discounts you want to apply to the item.

Note: If the client is not set up to receive the discount, a message appears to confirm that you want to apply the discount to this client.

4. Click **OK** to save your changes. Cornerstone applies the highlighted discounts.

Note: If an asterisk appears next to a discount, that discount has been modified (in the **Controls** menu) since it was used in this estimate. *To use the updated discount:* Click the modified discount (with the asterisk) and then re-click the discount to apply the updated percentage. Click **OK**.

 To print a list of the discounts linked to clients, print a **Client A/R Information Report**. (See "Client A/R Information" on page 49.)

Applying Taxes to Specific Items on Estimates

When you previously set up your invoice items, you had the option of linking certain taxes to individual invoice items. When you invoice a client, Cornerstone automatically applies the linked tax, and the button in the **Tax** column displays **Yes**. Click the **Yes** button to view the applied taxes.

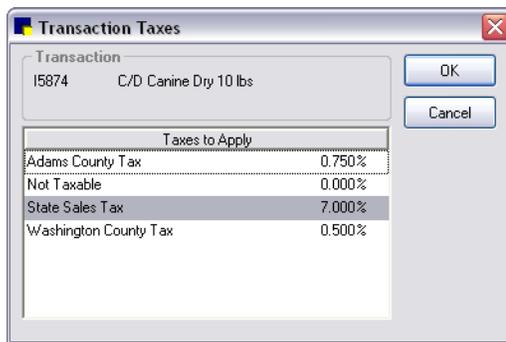
Note: Cornerstone applies transaction taxes (as explained above) only to the items you specify. The tax is not applied to the entire estimate.

Before You Begin

1. Set up the taxes you want to use in your practice (**Controls > Taxes**).
2. Link taxes to invoice items on the Invoice Item Information window's **Tax/Disc** tab.
3. For tax exempt clients, select the **Tax exempt** check box on the Client Information window's **A/R Information** tab. (Taxes are not applied if the invoiced client is marked as tax exempt.)

To apply or remove transaction taxes:

1. While creating an estimate in the Estimate dialog box, enter the applicable Item ID.
2. In the **Tax** column, click the **Yes** or **No** button in that item's row. The Transaction Taxes dialog box appears. The taxes currently being applied are highlighted.



Transaction Taxes dialog box

Note: If the client is set up as tax exempt, you cannot apply a tax. (A message will appear when you click the **Tax** button.)

3. In the *Taxes to Apply* list, click to select or deselect a tax, highlighting all taxes you want to apply to the item.
4. Click **OK** to save your changes. Cornerstone applies the highlighted taxes.

Note: If an asterisk appears next to a tax, that tax has been modified (in the **Controls** menu) since it was used in this estimate. *To use the updated tax:* Click the modified tax (with the asterisk) and then click the tax again to apply the updated percentage. Click **OK**.

 To print a list that shows clients' tax statuses, print a **Client A/R Information Report**. (See "Client A/R Information" on page 49.)

Creating an Estimate

To create an estimate:

1. With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Estimate**. The Estimate dialog box appears.

Tip: For a *potential* client, use the "cash client" and "cash patient" used by your practice.

Estimate dialog box

2. With the cursor in the **Estimate #** field, press TAB. (For new estimates, the Estimate # is assigned automatically by Cornerstone when the estimate is saved.)
 - If Cornerstone is currently saving an estimate for the client, the saved estimate displays. To create a *new* estimate, press CTRL+N in the **Estimate #** field.
 - If you press F2 in the **Estimate #** field, a list of any existing estimates will display. An "(F)" displays next to finalized estimates. The **Signature**  icon displays next to estimates that have been electronically signed and finalized.
3. In the **Description** text box, enter the purpose for the estimate, if applicable. (The description displays on the Estimate List.)
4. In the **Item ID** field, enter the ID of an invoice item by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List.
5. Press TAB. All applicable default information displays for the line item.

Note: To remove an item from the estimate, click within or highlight the item ID and press CTRL+D.

6. The **Qty-Low** and **Qty-High** default to 1 (unless the item is part of a group item). Change the low or high quantity, if applicable.

Based on the specified quantities, the **Low Price** and **High Price** are automatically calculated as follows:

- The **Low Price** is calculated as if you were entering the item on a current invoice: (Qty-low x current price for that quantity) + the dispensing fee, if applicable. The minimum price also applies.
 - The **High Price** is calculated based on the following formula: (Qty-high x high price) + dispensing fee. (The high price is the current price for that quantity marked up according to the **Estimate markup** percentage set on the Invoice Item Information window's **Info** tab.)
7. If necessary, change the price for the item.

Note: You may not be allowed to change the item's pricing, based on the **Allow change** setting for this item (on the Invoice Item Information window's **Info** tab). If changes are allowed, you may be required to select a price change reason.

8. In the **Staff** field, type the staff ID or press F2 to search for and select the staff from the Staff List.
9. In the **Center** field, type the revenue center ID or press F2 to search for and select the revenue center from the Revenue Center List.
10. In the **Disc** (Discounts) field, click the Yes/No button if you want to add or remove transaction discounts for the item. See "Applying Discounts to Specific Items on Estimates" on page 166 for information.
11. In the **Tax** field, click the Yes/No button if you want to add or remove taxes for the item. See "Applying Taxes to Specific Items on Estimates" on page 167 for information.
12. In the **Date** field, the current date displays by default. Change the date associated with this invoice item, if necessary.
13. If you want to transfer items to the estimate from a travel sheet, click **Travel Sheet** and select the desired items to transfer.
14. When all desired items have been added to the estimate, click **OK**. The Save Estimate dialog box appears.

Save Estimate dialog box

15. In the *Estimate footer* area, the default estimate footer appears. If desired, select a different footer from the **Message** drop-down list. (Messages available in this drop-down list are set up in **Controls > Billing Messages**.)
16. If you would like to change the estimate message (or messages) to print on this estimate, click the **Messages** button to open the Estimate Messages dialog box. Do the following:
 - a. To remove a message, click in the ID field of the message you want to delete and press CTRL+D.
 - b. To add a message, in the ID field, enter the ID of the estimate message by either typing the ID or pressing F2 to search for and select the message from the Estimate Message List.
 - c. If needed, click the **Note** button to open the message text and make changes or add information.

- d. Add additional messages as needed.
- e. If desired, click the arrow buttons at the bottom of the dialog box to change the order in which the messages will display on the estimate.
- f. If you want the messages selected here to print on a separate page and not on the actual estimate page, click the **Print estimate messages on a separate page** check box.
- g. Click **OK** to return to the Save Estimate dialog box.

Note: For information on setting up messages, see "Chapter 2: Setting Up Cornerstone Controls" in the *Cornerstone Administrator's Manual*.

17. If you have set high and low price print option defaults and you want to change them for this estimate, click the **Options** button. The Estimate Options dialog box appears.



Estimate Options dialog box

18. Change the estimate options as needed, and click **OK** to return to the Save Estimate dialog box.
19. In the *Perform these tasks when saving* area, you have several options for performing additional estimate tasks. Do one of the following:
 - To preview the estimate before performing additional tasks (save, print, etc.), select the **Preview** option and click **OK**. Proceed to the "Previewing an Estimate and Performing Other Tasks from the Print Preview Window" section below for information.

Note: If the **Use authorized signature option** is selected in Estimate defaults, the **Preview/Signature** option displays in place of the standard **Preview** option. To use an electronic signature on the estimate, proceed to the "Using Electronic Signatures on Estimates" section on page 172.
 - To save the estimate and perform other estimate tasks without previewing, select the **Save and continue** option. Proceed to step 20.
20. If you want to print the estimate after saving, select the **Print estimate** check box and specify the number of **Copies** to print. See "Printing an Estimate" on page 175 for more information.
21. If you want to email the estimate after saving, select the **E-Mail** estimate check box. See "Emailing an Estimate" on page 176 for more information.
22. In the **Save estimate for...** fields, specify the number of days to store the unsigned estimate (up to 999 days), or enter an expiration date for the unsigned estimate. Estimates that have not been electronically signed by the client are deleted during End of Day processing after the specified number of days or on the specified date.

Note: When setting the **Save estimate for...** fields, if you enter the number of days, Cornerstone immediately calculates and displays the corresponding expiration date after you press TAB or click outside of the field. If you specify the date, Cornerstone updates the corresponding number of days after you click **OK** (after the dialog box has closed).

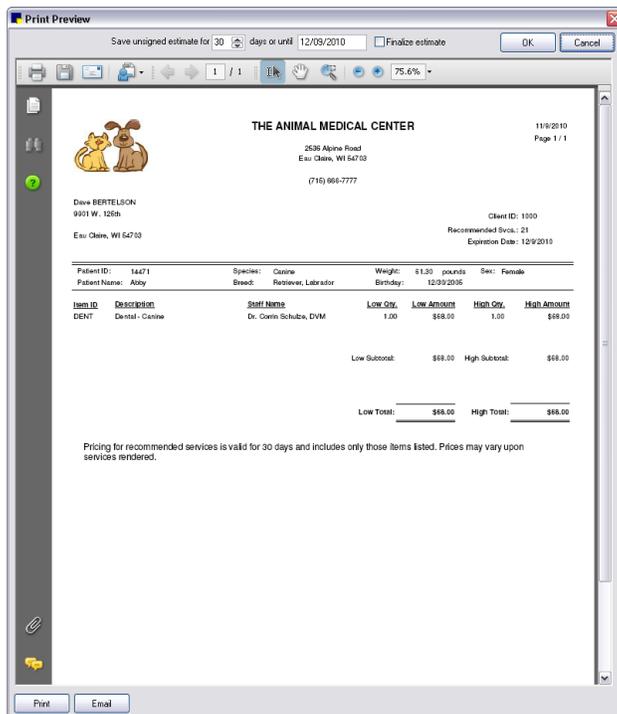
23. If the client has accepted the estimate, select the **Finalize estimate** check box.

Note: Depending on how you have set the **Add invoice items to PVL** setting in Estimate defaults, invoice items on the estimate may move to the Patient Visit List automatically upon finalizing the estimate.

24. Click **OK** to save the estimate and perform any of the selected tasks.

Previewing an Estimate and Performing Other Tasks from the Print Preview Window

1. Create an estimate following the steps in the previous “Creating an Estimate” section.
2. On the Save Estimate dialog box, ensure the **Preview** option is selected, and click **OK**. The estimate Print Preview window appears.



Estimate Print Preview window

Note: The tools available on the estimate Print Preview window vary depending on the type of PDF viewer installed on the workstation.

3. In the **Save unsigned estimate for...** fields, specify the number of days to store the unsigned estimate (up to 999 days), or enter an expiration date for the unsigned estimate. Estimates that have not been electronically signed by the client are deleted during End of Day processing after the specified number of days or on the specified date.

Note: When setting the **Save unsigned estimate for...** fields, if you enter the number of days, Cornerstone immediately calculates and displays the corresponding expiration date after you press TAB or click outside of the field. If you specify the date, Cornerstone updates the corresponding number of days after you click **OK** (after the window has closed).

4. If the client has accepted the estimate, select the **Finalize estimate** check box.

Note: Depending on how you have set the **Add invoice items to PVL** setting in Estimate defaults, invoice items on the estimate may move to the Patient Visit List automatically upon finalizing the estimate.

5. If you want to print the estimate at this time, click the **Print** button (bottom-left corner of the window) and specify the number of **Copies** to print. See “Printing an Estimate” on page 175 for more information.
6. If you want to email the estimate at this time, click the **Email** button (bottom-left corner of the window). See “Emailing an Estimate” on page 176 for more information.
7. When you have finished viewing the estimate and performing other tasks from the Print Preview window, click **OK** to close the window.

Using Electronic Signatures on Estimates

Cornerstone allows clients to view an on-screen estimate and electronically sign the estimate using a supported signature capture device or tablet PC. Signed estimates are automatically finalized and saved to patient history.

Some benefits of electronically signed estimates:

- Your practice can increase efficiency and save paper with the signature on the actual estimate—no need for scanning paper documents or creating additional correspondence documents.
- With approval to perform services right on the estimate where the actual dollar amounts appear, you can better ensure compliance and move the process forward more quickly.
- A signed estimate provides peace of mind to the client, with all services and costs agreed upon by the practice and client upfront.

Tip: On the Patient Clipboard and estimate-related windows throughout Cornerstone, the **Signature**  icon displays next to estimates that have been electronically signed.

Before You Begin

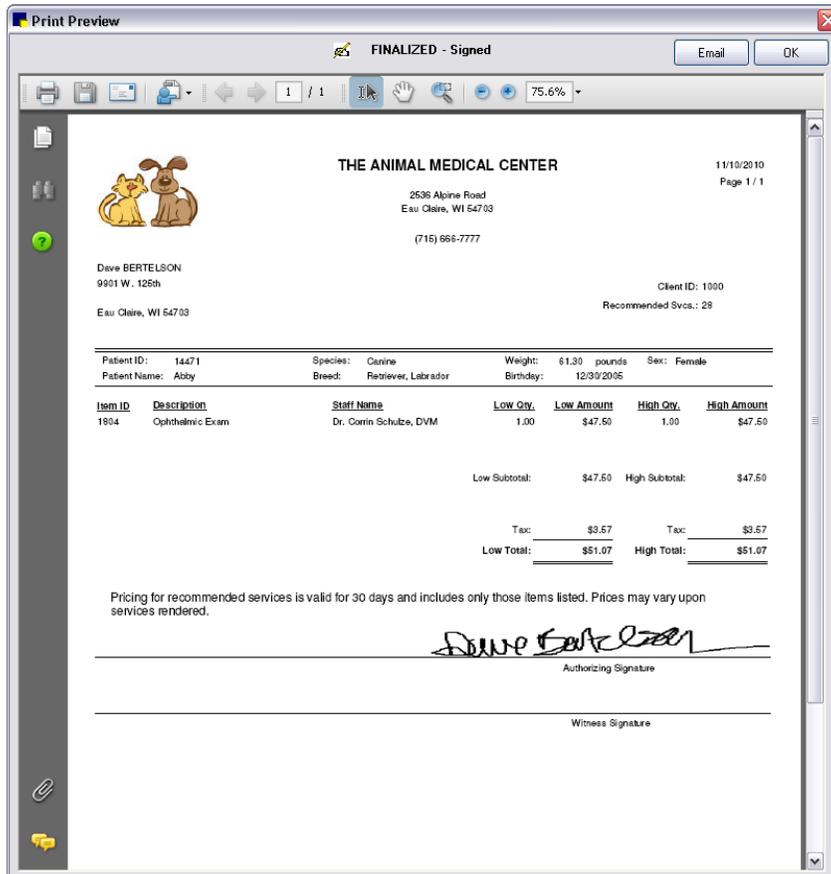
- Ensure that the **Use authorized signature** option has been selected in Estimate defaults. Optionally, if you plan to use witness signatures on estimates, select the **Use witness signature** option in Estimate defaults. To access Estimate defaults, select **Controls > Defaults > Practice and Workstation**, and then select **Estimate** from the menu on the left.
- Ensure that a supported signature capture device (or tablet PC) is configured with Cornerstone and connected to the workstation. See “Chapter 1: Getting Started with Cornerstone Setup” in the *Cornerstone Administrator’s Manual* for information on setting up a signature capture device for use with Cornerstone.

To finalize an estimate with an electronic signature:

1. On a workstation with a connected signature capture device (or on a tablet PC), create an estimate following the steps in the previous “Creating an Estimate” section beginning on page 167.
2. On the Save Estimate dialog box, ensure the **Preview/Signature** option is selected, and click **OK**. The estimate Print Preview window appears.
3. Review the on-screen estimate with the client and then click **Signature**.
4. Do one of the following:
 - If you are using a connected signature capture device, a signature box appears. Ask the client to sign on the signature pad, and then click **OK** to insert the signature in the document.

- If you are using a tablet PC, ask the client to sign directly on the estimate's Authorized Signature line.
5. If a witness signature is used in your practice (and has been enabled in Estimate defaults), ask the witness to sign on the signature pad or tablet PC.

Once it has been signed, the estimate is automatically finalized and saved to patient history. The estimate displays with the **Signature**  icon and "FINALIZED - Signed" at the top of the Print Preview window.



Print Preview FINALIZED - Signed [Email] [OK]

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2536 Alpine Road
Eau Claire, WI 54703
(715) 866-7777

Dave BERTELSON
9401 W. 125th
Eau Claire, WI 54703

Client ID: 1000
Recommended Svcs.: 28

Item ID	Description	Staff Name	Low Qty.	Low Amount	High Qty.	High Amount
1804	Ophthalmic Exam	Dr. Corin Schulze, DVM	1.00	\$47.50	1.00	\$47.50

Low Subtotal: \$47.50 High Subtotal: \$47.50

Tax: \$3.57 Tax: \$3.57

Low Total: \$51.07 High Total: \$51.07

Pricing for recommended services is valid for 30 days and includes only those items listed. Prices may vary upon services rendered.

Dave Bertelson
Authorizing Signature

Witness Signature

Print Preview window for a signed (and finalized) estimate

Note: The tools available on this window vary depending on the type of PDF viewer installed on the workstation.

6. To print the estimate, click the **Printer**  icon on the Print Preview window's PDF viewer toolbar.
7. To email the estimate, click the **Email** button located in the top-right corner of the window. See "Emailing an Estimate" on page 176 for more information.
8. When you have finished viewing the estimate and performing other tasks from the Print Preview window, click **OK** to close the window.

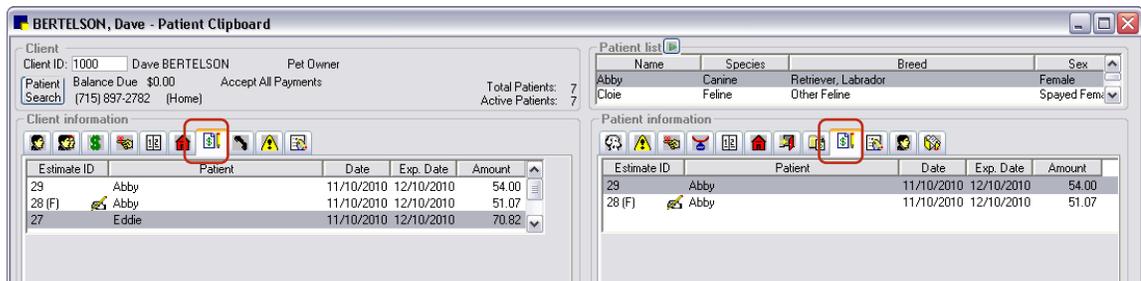
Locating an Estimate

You can reopen a saved estimate to add items or change items on the estimate. Estimates can be opened from the Patient Clipboard or from the Estimate dialog box.

Note: You can open a finalized estimate for viewing, printing or emailing, but you cannot make changes to a finalized estimate.

To open an existing estimate from the Patient Clipboard:

- Do one of the following:
 - To choose from a list of all estimates for a particular client, with the client's record open on the Patient Clipboard, click the **Estimates**  tab in the *Client information* area.
 - To choose from a list of all estimates for a particular patient, with the patient's record open on the Patient Clipboard, click the **Estimates**  tab in the *Patient information* area.



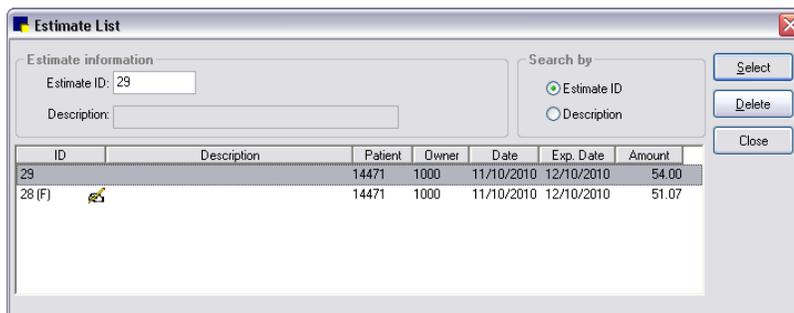
Estimates tabs on the Patient Clipboard

Note: An "(F)" indicates finalized estimates. A **Signature**  icon indicates estimates that have been finalized with an electronic signature. Signed estimates are also listed in the *Patient History* area **Summary** and **Text** tabs.

- Locate the desired estimate in the list and double-click the estimate line (or right-click the estimate and select **Update**). The Estimate dialog box appears with the selected estimate ID displayed in the **Estimate #** field.
- Press TAB to display the item information associated with this estimate.

To open an existing estimate from the Estimate dialog box:

- Open the Estimate dialog box and provide the client and patient information, if necessary.
- In the **Estimate #** field, press F2 to search for an estimate on the Estimate List.



Estimate List

Note: An “(F)” indicates finalized estimates. A **Signature**  icon indicates estimates that have been finalized with an electronic signature.

3. Select the estimate to open. The Estimate dialog box reappears with the selected estimate ID displayed in the **Estimate #** field.
4. Press TAB to display the item information associated with this estimate.

Printing an Estimate

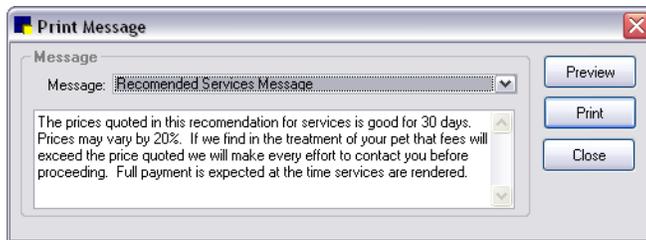
You can print (or reprint) a saved or finalized estimate for a client at any time. The estimate printing options available depend on whether you are printing a saved estimate, a finalized estimate or a finalized estimate with an electronic signature.

Tip: An estimate can also be printed during the process of creating/saving an estimate by selecting the **Print estimate** check box on the Save Estimate dialog box and then clicking **OK**. See “Creating an Estimate” on page 167 for information.

Note: Departing instructions do *not* print on an estimate.

To print a saved (not finalized) estimate:

1. With the applicable estimate open in the Estimate dialog box, click the **Print** button. The Print Message dialog box appears.



Print Message dialog box

2. If necessary, select a different message to print at the bottom of the estimate, or edit the text of the message before printing.
3. On the Print Message dialog box, do one of the following:
 - Click **Preview** to view the estimate in the Print Preview window, and then click the **Print** button (lower-left corner of the Print Preview window).
 - Click **Print**.

The Cornerstone Print Options dialog box appears.

4. The **Printer** field displays the default printer selected within Printer Assignments for estimates (select **File > Printer Assignment > General Reports > Estimates**). If you would like to print the estimate on a different printer, click the **Printer** button to access the Printer Selection dialog box and select the desired printer.
5. In the **Copies** field, type the number of estimate copies to print.
6. Click **OK** to print the estimate and return to the Estimate dialog box.
7. Click **Cancel** to close the Estimate dialog box.

To print a finalized estimate (no electronic signature):

1. With the applicable estimate open in the Estimate dialog box, click the **Print** button. The Cornerstone Print Options dialog box appears.
2. The **Printer** field displays the default printer selected within Printer Assignments for estimates (select **File > Printer Assignment > General Reports > Estimates**). If you would like to print the estimate on a different printer, click the **Printer** button to access the Printer Selection dialog box and select the desired printer.
3. In the **Copies** field, type the number of estimate copies to print.
4. Click **OK** to print the estimate and return to the Estimate dialog box.
5. Click **Cancel** to close the Estimate dialog box.

To print a finalized estimate with an electronic signature:

1. With the applicable signed estimate open in the Estimate dialog box, click the **Print** button. The estimate displays in the Print Preview window.
2. Click the **Printer**  icon on the Print Preview window's PDF viewer toolbar. The Print dialog box appears.
3. The **Name** field displays the default Windows printer. If you would like to print the estimate on a different printer, select a different printer from the **Name** drop-down list.
4. In the **Copies** field, type the number of estimate copies to print.
5. Click **OK** to print the estimate and return to the Print Preview window.
6. Click **Close** to close the Print Preview window, and then click **Cancel** to close the Estimate dialog box.

Emailing an Estimate

You can email a saved or finalized estimate to a client at any time. A PDF file of the estimate will automatically be created and attached to the email.

Tip: An estimate can also be emailed to the client during the process of creating/saving an estimate by selecting the **E-Mail estimate** check box on the Save Estimate dialog box and then clicking **OK**. See "Creating an Estimate" on page 167 for information.

Note: Emailing estimates requires Internet access, an email account, and properly configured email software (like Microsoft® Outlook® or Outlook® Express).

To email an estimate:

1. With the applicable estimate open in the Estimate dialog box, click the **E-Mail** button.

Note: For estimates that have not yet been finalized, the Print Message dialog box appears. If necessary, select a different message to print at the bottom of the estimate, or edit the text of the message before emailing. Click **E-Mail**.

The E-mail Information dialog box appears.

E-Mail Information dialog box

2. In the **Subject** field, enter a subject line to be used on the email.
3. If desired, enter information in the **Note** box. The estimate will be sent as an email attachment and any Note text will be included in the body of the email message.
4. Specify who will receive the email by selecting the appropriate option from the drop-down lists attached to the **Client**, **Referral doctor** and/or **Referral hospital** fields:

Note: The **Client** field will be available only if the client to whom you are sending the email has an email address listed in his/her client information. The **Referral doctor** and **Referral hospital** fields will be available only if the referral doctor and hospital are set up with an email address in Cornerstone and the **Send info via** field (in Doctor Information or Hospital Information) is set to **E-mail**. In addition, the referral doctor and hospital must be selected for the applicable patient in the Patient Information window's **Referrals** tab.

- **Don't send** – Choose this option if you do not want this person to receive this message.
 - **To:** – Choose this option if you want this message to be addressed directly to this person.
 - **CC:** – (stands for carbon copy) Choose this option if you want this message to be sent to someone else, but you want this person to receive a copy of the message.
 - **BCC:** – (stands for blind carbon copy) Choose this option if you want this message to be sent to someone else, but you want this person to receive a copy of the message confidentially.
5. If you want to send the letter to others not included in the previous fields, enter the address in the **E-Mail Address** field, and from the **Type** list, select the type of message to send (To, CC or BCC).
 6. Click **OK** to email the estimate. If the Choose Profile dialog box appears, click **OK** again.

Finalizing an Estimate

If an estimate is not finalized at the time it's created, you can open the saved estimate and finalize it at a later time.

Note: Electronically signed estimates are automatically finalized and saved to patient history. See Using Electronic Signatures on Estimates on page 172 for information on finalizing an estimate with an electronic signature.

To finalize a saved estimate:

1. With the patient's record open on the Patient Clipboard, click the **Estimates**  tab in the *Patient information* area.
2. Locate the desired estimate in the list and double-click the estimate line (or right-click the estimate and select **Update**). The Estimate dialog box appears with the selected estimate ID displayed in the **Estimate #** field.
3. Press TAB to display the item information associated with this estimate.
4. Make any necessary changes to the estimate items, and then click **Finalize**. The Save Estimate dialog box appears.
5. In the *Perform these tasks when saving* area, select the **Save and continue** option and ensure that the **Finalize estimate** check box is selected.
6. Click **OK**.
7. Depending on how your Estimate defaults have been set up, a message may ask if you want to transfer the items to the Patient Visit List. Click **Yes** or **No**.

Deleting an Estimate

You can manually delete an estimate that no longer applies to a patient.

Note: You cannot delete a finalized estimate that has been electronically signed by the client. The **Signature**  icon displays next to estimates that have been electronically signed and finalized.

To delete an estimate:

1. With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Estimate**. The Estimate dialog box appears.
2. With the cursor in the **Estimate #** field, press F2. The Estimate List displays a record of each estimate created for the patient.
3. Search for and select the estimate to delete, and then click **Delete**. You are prompted to confirm the deletion. Click **Yes**.
The estimate no longer displays in the Estimate List and is removed from the patient's history.
4. Click **Close** to exit and return to the Estimate dialog box.
5. Click **Cancel** to exit and return to the Patient Clipboard.

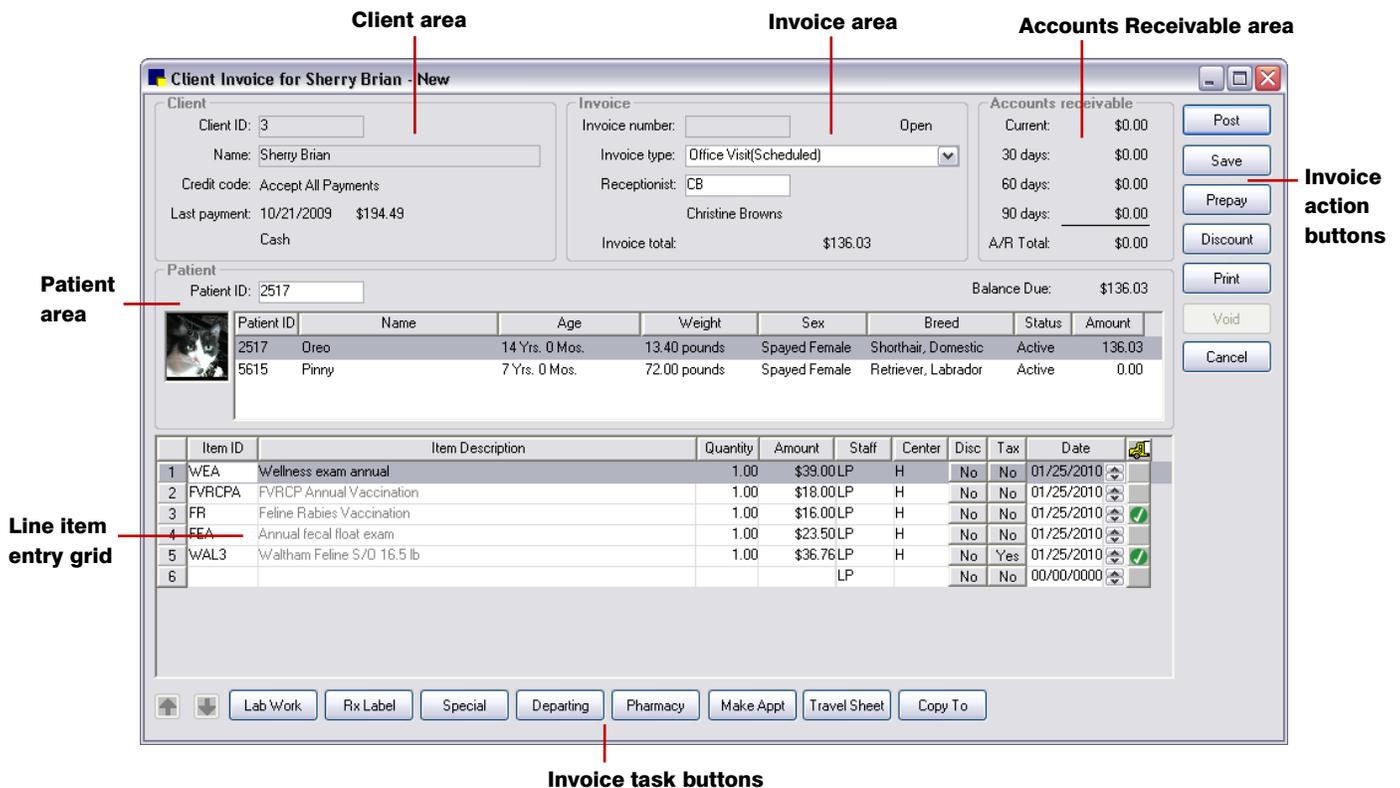
Chapter 12: Invoicing

Overview

When you invoice clients in the IDEXX Cornerstone* Practice Management System, many related activities automatically occur. After an invoice is processed and posted, Cornerstone updates the reminder information and the patient's medical file, generates any departing instructions or special actions linked to the invoice items, and adds the invoice total to the practice sales totals for End of Day, End of Month and End of Year processing.

Using the Client Invoice window options, you can perform all of the traditional accounting procedures you would expect to perform when invoicing. Cornerstone places financial information into the client's account and adds references to the invoiced items and departing instructions in the patient's medical history.

About the Client Invoice Window



Client Area

The *Client* area displays the client ID, name, credit code information and last payment information.

Invoice Area

The *Invoice* area displays the invoice status (Open or Closed) and the invoice total. It also includes fields for the invoice number, type and staff member (Receptionist) generating the invoice.

Accounts Receivable Area

The *Accounts receivable* area lists the client's account balance information and A/R total.

Patient Area

The *Patient* area provides a list of patients owned by this client.

Note: If there are more than 20 patients, only those patients who have invoice line items on the invoice (or on a Patient Visit List) will display.

You can place more than one patient on the same owner's invoice. After invoice items have been entered for the first patient, simply select the second patient in the list and proceed to enter this patient's items in the line item entry grid (a new grid is displayed for each patient selected). On the printed invoice, a Patient Subtotal amount is listed for each patient.

Line Item Entry Grid

The invoice's line item entry grid includes the following columns/fields:

Column/Field	Description
Item ID	Enter an invoice item ID by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List. To delete an item from the grid, click in the item's Item ID field and press CTRL+D.
Item Description	The invoice item's Hospital description as it was previously defined during item setup on the Invoice Item Information window's Info tab. Note: If a Client description was entered for this invoice item on the Info tab, that Client description will print on the invoice. The exception is if the invoice item was flagged as a Miscellaneous item on the Info tab. In this case, you are allowed to make changes to the description when adding the item on the grid. This description will print on the invoice, regardless of whether a Client description exists.
Quantity	The quantity of the item; default quantity is 1.
Amount	The price of the item, based on the quantity specified.
Staff	The ID of the staff member to associate with this invoice item; defaults to the staff ID specified in Invoice defaults. To change the staff, either type the ID or press F2 to search for and select the staff from the Staff List.
Center (Revenue Center)	The ID of the revenue center to associate with this invoice item. If a default revenue center was specified on the Invoice Item Information window's Info tab, that revenue center ID displays here. To change the revenue center, either type the ID or press F2 to search for and select a revenue center from the Revenue Center List.
Disc (Discount)	When you previously set up your invoice items, you had the option of linking discounts to individual invoice items on the Invoice Item Information window's Tax/Disc tab. If you invoice a client who is set up to receive the discount associated with an item, Cornerstone automatically applies the discount, and the button in the Discount column displays Yes . To add or remove a discount on an invoice item, click the Yes or No button in its line item row. See "Applying Discounts to Specific Invoice Items" on page 187 for information on invoice item discounts.

Column/Field	Description
Tax	When you previously set up your invoice items, you had the option of linking taxes to individual invoice items on the Invoice Item Information window's Tax/Disc tab. If you invoice a client for one of these items, Cornerstone automatically applies the tax, and the button in the Tax column displays Yes (except when the client has been marked as tax exempt). To add or remove a tax on an invoice item, click the Yes or No button in its line item row. See "Applying Taxes to Specific Invoice Items" on page 188 for information on invoice item taxes.
Date	The date to associate with the item or service on the invoice; defaults to the system date. To change the date, either type a different date or press F2 to select a date using the calendar.
Verify Inventory Details 	<p>If an inventory item is marked to track quantity on hand, lot numbers, expiration dates, and/or multiple locations, you may be asked to verify inventory details for this invoice item. For these types of inventory items, one of the following icons will appear in the column to indicate whether or not inventory details are missing:</p> <p> Indicates more inventory information is required.</p> <p> Indicates inventory information is complete; no action is required.</p> <p>Click the  icon and proceed to enter the inventory details; click the Verified check box to verify the details for each item as required.</p> <p>See "Verifying Inventory Details" on page 191 for more information.</p>

Invoice Task Buttons (Bottom of Window)

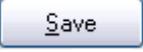
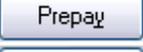
Use the buttons along the bottom of the Client Invoice window to perform additional tasks.

Button	Description
	Work with the patient's laboratory requests and results (<i>Laboratory module only</i>).
	Display the Prescription Information dialog box, which allows you to create a prescription for a selected item on the invoice. See "Creating a Prescription" on page 294 for information.
	Display the Special Actions dialog box to view and/or process any special actions linked to the items on this invoice (or to display the Patient Visit List if it contains items for this patient). See "Processing Special Actions" on page 192 for information.
	View or modify departing instructions linked to one or more items on this invoice or add an instruction to this invoice. See "Adding Departing Instructions" on page 189 for information.
	Access the Pharmacy Formulary (<i>Pharmacy Formulary module only</i>). See "Using the Pharmacy Formulary" on page 197 for information.
	Display the Schedule for Today window to make an appointment for the patient. See "Scheduling and Managing Appointments" on page 104 for information.

Button	Description
	Select items from your practice's travel sheets. See "Transferring Invoice Items from a Travel Sheet" on page 186 for information.
	Copy items on an invoice to another patient or patients owned by the same client. See "Copying Invoice Items to Another Patient" on page 198 for information.

Invoice Action Buttons (Right Side of Window)

Use the buttons along the right side of the Client Invoice window to perform additional actions related to the invoice.

Button	Description
	Process the invoice and mark it as Closed.
	Save all information on the invoice without processing it (so it remains Open).
 	Record a payment. You will not be allowed to select a future date. (The Prepay/Payment buttons change, depending on whether you are working with a new or posted invoice.)
	Manually enter a discount for the entire invoice.
	Display the Print Invoice dialog box, which allows you to change the message that prints at the bottom of the invoice, preview the invoice, or print the invoice.
	Void the invoice. See "Voiding an Invoice" on page 199 for information.
	Clear the Client Invoice window without saving information.

Creating an Invoice

Before You Begin

- Set the Invoice defaults (**Controls > Defaults > Practice and Workstation >** select **Invoice** from the menu on the left). If you want patient reminders to print on invoices, make sure the **Print patient reminders** check box is selected.
- Set the Invoice Address defaults (**Controls > Defaults > Practice and Workstation >** select **Invoice > Invoice Address** from the menu on the left).
- Set the default invoice message in Messages defaults (**Controls > Defaults > Practice and Workstation >** select **Messages** from the menu on the left).
- (Optional) Assign the printer where you want invoices to print (**File > Printer Assignment > General Reports**).
- (Optional) Indicate the type of printer to use by setting the Invoice Print option in Workstation defaults (**Controls > Defaults > Practice and Workstation >** select **Workstation** from the menu on the left).

To create an invoice:

1. To open the Client Invoice window, do one of the following:
 - On the Patient Clipboard, select the client, and then right-click on the patient's name in the *Patient list* and select **Invoice**.
 - On the Patient Clipboard, select the client, and then right-click in the *Client* area and select **Invoice**.
 - Click the **Invoice**  toolbar button.
 - On the Patient Visit List (PVL), with invoice items entered for the patient, click the **Invoice** button on the right side of the window.

The Client Invoice window appears.

2. Depending on how you accessed the Client Invoice window, the client may already be selected in the *Client* area. If not, in the **Client ID** field, enter the client by either typing the ID and pressing TAB, or by pressing F2 to search for and select the client from the Client List.

If this client has an open invoice (an invoice that has been saved but was not posted), the client's oldest open invoice automatically appears.

3. In the **Invoice number** field, do one of the following:
 - If this is a new invoice, press TAB to continue. Cornerstone will automatically assign the invoice number when you post or save the invoice.
 - If you are updating an open invoice automatically displayed by Cornerstone, press TAB to continue.
 - If you want to update a different open invoice or view a posted invoice for this client, press F2 to search for and select the invoice from the Invoice List.
4. The **Invoice type** field displays the type selected in Invoice defaults (or the type saved with the open invoice). If necessary, select a different invoice type from the drop-down list.
5. The **Receptionist** field displays the staff ID of the user currently logged in (or the staff ID that was saved with the open invoice). If necessary, enter a different staff ID by either typing the ID or pressing F2 to search for and select the staff from the Staff List.
6. Depending on how you accessed the Client Invoice window, the patient may already be selected in the *Patient* area. If not, select the patient in the list (use the scroll bar if the patient is not visible). You can also specify the patient in the **Patient ID** field by either typing the ID or pressing F2 to search for and select the patient from the Patient List.

The Client Invoice window is updated to reflect the information for the selected patient.

Client Invoice for Sherry Brian - New

Client		Invoice		Accounts receivable				
Client ID: 3	Invoice number: <input type="text"/>	Open	Current: \$0.00					
Name: Sherry Brian	Invoice type: Office Visit(Scheduled)		30 days: \$0.00					
Credit code: Accept All Payments	Receptionist: CB		60 days: \$0.00					
Last payment: 10/21/2009 \$194.49	Christine Browns		90 days: \$0.00					
Cash	Invoice total: \$255.15		A/R Total: \$0.00					
Patient		Balance Due: \$255.15						
Patient ID: 5615								
	Patient ID	Name	Age	Weight	Sex	Breed	Status	Amount
	2517	Oreo	14 Yrs. 0 Mos.	12.00 pounds	Spayed Female	Shorthair, Domestic	Active	0.00
	5615	Pinky	7 Yrs. 0 Mos.	72.00 pounds	Spayed Female	Retriever, Labrador	Active	255.15

Item ID	Item Description	Quantity	Amount	Staff	Center	Disc	Tax	Date
1	VWUP Vomiting Work-up			LP	H	No	No	02/03/2011
2	1798 Emergency Exam	1.00	\$95.00LP		H	No	Yes	02/03/2011
3	CBC CBC- IDEXX In-House	1.00	\$32.00LP		H	No	No	02/03/2011
4	UA Urinalysis- IDEXX Ref Lab	1.00	\$22.50LP		H	No	No	02/03/2011
5	22 Xray Digital 1-3 Views	1.00	\$98.50LP		H	No	No	02/03/2011
6	NPD NPD	1.00	\$0.00LP		H	No	No	02/03/2011
7				LP		No	No	00/00/0000

Buttons: Lab Work, Rx Label, Special, Departing, Pharmacy, Make Appt, Travel Sheet, Copy To

Client Invoice window with patient selected and items entered in grid

- If items exist on the Patient Visit List for this patient, either the PVL displays automatically or a prompt asks if you want to open the PVL (if the **Display patient visit message** option is selected in Invoice defaults). On the PVL, indicate the items to include in the transfer to the invoice, and then click **Transfer**. See “Chapter 9: Using the Patient Visit List” beginning on page 129 for information on the Patient Visit List.

Tip: You can also click **Travel Sheet** to select items from a travel sheet. See “Transferring Invoice Items from a Travel Sheet” on page 186 for information.

- To add an invoice item, in the next available row's **Item ID** field, enter an invoice item by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List.
With the item ID entered, one or more dialog boxes may display, depending on the type of item entered, if it has any associated special actions or call back reminders, etc.
- If necessary, change the value in the **Quantity** field.
- The item pricing is calculated automatically, based on the specified quantity and displayed in the **Amount** field. Change the price, if necessary.
Note: You may not be allowed to change the item's pricing, based on the Allow change setting for this item on the Invoice Item Information window's Info tab. If changes are allowed, you may be required to select a price change reason.
- Complete the remaining fields for the line item as needed. See “Line Item Entry Grid” on page 180 for more information.
- As needed, perform additional tasks using the buttons on the bottom of the window. See “Invoice Task Buttons (Bottom of Window)” on page 181 for information.
- If you want to add invoice items for another patient belonging to this client, repeat steps 6–11 as necessary to select the patient and add the invoice items.

14. To change the order that items appear on the invoice, click in the item's **Item ID** field and move the item up or down using the arrow buttons in the bottom-left corner of the window. (Group items must be moved as a group.)
15. To remove an item from the invoice, click in the item's **Item ID** field and press CTRL+D. To delete an item that is part of a group, click in the item's **Quantity** field and press CTRL+D.
16. If applicable, perform additional actions related to the invoice using the buttons on the right side of the window. See "Invoice Action Buttons (Right Side of Window)" on page 182 for information.
17. When you are finished creating the invoice, do one of the following:
 - Click **Post** to process the invoice and mark the invoice as Closed (no changes or additions can be made to the invoice once it has been posted/closed). See "Posting an Invoice" in the following section for more information.
 - Click **Save** to save all information without processing the invoice (information can be changed or added later).

Posting an Invoice

When an invoice is posted, the following automatically takes place:

- All information for the invoice is saved, and the invoice is marked as Closed (no other changes, additions or transactions are allowed).
- The invoice amount is applied to the client's account balance.
- Inventory quantity on hand is automatically updated for applicable items on the invoice.

To post an invoice:

1. Create an invoice using the steps in the previous "Creating an Invoice" section.
2. After you have entered all invoice items and carried out any invoice-related tasks, click **Post**. The Post Invoice dialog box appears.

Note: If there are any special actions that have not yet been processed for items on the invoice, the Special Action dialog box appears. Click **Process** to perform the highlighted special action or click **Continue** to continue posting the invoice.

Post Invoice dialog box

3. In the **Date** field, verify the posting date for this invoice (defaults to the current system date). To change the date, either type a different date or press F2 to select a date using the calendar.
4. In the *Perform these tasks when posting* area, select from the following tasks to perform upon clicking **OK** on this dialog box:
 - **Apply payments** – Open the Payment dialog box to apply the client’s payment for this invoice immediately.

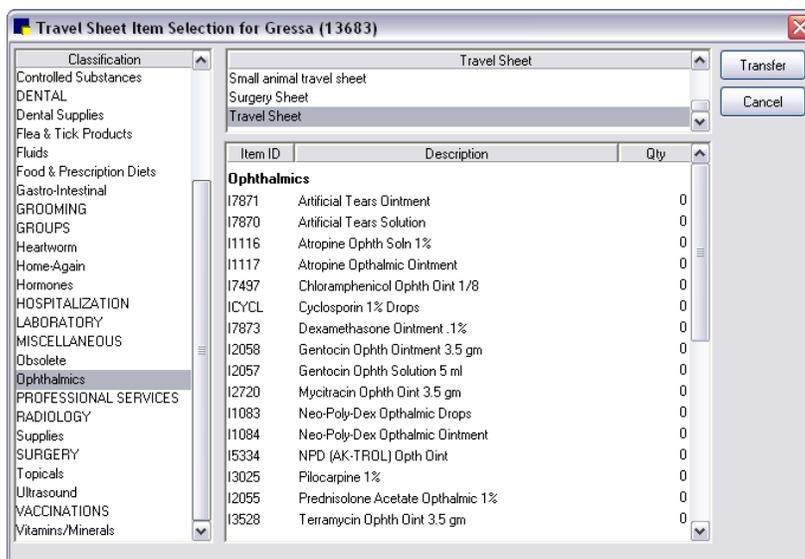
Note: If payment is not applied immediately, it can easily be applied at a later time from the Client Invoice window by pressing F2 in the **Invoice number** field to select and open the posted invoice, and then clicking **Payment** to display the Payment dialog box.
 - **Print invoice** – Print the specified number of copies of the invoice. If the Electronic Signature check box is selected in payment type/setup and an electronic signature capture device or tablet is detected, a drop-down list is available. From the drop-down list, select **Full Invoice** or **Invoice Receipt**. Note that a signature prints only on an invoice receipt.
 - **Check-out patients** – Check out the patient or patients included on the invoice.
 - **Apply payments to invoice for productivity by provider** – Assign the appropriate invoice payment percentages to the applicable provider(s) in your practice. (This option is selected by default if the **Apply payment to specific invoices for A/R by provider** option is selected in Invoice defaults.)
 - **Print special action documents** – This option is available if any items on the invoice are set up to initiate the Print Document special action with the **When to Apply** field set to **Print after invoice posted**. If so, the applicable document or documents are listed in the Special action document list area at the bottom of the dialog box.
5. In the *Invoice message* area, select a message to print at the bottom of the invoice (defaults to the message set in Messages defaults) and make any necessary changes to the message in the text box.
6. Click **OK**. Depending on the tasks selected in the *Perform these tasks when posting* area, the invoice may print and/or additional dialog boxes may display.

Transferring Invoice Items from a Travel Sheet

When adding invoice items to an estimate, Patient Visit List, Patient Orders or invoice, you can click the **Travel Sheet** button to select items to transfer from one or more travel sheets.

To transfer invoice items from a travel sheet:

1. With an estimate, Patient Visit List, Patient Orders or invoice open, click the **Travel Sheet** button. The Travel Sheet Item Selection dialog box appears.



Travel Sheet Item Selection dialog box

2. Select the travel sheet you want to use.
3. In the *Classification* area, narrow the list of invoice items by doing one of the following:
 - To view travel sheet items for all classifications, click **<All Classifications>**.
 - To view only those items in a specific classification, click the specific classification you want to view.
 - To selectively view items in more than one classification, press and hold the SHIFT key as you click the classifications.
4. Under *Travel Sheet*, select the travel sheet from which you want to select items.
5. To choose an item, click on it. The quantity will change to 1. Click again to increase the quantity. To reduce the quantity, right-click it. You can also type in the quantity if you have a large quantity or need to enter the quantity using decimals.

Note: Positive quantities are indicated with green text. Negative quantities are indicated with red text.

Tip: Items can be selected from multiple travel sheets. Click on another travel sheet to select from it.
6. To view only the items that are selected for a patient, click the **<View Selected Items>** option, located at the top of the *Travel Sheet* area scroll list.
7. To transfer selected items to the estimate, Patient Visit List, Patient Orders or invoice, click **Transfer**. The Enter Staff ID dialog box appears. Enter the staff ID and click **OK**.

Applying Discounts to Specific Invoice Items

When you previously set up your invoice items, you had the option of linking certain discounts to individual invoice items on the Invoice Item Information window's **Tax/Disc** tab. If you invoice a client who is set up to receive the specified discount(s), Cornerstone automatically applies the discount, and the button in the **Discount** column displays **Yes**. Click the **Yes** button to view the applied discounts.

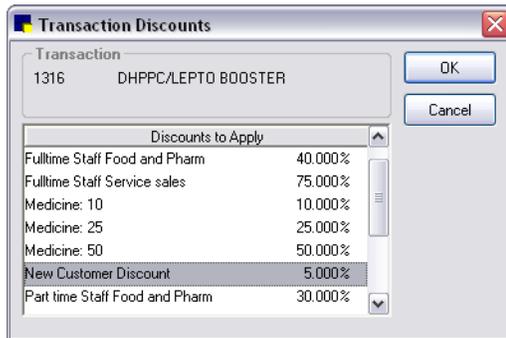
Note: Cornerstone applies transaction discounts (also called line item discounts) only to the items you specify. The discount is not applied to the entire invoice. To apply a discount to the entire invoice, click the **Discount** button on the right side of the invoicing window.

Before You Begin

1. Set up the discounts you want to use in your practice (**Controls > Discounts**).
2. Link discounts to individual invoice items on the Invoice Item Information window's **Tax/Disc** tab.
3. Set up clients to be eligible to receive applicable discounts on the Client Information window's **A/R Information** tab.

To apply or remove transaction discounts:

1. On an estimate, Patient Visit List, Patient Advisor* exam or invoice, add the applicable invoice item.
2. In the **Disc** column, click the **Yes** or **No** button in that item's row. (Or you can press TAB until the button is selected and then press the spacebar.) The Transaction Discounts dialog box displays. The discounts currently being applied are highlighted.



Transaction Discounts dialog box

3. To add or remove a discount to an invoice item, select the discount under *Discounts to Apply*. Cornerstone applies the highlighted discounts.

Note: If the client is not set up to receive the discount, a message appears to confirm that you want to apply the discount for this client.

4. Click **OK** to save your changes.

Note: If an asterisk appears next to a discount, that discount has been modified (in the **Controls** menu) since it was used in this invoice. *To use the updated discount:* Click the modified discount (with the asterisk) and then re-click the discount to apply the updated percentage. Click **OK**.

 To print a list of the discounts linked to clients, print a **Client A/R Information Report**. (See “Client Information Reports” on page 48.)

 Transaction discounts also print on End of Day reports, such as the **Itemized Audit Trail**, and summary reports, such as the **Daily Summary Report** and the **Invoice Register Report**.

Applying Taxes to Specific Invoice Items

When you previously set up your invoice items, you had the option of linking certain taxes to individual invoice items on the Invoice Item Information window's **Tax/Disc** tab. If you invoice a client for one of these items, Cornerstone automatically applies the transaction tax (unless the client is tax exempt) and the button in the **Tax** column displays **Yes**. Click the **Yes** button to view the applied taxes.

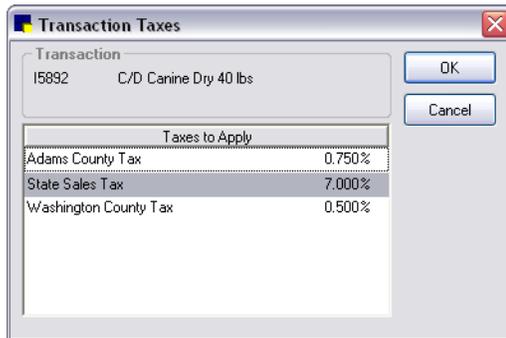
Note: Cornerstone only applies transaction taxes (as explained above) only to the items you specify. The tax is not applied to the entire invoice.

Before You Begin

1. Set up the taxes you want to use in your practice (**Controls > Taxes**).
2. Link taxes to invoice items on the Invoice Item Information window's **Tax/Disc** tab.
3. For tax exempt clients, select the **Tax exempt** check box on the Client Information window's **A/R Information** tab. (Taxes are not applied if the invoiced client is marked as tax exempt.)

To apply or remove transaction taxes:

1. On an estimate, Patient Visit List, Patient Advisor* exam or invoice, add the applicable invoice item.
2. In the **Tax** column, click the **Yes** or **No** button in that item's row. (Or you can press TAB until the button is selected and then press the spacebar.) The Transaction Taxes dialog box displays. The taxes currently being applied are highlighted.



Transaction Taxes dialog box

3. To add or remove a tax on an invoice item, select the tax under *Taxes to Apply*. Cornerstone applies the highlighted taxes.
4. Click **OK** to save your changes.

Note: If the client is set up as tax exempt, you cannot apply a tax. (A message appears when you click the **Tax** button.)

Note: If an asterisk appears next to a tax, that tax has been modified (in the **Controls** menu) since it was used in this invoice. *To use the updated tax:* Click the modified tax (with the asterisk) and then click the tax again to apply the updated percentage. Click **OK**.

 To print a list that shows clients' tax status, print a **Client A/R Information Report**. (See "Client Information Reports" on page 48.)

 Transaction taxes also print on End of Period reports, such as the End of Day **Itemized Audit Trail**, and summary reports, such as the **Daily Summary Report**, **Daily Summary Tax Report** and the **Daily Audit Trail**. To see a summary of sales tax activity, print the End of Month report **Sales Tax Summary Income Reconciliation Report**.

Adding Departing Instructions

Use departing instructions to give your clients specific details about the medicine that is being dispensed or special instructions for a procedure that has been performed. If you have linked departing instructions to invoice items, Cornerstone automatically prints the instructions on the invoice and saves them in the patient's medical history. You can also:

- Add a departing instruction to an invoice item, even if the invoice item has other linked departing instructions.

- Add an existing instruction or create a new instruction.
- Change the text of a departing instruction. (The modified instruction is saved in the patient's medical file, but the changes do not affect the practice's Departing Instruction List.)

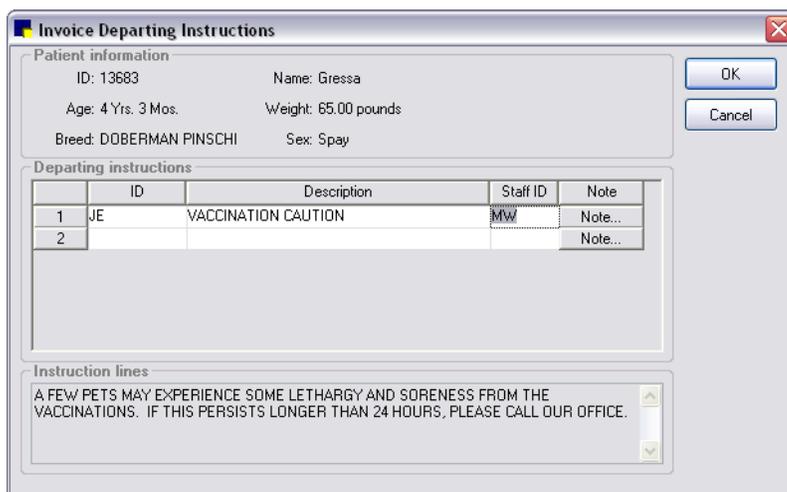
Tip: You can set up a blank departing instruction and then use this instruction to type additional information or messages to the client.

Before You Begin

1. Set up the departing instructions you want to use in your practice (**Lists > Departing Instructions**). Print a **Departing Instructions Report** to see a list of departing instructions at your practice.
2. Link departing instructions to invoice items on the Invoice Item Information window's **Instructions** tab. Print the **Invoice Item Information Report** to see which invoice items currently have departing instructions linked.

To add or update departing instructions:

1. With an item or items added to the Patient Visit List, Patient Advisor* exam or invoice, do one of the following:
 - On the PVL, click the **Departing Instructions**  button for the applicable line item. The Departing Instructions dialog box appears.
 - On the Client Invoice window, click **Departing**. The Invoice Departing Instructions dialog box appears.



Invoice Departing Instructions

Patient information
 ID: 13683 Name: Gressa
 Age: 4 Yrs. 3 Mos. Weight: 65.00 pounds
 Breed: DOBERMAN PINSCHI Sex: Spay

Departing instructions

	ID	Description	Staff ID	Note
1	JE	VACCINATION CAUTION	MW	Note...
2				Note...

Instruction lines
 A FEW PETS MAY EXPERIENCE SOME LETHARGY AND SORENESS FROM THE VACCINATIONS. IF THIS PERSISTS LONGER THAN 24 HOURS, PLEASE CALL OUR OFFICE.

Buttons: OK, Cancel

Invoice Departing Instructions

2. In the next available row's **ID** field, enter the departing instruction ID by either typing the ID or pressing F2 to select the ID from the Departing Instruction List. The text of the selected departing instructions appears in the *Instruction lines* box.
3. In the **Staff ID** field, specify the staff member recommending the departing instructions by either typing the staff ID or pressing F2 to select the staff from the Staff List.
4. If needed, click the **Note** button to open the instruction text and make changes, add information, and/or check the spelling of the instructions. When finished, click **OK**.

- To remove departing instructions from the invoice, click in the instruction's **ID** field and press CTRL+D. (Deleting a departing instruction on the PVL or invoice does not delete the instruction from the practice's Departing Instruction List.)
- Click **OK** to save your changes.

Verifying Inventory Details

If an inventory item is marked to track quantity on hand, lot numbers, expiration dates, and/or multiple locations, you may be asked to verify inventory details for this invoice item if it is added to a Patient Visit List, prescription, lab request, patient document, Patient Advisor* exam or invoice.

For these types of inventory items, one of the following icons will appear in the **Verify Inventory Details**

 column on the PVL/invoice/document (or next to the **Quantity** field for prescriptions) to indicate whether or not information is missing:

 Indicates more inventory information is required.

 Indicates inventory information is complete; no action is required.

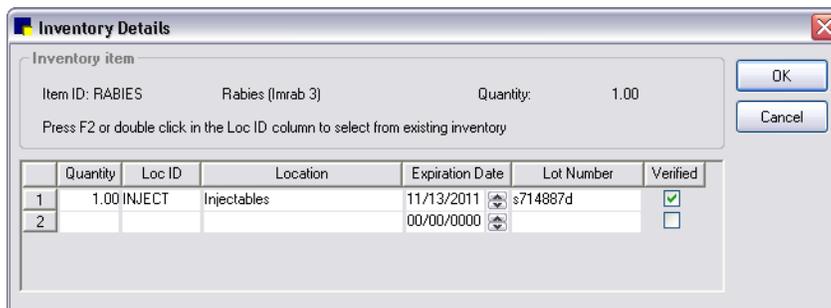
Depending on the default set in the *When inventory details need to be verified* area in Inventory defaults, this additional information may be required for the invoice item before you are allowed to continue.

Options for the default setting include **Not required**, **Warn if not verified**, or **Required**.

Note: The icon indicator also appears, if applicable, on the Vaccine Tag window. You can click the  icon and verify inventory details from the Vaccine Tag window, if desired. However, you will not be required or warned about verifying the information until the performed item is saved on the PVL or invoice.

To add required inventory information:

- For the applicable line item (on the PVL, prescription, invoice, etc.), click the  icon. The Inventory Details dialog box appears.



	Quantity	Loc ID	Location	Expiration Date	Lot Number	Verified
1	1.00 INJECT		Injectables	11/13/2011	s714987d	<input checked="" type="checkbox"/>
2				00/00/0000		<input type="checkbox"/>

Inventory Details dialog box

- For the inventory line item, type the required information in the provided fields or press F2 with the cursor in the **Loc ID** field to search for and select the information from the Inventory on Hand List.
- When all inventory details are complete, select the item's **Verified** check box.
- Click **OK**.

The icon now displays as , indicating that the required information is complete.

Note: After the inventory detail information is complete and marked as Verified, quantity on hand is depleted for performed PVL items or items on a saved invoice.

Processing Special Actions

A special action is an action Cornerstone will automatically perform when a specific item is added or posted during invoicing (or on the Patient Visit List). You can set up an invoice item to initiate a special action by selecting the action on the Invoice Item Information window's **Spec. Actions** tab. For example, you could set up a vaccination invoice item to initiate the Vaccine Tag special action when the vaccination is invoiced. This special action would display the Vaccine Tag window, which allows you to enter information for the tag and print a rabies certificate.

With the exception of the Vaccine Tag special action, all special actions you can perform during invoicing represent actions that can be performed elsewhere in Cornerstone, prior to invoicing:

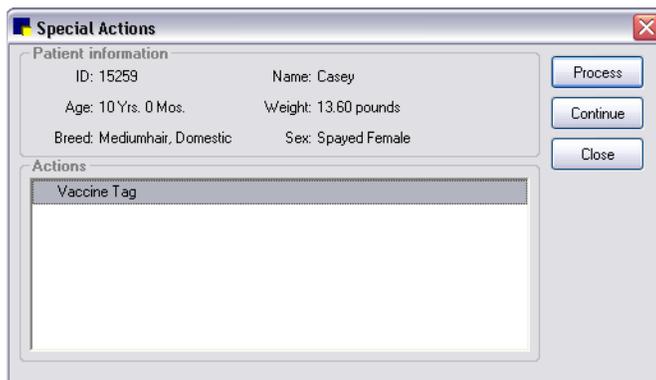
- Print special Feeding Guide instructions
- Enter an image request (*IDEXX SmartLink* Digital Imaging module only*)
- Enter a laboratory request (*Laboratory module only*)
- Mark a patient as deceased
- Create a prescription
- Print a document
- Change the sex of a patient
- Enter a microchip ID
- Enter weight/vital signs information

The process of issuing a new rabies/vaccine tag and certificate can be performed only through invoicing using the Vaccine Tag special action. See “Issuing a Rabies/Vaccine Tag and Rabies Certificate” on page 193 for information on this process.

Note: The **When to apply** setting on the item's **Spec. Actions** tab determines when the special action is applied during invoicing or on the Patient Visit List. For the Mark as Deceased and Sex Modification special actions, the special action can be processed only on the invoice, not on the Patient Visit List. For more information about setting up special actions, see “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator's Manual*.

To process a special action:

Depending on when the special action is applied and whether or not you choose to process it immediately, the **Special** button may be available for selection on the Client Invoice window or Patient Visit List. You can click the **Special** button at any time to display the Special Actions dialog box, which lists any applicable special actions.



Special Actions dialog box

Note: The Special Actions dialog box automatically appears when you post an invoice if you haven't performed all of the special actions that are linked to the items on the invoice.

On the Special Actions dialog box, you can:

- Click **Process** to perform the highlighted special action. When you perform a special action, a green check mark ✓ appears next to the action.
- Click **Continue** to continue posting or saving the invoice.
- Click **Close** to return to the invoice.

Issuing a Rabies/Vaccine Tag and Rabies Certificate

When you process the Vaccine Tag special action, Cornerstone displays the Vaccine Tag window, which allows you to enter information for the tag and print a rabies certificate, if applicable.

Vaccine Tag window

Your vaccine/vaccination item setup determines if vaccine information displays by default in the fields on the Vaccine Tag window:

- **INVENTORY-based system** – Items are set up as either vaccination SERVICE items that include a link to a vaccine INVENTORY item, or only an INVENTORY item is used.
- **SERVICE-based system** – Items are set up as vaccination SERVICE items (with no link to an inventory item).

See “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator’s Manual* for more information on setting up vaccine/vaccination invoice items.

Note: You can assign a specific printer for printing your rabies certificates. See “Assigning Printers in Cornerstone” on page 23 for more information.

Before You Begin:

- Set Vaccine Tag defaults (**Controls > Defaults > Practice and Workstation > select Vaccine Tag** from the menu on the left).

- Set up applicable invoice items to initiate the **Vaccine Tag** special action (select **Lists > Invoice Item**, select the applicable invoice item and click **Update >** click the **Spec. Actions** tab).

IMPORTANT: Vaccination invoice items must be set up to initiate the Vaccine Tag special action, which displays the Vaccine Tag window during invoicing (or on the Patient Visit List). This is the only way to issue a new rabies/vaccine tag and rabies certificate for a patient.

To issue a rabies/vaccine tag and print a rabies certificate for a patient:

1. On an invoice or Patient Visit List, add an invoice item that has been set up to initiate the Vaccine Tag special action.

Note: Depending on the **When to apply** option selected for the special action during setup, the special action (and **Special** button) may be activated immediately after the item is added to the invoice/Patient Visit List, when the invoice is saved or posted, or when you click the **Post** button on the invoice (before the invoice is actually posted).

2. If necessary, click the **Special** button located at the bottom of the Client Invoice window, select the **Vaccine Tag** special action, and click **Process**.

When the special action is processed, the Vaccine Tag window appears.

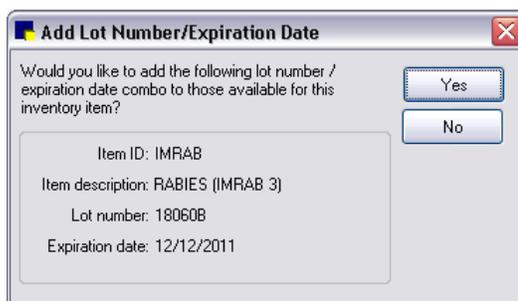
3. If you previously specified a **Tag number prefix** in Vaccine Tag defaults, that default prefix will display in a smaller text box to the left of the **Tag number** text box. If desired, you can change the prefix (up to five characters).
4. In the **Tag number** text box, type the tag number or click the **Increment Tag**  button to use the next available tag number. This increments the tag number by one, based on the **Last used tag number** in Vaccine Tag defaults.
5. Enter the vaccine **Producer/Mfr.** and **Brand** information in the text boxes provided.
6. In the **Type** drop-down list, select the applicable vaccine type (Killed, MLV, etc.).
7. In the **Given** field, verify the date this vaccine was administered and change the date if necessary.
8. Enter or select the **Manner of administration** and **Number of years** information.
9. In the **Lot number** and **Drug expires** fields, if applicable, enter or select the lot number and expiration date for the invoice item. (If lot numbers and expiration dates are tracked through Cornerstone Inventory, these settings are controlled by consumption.)
10. In the **Qty/Doses** field, verify the quantity/number of doses of the vaccine given and change it if necessary.
11. If the invoice item requires inventory details to be verified, click the red question mark  icon, enter or select the appropriate inventory details, and click the **Verified** check box for the item. See Verifying Inventory Details on page 191 for more information.
12. If applicable, you can enter the location of injection (up to 25 characters) in the **Location of injection** text box. This information will display only when you view the tag information in Cornerstone; it will not print on the certificate.
13. In the **Performed by** field, type the staff ID or press F2 to use the Staff List to choose a staff member, and then press TAB. The staff member's license number displays if it has been specified on the Staff Information window's **Information** tab.
14. If you are issuing a tag that has been designated as a rabies tag, the **Print certificate** check box displays in the top-right corner of the window. Select this check box if you want Cornerstone to print

a rabies certificate when this tag is completed. (Or if your practice prints custom certificates, when this tag is completed, the certificate document opens for printing in the Cornerstone Editor.)

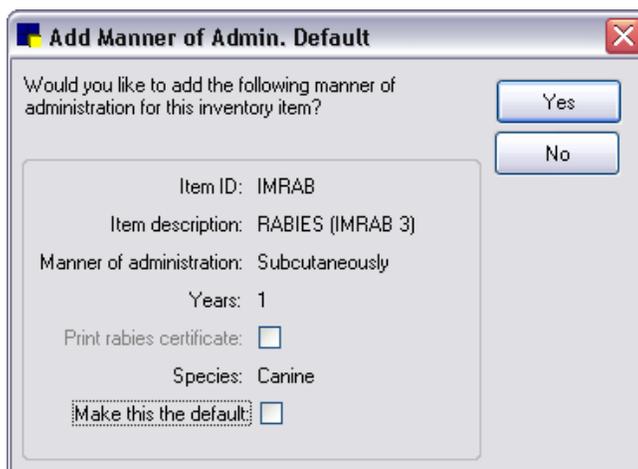
15. Click **OK**.

- If you have an INVENTORY-based system and you used the default vaccine information (or selected existing settings from the drop-down lists), no further options are available. If you selected the option to print a rabies certificate, the certificate prints (or opens for printing in the Cornerstone Editor).
- If you have an INVENTORY-based system and you entered new vaccine information on the Vaccine Tag window, proceed to step 16.
- If you have a SERVICE-based system, no further options are available. If you selected the option to print a rabies certificate, the certificate prints (or opens for printing in the Cornerstone Editor).

16. If you entered a new lot number/expiration date combination, you are asked if you would like to add the combination for this inventory item. Click **Yes** to have Cornerstone add the combination for this item on the Invoice Item Information window's **Vaccine** tab.



17. If you specified a new Manner of Administration/Years combination, you are asked if you would like to add the combination for this Inventory item.



- Select the **Make this the default** check box, if you want to use this combination as the species default for this Inventory item.
- Click **Yes** to have Cornerstone add the Manner of Administration/Years combination for this item on the Invoice Item Information window's **Vaccine** tab.

If you selected the option to print a rabies certificate, the certificate prints (or opens for printing in the Cornerstone Editor).

To update, void, or reissue a vaccine tag, use the right-click options on the Patient Clipboard, in the *Patient information* area's **Tags/Microchip ID** tab.

To enter an existing tag (if the patient was issued a tag elsewhere and you want to document it in the system), use the right-click **Add Existing** option on the Patient Clipboard, in the *Patient information* area's **Tags/Microchip ID** tab.

 For a list of rabies tags that have been issued by the practice, print the **Rabies Tag Report**.

 For a list of all vaccination tags (including rabies) that have been issued by the practice, print the **Vaccine Tag Report**.

Option to Complete the Tag Number at a Later Time

When issuing a vaccine tag, if necessary you can leave the tag number blank and complete it later, prior to posting the invoice. For example, you might start to issue the tag from the Patient Visit List, and then wait to enter the tag number when the client is being invoiced in reception.

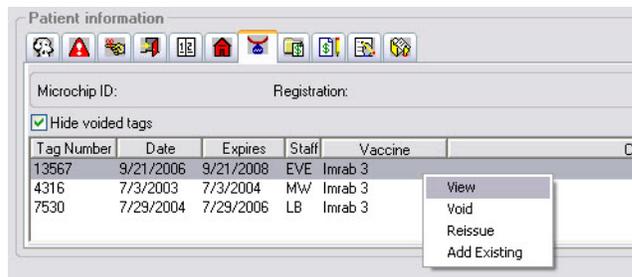
When the client is invoiced, if the tag has not been completed (i.e., no tag number), the Tags to be Completed dialog box displays and lists any incomplete tags that exist in the client record. Select a tag and click **Process** to complete the tag information and continue with posting the invoice.



Tags to be Completed dialog box

Accessing Rabies/Vaccine Tag Options from the Patient Clipboard

In the *Patient information* area on the Patient Clipboard, the **Tags/Microchip ID** tab includes tag options available via the right-click menu.



These options include:

- **View/Update** – A tag is updateable until the point when you post the invoice containing the associated invoice item that generated the Vaccine Tag special action. For those tags that are no longer updateable, you can view the tag information, but you cannot make changes.
- **Void** – If necessary, you can void a tag; voided tags are listed in bold red text.
Tip: Click the **Hide voided tags** check box if you do not want voided tags displayed on this tab.
- **Reissue** – If a client loses a tag and needs proof of the vaccination, you can reissue the tag. When you reissue a tag, all information on the tag stays the same, except for the tag number.

- **Add Existing** – You may want to enter an existing tag into the system if the patient was issued a tag elsewhere and you want to document the tag information in their patient record. (You can also add an existing tag when setting up a new patient on the Patient Information window's **Information** tab.)

Using the Pharmacy Formulary

If your practice has purchased the Pharmacy Formulary module and you have linked your invoice items, you can access the Pharmacy Formulary from the Patient Visit List or invoice.

Before You Begin

- Verify that your practice has purchased the Pharmacy Formulary module.
- Link your invoice item IDs to drugs in the Pharmacy Formulary (**Activities > Pharmacy Formulary > Pharmacy Invoice Item Link Setup**).

To use the Pharmacy Formulary on the Patient Visit List or invoice:

1. On the Patient Visit List or invoice, add a prescription invoice item.
2. With your cursor in the item's row, click **Pharmacy**. A pop-up menu appears.
3. Do one of the following:
 - Select **Drug Interaction Matrix** to check a drug against other drugs (drugs in the patient's system or being prescribed for the patient) and produce a list of possible interaction results.
 - Select **Dosage Calculator** to calculate the dosage to prescribe for a patient based on the weight, species and available forms of the drug.
 - Select **Antiparasitic Agent** to use interactive antiparasitic agent charts for cats, cattle, dogs, horses, poultry, sheep, and swine.
 - Select **Conversion Charts** to access four conversion charts for your medical reference.

Applying a Manual Discount to the Entire Invoice

You can manually apply a discount to the entire invoice before you post the invoice. This discount is a **percentage of the entire invoice**. Do *not* confuse this *manual discount* with the transaction discount column on the invoice. (The discount column on the invoice allows you to apply discounts to specific invoice items.)

To apply or remove a manual discount on an invoice:

1. While creating an invoice in the Client Invoice window, enter all invoice items and carry out any special actions related to this invoice.
2. Click **Discount**. The Manual Discount dialog box displays. The invoice's total before discount is shown.
3. Do one of the following:
 - To calculate the discount based on a percentage, select **Percentage**, type the percentage in the **Discount percentage** field, and then press TAB. The discount amount displays.
 - To calculate the discount by specifying a dollar amount, select **Amount**, type the discount dollar amount in the **Amount** field, and then press TAB. The discount percentage displays.

Cornerstone adjusts the invoice's total after discount.

Manual Discount - Invoice #242939

Calculation method: Percentage Amount

Total before discount: \$57.66

Discount percentage: Amount:

Total after discount: \$51.89

Description:

OK Cancel

Manual Discount dialog box

4. Type a **Description** of the discount.
5. Click **OK**.

Copying Invoice Items to Another Patient

If needed, you can copy items on an invoice to another patient or patients owned by the same client. For example, if a client brings in her two cats, you can enter all of the services for the first cat on an invoice and copy them to the invoice for the second cat, if applicable. This saves you from having to re-enter the services for the second cat. If all of the copied items do not apply to the second cat, you can manually delete them from the invoice.

To copy invoice items to another patient owned by the same client:

1. Start an invoice and add items as usual.
2. When finished adding items for the patient, click the **Copy To** button (located at the bottom right of the Client Invoice window). A list of the client's pets appears.

Copy to Patient(s)

Patient ID	Name	Age	Weight	Sex	Breed
13683-5	Schatzie	18 Yrs. 4 Mos.	15.00 pounds	Spay	DACHSHUND, SMO
13683-1	Schultz	16 Yrs. 8 Mos.	14.00 pounds	Neuter	MINATURE PINSCH

Include all species
 Include inactive patients
 Re-expand smart and nested groups

OK Cancel

Copy to Patient(s) dialog box

3. To view the client's pets of all species, click the **Include all species** check box.
4. To view inactive pets belonging to the client, click the **Include inactive patients** check box.
5. From the list, select the pet(s) to whom you want to copy services.
6. If any group items were used on the first patient, we recommend that you click the **Re-expand smart and nested groups** check box when copying items to other patient(s). When this box is selected, you are prompted to answer any age-dependent or weight-dependent questions when the services are copied.
7. When finished, click **OK**.

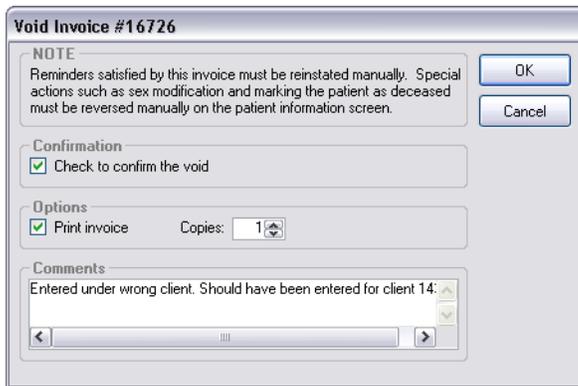
Note: Only lines on the invoice for the first patient are copied. Lines on the Patient Visit List that have not been transferred or lines added to the invoice after the copy are not copied.

Voiding an Invoice

If necessary, a staff member with appropriate security permissions can void an invoice in Cornerstone. When an invoice is voided, the invoice total is automatically credited to the client's account, and their account balance is updated accordingly.

To void an invoice:

1. Open the invoice you wish to void by doing one of the following:
 - With the client selected on the Client Invoice window, press F2 in the Invoice number field to select the applicable closed invoice from the Invoice List.
 - With the client selected on the Patient Clipboard, in the *Client information* area, click the **Account Information**  tab, and then double-click the applicable closed invoice in the list of the client's account transactions.
2. With the applicable invoice displayed on the Client Invoice window, click the **Void** button. The Void Invoice dialog box appears.



Void Invoice dialog box

3. Select the **Check to confirm the void** check box to confirm that you want to void this invoice.
4. To print the invoice (marked "Voided Invoice") upon clicking **OK**, select the **Print invoice** check box and specify the number of copies to print.
5. If desired, type the reason for the void and any applicable comments in the **Comments** text box.
6. Click **OK**.
7. If your practice uses cashier IDs, enter your cashier password.
8. If a payment existed on the original invoice, a prompt appears to automatically reverse (void) the payment. Click **Yes** to reverse the payment.

Note: If the payment was a credit/debit card payment, the Payment dialog box opens so you can immediately void the credit card transaction in Cornerstone. See "Voiding a Credit Card Payment Transaction in Cornerstone" on page 205 for information on this process.

The transaction is saved as a line item in the client's account with its own invoice number. The transaction information includes the date, the voided invoice number, the staff, and any comments. You may need to hover the cursor over the line item to view the comments. The invoice total also displays in the **Credit** column. The original invoice line item is marked as Voided, along with the date of the void.

Note: Clear the **Hide voided items** check box to view voided invoices and voided payments in client account history.

Chapter 13: Maintaining Client Accounts and Payments

Overview

The Client Account is a record of all financial transactions between you and your clients. The Client Account shows:

- Invoices (the invoice number and whether the invoice is open or closed)
- Payments (method of payment)
- Adjustments (who entered the adjustment and why)
- Comments (any comment you want to keep in the client's account history)
- Transfers (amounts transferred to or from another client's account)
- Written off or reinstated amounts
- Returned checks

At the top of the Client Account, you will find the client's credit code, last payment date and amount, the total dollar amount of all open invoices and the client's account receivable balances.

The IDEXX Cornerstone* Practice Management System uses information in the Client Account for several alerts, such as *Balance Over 90 Days Old*, *No Payment in 60 Days* and *Returned Checks*.

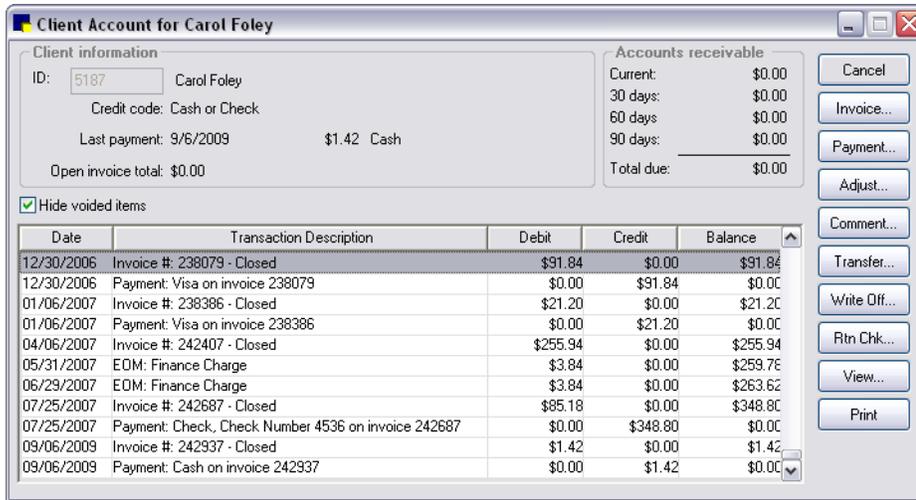
Viewing Client Accounts

You can quickly see a client's account history in the Client Account window.

To view a client's account information:

- Do one of the following:
 - On the Patient Clipboard, select the client, and then right-click in the *Client* area and select **Client Account**.
 - Click the **Client Account**  toolbar button. Enter the **Client ID** and press TAB.
 - On the **Activities** menu, select **Client Account**. Enter the **Client ID** and press TAB.

The client's account history displays in the Client Account window. An electronically signed credit card payment displays the signature  icon.



Client Account window

Note: If the selected client has any open invoices, an alert box appears to tell you that open invoices exist. Click **OK**.

You can perform a variety of actions using the buttons on the right side of the Client Account window.

Use:	To:
	Open an invoice for the selected client.
	Record a client payment.
	Adjust a client account.
	Record a comment about the account.
	Transfer a portion of the client's bill to another client's account.
	Write off the client's account.
	Record a returned check.
	View details on an invoice without retrieving the invoice. You can also view adjustments, comments and returned checks.
	Print the Client Account History Report.

Recording Payments on Accounts

Use the Payment dialog box to record partial or full payments you receive from your clients. You can also record multiple payments (such as half the bill paid by cash, the other half by check). After you record a payment, it is posted to the client's account, and Cornerstone asks if you'd like to print a receipt.

Note: Payments do not close an invoice.

Before You Begin

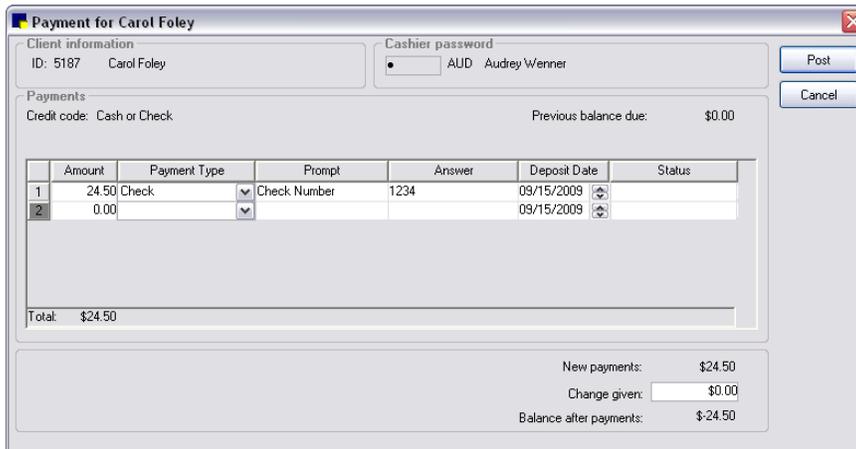
- Set up your Account defaults (**Controls > Defaults > Practice and Workstation >** select **Account** in the navigation pane on the left).

To record a client's payment (for non-credit/debit card payments):

Note: For information on payments using a credit or debit card, see "Processing Credit/Debit Card Transactions" on page 203.

1. Do one of the following:
 - With the client's account history displayed in the Client Account window, click **Payment**.
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Payment**.

The Payment dialog box appears.



Payment for Carol Foley

Client information
ID: 5187 Carol Foley

Cashier password
• AUD Audrey Wenner

Payments
Credit code: Cash or Check Previous balance due: \$0.00

	Amount	Payment Type	Prompt	Answer	Deposit Date	Status
1	24.50	Check	Check Number	1234	09/15/2009	
2	0.00				09/15/2009	

Total: \$24.50

New payments: \$24.50
Change given: \$0.00
Balance after payments: \$-24.50

Change given appears based on the **Calculate change given** setting in Account defaults. The Balance after payments shows the effect of the payment on the client's account balance.

2. If your practice uses cashier passwords, enter your **Cashier password**.
3. Type the **Amount** of the payment. The default Payment Type appears.
4. If the client is paying off the account, right-click in the Amount field and select **Client balance**. If the client is paying off the balance of the invoice, right-click and select **Invoice balance**.
5. Select a different **Payment type**, if applicable. If the client was not set up for this type of payment, a message displays. If you have set up a payment type prompt, the prompt appears next to the payment type.
6. If applicable, type the prompt answer in the **Prompt** field.
7. The current date appears as the Deposit Date. Change the date, if necessary.

8. Change the amount of **Change given**.
 - If **Calculate change given** is selected in Account defaults, the amount of change to return to the customer (based on the client's account balance) displays.
 - If **Calculate change given** is *not* selected in Account defaults, .00 appears in the **Change given** field, and the change appears as a credit to the client's account.
 - If the client's balance is zero or if the client has a credit on their account, Cornerstone assumes the payment is a deposit and the **Change given** field is not filled in.
9. Click **Post** to record the client payment and update the client's account balance.
10. At the "Do you want to print?" prompt, select **Yes** to print a payment receipt or **No** to not print a receipt.

 To print a list of payments you accepted during a day, print the End of Day report **Daily Payment Register**. (See "Chapter 20: End of Day Processing" in the *Cornerstone Administrator's Manual* for information.)

To reprint a Payment on Account receipt:

You can reprint a payment made on account that does not apply to a specific invoice. (To reprint a payment for a specific invoice, view the invoice and reprint it.)

1. Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click the payment you want to reprint and select **View**.
 - With the client's account history displayed in the Client Account window, highlight the payment you want to reprint and click **View**. Click **Print**.

A preview of the payment appears.
2. Click **Print**.

Processing Credit/Debit Card Transactions

IDEXX Cornerstone software offers a simple and secure solution for integrated credit card processing initiated from Cornerstone. Cornerstone works with a third-party payment processing provider to process credit and debit card transactions through an Internet connection.

XCharge® Card Payment Processing Software

XCharge® software, developed by Accelerated Payment Technologies™, provides third-party card payment processing for Cornerstone. XCharge is a secure and simple-to-use solution that processes both credit and debit card transactions in the United States and Canada.

Note: Credit card numbers are not stored within Cornerstone—the XCharge software, which functions outside of Cornerstone, shields Cornerstone from this information.

If You Need Help Processing Card Payments with XCharge

- Once you have installed the XCharge software, you can access the *XCharge User Manual* by going to **Start > Programs > XCharge > XCharge Help**. You can also access the XCharge Help and manual from the **Help** menu within the XCharge software.

If you cannot find the answer to your question in the Help or manual, you can contact Accelerated Payment Technologies Customer Care for technical support toll-free at 1-800-338-6614.

Before You Begin

- Apply for an XCharge merchant account, install and set up the XCharge payment processing software, and set up the **Credit Card Payment** and **Debit Card Payment** payment types in Cornerstone (**Controls > Payment Types**). See “Chapter 2: Setting Up Cornerstone Controls” in the *Cornerstone Administrator’s Manual* for information on setting up credit and debit payment types.

Initiating a Credit or Debit Card Payment from Cornerstone

To initiate a credit or debit card payment from Cornerstone:

Note: The signature icon  is displayed on the **Account Information** tab on the Patient Clipboard* and on the Client Account window for any credit card payments that were electronically signed.

1. On the Payment dialog box, if your practice is set up to use cashier IDs, enter your cashier password and press TAB.
2. In the **Amount** field, type the amount or right-click to select **Client balance** or **Invoice balance**. Press TAB.
3. In the **Payment Type** field, select **Credit Card Payment** or **Debit Card Payment**, and then press TAB. (Alternatively, you can click the **Credit Card** or **Debit Card** button.)
4. Depending on the third-party payment processing provider you have set up, a Payments Login dialog box may appear. Enter your user name and password, and then click **Login**.

Note: If you select the **Remember me for this login** option, the Payment Login dialog box will not display again as long as you are logged in on this workstation. If you log off Cornerstone and then log in again, you will need to provide the Payments Login information again in order to initiate a credit/debit card payment.

The card payment processing window appears.

5. The amount entered on the Payment dialog box automatically transfers to the Amount field on the payment processing window. If the **Amount** field is blank, type the amount of the purchase.
6. If processing a debit card payment, enter the value in the **Cash Back Amount** field, if applicable.
7. Swipe the card or manually enter the credit card number.

Note: Debit card information must be entered using the card swipe and PIN pad. Manually entered values are not accepted for debit cards.

8. Complete all required fields and process the transaction.
9. If processing a debit card payment, ask the client to enter the PIN number on the PIN pad device when prompted.

OR

If processing a credit card transaction and using an electronic signature capture device, ask the client to sign.

When the transaction has finished processing, the receipt prints. On the Payment dialog box in Cornerstone, the transaction information appears in the *Payments* area with the Status field indicating if the transaction was approved.

Note: The signature capture box displays differently in Cornerstone depending on whether you are using a signature capture device or a tablet PC. Also, Mobile Computing module users can capture signatures in the field and process a payment.

10. Click **Post** to complete the transaction, and then click **Yes** when prompted to print a Cornerstone receipt.

Upon successful completion of the transaction, the payment amount will be posted to the invoice and/or the client account.

 For a list of daily credit/debit card transactions (payments, voids and refunds), print the **Daily Payment Register – Credit/Debit Payment Transactions Report**.

Voiding a Credit Card Payment Transaction in Cornerstone

A void transaction is used to reverse a credit card payment transaction. The transaction must be in the currently open batch (if the current day's batch has already been closed, you will need to do a return), and only the full dollar amount of the original transaction can be voided—you cannot enter a partial void.

Note: Debit card transactions cannot be voided.

To void a credit card payment transaction in Cornerstone:

1. With the client information displayed in the Client Account window, click on the payment transaction to be voided and click **View**.

Note: If the payment was on an invoice, the invoice must be voided in Cornerstone first before you can void the payment. At the end of the invoice voiding process, a prompt appears to reverse the payment. Click **Yes** to continue.

2. On the Payment dialog box, if your practice is set up to use cashier IDs, enter your cashier password and press TAB.
3. Click anywhere within the transaction row to be voided, and then click **Void** (or press CTRL+D). A message appears to confirm the void/delete action.
4. Click **OK** to close the message and void the selected transaction.

Note: If the void transaction fails (typically because the transaction's batch has already been closed), a Return window automatically appears so you can perform a return rather than a void for this transaction. On the Return window, complete all required fields and process the transaction.

When the transaction has finished processing, a new negative dollar value line displays on the Payment dialog box, and the **Status** field shows the Void transaction.

5. Click **Post** to complete the transaction.

Upon successful completion of the transaction, the void amount is reflected on the invoice and the client account.

Processing a Credit or Debit Return

The process for issuing a credit or debit refund is similar to processing a credit or debit card payment, except to issue a refund you type a negative number in the Amount field on the Payment dialog box.

To process a credit or debit return:

1. In the Payment dialog box, if your practice is set up to use cashier IDs, enter your cashier password and press TAB.
2. Type the return amount as a negative number (e.g., -13.50) in the **Amount** field and press TAB.

3. Select either **Credit Card Payment** or **Debit Card Payment** for the payment type, and press TAB. (Alternatively, you can click the **Credit Card** or **Debit Card** button.) The Return window appears.
4. Complete all required fields and process the transaction.

When the transaction has finished processing, a new transaction line is displayed on the Payment dialog box, and the **Status** field shows the Return transaction.

5. Click **Post** to complete the transaction.

Upon successful completion of the transaction, the Return amount will be posted to the invoice and/or the client account.

Reprinting a Receipt for an XCharge Transaction

Using the XCharge Transaction Lookup feature, you can print a copy of a receipt or a transaction detail report for a selected transaction.

Note: Receipts can be printed for approved transactions only.

To reprint an XCharge transaction receipt:

1. In the XCharge software (**Start > Programs > XCharge > XCharge**), click the **Lookup** button.
2. Use the available fields to specify a date range or batch number for the desired transaction, and then click the **Search** button.
3. Select the desired transaction in the list, and then click the **Receipt** button. The receipt information displays in a receipt preview window.
4. Click the printer icon on the toolbar to print a copy of the receipt.

Closing the Daily Batch of XCharge Transactions

When Cornerstone runs End of Day processing (either manual or unattended), it automatically sends a signal to the XCharge software to close the current day's batch of credit/debit card transactions. XCharge immediately starts the batch closing (settlement) process and displays a message to inform you when the batch has been closed successfully.

Manually Closing a Batch

If necessary, you can manually close a batch of XCharge transactions at any time from the XCharge software.

To manually close an XCharge batch:

1. In the XCharge software (**Start > Programs > XCharge > XCharge**), click the **Settlement** button.
2. Complete all fields on the **Credit Card Settlement** tab, and then click the **Settle** button. You are prompted to confirm the batch close action. Click **Yes**.

XCharge displays a message to inform you when the batch has been closed successfully.

For more information, see the *XCharge User Manual* or XCharge Help.

If a Connection to XCharge Cannot Be Established

In the event that a connection to XCharge cannot be established (i.e., if the Internet connection is not working) and you are unable to perform an online, real-time authorization, you will need to call for voice authorization and an approval code. Later, when the connection has been restored, you will need to add the credit card transaction to the batch after-the-fact using a "Force" transaction in the XCharge software.

A Force transaction is generally used to insert previously authorized, but not captured, transactions into a batch. Because the Force transaction type is not recorded automatically by Cornerstone, you will need to set up a special “Force Credit Transaction” payment type that will allow you to later record the transaction in Cornerstone.

Note: Force transactions are available only for credit payments (not for debit payments).

To set up a Force Credit Transaction payment type in Cornerstone (one-time setup):

1. On the **Controls** menu, select **Payment Types**.
2. Click **New**.
3. In the **Description** field, type **Force Credit Transaction** (or similar identifying name for a Force credit card transaction).
4. In the **Prompt** field, type **Approval Code**. The prompt appears when the payment type is selected on the Payment dialog box.

Note: An Approval Code prompt is not required, but it is a good way of ensuring the transaction’s approval code is recorded in Cornerstone.
5. Click **OK** and then click **Close**.
6. Add the payment type to the applicable credit codes (**Controls > Credit Codes**) you have set up in Cornerstone.

Step 1 – Call for voice authorization and approval code:

1. On a credit card manual imprinter (old-style carbon copy device), make an imprint of the credit card and if applicable, record the 3–4 digit security code on the back side of the card.
2. Before you call to obtain voice authorization, ensure you have the following information on hand:
 - Your merchant account number (merchant ID)
 - The credit card number and expiration date
 - The dollar amount
3. Obtain a voice authorization approval code by calling one of the following numbers (depending on which processor you are using):
 - If **Trans First** is your processor, call 1-800-314-6888.
 - If **Global** is your processor, call 1-800-944-1111, option 1.

Note: If you do not know your processor, contact Accelerated Payment Technologies Customer Care toll-free at 1-800-338-6614 for confirmation.

4. Record the authorization approval code on the imprinted carbon copy paper with the card information.
5. Ask the cardholder to sign the carbon copy paper, and provide the cardholder with a copy of the transaction information.

Step 2 – Perform the transaction using the “Force” option in the XCharge software:

When your connection has been restored, you will need to add the credit card transaction to the batch after-the-fact using a Force transaction in the XCharge software.

1. Open the XCharge software (**Start > Programs > XCharge > XCharge**).
2. In the list of Credit Card Transactions on the left, click **Force** (or press F6). The Credit Card – Force fields display in the pane on the right.

3. In the **Amount** field, enter the amount to process.
4. Enter the credit card number and expiration date, or swipe the credit card if it's available.
Note: If you swipe the credit card, you automatically populate the **Credit Card #** and **Expiration (MMYY)** fields.
5. In the **Approval Code** field, type the approval code obtained via voice authorization.
6. Click **Process** (or press F12). When processing has finished, the receipt prints.

Step 3 – Record the transaction in Cornerstone using the Force payment type:

1. Return to the Payment dialog box in Cornerstone to enter the payment.
2. In the **Amount** field, type the amount, or right-click and then select **Client balance** or **Invoice balance**. Press TAB.
IMPORTANT: Make sure the amount entered or selected here matches the amount of the transaction you processed in the XCharge software.
3. In the **Payment Type** field, select **Force Credit Transaction** (or the name used to create your Force payment type) and then press TAB.
4. If an Approval Code prompt was set up for this payment type, in the **Answer** field, type the approval code for this transaction obtained via voice authorization.
5. In the **Deposit Date** check box, verify the date and correct it, if necessary.
6. Click **Post** to post the payment to the invoice and/or the client account.

Step 4 – Account for Force transactions in your daily reporting:

Because the Force transaction processed in XCharge is not initiated from Cornerstone (and therefore not recorded in Cornerstone), you will need to use the Daily Payment Register – By Payment Type report in Cornerstone as your log of transactions recorded under the Force Credit Transaction payment type.

1. On the **Reports** menu, select **Find a Report**.
2. In the Reports list on the left, click the plus sign [+] to the left of the **End of Day** report group, and then open the **Daily Payment Registers** subgroup.
3. Double-click **Sorted by –Payment Type** to create the report.
4. Select the applicable *Daily period*, and then click **Preview** or **Print**.
5. Use the report preview or printout to look up the subtotal amount of all transactions processed under the Force Credit Transaction payment type.
6. Add this amount to the credit transactions on your Daily Payment Register – Credit/Debit Payment Transactions Report within Cornerstone. Compare that amount to your XCharge daily reports to balance your End of Day.

XCharge Reports

The XCharge software provides a variety of reports that include detail and summary level information for all transaction types, as well as credit- and debit-specific detail. The transaction detail reporting allows for sorting by specific field names, and all reports can be displayed and/or printed by a date range.

There are many useful reports available in the XCharge software. Two of the most commonly used reports include:

Credit Card Totals Report – Provides the following processing detail by credit card type: transaction type, count, total amount, average amount and group.

Settlement Report – For each transaction within a batch, provides information on: transaction type, credit card number, expiration date, credit card type, approval code, date, settlement date, clerk, settlement clerk, register, settlement register, amount, settlement amount and settlement difference.

To access reports in the XCharge software (basic steps):

➤ In the XCharge software (**Start > Programs > XCharge > XCharge**), click the **Reports** button.

For more information, see the *XCharge User Manual* or XCharge Help.

Cornerstone Daily Payment Register – Credit/Debit Payment Transactions Report

This Cornerstone report allows you to review your daily credit/debit card transactions (payments, voids and refunds). The report groups transactions according to payment card type and sorts them in ascending date/time order.

Note: This report lists only those transactions performed using the **Credit Card Payment** and/or **Debit Card Payment** payment types, as these are the only payment types that allow card processing initiated from Cornerstone.

To access this report in Cornerstone:

1. On the **Reports** menu, select **Find a Report**.
2. In the Reports list on the left, select **End of Day > Daily Payment Registers > Sorted by – Credit/Debit Payment Transactions**.

Adjusting Client Accounts

Use the Account Adjustments dialog box to adjust a client's account or to set up a client's account. Use adjustments sparingly and only to:

- Set up a beginning balance
- Modify a discount
- Adjust a finance or billing charge

Note: Do **not** use adjustments to correct invoicing or payment errors.

To adjust a client's account:

1. Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Adjustment**.
 - With the client's account history displayed in the Client Account window, click **Adjust**.

The Adjustment dialog box appears.

	Adjusted	Actual
Current:	\$0.00	\$0.00
Last month:	\$1.00	\$1.00
30 days:	\$0.00	\$0.00
60 days:	\$0.00	\$0.00
90 days:	\$333.59	\$343.59
Finance charge:	\$61.80	\$61.80
Total due:	\$396.39	\$406.39
Adjustment:	\$-10.00	\$-10.00

Adjustment dialog box

2. In the **Comment** text box, type the reason for the adjustment. (The adjustment comment from defaults automatically displays.)
3. Type the amount this client owes in the corresponding *Adjusted* boxes. (Do *not* type the amount you are adjusting.)
 - **Total due** at the bottom of the dialog box reflects what the client now owes your practice.
 - **Adjustment** reflects the total amount you are adjusting.
4. Click **OK**. The Accounts Receivable balances are updated.

Note: If you pay your providers based on collected accounts receivable, you will have to select the staff.

 To print a list of adjustments, print the End of Month report **Monthly Adjustment Summary** by Client ID or Client Last Name.

Adding Comments to Account History

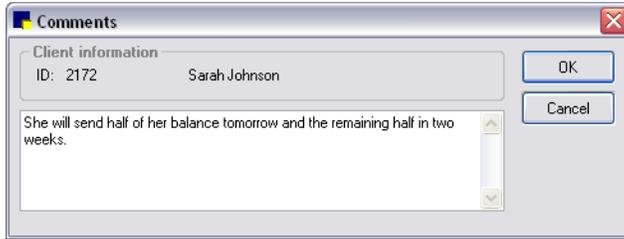
You can record various comments or information about a client's account. These comments are dated and appear in the Client Account and Client Account History Report.

To view a long comment in the Client Account, double-click the comment or position the mouse over the line.

To add a comment to a client's account:

1. Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Comment**.
 - With the client's account history displayed in the Client Account window, click **Comment**.

The Comments dialog box appears.



The Comments dialog box has a title bar with a close button. It contains a 'Client information' section with 'ID: 2172' and 'Sarah Johnson'. Below this is a text area containing the comment: 'She will send half of her balance tomorrow and the remaining half in two weeks.' There are 'OK' and 'Cancel' buttons on the right side.

Comments dialog box

2. Type the comment.
3. Click **OK**. The comment appears in the Transaction Description column.

Transferring Portions of Bills

Sometimes you have to split a bill because the patient has more than one owner. You can transfer an amount of one client's bill to another client. The transfer appears in both clients' account histories.

Note: If the patient is owned by a partnership, use Split Billing instead.

To transfer billing between client accounts:

1. Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Transfer**.
 - With the client's account history displayed in the Client Account window, click **Transfer**.

The Transfer Portion of Bill dialog box appears.



The Transfer Portion of Bill dialog box has a title bar with a close button. It is divided into two main sections: 'Transfer from' and 'Transfer to'.
 'Transfer from' section:
 ID: 2172
 Name: Sarah Johnson
 Phone: (715)288-6949
 Accounts receivable table:

Current :	\$0.00
30 days:	\$0.00
60 days:	\$0.00
90 days:	\$203.19
Total due:	\$203.19

 'Transfer to' section:
 ID: 7668
 Name: Barb Fuller
 Phone: (715)285-9092
 Accounts receivable table:

Current :	\$203.20
30 days:	\$0.00
60 days:	\$0.00
90 days:	\$0.00
Total due:	\$203.20

 At the bottom, there is a calculation field: 'Transfer' % of \$406.39 = . There are 'OK' and 'Cancel' buttons on the right.

Transfer Portion of Bill dialog box

2. In the **Transfer To** area, enter the ID of the client to whom you are transferring a portion of the bill.
3. Type the **percentage** or the **total amount** of the bill that is being transferred. Cornerstone calculates the corresponding amount (percent or total).

Note: You cannot transfer a credit.

4. Click **OK** to save your changes.

Splitting Bills Between Partnerships

Users of Split Billing will likely be equine or large animal practices. In most cases, all activity for patients at these practices is put on one invoice throughout the month. When the end-of-month process is run,

the invoices are marked as closed, and the totals are split between members of partnerships. Members are sent a monthly statement with a list of all services performed in the past month.

Using the Split Billing Module

Using the Split Billing module will not change your usual process.

- You can start an invoice and leave the invoice open throughout the month, adding items as usual.
- When your end-of-month is run, Cornerstone automatically closes all applicable invoices. (Make sure to select an Invoice Type that will be closed at the end of the month.)
- After end-of-month is run, the balance that the partnership owes the practice will be zero. The total owed is now divided among each member according to the percentage assigned in the Partnership Information window.
- Statements are generated for clients, including members of partnerships.

To split a bill immediately:

Occasionally, you may need to split a partnership bill before your next end-of-month process.

1. Post the partnership invoice.
2. On the **Activities** menu, select **Split Partnership Invoices**.
3. Enter a range of partnership IDs or press F2 to select partnerships from the Client List.
4. Highlight the invoice(s) to split and click **OK**.

Looking at the Partnership Details

Before End of Month (EOM) is run, any invoices display on the partnership account. After EOM processing, any invoices are closed, and there is no balance on the partnership account. The total is split and the amounts are divided among the individual member accounts based on the percentage set up in the partnership account.

To see the original invoices under the partnership account, view voided invoices. Because the individual members will pay the balances, buttons related to payments (Payment, Transfer, Write Off and Rtn Chk) are not available from the partnership account. Cornerstone allows adjustments to be made to partnership accounts, but use care when making adjustments.

Writing Off and Reinstating Accounts

Writing off a client account marks the client inactive and sets all of the client's accounts receivable balances to zero. The client alert *Client Written Off* warns you when you use this client.

If you resume business with the client, reinstating the account is a simple process. The client alert *Client Reinstated* warns you that the client has been previously written off and then reinstated. The accounts receivable balances are set to the client's previous balance.

Before You Begin

- Make sure that all invoices for that client are closed.

To write off an account:

- Do one of the following:
 - On the Patient Clipboard, select the client, and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Write Off**.
 - With the client's account history displayed in the Client Account window, click **Write Off**.

The Write Off Account dialog box appears.



The dialog box titled "Write Off Account" contains the following information:

- Client information:** ID: 6173, Jill Hutchinson
- Write off information:**
 - Comment: Cannot locate
 - Amount: \$20.64
- Buttons: Write Off, Cancel

Write Off Account dialog box

- In the **Comment** text box, document why you are writing off the account. The comment and the write off appear in the Transaction Description column in the Client Account.
- Click **Write Off** to save your changes.

Note: Clients with accounts that have been written off will not receive statements. Inactive clients with an account balance will still receive statements.

To reinstate a written off account:

When reinstated, the client's balance returns to the status it had prior to being written off. (The current balance returns to *Current*, the 30 day balance returns to *30 day*, and so on.) The **Reinstate** button displays only on a client's account that has been written off.

- Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Reinstate**.
 - With the client's account history displayed in the Client Account window, click **Reinstate**.

The Reinstate Account dialog box appears.



The dialog box titled "Reinstate Account" contains the following information:

- Client information:** ID: 6173, Jill Hutchinson
- Reinstate Information:**
 - Comment: Is paying off account.
 - Amount: \$20.64
- Buttons: Reinstate..., Cancel

Reinstate Account dialog box

- In the **Comment** text box, document why you are reinstating the account. The comment appears in the Transaction Description column in the Client Account.

- Click **Reinstate** to reinstate the client's account, which adds the amount that was written off back to the account balance.

 To print a list of clients whose balances have been written off, print the **Account Write Off Report** by Client ID or Client Last Name. (See "Chapter 22: End of Year Processing" in the *Cornerstone Administrator's Manual* for information.)

Recording Returned Checks

You should record all checks that do not clear the bank. In Cornerstone, recording a bad check adds the amount of the check, plus any service charges, to the client's accounts receivable balance.

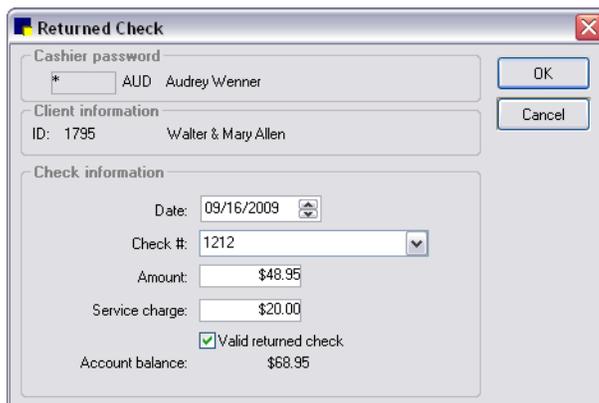
Before You Begin

- Enter a service charge for returned checks in Account defaults (**Controls > Defaults > Practice and Workstation > select Account** from the menu on the left).

To record a returned check:

- Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click within the transactions table and select **Rtn Chk**.
 - With the client's account history displayed in the Client Account window, click **Returned Check**.

The Returned Check dialog box appears.



The dialog box titled "Returned Check" contains the following fields and controls:

- Cashier password:** A text field with a masked password "*" and the name "AUD Audrey Wenner". Buttons for "OK" and "Cancel" are to the right.
- Client information:** A section showing "ID: 1795" and "Walter & Mary Allen".
- Check information:**
 - Date:** A date picker set to "09/16/2009".
 - Check #:** A dropdown menu showing "1212".
 - Amount:** A text field showing "\$48.95".
 - Service charge:** A text field showing "\$20.00".
 - Valid returned check:** A checked checkbox.
 - Account balance:** A text field showing "\$68.95".

Returned Check dialog box

- If your practice uses cashier passwords, enter your **cashier password**.
- If necessary, change the date in the **Date** text box.
- Type or select a check number in the **Check #** text box. If you select the check number, Cornerstone automatically enters the amount of the check.
- If the amount is blank or incorrect, type value of the returned check in the **Amount** text box.
- If the service charge is incorrect, type the correct amount in the **Service Charge** text box.
- Select the **Valid Returned Check** check box if this returned check should be assigned to the client. This will cause an alert to display on the client's record. (For example, if the returned check was a result of a bank error, you may not want the alert to display on the client record.)
- Click **OK** to save your changes.

Note: If you pay your providers based on collected accounts receivable, you will have to select the staff from whose totals the adjustment is made.

 To print a list of returned checks, print the End of Month report **Returned Check Summary**. (See “Chapter 21: End of Month Processing” in the *Cornerstone Administrator’s Manual* for information.)

Viewing Invoice Detail from Client Accounts

Cornerstone allows you to view the invoice detail from client accounts. This timesaving feature prevents you from having to retrieve the invoice manually. For example, if a client calls about a bill, you can easily view the invoice to answer his or her questions.

To view invoice detail:

1. Do one of the following:
 - On the Patient Clipboard, select the client and in the *Client information* area, click the **Account Information**  tab. Right-click on an invoice and select **View**.
 - With the client's account history displayed in the Client Account window, highlight the invoice line you want to view and click **View**.

The invoice displays. Note that electronically signed invoices display the signature  icon.

2. Click **Cancel** to return to the previous window.

Chapter 14: Using the Daily Planner

Overview

The Daily Planner is a one-stop window, designed for busy doctors and technicians who want to view information pertaining to the patients currently being seen at the practice. Only open patient cases display on the Daily Planner.

From the Daily Planner, you can access:

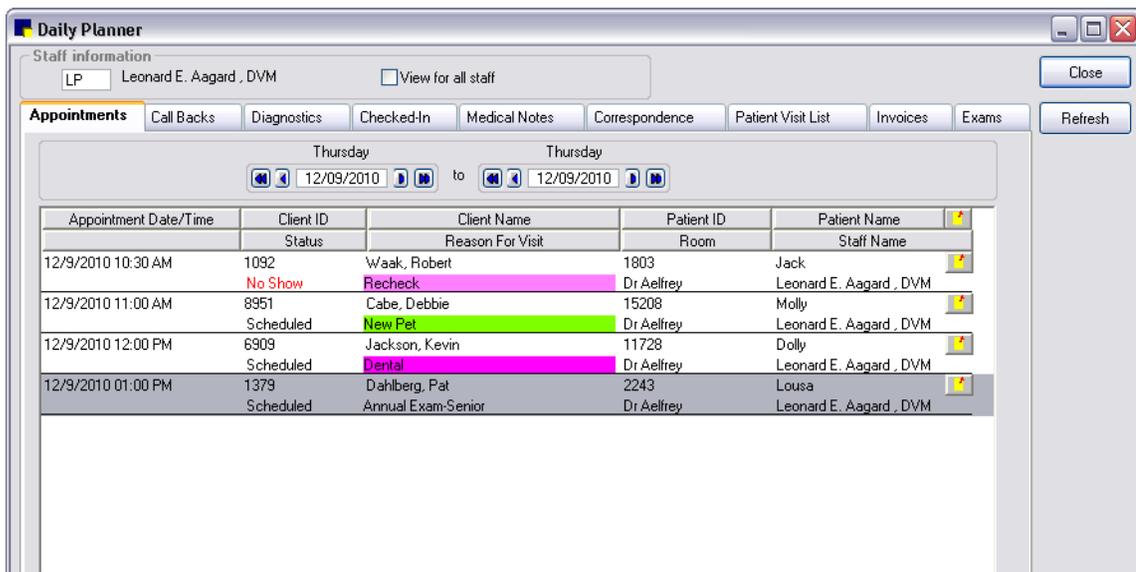
- Scheduled appointments and no-show appointments
- Scheduled call backs
- Open laboratory requests, recently received results and laboratory call backs
- Checked-in patients
- Tentative medical notes
- Tentative correspondence
- The Patient Visit List (PVL)
- Open invoices
- Open physical exams/Patient Advisor* exams

Using the Daily Planner

To use the Daily Planner:

1. Do one of the following:
 - Click the **Daily Planner**  toolbar button.
 - On the **Activities** menu, select **Daily Planner**.

The Daily Planner window appears.



Daily Planner window

2. In the top-left *Staff information* area, the ID of the staff member logged in on this workstation displays. To change the staff member, enter a different staff ID or press F2 to search for an select a staff member from the Staff List. To view information for all practice staff, select the **View for all staff** check box.
3. Choose from the following options:
 - Click the **Appointments** tab to view scheduled appointments and past due appointments for the specified staff member and date range. The appointment date/time, client ID and name, patient ID and name, appointment notes, appointment status, reason for visit, room and staff name display.
Right-click on an appointment line to update appointment information, check a patient in, or open the Patient Clipboard for the patient associated with the appointment.
 - Click the **Call Backs** tab to view scheduled reminder call backs for the specified staff member and date range. The client ID and name, patient ID and name, staff name, date, phone, reminder item prompting the call back, and call back status display.
Right-click on a reminder call back to update the call back information on the Patient Reminders window, delete a call back, add a note about the call back, change the due date of the call back, or open the Patient Clipboard for the patient associated with the call back.
See “Viewing Call Backs on the Daily Planner” on page 64 for information on using the Call Backs tab.
 - Click the **Diagnostics** tab to manage laboratory requests and results for the specified staff member. You can view open laboratory requests and recently received results, post completed results, and resolve any orphan or not-requested results. For completed and posted laboratory results, you can generate a call back immediately or schedule a call back for a specific staff member and date.
See “Working with Laboratory Call Backs on the Diagnostics Tab” on page 64 for information on using the Diagnostics tab.
 - Click the **Checked-In** tab to view patients that are currently checked in for the specified staff member. The client ID and name, patient ID and name, check-in date and time, reason for visit, room, and staff name display.
Right-click a check-in record to update the check-in information, check out the patient, open the Patient Clipboard for the selected patient, or open the Physical Exam/Patient Advisor* exam window for the patient.
 - Click the **Medical Notes** tab to view non-finalized medical notes associated with the specified staff member. This allows staff to see which medical notes still need to be reviewed and marked as final. Medical notes flagged with an alert display with a bright red background.
Right-click on a medical note line to update the medical note, finalize an enhanced medical note marked as Tentative, or open the Patient Clipboard for the patient associated with the medical note.
 - Click the **Correspondence** tab to view non-finalized correspondence documents associated with the specified staff member. This allows staff to see which documents still need to be reviewed and marked as final. The date, patient ID and name, client ID and name, document description, and staff ID and name display.
Right-click on a document line to update the document, finalize a document marked as Tentative, or open the Patient Clipboard for the patient associated with the document.

- Click the **Patient Visit List** tab to view invoice items on the Patient Visit List. If a PVL contains an invoice item associated with the specified staff member, the patient and associated PVL information display on the tab. You can organize the PVL information in staff order (**View by staff** option) or you can narrow the list of patients to those that have an invoice item associated with a selected classification on the PVL (**View by item classification** option). You can also select the **Display blue comment line** option to show the blue comment line associated with each invoice item on a PVL.
Right-click on a patient line to access the Patient Visit List and make modifications, open the Patient Clipboard for the patient, or display (and optionally print) the Patient Visit List Report for the patient.
 - Click the **Invoices** tab to view a list of open invoices. Invoices that have been saved but not posted display on the tab. The date, client ID and name, invoice ID, amount, invoice type and whether or not to close this invoice at end of month display.
Right-click on an invoice line to update the invoice information on the Client Invoice window or to open the Patient Clipboard for the client associated with the invoice.
 - Click the **Exams** tab to view a list of open physical exams/Patient Advisor* exams (*Patient Advisor module only*) associated with the specified staff member. The admitted date, patient ID and name, client ID and name, staff ID, tech ID, and abnormals display. Right-click an exam line to update the exam information or open the Patient Clipboard for the patient associated with the exam.
4. To organize the information that displays in a specific tab, left-click the appropriate column header.
 5. To display a list of available menu options for the selected tab, right-click on a line item within the tab.
 6. To update the Daily Planner to reflect current information, click the **Refresh** button or right-click within a tab and select **Refresh** from the list of menu options.
 7. When finished, click the **Close** button to exit the Daily Planner.

Section 3 – Pet Health Management

Chapter 15: Using Physical Exam and Pet Health Report Card

Chapter 16: Recording Vital Signs/Weight Information

Chapter 17: Using Medical Notes and Correspondence

Chapter 18: Using Classic Medical Notes

Chapter 19: Recording Medical Problems and Diagnoses

Chapter 20: Working with Prescriptions

Chapter 15: Using Physical Exam and Pet Health Report Card

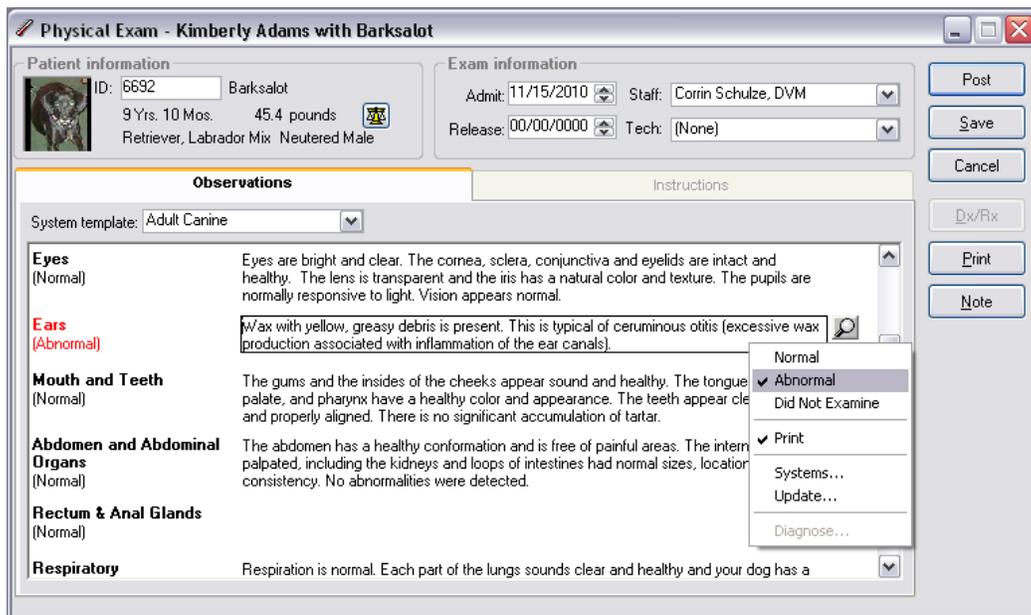
This chapter covers the daily tasks for using Physical Exam and printing a Pet Health Report Card from Cornerstone. For information on the steps required to set up Physical Exam and Pet Health Report Card, see “Chapter 15: Setting Up Physical Exam and Pet Health Report Card” in the *Cornerstone Administrator’s Manual*.

Overview

The **Physical Exam** feature allows you to:

- Quickly and easily record body system observations and comments while the patient is being examined
- Use one of several standard body system templates to record your observations
- Print a Pet Health Report Card when the exam is complete
- Store a record of the physical exam in the patient's history

On the Physical Exam window, the **Observations** tab's right-click options allow you to easily select a status (Normal, Abnormal or Did Not Examine), add or remove a body system on the exam (Systems option), or add multiple lines of alternative observation text (Update option).



Physical Exam window with right-click options

Note: If you have installed the Patient Advisor* module, “Patient Advisor Exam” will display in place of “Physical Exam” in several areas throughout Cornerstone (Practice and Workstation defaults, right-click menu on the Patient Clipboard*, Activities menu, window title bars, etc.). See the Patient Advisor online Help for more information on setting up and using Patient Advisor.

The **Pet Health Report Card** provides details of the physical exam and can be set up to print automatically when a physical exam is saved or posted. On the report card, each body system can be

marked as Normal, Abnormal or Not Examined. You can also print abnormal results in red and include a pet picture, if applicable.

11/15/2010	THE ANIMAL MEDICAL CENTER	Page 1 of 2
Pet Health Report Card		
Client ID: 1 Adams, Kimberly 7965 West 172 Terrace Eau Claire, WI 54703 (715) 681-2605 Exam Date: 11/15/2010 Staff: Corrin Schultze, DVM	Patient ID: 6692 Patient Name: Barksalot Species: Canine Breed: Retriever, Labrador Mix Weight: 45.4 pounds Birthday: 12/16/2000 Sex: Neutered Male Technician: (None)	
Appearance, Weight, Temperature: (Normal) Your dog is bright, alert, and responsive. It has good body conformation with normal weight and muscle mass for age and breed.		
Eyes: (Normal) Eyes are bright and clear. The cornea, sclera, conjunctiva and eyelids are intact and healthy. The lens is transparent and the iris has a natural color and texture. The pupils are normally responsive to light. Vision appears normal.		
EARS: (ABNORMAL) Wax with yellow, greasy debris is present. This is typical of ceruminous otitis (excessive wax production associated with inflammation of the ear canals).		
MOUTH AND TEETH: (ABNORMAL) Excessive dental plaque; a component of periodontal disease. Dental prophylaxis is recommended to prevent loss of teeth.		
11/15/2010 1:20 PM Staff: CS Weight : 45.4 pounds Dental Score : 3 - Moderate		
Abdomen and Abdominal Organs: (Normal) The abdomen has a healthy conformation and is free of painful areas. The internal organs palpated, including the kidneys and loops of intestines had normal sizes, location, and consistency. No abnormalities were detected.		
Rectum & Anal Glands: (Normal)		
Respiratory: (Normal) Respiration is normal. Each part of the lungs sounds clear and healthy and your dog has a normal breathing rate and depth. Also, your dog's nose is normally cool and moist and its trachea (windpipe) is of normal size and sensitivity for the breed.		

Sample Pet Health Report Card

Before You Begin

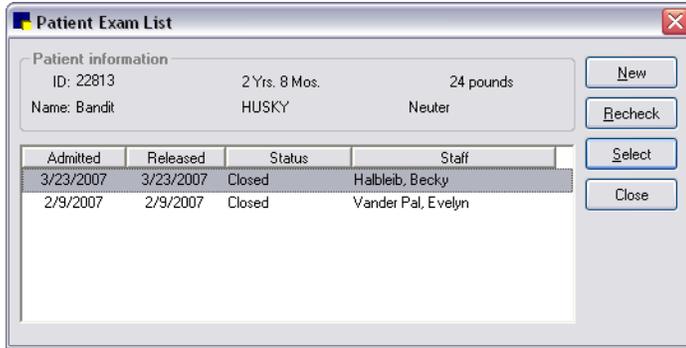
- Set default print options for the Pet Health Report Card (**Controls > Defaults > Practice and Workstation >** select **Physical Exam** from the menu on the left).
- If desired, create or update observation text for body systems (**Lists > Physical Exam > Physical Exam Setup**).
- If desired, add or change the Physical Exam system templates (**Lists > Physical Exam > System Templates**).

Starting the Exam and Selecting a System Template

To start the exam and select a system template:

1. With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Physical Exam**. (Alternatively, you can click the **Physical Exam**  toolbar button and select a patient.)

The Patient Exam List appears.



Patient Exam List

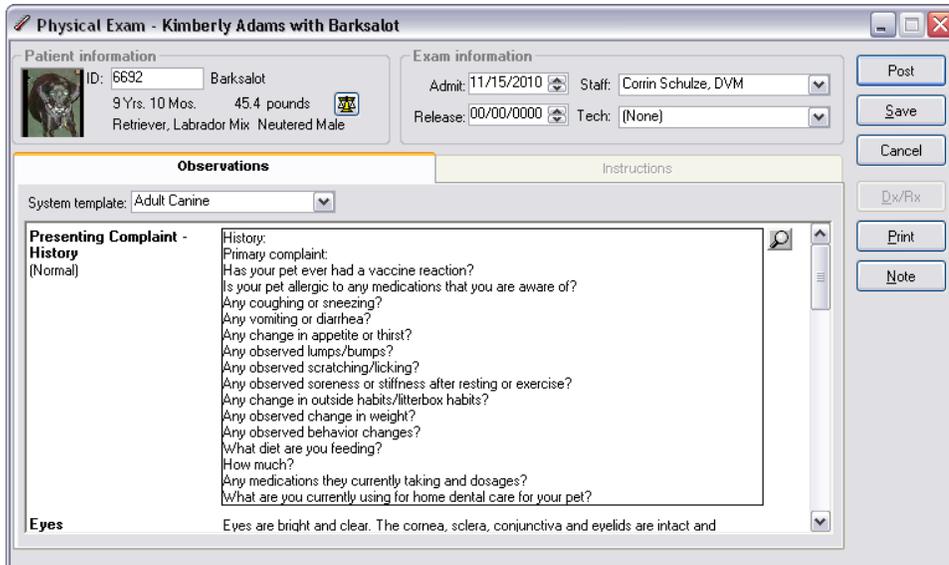
2. Do one of the following:

- If this is a new exam, click **New**.
- If this is an open or closed exam for which you want to enter recheck information, click **Recheck**. You may want to perform a recheck if a patient returns to have bandages changed or additional x-rays taken, etc.

Note: The recheck option creates a copy of the original exam record to which you can add your observations. This exam record is labeled as a recheck exam. Both the original and recheck exam are saved in patient history.

- To modify information on an open exam, on the Patient Exam List, click the open exam that you want to modify and click **Select**.

The Physical Exam window opens.



Physical Exam window

3. In the **Admit** field, press TAB to accept the current date or enter a different date.
4. In the remaining text boxes in the Exam information area:
 - a. Enter the release date, if known.
 - b. Select the staff responsible for the physical exam and the technician, if applicable.

- If necessary, click the **Vital Signs/Weight**  button in the top-left *Patient information* area to update the patient's weight and other vital signs, if applicable. See "Creating a Vital Signs Set for a Patient" on page 233 for information on recording vital signs for a patient.

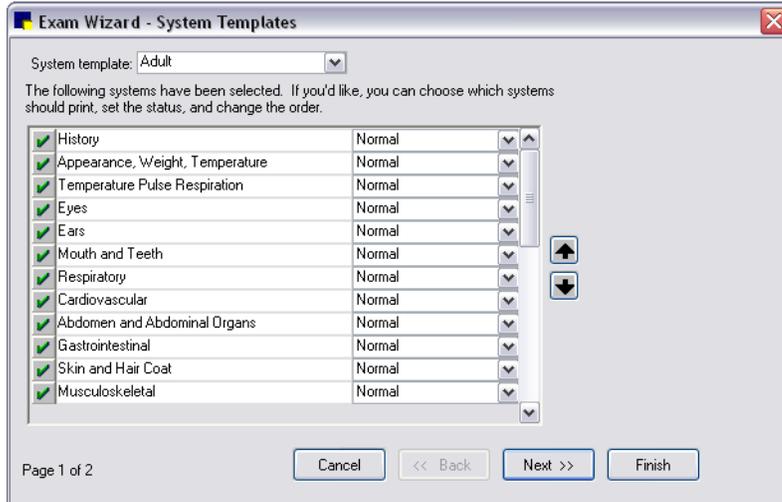
Note: The button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.

- Select the **Observations** tab to review the default physical exam **System template**. If the system template has been linked to a specific species, that template displays. If necessary, select a different system template from the drop-down list.

Changing the Systems Included in the Physical Exam

During a physical exam, if necessary you can add or remove body systems to be printed on the Pet Health Report Card. This updates the systems for the currently open exam only—the system template will not be changed.

- With a patient's exam open in the Physical Exam window, right-click anywhere within the observations text and select **Systems**. The Exam Wizard - System Templates window appears.



Exam Wizard - System Templates window

- In the list of systems, those systems with a check mark in the gray box to the left of the system name will print on the Pet Health Report Card. Click the gray boxes as needed to add or remove systems from the selection list.
- To change the status of a system, select **Normal**, **Abnormal** or **Did Not Examine** from the applicable drop-down list in the right column.
- To change the order of the systems, click on a system and then click the  or  arrow button to move it within the list.
- When you are finished, click **Finish** to save your changes for this physical exam.

Modifying Observation Text on the Physical Exam

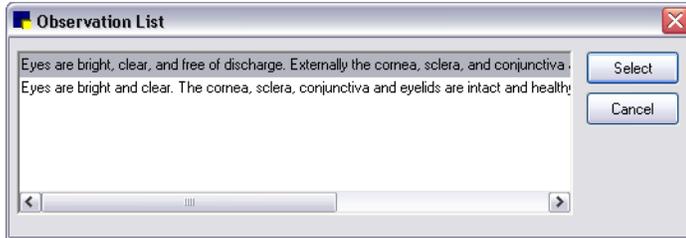
The standard observations display based on the selected system template. During the physical exam, you can change the observation status and text to reflect the results of the exam.

To change the observation status:

- Right-click on the observation and select the applicable status—**Normal**, **Abnormal** or **Did not Examine**. The observation text will change to the default text set up for that status.

To change the observation text:

1. To select a different set of preloaded observation text, highlight the existing text and press DELETE on the keyboard.
2. Click the magnifying glass  icon to the right of the text box. The Observation List dialog box displays a list of alternative observation text options.

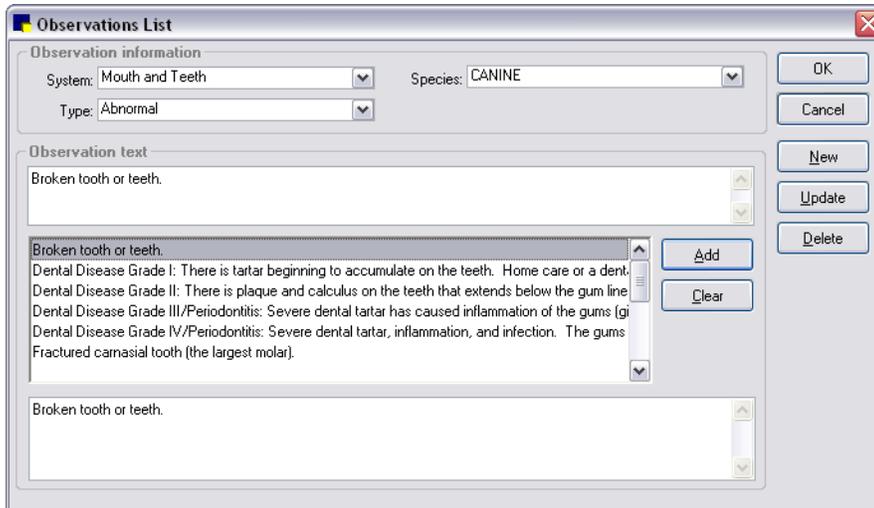


Observation List dialog box

3. Highlight the observation text to use and click **Select**. The selected observation text displays in the text box.
4. To edit the observation text, position the cursor where you want to edit text and type or change the text as needed.

To add multiple lines of observation text:

1. With a patient's exam open in the Physical Exam window, right-click anywhere within the observations text and select **Update**. The Exam Wizard - System window appears.
2. Select the applicable system and status, and then click **Search**. The Observations List window appears.



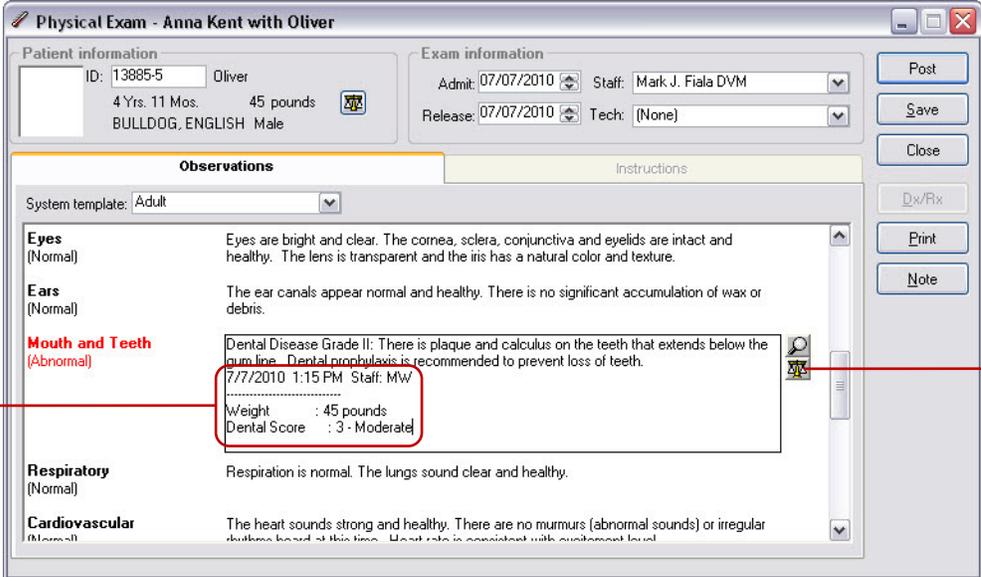
Observations List window

3. In the *Observation text* area, in the middle box listing the available observation text lines, highlight a text line to use and click **Add**. The text line displays in the bottom box containing all added lines of observation text.
4. Repeat the previous step until all applicable text lines have been added, and then click **OK**.
5. Click **Finish** to return to the Physical Exam window.

Inserting Vital Signs Information Within an Observation

If you previously set up certain Physical Exam body systems as “vital sign systems,” a **Vital Signs/Weight**  icon will display next to those systems on the exam **Observations** tab. You can click the **Vital Signs/Weight** icon and select vital signs to be included as text lines within the observation text that prints on the Pet Health Report Card.

See “Chapter 15: Setting Up Physical Exam and Pet Health Report Card” in the *Cornerstone Administrator’s Manual* for information on setting up body systems as vital sign systems.



Vital signs information within the observation text

Vital Signs/Weight icon

Body system observation with Vital Signs/Weight icon

To insert vital signs information within an observation:

IMPORTANT: If you need to change the Normal/Abnormal/Did Not Examine status, change the status first, before selecting vital signs information to include in the observation. If you add vital signs information to the observation text and then change the Normal/Abnormal/Did Not Examine status, the observation text and vital signs information will be overwritten with the text for the newly selected status.

1. For any system previously set up as a “vital signs system,” click to place your cursor in the desired position within the system’s observation text (where you want to insert the vital signs information), and then click the **Vital Signs/Weight**  icon located to the right of the observation text.

The Vital Signs selection window appears. (See “About the Vital Signs Selection Window” on page 236 for information.)

Vital Signs	07/07/10 01:15 PM Staff: MW	08/17/10 05:04 PM Staff: MW	Create new Vital Signs set
<input checked="" type="checkbox"/> select all signs			
<input checked="" type="checkbox"/> Weight	45.0 pounds	45.0 pounds	Weight 45.2 pounds Normal enter comment
<input checked="" type="checkbox"/> Body5		3 - Optimal	enter Body5
<input checked="" type="checkbox"/> Temp		99.2	enter Temp
<input checked="" type="checkbox"/> Pulse		80.0	enter Pulse
<input checked="" type="checkbox"/> Resp		48.0	enter Resp
<input checked="" type="checkbox"/> Muc		Pink	enter Muc
<input checked="" type="checkbox"/> Cap		<2 sec	enter Cap
<input checked="" type="checkbox"/> BP	105		enter BP
<input checked="" type="checkbox"/> Dental	3 - Moderate	3 - Moderate	enter Dental
<input checked="" type="checkbox"/> Pain	0		enter Pain
<input type="checkbox"/> Gut			enter Gut

Vital Signs selection window

- If desired, add a new vital signs set and/or make changes to an existing set (if still within the allowed timeframe for editing). When finished with any additions or edits, click **OK** to save your changes and then enter or select the staff ID.
- In the **Vital Signs** column (left column), click the check box next to each vital sign to include in the observation text. To quickly select all vital signs for inclusion, click the **select all signs** check box.
- In the date/time/staff column headers, select the check box for each vital signs set to include. (Cornerstone automatically selects check boxes for the most recent five sets entered since the time of the patient's last check in. If you add a new set in this window, it will include the new set in addition to the five most recent sets.)
- When you have finished selecting the vital signs to include in the observation text, click **OK**.
The selected vital signs are added in the location of the cursor within the observation text box, along with the staff and date/time each vital signs set was created.

Adding Exam Notes

Use exam notes to save internal comments about the exam. Notes are saved in patient history with the exam but do not print on the exam.

To add exam notes:

- With a patient's exam open in the Physical Exam window, click the **Note** button.
- Type the note and click **OK**.

The exam note can be modified on an open or new exam and viewed on a closed exam.

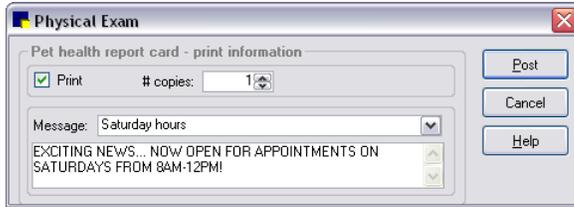
Saving or Posting the Exam

You can save or post the exam so it is included in the patient's history.

- If you **Save** an exam, you can return to it later to make changes. A saved exam is considered open.
- If you **Post** an exam, the exam is saved in the patient's medical history and is considered closed. After an exam is posted, it cannot be modified.

To save or post an exam:

- With a patient's exam open in the Physical Exam window, click **Save** to save the exam or **Post** to post the exam. The Physical Exam dialog box appears, displaying the *Pet health report card – print information* options.



Physical Exam – Pet Health Report Card print options

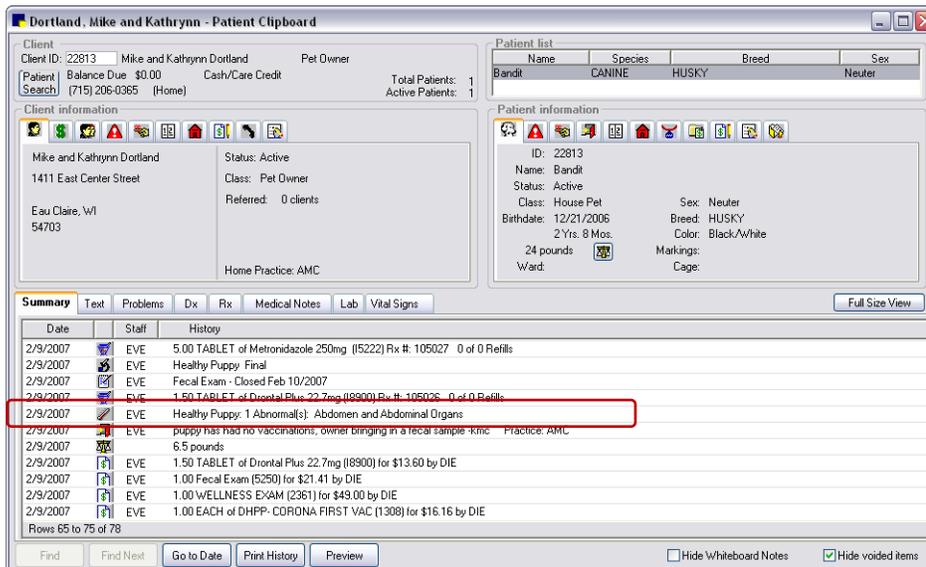
2. To print the Pet Health Report Card at this time, select the **Print** check box and specify the number of copies to print.
3. If necessary, change the footer message to print on the report card.
4. Click **Save** or **Post**.

Printing the Pet Health Report Card

1. With a patient's exam open in the Physical Exam window, click **Print**. The Physical Exam dialog box appears, displaying the *Pet health report card – print information* options.
2. Select the **Print** check box and specify the number of copies to print.
3. If necessary, change the footer message to print on the report card.
4. Do one of the following:
 - To print the report card immediately without viewing it first, click **Print**.
 - To view the report card before printing, click **Preview**. From the preview window you can click **Print** to print the report card or click **Save As** to save the report card data to a file.

Viewing Physical Exams in History

Physical exams are stored in patient history and can be viewed anywhere you can view patient history, such as the Patient Clipboard. Look for the **Physical Exam**  icon.

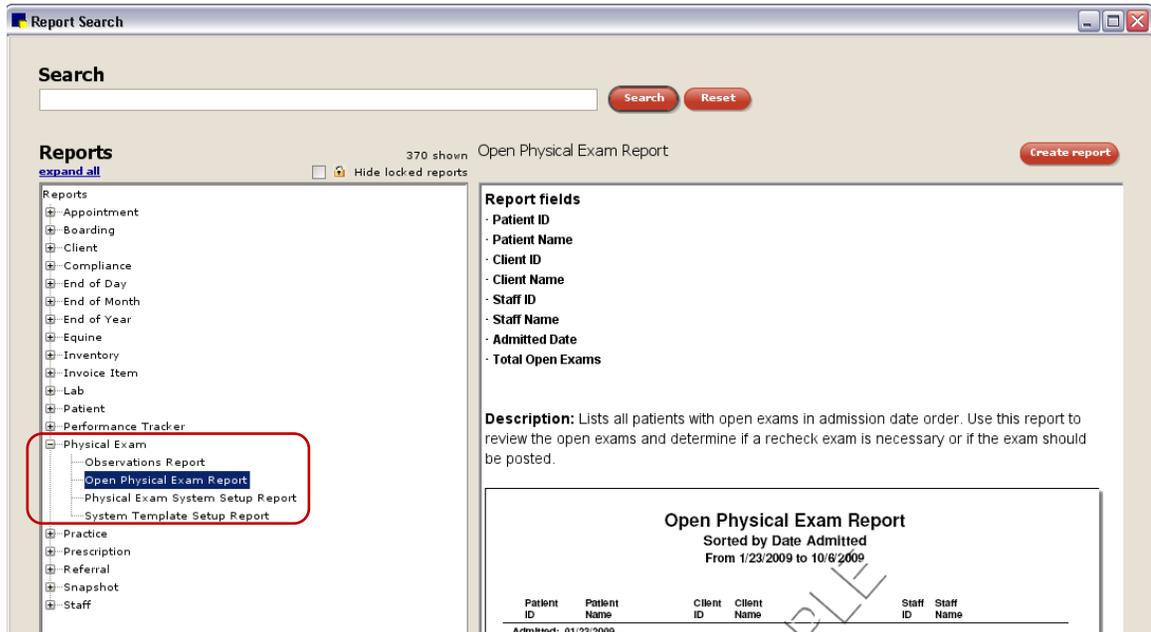


Physical Exam shown in patient history on the Patient Clipboard

Physical Exam Reports

To access Physical Exam reports:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Physical Exam** to expand the list of Physical Exam reports.



Physical Exam reports

Note: If you have installed the Patient Advisor* module, the Patient Advisor report group will display in place of the Physical Exam group.

Open Physical Exam Report

The Open Physical Exam Report lists all patients with open exams in admission date order. You can use this report to review the open exams and determine if a recheck exam is necessary or if the exam should be posted.

Reports for Managing Physical Exams

Several additional Physical Exam reports help you manage your observation text and templates.

- Observations Report
- Physical Exam System Setup Report
- System Template Setup Report

Chapter 16: Recording Vital Signs/Weight Information

This chapter covers the daily usage tasks for Vital signs/Weight features in Cornerstone . For information on the steps required to set up the Vital Signs List for your practice, see “Chapter 16: Setting Up Vital Signs/Weight” in the *Cornerstone Administrator’s Manual*.

Using the Vital Signs/Weight features in the Cornerstone* Practice Management System, you can view, add, edit and graph vital signs for a patient. You can also include vital signs information in medical notes and on Pet Health Report Cards created using Physical Exam/Patient Advisor* Exam.

Accessing Vital Signs for a Patient

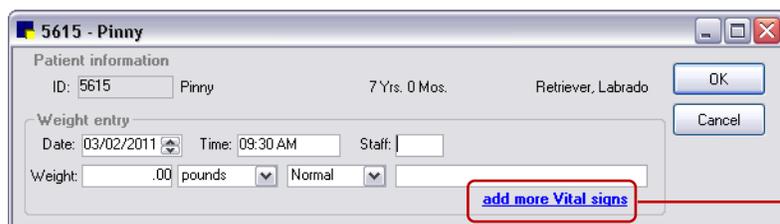
One of the fastest ways to access vital signs for a patient is to click the **Vital Signs/Weight**  button that displays on many windows throughout Cornerstone (Patient Clipboard*, Cornerstone Editor, Physical Exam/Patient Advisor Exam, Whiteboard Patient Treatments and Patient Orders windows, Patient Visit List, etc.).

Note: The button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.

Other ways to access vital signs for a patient:

- On the Patient Clipboard, click the **Vital Signs** tab in the *Patient History* area. You can view vital signs directly on the tab and use the right-click menu to access other options (Add new, Update/View or Void).
- On the Patient Clipboard, in the *Patient list* area, right-click the patient name and select **Vital Signs/Weight**.
- Click the **Vital Signs/Weight**  toolbar button.
- On the **Activities** menu, select **Vital Signs/Weight**.
- Process an **Update Vital Signs** special action.

When you access the Vital Signs/Weight feature using any of these methods, the weight entry dialog box appears. The weight entry dialog box allows you to enter the patient weight and, if desired, click the **add more Vital signs** link to open the full Vital Signs entry and viewing window.

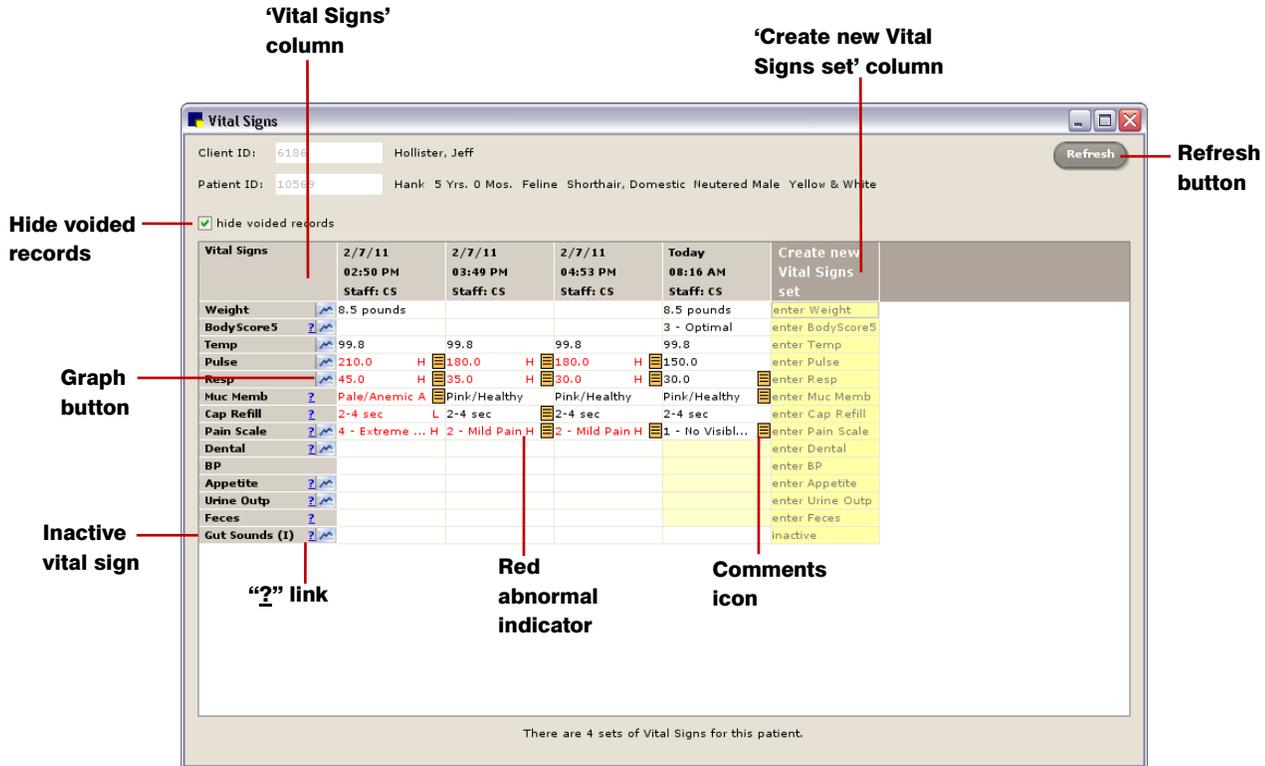


Click to open the
Vital Signs window

Note: If the Vital Signs/Weight feature is accessed from the Electronic Whiteboard, the Patient Orders window or the Patient Treatments window, Cornerstone displays the full Vital Signs entry and viewing window instead of the weight entry dialog box.

About the Vital Signs Window

The Vital Signs window provides one central location to review historical vital signs for a patient, and allows you to more easily identify changes in a patient's health through comparative trending and graphing.



Vital Signs window

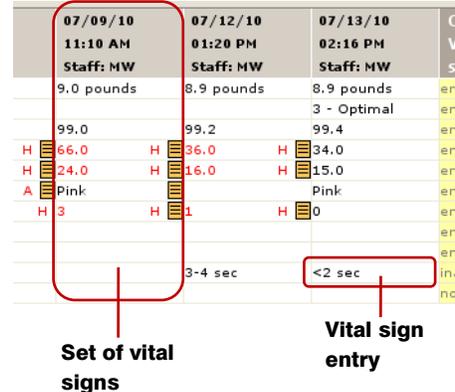
The Vital Signs window includes the following fields and options:

Field/Option	Description
'Vital Signs' column (static left column)	Displays Weight and all other vital signs activated in Vital Sign Setup.
'Create new Vital Signs set' column (right column)	Allows you to add a new set of vital signs for a patient. See "The expanded 'Create new Vital Signs set' column" on page 232 for more information.
Hide voided records	When selected, voided vital signs sets (columns) do not display on the Vital Signs window.
Graph  button	For Numeric and Numeric List vital signs, click this button to view the patient data in a graph and optionally print the graph. See "Graphing Vital Signs for a Patient" on page 235 for more information.
Inactive (I) vital sign	Inactive vital signs are listed on the Vital Signs window only if that patient has historic values for that vital sign. Inactive vital signs are marked with an "(I)" in the Vital Signs column.
"?" link	For Alphanumeric List and Numeric List vital signs, click this link to view the list values and their extended descriptions, if any exist.

Field/Option	Description
Red abnormal indicator	Abnormal vital sign entries – those marked as High (H), Low (L) or Abnormal (A) – display in bold red text.
Comments  icon	Displays when a comment is associated with the entry. Hover the cursor over the icon to view the comment text.
Refresh button	After vital signs have been saved for a patient (at this workstation or elsewhere in the practice), click this button to ensure you are viewing the most recent data for the patient.

When working within the Vital Signs window, note the following:

- A **set of vital signs** for a patient is a group of vital sign entries that belong to the same date/time/staff (provided in the column header).
- A **vital sign entry** is an individual vital sign value—one cell within the vital signs set.



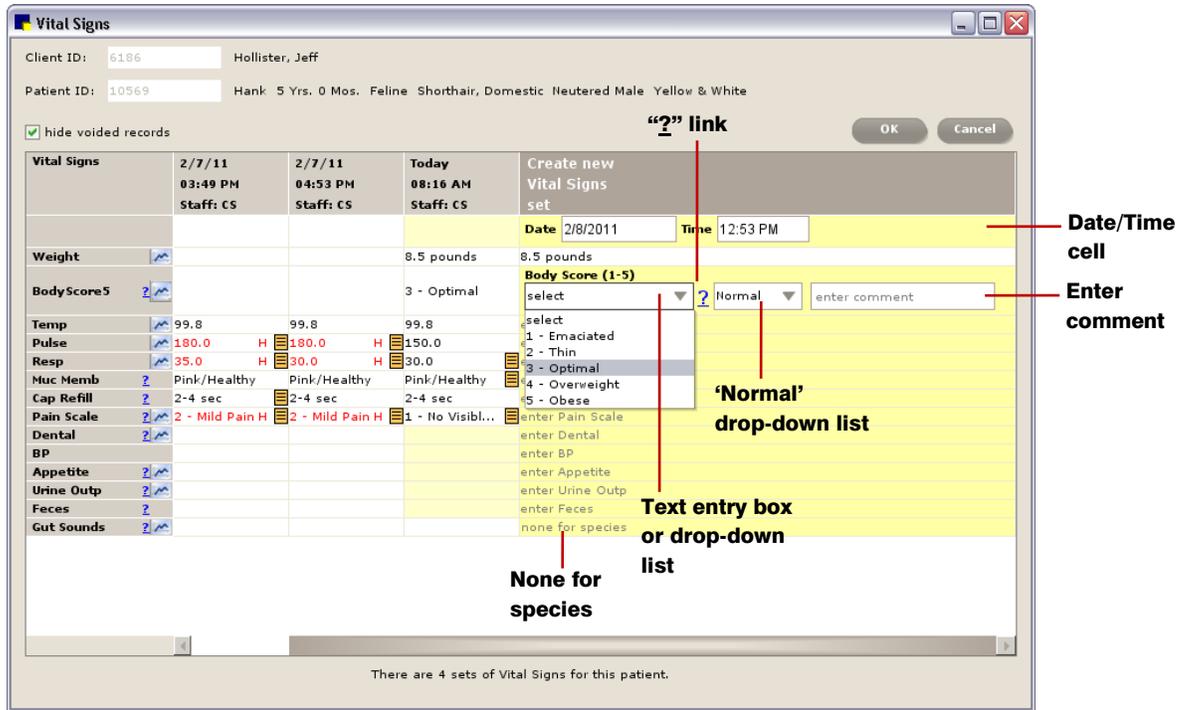
	07/09/10 11:10 AM Staff: MW	07/12/10 01:20 PM Staff: MW	07/13/10 02:16 PM Staff: MW	C	V	S
	9.0 pounds	8.9 pounds	8.9 pounds			en
			3 - Optimal			en
	99.0	99.2	99.4			en
H	66.0	H 36.0	H 34.0			en
H	24.0	H 16.0	H 15.0			en
A	Pink		Pink			en
H	3	H 1	H 0			en
		3-4 sec	<2 sec			en
						ina
						no

Notes:

- The Vital Signs window displays only active vital signs as assigned in Vital Sign Setup (select **Lists > Vital Signs/Weight**). Until you’ve completed the Vital Sign List setup, Weight is the only vital sign that will appear on the Vital Signs window.
- For the Vital Signs display order, Weight is always on top (and if there is an active Body Score vital sign, it appears below Weight). The order of other vital signs can be specified during setup (select **Lists > Vital Signs/Weight > click the Set Order** button).
- You can resize the Vital Signs window to optimize the display for your workstation, and the defined window size will be remembered on that workstation. (Note: Resizing capability is not available when accessing the window via the Patient Clipboard right-click menu.)

The expanded ‘Create new Vital Signs set’ column

The Vital Signs window **Create new Vital Signs set** column makes it easy to quickly enter a set of vital signs for a patient. The fields available in this column mirror the Vital Sign List settings you configured for the practice during setup.



Expanded ‘Create new Vital Signs set’ column on the Vital Signs window

The **Create new Vital Signs set** column includes the following fields and options:

Field/Option	Description
Date/Time cell	This cell expands automatically when any other Create new... vital sign entry cell is selected. The Date and Time fields are required for each set of vital signs and default to the server date and time. Note that you cannot enter a date/time that is in the future or greater than 10 days old.
Text entry box or drop-down selection list	Depending on the vital sign type (Alphanumeric, Numeric List, etc.), the data entry/selection field may appear as a text box or a drop-down list.
“?” link	For Alphanumeric List and Numeric List vital signs, click this link to view the list values and their extended descriptions, if any exist.
‘Normal’ drop-down list	If the vital sign value is abnormal for this patient, alert staff by selecting High, Low or Abnormal from the drop-down list. A selection other than Normal will cause the value to display in bold red, along with an H, L, or A designation.
Enter comment	Type vital sign comments in the text box as needed (maximum of 30 characters). The  icon displays for an entry if a comment is associated with it.
None for species	Displays in a cell if the species has not been associated with a list for that vital sign. (To add the species to a list: Select Lists > Vital Signs/Weight , double-click the vital sign, select a list and then select the applicable species to associate with the list.)

Creating a Vital Signs Set for a Patient

IMPORTANT: Make sure your practice's Vital Sign List has been finalized before you begin entering vital signs for patients. For list-type vital signs, once a vital sign has been entered for a patient, you will no longer be able to make changes to the list values or the species associated with a list (although you can still add species to an existing list). See "Chapter 16: Setting Up Vital Signs/Weight" in the *Cornerstone Administrator's Manual* for information on setting up your practice's Vital Sign List.

To add a set of vital signs for a patient:

1. Open the Vital Signs window for the patient. (See "Accessing Vital Signs for a Patient" on page 229 for information.)
2. Expand the **Create new Vital Signs set** column (right column) by doing one of the following:
 - Double-click on any vital sign in the **Create new...** column.
 - Tab into the **Create new...** column. With the focus on the desired cell, press ENTER or SPACEBAR.
 - Right-click in the **Create new...** column and select **Create a new set**.

Tip: To move through the **Create new Vital Signs set** column using the mouse, simply click in the desired cell/field. To move through the column using the keyboard, tab into a cell to place focus on it, and then press ENTER or SPACEBAR to expand the cell. Once expanded, press TAB to move from field to field within a cell.

Note: If you have designated certain list values as defaults, these default values will be selected automatically when you click or tab into their associated fields. For this reason, you should review each field to ensure a default list value is not mistakenly selected for a patient.

3. If necessary, you can change the date/time associated with this vital signs set (the **Date** and **Time** fields default to the server date and time):
 - In the **Date** field, enter a new date by typing the date or clicking the drop-down arrow to select the date from a calendar. Press TAB.
 - In the **Time** field, type a new time and press TAB.

Note: The "editable" timeframe for making changes to a vital signs set is based on the server date/time when a vital signs set is created, which is not necessarily the date/time entered by the staff member. See "Vital Sign Editing Rules" on page 234 for more information.

4. In the **Create new...** column entry cells, record vital signs as applicable for this patient.
 - If needed, click the "?" link to view detailed descriptions of available list values.
 - If this is an abnormal entry, use the **Normal** drop-down list to mark this vital sign as High, Low or Abnormal.
 - To add a comment about the entry (e.g., Panting, In pain, Scared, etc.), type in the **enter comment** text box (maximum 30 characters).

Tip: For Alphanumeric entries (free-form text entry), note that only a small number of characters will display in the column when the vital signs set is viewed later in history, so it is best to type abbreviated text that's meaningful at a glance.

5. If desired, you can graph a Numeric or Numeric List vital sign by clicking its **Graph**  button. See "Graphing Vital Signs for a Patient" on page 235 for more information.
6. When you are finished, click **OK**. A Staff Selection dialog box appears.

7. Enter the ID of the staff member entering vital signs for this patient by typing the ID or selecting the staff from the drop-down list. Click **OK**. The vital signs set is saved for the patient.
8. After vital signs have been saved for a patient (at this workstation or elsewhere in the practice), you can click **Refresh** as needed to ensure you are viewing the most recent data for the patient.
9. To exit the Vital Signs window, click the **Close**  button in the upper-right corner of the window.

Vital Sign Editing Rules

When editing an existing vital signs set, the key timeframes to remember are **24 hours** and **10 days**:

- If the vital signs set was created within the last 24 hours, you are allowed to add values to blank vital signs and to edit existing entries (occupied cells) within the set.
- If the vital signs set is older than 24 hours but created within the last 10 days, you may only add values to blank vital signs. No editing of existing entries is allowed.
- If the vital signs set was created over 10 days ago, no entries or edits are allowed. (Note: If the vital signs set is invalid, it can be voided. See “Voiding a Vital Signs Set” on page 235 for information.)

IMPORTANT: The “editable” timeframe is based on the server date/time when a vital signs set is created, which is not necessarily the date/time entered by the staff member.

TASK	Within 24 hours of initial vital signs set creation	More than 24 hours after initial vital signs set creation	Within 10 days of initial vital signs set creation	More than 10 days after initial vital signs set creation
Add a new vital sign entry (blank cell) within an existing set	Yes	Yes	Yes	Not allowed
Edit a vital sign entry (occupied cell) within an existing set	Yes	Not allowed	Not allowed	Not allowed

Notes:

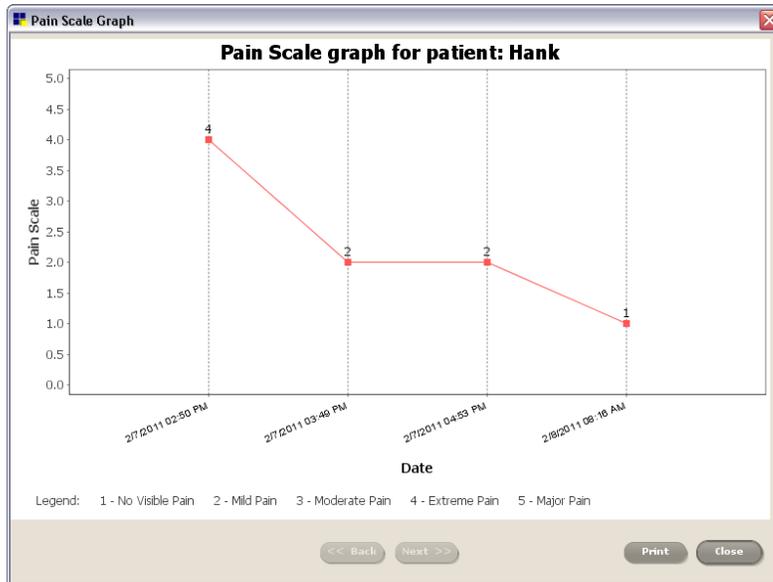
- Separate security permissions must be granted for each level of vital signs adding/editing.
- You cannot add or edit entries for a vital sign if it is inactive.
- In the most recent set of vital signs, blank entry cells that are still within the 24-hour adding/editing timeframe appear with a light yellow background.
- If a patient already has a set of vital signs for today and you elect to create another set, Cornerstone verifies that you really want to create another set (versus edit the existing set). This is a common scenario if your practice work flow is to record the weight in reception (requiring you to create a set) and then record other vital signs later in the exam room. Note that after two sets have been added for a patient in one day, the verification message will not continue to appear for that patient.

To expand an existing vital signs set for editing:

- Do one of the following:
 - Double-click in the entry cell you want to add a value to or edit.
 - Tab into the entry cell you want to add a value to or edit, and then press ENTER or SPACEBAR.
 - Right-click in the vital signs set (column) and select **Update**.

Graphing Vital Signs for a Patient

You can graph a patient's historic and current vital sign data for one vital sign at a time for Numeric and Numeric List vital signs. Graphs can be printed and provided to clients as a helpful visual to show weight trends or other changes in their pet's health over time.



Vital signs graph

The graph displays data from up to 10 of the most recent vital signs sets. The Numeric or Numeric List values display on the left axis. If applicable, associated descriptions are provided in a legend across the bottom.

To graph a Numeric or Numeric List vital sign for a patient:

- Do one of the following:
 - With the patient's information shown on the Vital Signs window, in the Vital Signs column (left column), click the **Graph**  button for the desired vital sign.
 - With the patient's information shown on the Patient Clipboard **Vital Signs** tab, click the **Graph**  button in the desired vital sign's column header.
- Click **Back/Next** to move through the patient's vital sign history, showing up to 10 sets at a time.
- If you want to print the currently displayed graph, click **Print**, select your desired page setup settings, and then click **OK**.
- When you are finished, click **Close**.

Voiding a Vital Signs Set

If necessary, a staff member with appropriate security permissions can void a vital signs set. Voiding may be necessary, for example, if vital signs are accidentally entered for the wrong patient.

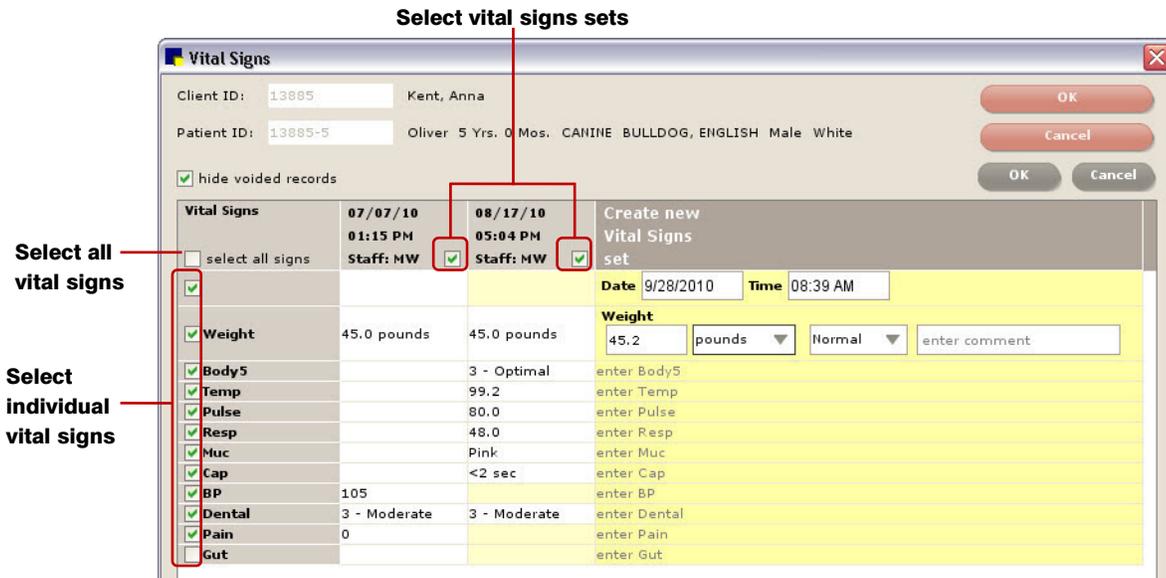
Note: When you void a vital signs set, you void the entire set; you cannot void a specific entry or value.

To void a vital signs set:

1. Do one of the following:
 - With the patient’s information shown on the Vital Signs window, right-click within the desired vital signs set and select **Void**.
 - With the patient’s information shown on the Patient Clipboard, right-click on the desired vital signs line in the **Summary, Text** or **Vital Signs** tab and select **Void**.
2. On the Void Vital Sign Set window, enter the staff ID and reason for the void.
3. Click **OK**.

About the Vital Signs Selection Window

The Vital Signs selection window allows you to select vital signs information to include in a patient document (medical note or correspondence) or on a Pet Health Report Card created using Physical Exam/Patient Advisor* Exam.



Vital Signs selection window

The Vital Signs selection window includes the following fields and options:

Field/Option	Description
Select all signs check box	When selected, all vital signs are selected for inclusion in the patient document or observation text.
Select individual vital signs check boxes (on left side)	Click the check box next to each vital sign to include in the patient document or observation text.
Select vital signs sets check boxes (in column headers)	Click the check box associated with each vital signs set to include in the patient document or observation text.

For more information on including vital signs information in a patient document, see “Inserting Vital Signs Information” on page 254.

For more information on including vital signs information on Pet Health Report Cards created using Physical Exam/Patient Advisor* Exam, see “Inserting Vital Signs Information Within an Observation” on page 225.

Chapter 17: Using Medical Notes and Correspondence

This chapter covers daily usage tasks for adding a medical note to a patient record or printing a correspondence document. For information on the steps required to set up medical note templates and correspondence templates in Cornerstone, see “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual*.

Overview

Starting with Cornerstone* version 8.0, both medical notes and correspondence documents are created in the Cornerstone Editor. The Cornerstone Editor is used both at the time of setup (when you create or update a document template) and at the time of use (when you add a medical note or correspondence document to a patient record).

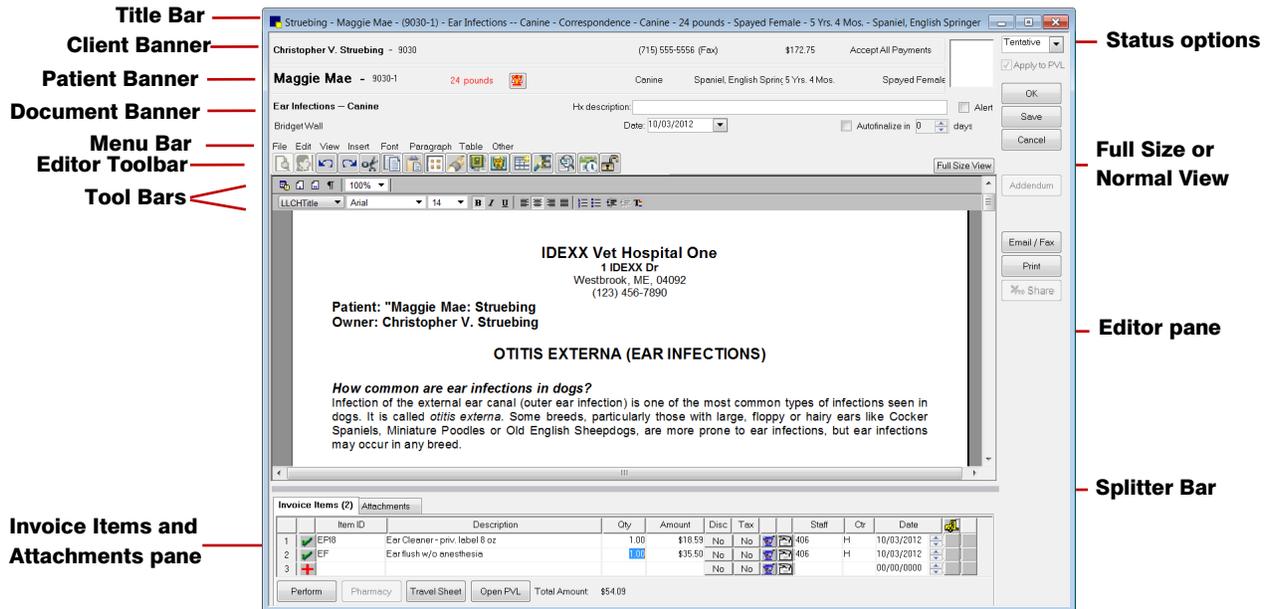
Note: The medical notes functionality available in Cornerstone version 7.6 and below is now referred to in Cornerstone as “Classic medical notes.” See “Chapter 18: Using Classic Medical Notes” beginning on page 282 for information.

IMPORTANT: You must use the Classic medical note template for surgery/anesthesia logs. Enhanced medical notes do not support this feature at this time. See “Using Classic Medical Notes for Surgery/Anesthesia Logs” on page 285 for information on using this template.

Before You Begin

- Set Documents defaults (**Controls > Defaults > Practice and Workstation > select Documents** from the menu on the left).
- Set up document template categories (**Lists > Documents > Template Categories**).
- Set up the problem categories and problem list to be used in your practice (**Controls > Problems > Categories** or **Controls > Problems > Problems List**).
- Set up the diagnostic codes to be used in your practice (**Lists > Diagnostic Codes**).
- Set up medical note and correspondence document templates. For information on setting up the document templates, see “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual*.
- (Optional) Set up a signature capture device (**Tools > Signature Capture Device**).

The Cornerstone Editor – Medical Note/Correspondence Window



Cornerstone Editor – Medical Note/Correspondence window

Note: When adding a text-only document (versus an enhanced format document), the menus, toolbar buttons and right-click menus available in the Cornerstone Editor are limited to those options that pertain to text-based data entry. Throughout this section, those features not available in text-only mode will be marked with an "(*Enhanced documents only*)" designation.

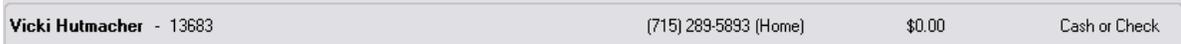
Title Bar



The Title Bar displays an at-a-glance summary of the client, patient and document information in this order:

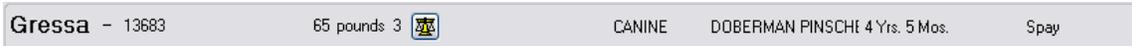
Client Last Name - Patient Name - (Patient ID) - Document Title - Species - Weight - Sex - Age – Breed

Client Banner



The Client Banner displays client name(s), phone number and account information. Simply double-click within the banner to update the client information.

Patient Banner

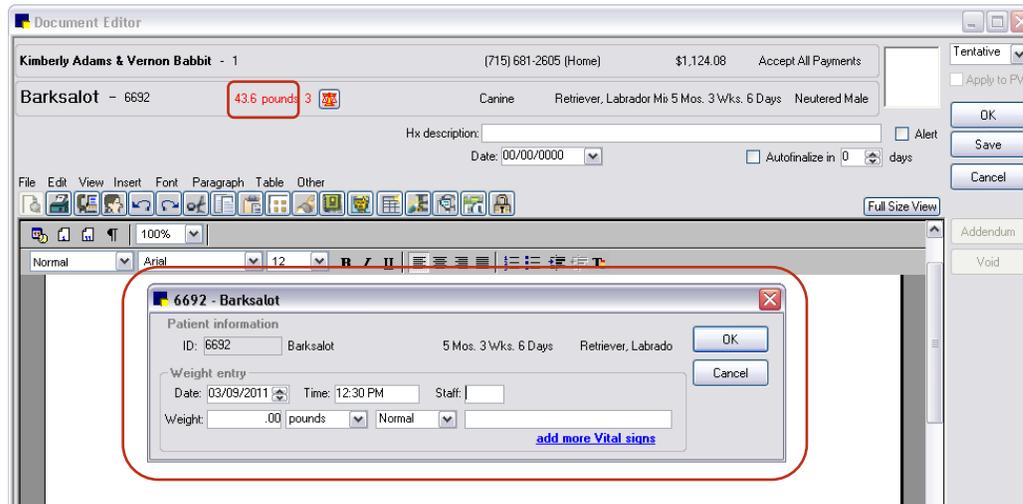


The Patient Banner provides at-a-glance access to patient information including name, ID, weight, body score (if activated), species, breed, age and sex. A pet picture is also displayed, if available. Simply double-click within the banner to update the patient information.

To display the weight entry dialog box for the patient, click the **Vital Signs/Weight**  button. Here you can enter a current weight and, if desired, click the **add more Vital signs** link to open the full Vital Signs entry and viewing window.

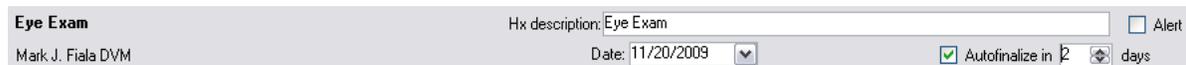
Update Patient Weight

The **Ask for weight if the last entry is older than ___ days** field in Documents defaults determines whether staff are prompted to enter the patient's weight upon starting or opening a medical note. Cornerstone will compare this default setting to the date of the most recent weight recorded for the patient in Cornerstone. If the date of the weight is older than the specified number of days, the weight appears in red in the Patient Banner, and the weight entry dialog box appears to allow the staff member to enter a current weight for the patient.



Note: You can click the **Vital Signs/Weight**  button in the Patient Banner at any time to update the patient's weight and other vital signs, if applicable. Note that the button displays in red/yellow  as an alert if at least one vital sign (other than weight and body score) has not been entered for the patient within the past 10 days.

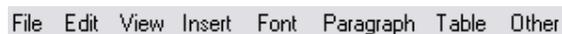
Document Banner



The Document Banner displays the staff ID, staff name, template name, history description, document date, autofinalize option and alert option to highlight this document in history.

Tip: Many of the properties that display in the Document Banner can be set as defaults in the Template Properties dialog box when you initially set up the document template. See "Chapter 17: Setting Up Medical Notes and Correspondence" in the *Cornerstone Administrator's Manual*.

Editor Menu Bar



The Editor menu bar includes the File, Edit, View, Insert, Font, Paragraph, Table and Other menus. (The menu bar is located within the Cornerstone Editor window, separate from the main Cornerstone menus.)

Note: The Paragraph and Table menus are available only in enhanced templates/documents (not text-only templates/documents).

Editor Toolbar

The Editor toolbar buttons provide quick access to commonly used functions within the Cornerstone Editor. (The Editor toolbar is located within the Cornerstone Editor window, separate from the main Cornerstone toolbar.)

 Print preview	 Copy	 Table
 Print	 Paste	 Spell check
 Client signature [†]	 Select all	 Zoom
 Undo	 Search	 Insert date and time
 Redo	 Bookmark	 Lock/Unlock document
 Cut	 Picture	

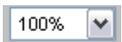
[†] Available only at the time of use.

Note: When using the Cornerstone Editor in text-only mode, the toolbar buttons available are limited to those options that pertain to text-based data entry. Text-only mode also offers a **Color All Text**  button that allows you to apply a single color to all text in the template or document.

Toolbars

(Enhanced documents only)

The tool bars include options for frequently used document elements, display settings, style settings and formatting tools. The Tool Bar display can be turned on/off using the **View** menu > **Tool Bars** option.

	Insert date/time, page number or number of pages, and show/hide nonprinting characters such as returns, tabs and spaces
	Specify the magnification level for viewing the current document
	Set the paragraph style, font, font size and effect of selected text (bold, italics, underline)
	Set the justification of the paragraph (align left, center, align right, justify)
	Format selected text as a numbered/bulleted list, increase/decrease the indent, and set the text color

Status Options

Using the drop-down list in the upper right corner of the Cornerstone Editor, you can set the status of medical notes and correspondence documents to Draft, Tentative or Final.

Note: The status options are not available for Print Only documents or Correspondence – Title Only documents.

- **Draft** – Draft status is intended for saving work in progress when you are interrupted by a phone call or an emergency and your notes are not verified, finished, or perhaps are not even correct at this point. *A Draft status document will never autofinalize.* Draft status saves any invoice items in their current state without sending anything to the Patient Visit List (PVL). When saving as Draft, the **Apply to PVL** check box is *not* selected by default, but can be selected if desired.

Documents with a status of Draft are watermarked with large “DRAFT” text on each page when printed. The watermark does not appear within the Cornerstone Editor while working in the document (it is visible only on the printout).

- **Tentative** – With the Tentative status, the document is basically complete, but is still changeable if something else comes up (similar to tentative medical notes in previous versions). When saving as Tentative, the **Apply to PVL** check box is preselected and cannot be cleared.
- **Final** – When a document is saved as Final, no further edits can be made to the document. If additional information becomes available after a document is finalized, the information must be added in an Addendum. When saving as Final, the **Apply to PVL** check box is preselected and cannot be cleared.

Note: If you set a document's status to Final and then click **Save**, the Cornerstone Editor saves the document and closes it automatically (no further editing is allowed after clicking **Save**).

Full Size View/Normal View Button

You can click the **Full Size View** button to increase the size of the Editor pane work area by “hiding” the properties banners (top of the window) and the Invoice Items and Attachments pane (bottom of the window). To bring these window elements back into view, click **Normal View**.

Editor Pane

The Editor pane is the document “page” where you fill in the template and add necessary text, pictures and other patient-specific data. You can add elements to the Editor pane area using the menu bar, Editor toolbar or right-click menu.

Splitter Bar

You can drag the adjustable Splitter Bar up or down to increase or decrease the visible area of the Editor pane and Invoice Items and Attachments pane. While adding a medical note or correspondence document, in most cases you want the Splitter Bar at a lower position, so that more editing space is available in the Editor pane. If you need to work in the **Invoice Items** tab, simply drag the Splitter Bar upward as needed to increase the working area of the **Invoice Items** tab while you are inserting or editing invoice items.

Invoice Items and Attachments Pane – Invoice Items Tab

The Invoice Items and Attachments pane is available at the bottom of the Cornerstone Editor window at the time of use, when adding a medical note or correspondence document. This pane includes an **Invoice Items** tab that works similarly to the Patient Visit List, and includes “invoice item audit” functionality that will search the Patient Visit List, and open invoice and patient orders to allow corrections in those places.

	Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
1	2360	EXAMINATION	1.00	\$49.00	No	No	MW	PS	11/20/2009
2	5240	EYE FLUORESCIN STAIN	1.00	\$13.35	No	No	MW	L	11/20/2009
3	5415	SCHIRMER TEAR TEST	1.00	\$17.16	No	No	MW	L	11/20/2009
4	GEYE	Eye Medications	1.00	\$0.00	No	No	MW	P	11/20/2009
5					No	No			00/00/0000

Buttons: Perform, Pharmacy, Travel Sheet, Open PVL

Note: The Invoice Items and Attachments pane does not display for Print Only documents.

You can easily add/change/remove invoice items using the **Invoice Items** tab. In the Cornerstone Editor, all invoice items are placed in the **Invoice Items** tab, and they are not included in the body text of the document.

IMPORTANT: Invoice items cannot be placed on a document designated as a special action that prints *after* an invoice is posted.

To add invoice items to a document:

1. To add an invoice item, double-click or press F2 in any blank Item ID row to open the Invoice Item list, allowing you to search for and select the desired item.

A blank “Add Item” row always appears below the added item rows.

2. Set the item status by clicking on the gray box to the left of each item row. Item status options at the time of document use include:

 **Blank** – An item assigned a Blank status can be thought of as “sitting dormant” until you decide to utilize it, which means it will *not* be sent to the Patient Visit List. In some cases, you may want to add items to the template with a Blank status and let the staff member decide at the time of use whether to change the status.

 **Recommended** – This item or service has been recommended for purchase by the client.

 **Accepted** – The client has accepted the item (wants to purchase the service or item).

 **Performed** – The item has been dispensed or the service has been performed.

 **Declined** – The item has been declined by the client.

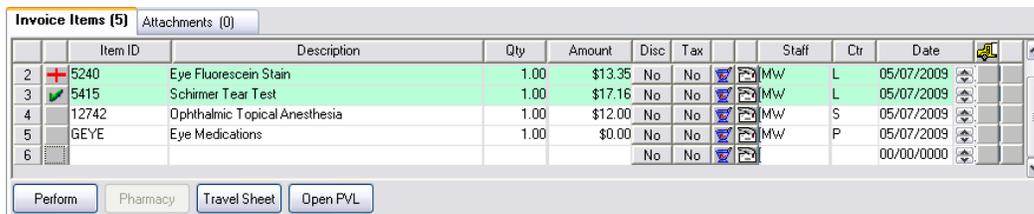
 **Declined to history** – The item has been declined by the client and you want to add the declined information to medical history.

Notes on adding invoice items to a document:

- Items never leave the document regardless of the status, even after the document is finalized. If you do not want the unused invoice items to remain in the finalized medical note or correspondence document, you must use CTRL+D to delete these invoice item lines before finalizing.
- For Group items and Pick items, if the status is set to Blank in the template, at the time of use (when adding a medical note) these do not expand/ask unless you change the status. If the status is set up as Recommended, Accepted or Performed in the template, the items will expand/ask right when you start the document.
- The Cornerstone Editor’s print options allow you to specify whether or not to print the document’s invoice items, and if so, whether or not to include the Amount and Staff information for each item. In addition, you can specify whether to print declined or unapplied items. See “Printing a Document from the Cornerstone Editor” on page 262 for more information.

Green Shaded Lines Indicate that Items have been Sent to the Patient Visit List

If invoice items in a document are applied to the Patient Visit List, when the document is saved, these invoice item lines are displayed with green shading. This green shading allows you to identify at a glance which items have been sent to the PVL. See “Status Options” on page 240 for information on how items are applied to the PVL when saving a document.



	Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
2	5240	Eye Fluorescein Stain	1.00	\$13.35	No	No	MW	L	05/07/2009
3	5415	Schirmer Tear Test	1.00	\$17.16	No	No	MW	L	05/07/2009
4	12742	Ophthalmic Topical Anesthesia	1.00	\$12.00	No	No	MW	S	05/07/2009
5	GEYE	Eye Medications	1.00	\$0.00	No	No	MW	P	05/07/2009
6					No	No			00/00/0000

Invoice items already sent to the PVL display with green shading

Resolving Changes After Applying to PVL

The Cornerstone Editor features an invoice item auditing capability that does a “sweep” of the PVL, open invoices and patient orders to allow corrections in those places. This invoice item audit is managed using the **Changed Line Status** column (right-most column) on the **Invoice Items** tab.

Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date	Changed Line Status
5240	Eye Fluorescein Stain	1.00	\$13.35	No	No	MW	L	05/07/2009	[Blank]
5415	Schirmer Tear Test	1.00	\$17.16	No	No	MW	L	05/07/2009	[Blank]
12742	Ophthalmic Topical Anesthesia	1.00	\$12.00	No	No	MW	S	05/07/2009	[Red Warning Triangle]
GEYE	Eye Medications	1.00	\$0.00	No	No	MW	P	05/07/2009	[Blank]
				No	No			00/00/0000	[Blank]

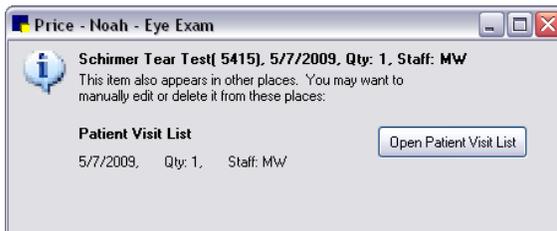
Changed Line Status column on the Invoice Items tab

The blank buttons in this column change state only if you make a change to an invoice item that was previously sent to the PVL (indicated by the item lines shaded in green). If a green line is changed in any way (including changing the status to/from Performed), a red button appears in the Changed Line Status column to warn you that the item was changed after it was sent to the PVL. If an item appears in one or more additional places (PVL, invoice and patient orders), the Changed Line Status button for that item will change to warn you of this potential issue.

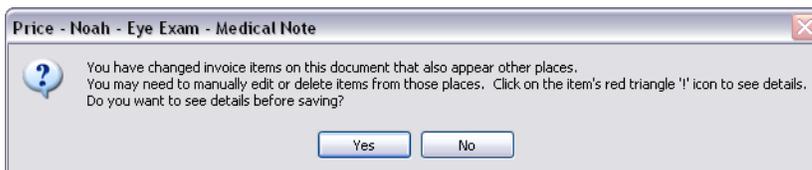
To resolve the Changed Line Status warning:

If the Changed Line Status for an item shows a red button, click the button. An invoice item audit dialog box appears, and the red button immediately changes to a yellow button to indicate that the changed line status has been recognized (and may or may not be resolved).

Note that if you need to make several changes to different item lines, you can make all the corrections to the PVL, for example, by clicking on *one* line. However, the other lines will remain with red buttons and you will be warned when you try to exit.



If you do nothing with the Changed Line Status warnings and then later try to save the document, a message appears to remind you again that you have changed items on this document that also appear in other places.



If you click **Yes** in response to the message, the document is not saved and you are given the opportunity to click on the Changed Line Status buttons and resolve any existing issues before saving. If you click **No**, the document is saved and the invoice item audit is not performed.

Note: Regardless of whether you resolved item issues or not, when you save a document, the next time it is opened the Change Line Status buttons are cleared and appear blank.

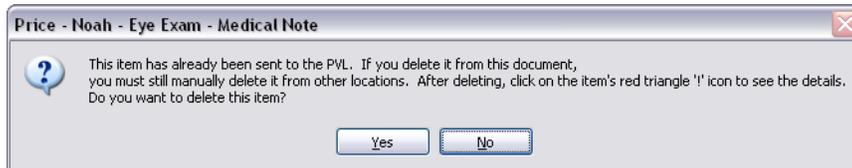
Deleting Items from the Invoice Items tab

To delete an invoice item that has NOT been sent to the PVL:

- Click on the item line and press CTRL+D.

To delete an invoice item that has already been sent to the PVL:

- Click on the item line and press CTRL+D. A message appears to warn you that this item has already been sent to the PVL and if you delete it from the document, you must still manually delete it from other locations.



As an added reminder of the deleted item, the item is not cleared completely from the **Invoice Items** tab, but is instead displayed with strikethrough formatting applied so you can tell at a glance which items were removed from the items list.

Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctr	Date
2	Eye Fluorescein Stain	1.00	\$13.35	No	No	MW	L	05/07/2009
3	Schirmer Tear Test	1.00	\$17.16	No	No	MW	L	05/07/2009
4	Uphthalmic Topical Anesthesia	1.00	\$12.00	No	No	MW	S	05/07/2009
5	GEYE Eye Medications	1.00	\$0.00	No	No	MW	P	05/07/2009
6				No	No			00/00/0000

Deleted invoiced items that have already been sent to the PVL display with strikethrough formatting applied

Invoice Items and Attachments Pane – Attachments Tab

The Invoice Items and Attachments pane includes an **Attachments** tab that allows you to easily attach a file or web page link when adding a medical note or correspondence document in the Cornerstone Editor.



Note: The Invoice Items and Attachments pane does not display for Print Only documents.

Examples of file types that can be attached include Microsoft® Word documents (.doc), Microsoft® Excel® spreadsheet files (.xls), Adobe® Reader® documents (.pdf), and .wav audio files.

To add an attachment to a document:

1. With the document open in the Cornerstone Editor, click on the **Attachments** tab near the bottom of the window.
2. To attach a file, right-click and select **New File**.
3. To attach a web page address, right-click and select **New URL**. If you select **New URL**, your default web browser will open. Locate the web page you want to attach and copy the address. Return to Cornerstone and right-click on the **Attachments** tab again. Select **Paste URL**.

Tip: Attachments can be viewed in patient history. A paper clip indicates which medical notes or correspondence documents have attachments. (To view the attached files, you must have the software that created the files on your workstation. To view web pages, you must have access to the Internet.)

Document Use Tools

Lock/Unlock Document

The screenshot displays the Cornerstone Editor interface for a medical note. The window title is "Amidon - Maggie - (132-1) - Hx, Exam, Assessment, Plan (H.E.A.P) - Medical Note - CANINE - 35 pounds - Spay - 9 Yrs. 10 Mos. - SPANIEL, E...". The patient information includes "Dean/Susan Amidon - 132", "(75) 282-2032 (Home)", "\$0.00", "Cash or Check", and "Draft". The patient name is "Maggie - 132-1", "35 Pounds", "CANINE", "SPANIEL, ENG. SPRIN 9 Yrs. 10 Mos.", "Spay". The note title is "Hx, Exam, Assessment, Plan (H.E.A.P)", "Hx description:", "Date: 11/20/2009", and "Alert" checkbox. The toolbar includes "File", "Edit", "View", "Insert", "Font", "Paragraph", "Table", "Other", and "Full Size View". The main content area has sections for "Client Concern/Presenting Concern: [Add_Problem_Description](#)", "History: Enter history", "When was the problem first noticed? Enter time", "Previous treatments: Previous history", "Exam: Exam Findings", "Pictures and Graphics" (with an image of a dog's eye and a "Type image description here" field), "Diagnosis: [Add_Diagnosis_Description](#)", "Problems" (with a checked "Vomiting" checkbox and frequency options: "More than once /day", "Once/day", "___times/wk"), and "Contents:". The bottom section is "Invoice Items" with a table:

Item ID	Description	Qty	Amount	Disc	Tax	Staff	Ctrl	Date
1				No	No			00/00/0000

Buttons at the bottom include "Perform", "Pharmacy", "Travel Sheet", and "Open PVL". Red lines and labels point to various features: "Add Vital Signs" points to "Add_Vital_Signs"; "Pictures and Graphics" points to the image; "Add Diagnosis" points to "Add_Diagnosis_Description"; "Check Boxes" points to the "Vomiting" checkbox; "Add Problem" points to "Add_Problem_Description"; and "Text Input Fields" points to the "Enter history" and "Enter time" fields.

Cornerstone Editor – Document Use Tools

Note: When adding a text-only document (versus an enhanced format document), the menus, toolbar buttons and right-click menus available in the Cornerstone Editor are limited to those options that pertain to text-based data entry. Throughout this section, those features not available in text-only mode will be marked with an "(Enhanced documents only)" designation.

Locking/Unlocking a Document

The **Lock/Unlock document**  button allows staff to use the document as a simple tab-through form to quickly insert patient data in tab-ordered fields or accept default data with no additional text entry or document editing required.

If you are adding a document based on a template that contains Text Input Fields or check boxes, you can use the document in "Locked mode" to easily tab from field to field to fill in the patient-specific data or accept the default data.

The template may be preset to Locked mode when it is opened. If not, you can easily switch in and out of Locked mode by clicking the **Lock/Unlock document** button. You can tell whether or not a document is locked by looking at the state of the button:



Document is locked



Document is unlocked

Answering Text Input Field Prompts

If your document contains Text Input Fields (must be added in the template at the time of setup), you can set the document to Locked mode and then simply tab through the fields and “answer” them at the time the medical note or correspondence document is added for a patient.

All Text Input Fields display with a light gray background so they are easily identified at a glance within the document.

Additional Comments:

A craniolateral approach to the stifle was used to enter the joint. The joint was explored and the ruptured ACL was removed. The menisci were found to be normal. The joint capsule was closed using 3-0 pds in a simple continuous pattern. A hole was drilled in the tibial crest and a suture passer was used to pass # nylon monofilament around the lateral fabella. The suture was then passed through the predrilled hole and a crimp tube was used to secure the ligature at the proper tension. Good RC [and stability were achieved.

The retinaculum was imbricated using in an interrupted vertical mattress pattern. The subcutaneous tissue was closed using in a simple continuous pattern. The skin was apposed using in a continuous interlocking pattern. The stifle was iced for 30 minutes post-op and then placed in a pressure bandage.

Text Input Fields within a medical note

Tips for entering data in Text Input Fields:

- The document must be in Locked mode in order to tab from field to field. (See the previous “Locking/Unlocking a Document” section.)
- You must click within the first Text Input Field (distinguishable by its light gray background) before you can start tabbing through the document.
- Note that some fields may be limited in the number of characters allowed (the maximum number of characters to accept in a field is set up in the template).
- If the field already displays the correct answer, you can simply press TAB to accept the default data and move to the next field.
- When tabbing through a locked form, to go back to a previous Text Input Field, press SHIFT+TAB.
- To insert a new line within a Text Input Field, press SHIFT+ENTER.
- If a form field answer is a choice between two or three possible answers, the template may have been set up with *all* possible answers as the Initial Data. In this case, you can simply leave the chosen answer and delete the unwanted text.

Completing Check Boxes

(Enhanced documents only)

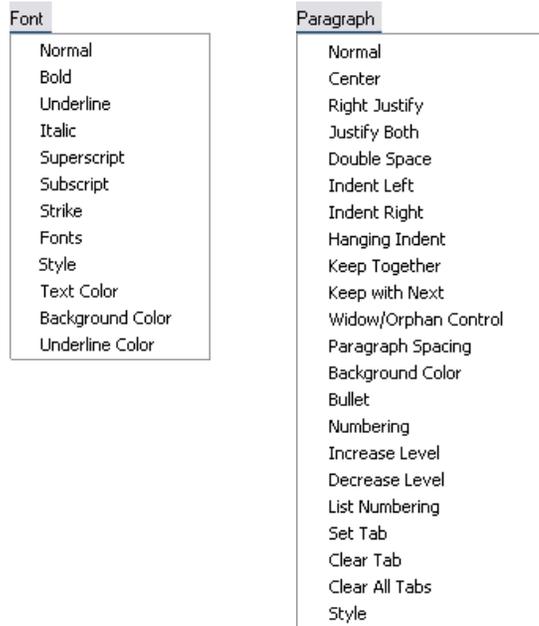
You can easily complete check boxes in a document—click once to place a check mark in the box, click again to clear the check mark. The document must be in Locked mode in order to tab from box to box. (See the “Locking/Unlocking a Document” section on page 246.)

Using Text and Paragraph Formatting Options

(Enhanced documents only)

Many text formatting and alignment options are available in the Cornerstone Editor's **Font** and **Paragraph** menus.

Create your text using standard text style and formatting options including bold, underline and italic. In addition, options are available for superscript, subscript, text background color and underline color.



Font and Paragraph menu options in the Cornerstone Editor

Adding Pictures and Graphics

(Enhanced documents only)

You can insert images and graphics as needed to add visual detail in a medical note or enhance a correspondence document. Supported image file types include BMP, JPEG, JPEG 2000 and TIFF. In most cases, we recommend using a compressed graphic file type like JPEG (vs. bitmap files which require more file space for saving). In addition, if you are bringing in standard photos from a digital camera, you may want to set your default photo size to a lower resolution (2-3 megapixels).

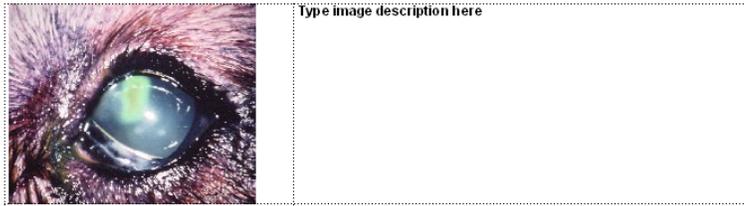
Note: To include a DICOM® or RAW file, you will need to do this using an Imaging bookmark.

After inserting an image, you can double-click on the image to edit it and make annotations using the Cornerstone Image Viewer tools. (See “The Image Viewer Toolbar” on page 363 for more information.)

Note: You can copy and paste an image into a document using standard copy (CTRL+C) and paste (CTRL+V) commands. However, if you plan to edit the image or make annotations to an image later, you must insert the image using the **Insert > Picture** method. You will not be able to double-click on an image to open it for editing if the image was pasted into the editor.

In addition to the standard **Picture**  option, a **Picture and Description** option is also available. The Picture and Description option allows you to insert a predefined two-cell table with a placeholder for the image in the cell on the left and a placeholder for the associated text in the cell on the right. This makes it easy to include description text about an image without having to worry about text wrapping issues or

formatting. This Picture and Description object can be predefined in the document as the template is set up or can be inserted at the time of use.



Picture and Description object

Note: When working within a Picture and Description table, the right-click options available are specific to table-related tasks. To insert elements or apply formatting within a cell, you must use the menus or toolbar buttons.

To insert a picture:

1. Right-click within the editor pane and select **Insert > Picture**. Alternatively, you can click the **Picture**  button on the editor toolbar. The Open dialog box appears.
2. Select the desired image file and click **Open**. The image is inserted at the current cursor location.

To insert a picture and description:

1. Right-click within the editor pane and select **Insert > Picture and Description**. The Open dialog box appears.
2. Select the desired image file and click **Open**. A two-cell table is inserted at the cursor location with the selected picture in the cell on the left.
3. Select the placeholder text in the cell on the right and replace it with your description text that applies to the picture.

To resize a picture:

1. To quickly resize a picture while keeping the aspect ratio of the height and width the same, click on one of the four corner object handles (so the arrow cursor is diagonal).
2. Drag to the desired size.

To edit a picture or make annotations to a picture (available only at time of use):

Note: Any edits or annotations you make to a picture within a document are associated only with that document and will not be reflected outside of the document (will not change the original picture saved in the patient record).

1. Double-click on the inserted image (not a pasted image) that you want to edit. The image opens in the Image Viewer.
2. Use the Image Viewer tools to make annotations and edit the image as desired.
3. When finished, click .
4. Click **Yes** to save changes. The Image Viewer closes and the edited image is displayed.

Inserting a Problem Description or Problem Details

Problems can be inserted in two different formats within a document using the **Problem description** and **Problem details** options.

- **Problem description** inserts the problem description text into the body of your text or paragraph. If multiple problem descriptions are selected, they display separated by commas (example shown below). In most cases, this is the format you would want to use within a document, inserting the problem text within the text of a predefined paragraph.

Example:

Abdominal Enlargement, Abdominal Pain

- **Problem details** inserts a “detail block” table that includes all information associated with the problem (Description, Severity, State, Staff, Date, Modified Date). If multiple problem details are selected, they display as separate rows in the detail block (example shown below). This format is typically used for inserting at the end of a medical note, or for a document being sent to a referring doctor.

Example:

Problem Description	Severity	State	Create Staff	Create Date	Modified Date
Abdominal Enlargement	Minor	Active	Mark J. Fiala DVM	5/13/2009	5/13/2009
Abdominal Pain	Minor	Active	Mark J. Fiala DVM	5/13/2009	5/13/2009

Note: *Problem description* is the only available format when adding a text-only document (versus an enhanced document).

To insert Problem description text/Problem details text within an enhanced document:

1. To access the Problems dialog box to specify the patient problems, do one of the following:
 - If the template you are using already includes an [Add Problem Description](#) or [Add Problem Details](#) link, click the link.
 - If you want to insert a new Problem Description or Problem Details in the document, place your cursor in the desired location, right-click and select **Insert Problem Description** (or **Insert Problem Details**).

The Problems dialog box appears. Any problems that have previously been entered for this patient are displayed.

Add to Document	Problem	Problem Description	Severity	State	Create Staff	Create Date	Modified Date
<input checked="" type="checkbox"/>	1	Abdominal Enlargement	Minor	Active	MW	05/13/2009	5/13/2009
<input checked="" type="checkbox"/>	2	Abdominal Pain	Minor	Active	MW	05/13/2009	5/13/2009

Problems dialog box

Note: If you cancel out of the Problems dialog box, any previously displayed link will no longer appear. To access the Problems dialog box again without using a link, right-click and select **Insert Problem Description** or **Insert Problem Details**.

2. To add a new problem:
 - a. Under **Problem**, type the ID of the problem to add or press F2 to select from your practice's problem list.
 - b. Change the severity and state as needed.
 - c. Enter your staff ID under **Create Staff**.
3. With the **Add to Document** box selected for each problem you want to add to the document, click **OK**.

The problem description/problem details are added to the document. If multiple problem descriptions are added, they display separated by commas. If multiple problem details are added, they display as separate rows in a detail block (similar to a table).

To insert Problem description text within a text-only document:

1. With the text-only document open in the Cornerstone Editor, place your cursor in the desired location, right-click and select **Insert Problem Description**. Alternatively, on the **Insert** menu, select **Problem Description**.

The Problems dialog box appears. Any problems that have previously been entered for this patient are displayed.

2. To add a new problem:
 - a. Under **Problem**, type the ID of the problem to add or press F2 to select from your practice's problem list.
 - b. Change the severity and state as needed.
 - c. Enter your staff ID under **Create Staff**.
3. With the **Add to Document** box selected for each problem you want to add to the document, click **OK**.

The problem description is added to the document. If multiple problem descriptions are added, they display separated by commas.

Inserting a Diagnosis Description or Diagnosis Details

Diagnoses can be inserted in two different formats within a document using the **Diagnosis description** and **Diagnosis details** options.

- **Diagnosis description** inserts the diagnosis description text as it is defined in Cornerstone. If multiple diagnosis descriptions are selected, they display separated by commas (example shown below). In most cases, this is the format you would want to add to a document.

Example:

Gastric Dilatation and Volvulus, Gastritis: Acute

- **Diagnosis details** inserts a “detail block” table that includes all information associated with the diagnosis (Code, Diagnosis, Date, Status, Staff). If multiple diagnosis details are selected, they display as separate rows in a diagnosis details table (example shown below). This format is typically used for sending documents to a referring doctor.

Example:

Code	Diagnosis	Date	Status	Staff
12961	Gastric Dilatation and Volvulus	5/13/2009	Tenative	Mark Fiala DVM. J
12959	Gastritis: Acute	5/13/2009	Ruled out	Mark Fiala DVM. J

Note: *Diagnosis description* is the only available format when adding a text-only document (versus an enhanced document).

To insert Diagnosis description text/Diagnosis details within an enhanced document:

1. To access the Patient Diagnosis dialog box to specify the patient diagnoses, do one of the following:
 - If the template you are using already includes an [Add Diagnosis Description](#) or [Add Diagnosis Details](#) link, click the link.
 - If you want to insert a new Diagnosis Description or Diagnosis Details entry in the document, place your cursor in the desired location, right-click and select **Insert Diagnosis Description** (or **Insert Diagnosis Details**).

The Patient Diagnosis dialog box appears. Any diagnoses that have previously been entered for this patient are displayed.

Add to Document	Code	Diagnosis	Date	Status	Staff
<input type="checkbox"/>	2702	Cruciate Rupture (Surgical)	04/09/2008	Final	MW
<input type="checkbox"/>	2702	Cruciate Rupture (Surgical)	04/30/2008	Final	MW
<input checked="" type="checkbox"/>	12961	Gastric Dilatation and Volvulus	05/13/2009	Tentative	MW
<input checked="" type="checkbox"/>	12959	Gastritis: Acute	05/13/2009	Ruled Out	MW
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Patient Diagnosis dialog box

Note: If you cancel out of the Patient Diagnosis dialog box, any previously displayed link will no longer appear. To access the Patient Diagnosis dialog box again without using a link, right-click and select **Insert Diagnosis Description** or **Insert Diagnosis Details**.

2. To add a new diagnosis:
 - a. Under **Code**, type the diagnostic code or press F2 to select from your practice's diagnostic codes list.
 - b. Change the date and status as needed.
 - c. Under **Staff**, type the staff ID of the person making the diagnosis.
3. With the **Add to Document** box selected for each diagnosis you want to add to the document, click **OK**.

The diagnosis description/diagnosis details are added to the document.

To insert Diagnosis description text within a text-only document:

1. With the text-only document open in the Cornerstone Editor, place your cursor in the desired location, right-click and select **Insert Diagnosis Description**. Alternatively, on the **Insert** menu, select **Diagnosis Description**.
The Patient Diagnosis dialog box appears. Any diagnoses that have previously been entered for this patient are displayed.
2. To add a new diagnosis:
 - a. Under **Code**, type the diagnostic code or press F2 to select from your practice's diagnostic codes list.
 - b. Change the date and status as needed.
 - c. Under **Staff**, type the staff ID of the person making the diagnosis.
3. With the **Add to Document** box selected for each diagnosis you want to add to the document, click **OK**.

The diagnosis description is added to the document. If multiple diagnosis descriptions are added, they display separated by commas.

Inserting Vital Signs Information

(Enhanced documents only)

You can insert a patient's vital signs information in a simple table format anywhere within a patient document. For example:

	10/5/2010
	3:58 PM
Vital Sign	CS
Weight	45 pounds
BodyScore	3 - Optimal
5	
Temp	99.2
Pulse	80
Resp	48
Muc Memb	Pink/Healthy
Cap	<2 sec
Pain Scale	2 - Mild Pain

To insert a table of vital signs information in a document:

- Do one of the following:
 - If the template you are using already includes an **Add vital signs** link, click the link.
 - If you want to insert a new table of vital signs in the document, click to place your cursor in the desired location, and then right-click and select **Insert Vital Signs**.

The Vital Signs selection window appears. (See “About the Vital Signs Selection Window” on page 236 for information.)

Vital Signs	07/07/10 01:15 PM Staff: MW	08/17/10 05:04 PM Staff: MW	Create new Vital Signs set
<input checked="" type="checkbox"/> select all signs			Date: 9/28/2010 Time: 08:39 AM
<input checked="" type="checkbox"/> Weight	45.0 pounds	45.0 pounds	Weight: 45.2 pounds Normal enter comment
<input checked="" type="checkbox"/> Body5		3 - Optimal	enter Body5
<input checked="" type="checkbox"/> Temp		99.2	enter Temp
<input checked="" type="checkbox"/> Pulse		80.0	enter Pulse
<input checked="" type="checkbox"/> Resp		48.0	enter Resp
<input checked="" type="checkbox"/> Muc		Pink	enter Muc
<input checked="" type="checkbox"/> Cap		<2 sec	enter Cap
<input checked="" type="checkbox"/> BP	105		enter BP
<input checked="" type="checkbox"/> Dental	3 - Moderate	3 - Moderate	enter Dental
<input checked="" type="checkbox"/> Pain	0		enter Pain
<input type="checkbox"/> Gut			enter Gut

Vital Signs selection window

- If desired, add a new vital signs set and/or make changes to an existing set (if still within the allowed timeframe for editing). When finished with any additions or edits, click **OK** to save your changes and then enter or select the staff ID.
- In the **Vital Signs** column (left column), click the check box next to each vital sign to include in the document. To quickly select all vital signs for inclusion, click the **select all signs** check box.
- In the date/time/staff column headers, select the check box for each vital signs set to include in the document. (Cornerstone automatically selects check boxes for the most recent five sets entered since the time of the patient's last check in. If you add a new set in this window, it will include the new set in addition to the five most recent sets.)
- When you have finished selecting the vital signs to include in the document, click **OK**.

The selected vital signs are added to the document in a table format, along with the date/time the vital signs set was created. For a standard page size in portrait orientation, five vital signs sets will fit across the page. Rows will be added to the bottom of the table if needed for additional sets.

Inserting the Patient Weight

(Enhanced documents only)

You can easily insert the patient weight into the body of a document.

To insert the patient weight within a document:

1. When adding a medical note or correspondence document for a patient, right-click within the editor pane and select **Insert > Patient Weight**. Alternatively, on the **Insert** menu, select **Patient Weight**.

The Weight entry box appears.

Date	Weight	Unit
05/13/2009	100	pounds

Weight entry box

2. Do one of the following:
 - If the weight shown in the Patient Banner is current, you can click **Cancel** to insert that weight into the text.
 - If you want to update the weight shown in the Patient Banner, enter the weight in the Weight entry dialog box and click **OK**.

The weight and date of the weight are inserted at the current cursor location.

Including a Client/Staff Signature

(Enhanced documents only)

In the Cornerstone Editor, using a supported signature capture device or tablet PC, you can include client or staff signatures in your documents using signature bookmarks. For information on bookmarks, see “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual*.

Note: In order to use electronic signatures in documents, you must first ensure that a supported signature capture device (or tablet PC) is configured with Cornerstone and connected to the workstation. See “Chapter 1: Getting Started with Cornerstone Setup” in the *Cornerstone Administrator’s Manual* for information on setting up a signature capture device for use with Cornerstone.

Client Signatures

If you are using a document that requires a client signature, when you are ready for the client to sign, click the **Client signature**  button or select **File > Client Signature** in the Cornerstone Editor.

IMPORTANT: Cornerstone will finalize a document automatically if it is saved with a client signature.

Note: As of Cornerstone version 8.0, signatures are not allowed in Print Only (formerly called Standard) documents or Correspondence (formerly called Referral) documents set to save the Title only. This ensures that you have a record of all signed documents for compliance and liability reasons.

To have a client sign a document using a signature capture device:

1. With the applicable document open in the Cornerstone Editor, click the **Client signature**  button.

Note: The **Client signature** button is available on the Cornerstone Editor toolbar only if there is a client signature bookmark in the document.

A "Please sign document" message box appears.

2. Instruct the client to sign on the signature capture device.
3. If necessary, you can click **Clear** to clear the signature from the box and redo the signature.
4. After the client signs, click **OK** to insert the signature in the document.

Staff Signatures

For staff signatures, you can set up a Signature or Signature W/Pwd bookmark to prompt for the staff signature only or for the staff signature with a password associated with it. A signature (and signature password) can be predefined in Cornerstone for each staff member in **Lists > Staff > Update > Signature** tab.

To include a staff member's electronic signature in a document:

1. Open the applicable document in the Cornerstone Editor.
If a staff Signature or Signature W/Pwd bookmark is included in the document, the Staff Signature dialog box appears.
2. In the **Signature** drop-down list, select the name of the staff member who will sign the document and enter the signature password, if required. The staff member's signature will appear in the dialog box.
3. If this is the signature you want, click **OK** and the signature will be inserted into the document. If this is not the signature you want, click **Clear** and select a different signature.

Additional Cornerstone Editor Tools

Several additional tools are available both at the time of use and at the time of setup:

- Page setup and formatting tools
- Tab stops
- Bookmarks
- Tables

These tools are most often used at the time of setup when creating the document template. For information on these tools, see "Chapter 17: Setting Up Medical Notes and Correspondence" in the *Cornerstone Administrator's Manual*.

Keyboard Shortcuts for Use in the Cornerstone Editor

Perform common tasks within the Cornerstone Editor

To do this	Press
Move the focus to each command on the window, forward or backward, respectively.	TAB or SHIFT+TAB
Launch online Help.	F1
Run Spell Check.	F7
Jump to a specified line number.	F10
Undo the last action.	CTRL+Z
Redo the last action.	CTRL+Y
Find text.	CTRL+F
Replace text.	CTRL + H

Move around and select contents within the Editor pane

To do this	Press
Select all.	CTRL+A
Select from the insertion point to the beginning of the line.	SHIFT+HOME
Select from the insertion point to the end of the line.	SHIFT+END
Select from the insertion point to the beginning of the document.	SHIFT+PAGE UP
Select from the insertion point to the end of the document.	SHIFT+PAGE DOWN
Move to the beginning of the line.	HOME
Move to the end of the line.	END
Move to the beginning of the document.	CTRL+HOME
Move to the end of the document.	CTRL+END

Perform common editing and formatting tasks within the Editor pane

To do this	Press
Make letters bold.	CTRL+B
Make letters italic.	CTRL+I
Make letters underlined.	CTRL+U
Copy the selected text or object.	CTRL+C
Cut the selected text or object.	CTRL+X
Paste the selected text or object.	CTRL+V
Insert a line break.	SHIFT+ENTER
Insert a page break.	CTRL+ENTER

Perform common tasks within a table

To do this	Press
Select the next cell's contents in a table.	TAB
Select the preceding cell's content in a table.	SHIFT+TAB
Insert tab characters within a cell in a table.	CTRL+TAB

The Start New Document Window

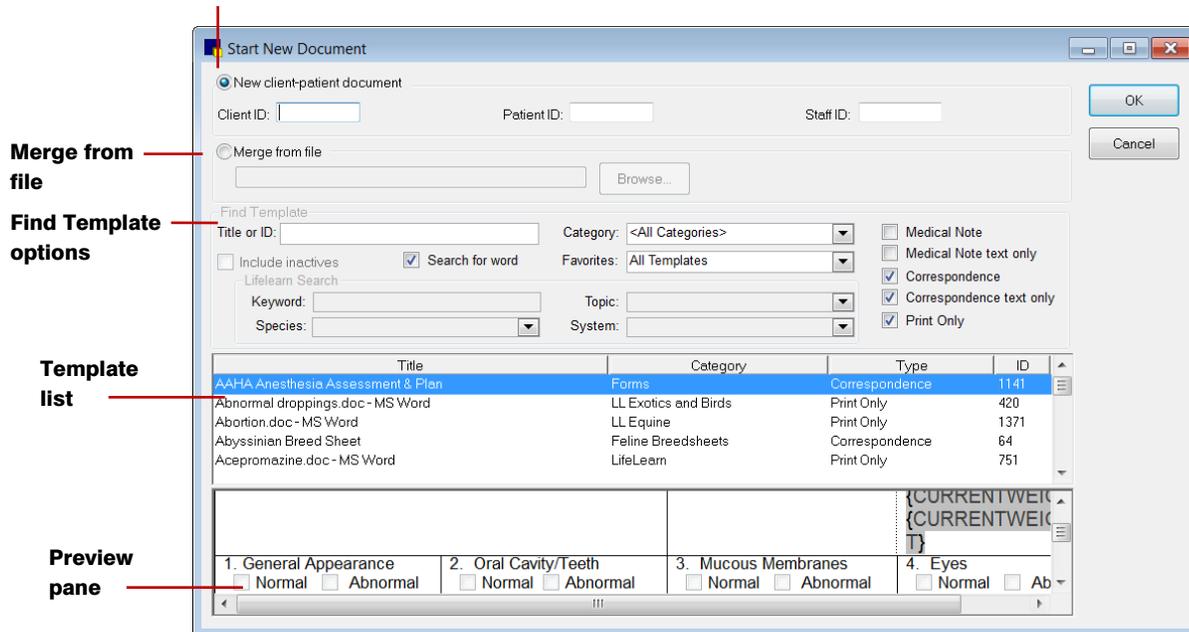
The Start New Document window allows you to select a document template and start a new medical note or correspondence document.

The way you access the Start New Document window depends on whether you are adding a medical note or correspondence document.

To open the Start New Document window:

- If you are adding a medical note, do one of the following:
 - On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Medical Note** or right-click anywhere within the *Patient History* area tabs and select **Medical Note**.
 - Click the **Medical Notes**  toolbar button.
 - On the **Activities** menu, select **Medical Notes**.
- If you are adding correspondence, do one of the following:
 - On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Correspondence** or right-click anywhere within the *Patient History* area tabs and select **Correspondence**.
 - Click **Correspondence**  toolbar button.
 - On the **Activities** menu, select **Correspondence**.

New client-patient document



Start New Document window

- When adding a document for a single client-patient, the **New client-patient document** area allows you to quickly tab through and accept pre-populated client ID and patient ID fields. You can also double-click or press F2 in each field to select from a list.

- The **Merge from file** field allows you to specify the .csv file to use for merging Cornerstone data with your document. (You can select the **New client-patient document** option OR the **Merge from file** option, not both.)
- The **Find Template** options allow you to quickly locate the desired template to use for adding a medical note or correspondence document. See the “Using the Find Template Options” section that follows for more information.
- The **Template list** displays a table listing the Title, Category, Type and ID of all templates that match the specified search criteria.
- The **Preview pane** displays a preview of the highlighted template. This helps you quickly distinguish one template from another if two templates have similar names.

Tip: You can increase the size of the Preview pane area by dragging the bottom edge of the Start New Document window and increasing the size of the window.

Using the Find Template Options

The Start New Document window (and the Document Template List window) features a set of **Find Template** options that allow you to quickly locate a template.

The screenshot shows the 'Find Template' dialog box with the following fields and options:

- Title or ID:** Text input field.
- Category:** Drop-down menu with '<All Categories>' selected.
- Favorites:** Drop-down menu with 'All Templates' selected.
- Include inactives:** Unchecked checkbox.
- Search for word:** Checked checkbox.
- Lifelearn Search:** Section containing:
 - Keyword:** Text input field.
 - Topic:** Drop-down menu with '<All Topics>' selected.
 - Species:** Drop-down menu with '<All Species>' selected.
 - System:** Drop-down menu with '<All Systems>' selected.
- Medical Note:** Unchecked checkbox.
- Medical Note text only:** Unchecked checkbox.
- Correspondence:** Checked checkbox.
- Correspondence text only:** Checked checkbox.
- Print Only:** Checked checkbox.

Find Template options

- If you know the exact title of the template or if you know the document ID, type it in the **Title or ID** box to display a list of all templates that start with the same title text or that start with a matching document ID.
- If you do not know the exact title but know one or more keywords included in the title, select the **Search for word** check box and type all or part of the word in the **Title or ID** box to locate all templates that include the word in their title.
- Select the **Include inactives** check box to include inactive templates in your search. Inactive templates will be marked with an "(I)".
- The **Category** drop-down list allows you to narrow your template search by listing only those templates in a selected category. (To keep them separate from enhanced medical notes, all Classic medical note templates are in the *Classic medical note category. This category cannot be changed or deleted.)
- The **Favorites** drop-down list allows you to narrow your template search by selecting one of the following:
 - If you want to display those templates previously designated as favorites, select **My Favorites** or **Practice Favorites**.
 - If you want to display those templates used most often, select **My Most Used** or **Practice Most Used**.
 - If you use LifeLearn® documents, in the LifeLearn area you can search for a LifeLearn document by keyword, species, topic, and/or system.

Note: LifeLearn documents do not display templates because LifeLearn documents are Microsoft® Word documents.

- The check boxes on the right side of the Find Template area allow you to shorten the list of templates to search by listing only those templates that match the selected types (Medical Note, Medical Note text only, Correspondence, Correspondence text only, or Print Only).

Adding a Medical Note or Correspondence Document

To add a medical note or correspondence document to a patient record, you must first select a template to use for the document. The template opens in the Cornerstone Editor, where you can fill in the template fields and/or enter information, invoice items or other elements to complete the document for the patient.

Tip: If you simply need to add a quick text-based note to the patient's record, you may want to use the Quick Text method for adding a medical note. See "Adding a Quick Text Medical Note" on page 262.

To add a medical note or correspondence document:

1. Do one of the following:
 - *For a medical note:* On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Medical Note**.
 - *For a correspondence document:* On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Correspondence**.

Note: See "The Start New Document Window" on page 258 for information on additional ways to access the Start New Document window.

The Start New Document window appears.

2. Depending on how you access the Start New Document window, the Client ID, Patient ID and Staff ID fields may already be completed for you. Complete these fields as necessary (press F2 or double-click to select an ID from a list), and press TAB to proceed to the next field.

Note: The Patient List appears automatically if there is more than one patient associated with the selected client. Select the desired patient and click **Select**.

Tip: To set the Staff ID to default to the staff member most likely to be entering medical notes and diagnostic codes, specify this Staff ID in the **Staff ID for notes/Dx** field in Patient defaults.

3. Use the fields in the *Find Template* area to locate the desired template. See "Using the Find Template Options" on page 259 for information on the Find Template options.
4. Click on a document template in the list to see a preview of the document in the preview area at the bottom of the window.
5. Once you have located the desired template, select it and click **OK** (or double-click the template) to open it in the Cornerstone Editor.
6. Depending on the setup for the selected template, you may be prompted to complete one or more of the following tasks upon opening:
 - If the patient weight is not considered current (based on the **Ask for weight...** setting in Documents defaults), the last entered weight appears in red. If you are adding a medical note, a weight entry dialog box appears automatically, allowing you to update the weight for this patient.
 - If there are any Question/Answer bookmarks included in the template, the associated pop-up boxes display.

- If there are any Pick items included in the template with a status other than Blank, you are prompted to pick the applicable items.
 - If there are any Group items included in the template with a status other than Blank, the Group will be applied and any associated pop-up boxes display.
7. Check that the information displayed in the Client Banner and Patient Banner looks correct. If changes are necessary, double-click within the appropriate banner to update the information.
 8. In the **Hx description** field, if desired, modify the description of this document to appear in the patient's history. (Note that if an Hx description is not entered at the time of use, and then only the template name is shown in history.)
 9. If you want this document to stand out in history (line displays in history as white text on a bright red background), select the **Alert** check box.
 10. If you want this document to be automatically finalized, click the **Autofinalize in** check box and enter the number of days after which this template will be marked as final. (Note: A document saved with Draft status will never autofinalize.)

Tip: A default autofinalize setting can be specified in Documents defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Documents** from the menu on the left).
 11. If you want to increase the size of the editor pane to see more of the current document on screen without scrolling, click the **Full Size View** button. This will temporarily hide the properties banners (top of the window) and the Invoice Items and Attachments pane (bottom of the window). To bring these window elements back into view, click **Normal View**.

Tip: You can also use the **Zoom (100%)** drop-down list to select or enter a lower magnification level (like 75%) that allows you to increase the amount of the page you can see on screen.
 12. Depending on the type of template that this document is based on, there are several different options you may choose to enter information, pictures, invoice items, etc.:
 - If it is a tab-through form document that contains Text Input Fields, make sure the Lock feature is enabled (use the **Lock/Unlock document**  button on the toolbar) so you can tab through the entry fields.
 - Add text, pictures, invoice items and other elements using the desired Cornerstone Editor options. See “The Cornerstone Editor – Medical Note/Correspondence Window” on page 238 and “Document Use Tools” on page 246 for information.
 13. When you are finished and ready to save the document, click the drop-down list in the upper-right corner of the window and select a status setting for the document (Draft, Tentative or Final). See “Status Options” on page 240 for more information.
 14. Do one of the following:
 - Click **OK** to save a Draft, Tentative or Final document and close the Cornerstone Editor.
 - Click **Save** to save the document and continue working on a Draft or Tentative document in the Cornerstone Editor (Final documents will save and close).
 - Click **Cancel** to cancel document changes and close a Draft, Tentative or Final document.

Note: If the **Hx description** is blank when the text-only document is saved for the first time, if there is text in the first line of the document, that text will be used as the history description.

 Patient documents are included in the **Patient History Report** as well as the **Check-In Report**. (See “Patient History Report” on page 77 or “Check-In Report” on page 126.)

Adding a Quick Text Medical Note

The Medical Note Quick Text feature offers a simpler, faster option for adding text-based notes to a patient’s medical record (similar to the “None” Classic medical note template available in Cornerstone 7.6 and earlier versions).

For information on text-only medical note features and how they differ from enhanced medical notes, see “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual*.

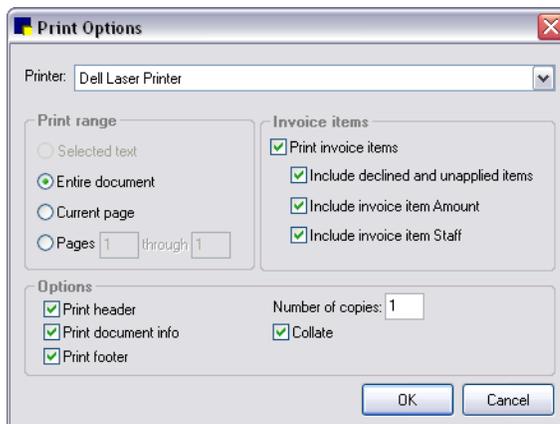
Tip: You can get started immediately with no setup required by using the default Medical Note Quick Text template (the “Sample- Quick Text Blank” template). If you don’t want to use the blank default template, you can create your own text-only template (in **Lists > Documents > Templates**) and then assign your template as the “Medical Note Quick Text document” in Documents defaults.

To add a Quick Text medical note for a patient:

1. With the patient’s record open on the Patient Clipboard, right-click the patient’s name and select **Medical Note Quick Text**.
2. Enter your staff ID by typing the ID, selecting the staff from drop-down list, or pressing F2 to select from the Staff List.
3. Follow steps 6–14 in the previous section to create the medical note in the Cornerstone Editor (in text-only mode).

Printing a Document from the Cornerstone Editor

The Cornerstone Editor’s Print Options dialog box offers standard options for selecting the printer, print range, number of copies, etc. In addition, you can specify whether or not to print the document’s invoice items, header, document information and footer.



Print Options dialog box

Printing Invoice Items

In the *Invoice items* area, the **Print invoice items** options allow you to specify whether or not to print the document’s invoice items. These options can be specified at the time of printing or you can predefine your preferences in the Documents defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Documents** from the menu on the left).

Note: Only those items that have been sent to the Patient Visit List (and have not been subsequently deleted from the document) will print.

- **Print invoice items** – When selected, prints items with a Patient Visit List status of Recommended, Accepted or Performed. Selecting this check box enables the three additional options below it:
 - **Include declined and unapplied items** – Also prints items with a PVL status of Declined, Declined to history, or Blank.
 - **Include invoice item Amount** – Also prints the Amount for each invoice item.
 - **Include invoice item Staff** – Also prints the Staff for each invoice item.

Invoice items are printed in a table at the end of the document in the order in which they appear on the **Invoice Items** tab in the Cornerstone Editor.

Example:

Invoice Items					
Status	Date	Item (ID)	Qty	Amount	Staff
Performed	9/2/2009	EXAMINATION (2360)	1.00	49.00	MW
Accepted	9/2/2009	EYE FLUORESCIN STAIN (5240)	1.00	13.35	MW
Recommended	9/2/2009	SCHIRMER TEAR TEST (5415)	1.00	17.16	MW

Printing a Document's Header, Document Information and Footer

Note: When printing a text-only document, the **Print header** and **Print footer** options are not available on the Print Options dialog box.

Special options allow you to customize each print job depending on the type of document and its intended use. For example, if a document includes practice contact information in the header but you want to print a special letter on pre-printed letterhead paper, you can turn off the header for printing by clearing the **Print header** check box.

- **Print header** – When selected, the header prints on each page of the document.
- **Print document info** – When selected, the document information is printed in a table at the end of the document (after the Invoice Items table, if one is printed). The document info includes the template name, history (Hx) description, staff, date last saved, and status.

Example:

Document Info		
Eye Exam	Eye Exam w/ a Corneal Ulcer	
Mark J. Fiala DVM	Last Saved: 9/2/2009 02:44 PM	Final (9/2/2009)

- **Print footer** – When selected, the footer prints on each page of the document.

To print a document from the Cornerstone Editor:

1. With the document open in the Cornerstone Editor, click the **Print** button  in the toolbar, click **Print** on the right side of the window, or click **File > Print**. The Print Options dialog box appears.
2. In the **Printer** drop-down list, select the printer to use for printing the current document.
3. In the *Print range* area, specify if you want to print the Entire document, Current page, or specific Pages.
4. If there are any invoice items attached to the document (appearing on the Invoice Items tab), the *Invoice items* area options are available. To print invoice items, select the **Print invoice items** check box and then select any additional "Include" options if applicable.

- In the *Options* area, select the desired print options and specify the number of copies to print.
- Click **OK** to print the document.

Automatically Printing a Linked Diagnosis Document from a Medical Note

When adding a medical note for a patient, if you insert a diagnosis code that has been preconfigured to link to a particular document in Cornerstone (**Lists > Diagnostic Codes > Diagnostic Code Setup**), the Diagnosis Document dialog box appears.

If you click **Yes** to print the linked diagnosis document, the Staff Selection dialog box appears.

After entering the staff, one of the following will happen:

- If the linked diagnosis document is a medical note or correspondence document, the document prints on the default printer.
- If the linked diagnosis document is a LifeLearn® client handout, the document opens in Microsoft® Word. You can then print the document directly from Microsoft Word. See “Chapter 32: Using LifeLearn® ClientEd™ Online” on page 422 for more information.

Sharing Documents from the Cornerstone Editor

If your practice has an IDEXX Pet Health Network* Pro subscription, you can send documents to your clients using the **Share** button. For more information, see “Chapter 33: Using IDEXX Pet Health Network* Pro” on page 425.

Emailing or Faxing Documents from the Cornerstone Editor

You can send a medical note, correspondence document, or estimate to a client and/or referral veterinarian (RDVM) by email and/or fax directly from the Cornerstone Editor. The Communications window reflects communication preferences for any recipients set up in Cornerstone. When emailing a medical note, correspondence document, or estimate from the Cornerstone Editor, a PDF of the document is automatically created and attached to the email.

To send a document from the Cornerstone Editor:

- With the document open in the Cornerstone Editor, click **Email/Fax** or select **File > Send Document**. The Communications window appears.

Note: Communication preferences set up in Cornerstone for clients and RDVMs are reflected on this window.

Communications window

2. In the **Staff** field, type the ID, press F2 to select the staff member, or select the staff member from the drop-down list. (The default setting is the last staff member to use the workstation.)
3. If you want to send the document in PDF format by email, select the **Email** check box and do the following in the *Communication Type and Recipients* area:
 - a. In the **Subject** text box, use the default subject line that displays or type in the text box to edit the subject line.
 - b. If the client associated with this document has an email address set up in the Client Information window, you can quickly add the client to the email **Recipients** list by selecting the **Add client** check box. Cornerstone automatically lists the associated name and email address for the client.
 - c. In the email **Recipients** list, double-click in the **Type** field and select one of the following for each recipient:
 - **To:** Select this email type for all primary recipients of the message. At least one recipient must be designated.
 - **CC:** CC is an abbreviation for “carbon copy.” If you select the CC type for a recipient, a copy of the message is sent to that recipient. All other recipients of that message can see that the person you designated as a CC has received a copy of the message.
 - **BCC:** BCC is an abbreviation for “blind carbon copy.” If you select the BCC type for a recipient, a copy of the message is sent to the recipient, but the recipient’s name is not visible to the other recipients of the message (including other BCC recipients).
 - d. If you want to email the document to a recipient not currently set up with an email address in Cornerstone, in the next available blank row in the **Recipients** list, complete the **Name** and **Email Address** fields. You can change the email type by selecting **To:**, **CC:**, or **BCC:** from the **Type** drop-down list.
 - e. To remove a listed recipient, in the email **Recipients** list, click the **Remove** icon in the applicable row.
4. *IDEXX Faxing Service only:* If you want to send the document by fax, select the **Fax** check box and do the following in the *Communication Type and Recipients* area:
 - a. If you want to include a fax cover sheet with the document, select the **Include Cover Sheet** check box. Any text entered in the **Message** text box is included on the cover sheet.
Note: If you use a logo on your printed invoice, that logo is also applied to your fax cover sheet.
 - b. If you want to fax the document to a recipient not currently set up with a fax number in Cornerstone, in the next available blank row in the **Recipients** list, complete the **Name** and **Fax Number** fields.
 - c. To remove a listed recipient, in the fax **Recipients** list, click the **Remove** icon in the applicable row.
5. You can enter text in the **Message** box. This text will be included in the body of the email or the fax cover sheet.
6. The **Attachments** list automatically includes the document being sent in this email or fax transmission, as well as any files that are attached to the document. These appear on the **Attachments** tab. Most common file types are supported, including PDF, CSV, GIF, JPG, JPEG, XLS, DOC, TIF, TIFF, etc.

Note: In the Attachments list, for both a medical note (the document currently open in the Cornerstone Editor) and correspondence documents, the **Type** is listed as Medical Note Attachment.

To work with attachments, do any of the following:

- To view an attachment in a separate preview window, click the **View** icon in the applicable row.
- To remove an attachment so it is not included with the email or fax, click the **Remove** icon in the applicable row.

Note: In the Cornerstone 8.3 software release, you cannot attach additional documents from Cornerstone or your computer to the email or fax from the Communications window.

7. Click **Send** to send the document and any selected attachments to the specified recipients.

Viewing Communications in the Patient Clipboard

When you send email or fax communications from Cornerstone, a line for each communication type is generated in patient history and is viewable from the Patient Clipboard **Summary** and **Text** tabs. Email and fax communications also display on the **Summary** and **Text** tabs in the Patient File window.

Note: If you do *not* want email and fax communication lines to display in patient history or on the **Summary** or **Text** tabs, right-click a column heading, select **Filter**, and deselect the **Communications** option.

Preview Pane Display

With a communication line selected on the Patient Clipboard **Summary** tab or **Text** tab, click **Preview** to view Recipients, Attachments, Subject, and Message information in the preview pane.

Viewing the Communications Log

All email and fax communications sent from Cornerstone are tracked in a Communications Log, which provides comprehensive details on the date sent, transaction status (sent/failed), recipient, destination (email address or fax number), patient, and so on.

The Communications Log window allows you to:

- View all outbound email and fax communications initiated from Cornerstone during a specified date range.
- View the communication type (email or fax), client/patient, staff associated with the communication, the subject, and the date the email or fax was sent.
- View all recipients of the communication and the status of the email or fax transmission.
- Resend a failed transmission.
- View the file name, type, and a preview for all attachments included in the email or fax.
- Show only communications related to a specific communication by clicking **Show Related Rows**.
- Mobile Computing module users can view the communication history type (communication) in the Patient Clipboard **Summary** tab.

You can also:

- Change the way the log is sorted by clicking on a column header; an arrow marks the column and indicates the sort order (ascending or descending).
- Select the **Only failed rows not successfully resent** check box to display only failed emails and faxes that have not been successfully resent.

- Export the information shown in the log to a CSV file that can be opened in another software program.

Note: Laboratory results and client-friendly reports that you share from IDEXX VetConnect* PLUS within Cornerstone can be viewed from the VetConnect PLUS communications log but are not viewable elsewhere within Cornerstone.

Accessing the Communications Log

- To view all practice communications, on the menu bar, select **Activities > Communications Log**.
- To view all communications for a specific patient, click the **view communication log** link in the *Patient Information area* on the Patient Clipboard.
- To view a specific communication and all communications related to it, double-click the communication line in the **Summary** or **Text** tab on the Patient Clipboard or click the **Communication**  button.

Editing a Draft or Tentative Document (Unfinalized)

You can edit a document that was saved as Draft or Tentative by doing one of the following:

- **From the Patient Clipboard** – In the *Patient History* area, double-click on the document row or right-click and select **Update**.
- **From the Daily Planner** – Double-click on the document row or right-click and select **Update**.

See “Status Options” on page 240 for information on the Draft, Tentative and Final status options.

See the “Invoice Items and Attachments Pane – Invoice Items Tab” section beginning on page 241 for information on making changes to invoice items that have already been sent to the Patient Visit List.

Manually Finalizing a Document

You can manually finalize a medical note or correspondence document by doing one of the following:

- **From the Daily Planner** – Right-click on a tentative document and select **Finalize**. (If it is a Draft document, it must be updated and saved as Tentative before it can be finalized using the right-click menu from the Daily Planner.)
- **From the Cornerstone Editor** – When adding or updating a document in the Cornerstone Editor, you can finalize the document by selecting **Final** from the drop-down box in the top-right corner and then saving the document.

Note: When adding a document in the Cornerstone Editor, if a client signature is included in the document, the document finalizes automatically when you save the document.

Tip: You can copy (CTRL+C) text or notes from a finalized document and paste (CTRL+V) it into another document. Note, however, that images (including signatures) *cannot* be copied from a finalized document.

Viewing Documents in Patient History

With the exception of Print Only documents, all patient documents are recorded in medical history either by saving the whole document or the document title only. Each type of document can be distinguished by its icon that appears next to it in history.

Document Type	Recorded in Medical History	Source Icon
Print Only	No	(none)

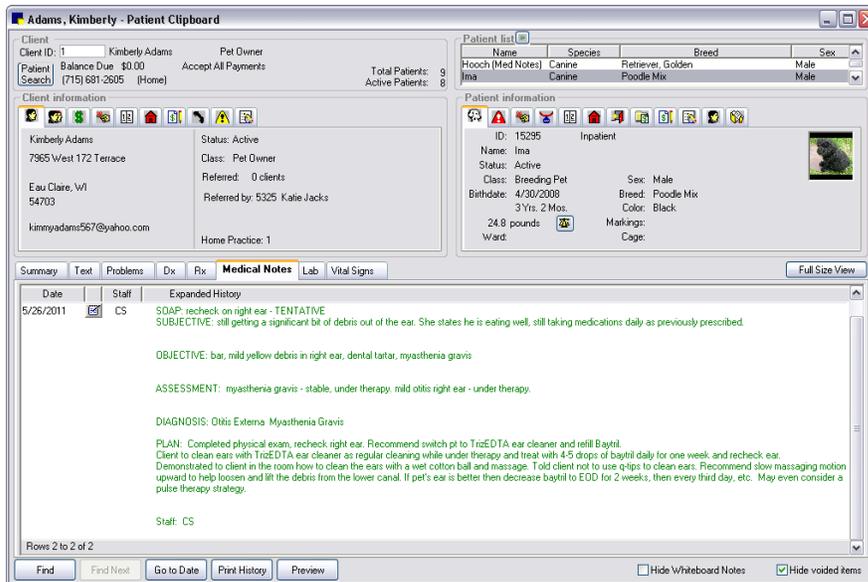
Document Type	Recorded in Medical History	Source Icon
Correspondence – Title Only	Yes (title saved)	
Correspondence – Document	Yes (document saved)	
Medical Note	Yes (document saved)	

Additional tips for viewing documents in the Patient Clipboard – Patient History area:

- The *Patient History* area can be displayed in normal view, full size view, and with a Preview pane view for previewing medical notes and correspondence documents from the Patient Clipboard. See “Viewing Options for the Patient History Area” on page 34 for more information.
- For each document, the history line will show the Template Name, followed by the STATUS, followed by the Hx description (if any). For example, “Eye Exam - TENTATIVE – Eye exam w/corneal ulcer.”
- If a document has been finalized, the status will show as either “FINAL [finalize date]” if manually finalized or “Closed [auto-finalize date]” if auto-finalized.
- If the **Alert** check box was selected for the document, this line will stand out in history as white text on a bright red background.
- For correspondence documents based on a template that has the **Show past and future uses of this template on the Medical Notes tab, Daily Planner, Check-in Report, Patient History Report** option selected, these documents appear in history with medical notes on the **Medical Notes** tab (correspondence documents can be distinguished from medical notes by their Correspondence  icon).

Viewing the Full Contents of Text-Only Medical Notes Inline in History

Text-only medical notes allow full inline viewing of text-only document contents on the Patient Clipboard and Patient File windows. This means that you can quickly view any text-only medical note directly on the **Text** tab or **Medical Notes** tab without needing to open the document in a separate preview or editor window.



Note: The Patient Clipboard graphic above shows an example of how the **Color All Text** option can be used to apply a single color to all text in a text-only document in the editor and in patient history.

Text-only medical note viewing options on the Patient Clipboard history tabs include:

- **Text tab** – View the complete contents of the text-only medical note inline in history.
- **Medical Notes tab** – View the complete contents of the text-only medical note inline in history.
- **Summary tab** – View the text-only medical note's **Hx description** inline in history or view the complete contents of the note in a pop-up window by resting the mouse cursor over the note's history line.

Adding an Addendum to a Finalized Document

You can add an addendum to insert additional notes at the bottom of a finalized medical note or correspondence document. This adds an ADDENDUM section to the end of the document that includes the added text, plus the date, time and staff member who added the addendum. In addition, the line in patient history shows the date of the most recent addendum.

Example:

ADDENDUM on 9/2/2009 at 10:51:11 from **Mark J. Fiala DVM**
Animal chewed sutures out and incision had to be re-sutured.

To add an addendum to a finalized document:

1. Do one of the following:
 - On the Patient Clipboard, on the **Summary** tab or **Medical Notes** tab, right-click on the finalized document and select **Addendum**.
 - With a finalized document open in the Cornerstone Editor, click the **Addendum** button.

The Addendum dialog box appears.

Addendum dialog box

2. Type the Staff ID and press TAB.
3. Type the addendum text.
4. If desired, click **Spell Check** to review the text for spelling errors.
5. Click **OK**.

The addendum is added to the document.

In addition, "***ADDENDUM [addendum date]" is added to the document's line in patient history.

Voiding a Document

If necessary, a staff member with appropriate security permissions can void a medical note or correspondence document. Voiding may be necessary, for example, if a medical note is accidentally entered for the wrong patient.

To void a document:

1. With the patient's record open on the Patient Clipboard, on the **Summary**, **Text** or **Medical Notes** tab, right-click on the document and select **Update** (or select **View** for a finalized document).
2. With the document open in the Cornerstone Editor, click the **Void** button.
3. A "Your changes will be lost. Do you want to proceed with the Void?" message appears. Click **Yes**.

Note: Before voiding the document, the Cornerstone Editor does a "sweep" to check if any included invoice items were already sent to the Patient Visit List, open invoices or patient orders. If document items exist in other places, a message appears to verify if you would like to view item details before voiding. If you click **Yes**, the Void process is cancelled to allow you to resolve any item warnings before proceeding. (Click the item's red  button to view details about the warning; you may need to manually edit or delete the items from the PVL, invoice or patient orders.)

The Void dialog box appears.

4. Type the staff ID and press TAB.
5. In the text box, enter a reason for the void.
6. Click **OK**.
7. A message appears to verify you want to void the document. Click **Yes**.

The document is voided and marked with a VOID watermark. The document is also marked as voided in the patient's history.

Tip: If desired, you can hide all voided documents in history on the Patient Clipboard to remove unnecessary clutter and save space. To do so, select the **Hide voided items** check box located in the bottom right corner of the Patient Clipboard.

 To view a list of voided documents (medical notes and/or correspondence), print the **Voided Documents** report.

Generating a Referral Letter

After providing the needed care to a referral patient, use your practice's referral letter template to generate a letter to the referring hospital and/or doctor and save the medical record in patient history.

Note: The following instructions assume that the referral letter template has been set up as **Correspondence – Document** (saves the entire document in patient history). If you are using a template that was set up as **Correspondence – Title Only** (saves only the title in patient history), some of the options covered in this section (setting as Draft or Tentative, saving, etc.) will not be available.

Before You Begin

- Set up a document template for your referral letters. See "Chapter 17: Setting Up Medical Notes and Correspondence" in the *Cornerstone Administrator's Manual* for information.

If you plan to send the referral letter via email from the Cornerstone Editor, the referral doctor and hospital must be set up with an **E-mail address** and the **Send info via** field set to E-mail. In addition, the referral doctor and hospital must be selected for the applicable patient on the Patient Information window's **Referrals** tab using the **Primary** and/or **This visit** options. For more

information about referral management, see “Chapter 29: Using Referral Relationship Management” on page 403.

To generate a referral letter:

1. Do one of the following:
 - On the Patient Clipboard, select the client and patient. Right-click on the patient’s name in the *Patient list* area and select **Correspondence**.
 - Click **Correspondence**  toolbar button.
 - On the **Activities** menu, select **Correspondence**.

Note: Any applicable alerts may appear at this time. Review each alert and click **OK** to close the alert.

The Start New Document window appears. Depending on how you access the Start New Document window, the Client ID/Patient ID fields may already be completed for you.

2. Enter the **Client ID**, **Patient ID** and **Staff ID** as needed.
3. Use the fields in the *Find Template* area to locate your referral letter template.
4. Select the template in the document template list and click **OK**.

The template opens in the Cornerstone Editor.

Depending on the setup for the selected template, the following may appear upon opening:

- If the patient weight is not considered current (based on the **Ask for weight...** setting in Documents defaults), the last entered weight appears in red. If you are adding a medical note, a weight entry dialog box appears automatically, allowing you to update the weight for this patient.
 - If there are any Question/Answer bookmarks included in the template, the associated pop-up boxes display.
5. As necessary, provide the required information and close the pop-up boxes. The information will automatically populate the associated fields in the referral letter.
 6. In the **Hx description** field, if desired, modify the description of this document to appear in the patient’s history. (Note that if an Hx description is not entered, and then only the template name is shown to identify this document in history.)
 - a. If you want to print the letter, click the **Print** button  on the toolbar, click **Print** on the right side of the window, or select **Print** from the Cornerstone Editor **File** menu.
 - b. If you want to email or fax the letter, click **Email/Fax** or select **Send Document** from the Cornerstone Editor **File** menu. The Communications window appears. **Note:** Communication preferences set up in Cornerstone for clients and RDVMs are reflected on this window. For additional help with this window, press F1 in Cornerstone or see **Example:** If any RDVMs are associated with this patient in Cornerstone, the RDVM’s communication preferences set up in Cornerstone are reflected on this dialog box. If Dr. Smith is listed as an RDVM for this patient in Patient Information and Dr. Smith’s communication preference of receiving information via email has been set up in Cornerstone, the **Email** check box is automatically selected and the associated email address displays in the email **Recipients** list. If an RDVM is marked as the Primary for this patient, the **To:** email type is selected (unless the **This visit** check box on the Referrals tab of the Patient Information window is cleared). If another RDVM is marked as **This visit** for the patient, the **CC:** email type is

selected. If the RDVM does not have communication preferences set up in Cornerstone, they will not automatically appear in the list even if they are the primary RDVM or if the **This visit** check box is selected on the **Referrals** tab of the Patient Information window.

- c. Click **Send** to send the message, and then click **OK** when prompted to return to the Cornerstone Editor.
7. When you are finished and ready to save the document, click the drop-down list in the upper-right corner of the window and select the appropriate option (Draft, Tentative or Final) for saving the document. (See "Status Options" on page 240 for information on the status options in the Cornerstone Editor.)
8. When you are finished with the letter, do one of the following:
 - If you want to save the document and close the Cornerstone Editor, click **OK**.
 - If you want to save the document and remain in the Cornerstone Editor so that you can continue working in a Draft or Tentative document, click **Save**.

The referral letter document is saved to the patient's history. You can view this document by highlighting the line in history and double-clicking on it.

Tip: You can view all open (non-final) referral letter documents on the system from the **Correspondence** tab on the Daily Planner. From there you can right-click on a document and select **Update** to review and make changes to a document or click **Finalize** to make the document part of the patient history.

Merging Client/Patient Information with a Document (Merge from File)

To personalize correspondence, you can merge Cornerstone client and/or patient information into a document before printing it.

Creating a Data File to Merge with a Document

You can save Cornerstone client or patient report information to a file for use with a Cornerstone correspondence document. When a reminder file of client and patient information is generated, the information is saved in a `namelist.txt` or `namelist.csv` file, allowing you to merge the information and print reminders in either Cornerstone (using the `namelist.csv` file) or Microsoft Word (using the `namelist.txt` file).

To save client or patient report information to a file:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of the applicable report group, and then select the desired report.
3. Click **Create report**.
4. If applicable, enter a sort order and the range.
5. Click **Preview**.
6. When the report preview displays, click **Save**.
7. Name the file and browse to select the desired location for the file.
8. From the **Save as type** drop-down list, select **Comma Separated (*.csv)**. if you plan to merge it with a correspondence document in Cornerstone, or select **Text Format (*.TXT)** if you plan to merge it with a Microsoft Word document.
9. Click **Save**.

Merging a Data File with a Correspondence Document in Cornerstone

Cornerstone provides the ability to merge a list of clients or patients with a correspondence document directly from Cornerstone.

Note: Merge from file functionality is not available on mobile computers.

Tip: Use the **Mailing Labels** report (in the **Client** report group) to create a client name list and save it in .csv format. Then merge the name list file with the **Sample Mailing Labels (Avery 5160)** document template in Cornerstone to easily create mailing labels for client promotions and marketing campaigns.

To merge the file with a correspondence document:

1. Do one of the following:
 - On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Correspondence**, or right-click anywhere within the *Patient History* area tabs and select **Correspondence**.
 - Click **Correspondence**  toolbar button.
 - On the **Activities** menu, select **Correspondence**.

The Start New Document window appears.
2. Click the **Merge from file** option, and then click **Browse** to select the merge list (.csv) file that you created previously. You must select a .csv file (a comma-separated file).
3. Click **Open**.
4. On the Start New Document window, use the options in the *Find Template* area to locate the desired document. Select the document and click **OK**.
5. A window displays, showing the bookmarks that are found in the selected document. Link the data from your file to the appropriate bookmark in the document by selecting the data from the **File columns** drop-down list. If the file was merged with this document before, Cornerstone will remember which file columns and bookmarks are linked.
6. If your document is a Print Only document, skip to step 7. If the document is a Correspondence document, enter the document description, staff information and patient column information. This is used to store the document in each patient's history.
7. Click **OK** when you are ready to print a test page.
8. Click **Yes** if the test page printed successfully, and you want to send the entire job to the printer, or click **No** if you want to adjust your printer settings and print another test page.

Merging a Data File with a Microsoft Word Document

You can create a Cornerstone data file of client and patient information and merge it with a document in Microsoft® Word.

Note: Depending on the version of Microsoft Word you are using, the Word functions referenced in this section may vary slightly from your version of Word. Refer to the Microsoft Word online Help for instructions specific to your version.

Before You Begin

- Use Microsoft Word (not the Cornerstone Editor) to create the document to merge with the Cornerstone data file.

- Insert Word merge fields (not bookmarks) in the document where you want the applicable Cornerstone data to be merged in the document.
- When the Cornerstone data file is created in Cornerstone, save it in a .txt format.

To merge the file with a Microsoft Word document:

1. In Microsoft Word, open the document that you want to merge with the data file that was created in Cornerstone.

Note: If merge fields have previously been included in the document, Word automatically opens the Data Source to which the previous merge codes apply.

2. Depending on your version of Word, do one of the following:
 - *In Word 2002 or 2003* – On the **Tools** menu, select **Letters and Mailings**, and then select **Mail Merge Wizard**. The Mail Merge Wizard appears.
 - *In Word 2007* – Click the **Mailings** ribbon and then click **Start Mail Merge > Step by Step Mail Merge Wizard**. The Mail Merge Wizard appears.
3. Follow the Mail Merge Wizard steps to set up your document. When you reach the *Select recipients* step, select **Use an existing list**, and browse to select the Cornerstone .txt data file that you created.
4. Continue to follow the Mail Merge Wizard to merge the data file and print the document.

Printing Sample Consent Forms

A set of sample consent forms is included with your software. The consent forms, developed by James F. Wilson, DVM, JD and Charlotte A. Lacroix, DVM, JD, provide ways of formalizing agreements for treatment. Use of these “Wilson Documents” consent forms can minimize the oral confrontations with clients that most practitioners try to avoid.

About the Forms

Some of the forms included with your software are provided only as client consent forms. Others are provided to serve both as client consent forms and releases of liability. In many cases, specific, narrow wording has been used. This was done to establish a “client-friendly” approach, rather than a hostile one, to what might be viewed as a heavy-handed position by the practice. Practice owners and managers should be aware that changes in words or omissions of text might affect the enforceability of the consent or release form. This critical fact can be easily overlooked by attending veterinarians or office managers unfamiliar with the law.

Because of these concerns and the fact that statutory and case law precedents vary from one state to another, a draft of any release or consent form should be reviewed by the practice’s legal counsel before it is put into use.

These forms are provided with the understanding that they do not constitute the rendering of legal or other professional advice or services by IDEXX Computer Systems or Drs. Wilson or Lacroix.

Consent Forms Characteristics

Your electronic consent forms include the following:

- **Informational notes** (when applicable). A note to inform the veterinarian on the intended use and/or legal implications of the form is included on some forms. The note appears in bold type at the bottom of the form. To alert the staff that a note is included, a special Question bookmark is

included in consent forms with notes. The Question bookmark automatically displays when the consent form is opened in the Cornerstone Editor.

Tip: The note and the special Question bookmark should be deleted before the consent form is printed and given to the client.

- **Cornerstone bookmarks.** For your convenience, Cornerstone bookmarks are also included in the consent forms. The bookmarks will automatically place practice, client, and patient information on the forms.

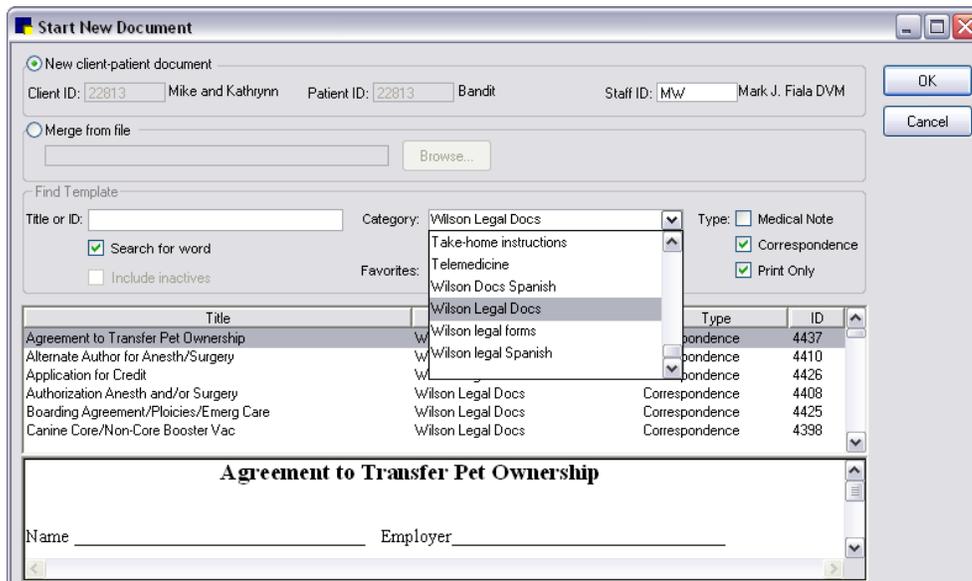
Before You Begin

- Before using the forms at your practice, select and print copies of the forms you want to use. Note any additions or changes that need to be made to reflect the fees, deposits, and policies at your practice. See “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual* for information on editing document templates in the Cornerstone Editor.
- (Optional) Set up a signature capture device (**Tools > Signature Capture Device**).
- (Optional) Set up electronic signatures for staff members (**Lists > Staff > Update > Signature** tab).

To use Wilson Document consent forms with Cornerstone software:

1. Do one of the following:
 - On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Correspondence**, or right-click anywhere within the *Patient History* area tabs and select **Correspondence**.
 - Click the **Correspondence**  toolbar button.
 - On the **Activities** menu, select **Correspondence**.

The Start New Document window appears.



Title	Category	Type	ID
Agreement to Transfer Pet Ownership	Wilson Legal Docs	Correspondence	4437
Alternate Author for Anesth/Surgery	Wilson legal forms	Correspondence	4410
Application for Credit	Wilson legal Spanish	Correspondence	4426
Authorization Anesth and/or Surgery	Wilson Legal Docs	Correspondence	4408
Boarding Agreement/Policies/Emerg Care	Wilson Legal Docs	Correspondence	4425
Canine Core/Non-Core Booster Vac	Wilson Legal Docs	Correspondence	4398

Agreement to Transfer Pet Ownership

Name _____ Employer _____

Wilson Documents available on the Start New Document window

2. Enter the **Staff ID** or press TAB to accept the default ID.

3. In the **Category** drop-down list, select the applicable “**Wilson...**” category to display only those document templates in the template list.
4. Select the desired document template and click **OK** (or double-click on the document template).
The document template opens in the Cornerstone Editor.
5. If question bookmarks are embedded in the consent form, you will be prompted to enter information. Your answers will be inserted on the consent form.
6. If applicable, have the client sign the document using a signature capture device.
7. If applicable, have a staff member sign the document using a signature capture device.
8. To print the form, click the **Print**  button or click **File > Print**.
9. When finished with the form, do one of the following:
 - If you want to save the final form in patient history and close the Cornerstone Editor, select the **Final** status from the drop-down list in the upper-right corner and click **OK**.
 - If you printed a hard copy of the blank form without client/patient data and do not want to save it in patient history, click **Cancel**.

Consent Forms List

For your reference, the following is a list of the consent forms included with your software along with the corresponding document template names.

Note: All consent form document template names begin with “Wilson” or “Lacroix.” For example, “Wilson Treatment Consent.”

Tip: A list of the English documents and the corresponding Spanish document names is available in the Cornerstone online Help—search on the word “Spanish” in the Help’s **Index** or **Search** tab to locate the Help topic.

General Consent Forms

Consent Form for Treatment and/or Admission

File name: *Wilson Treatment Consent*

Client consents to treatment of pet, understands risks, and assumes financial responsibility, with payment required at time of discharge (used with client registration).

Consent Form for Treatment and/or Admission (With Checklist)

File name: *Wilson Consent for Treatment/Admission*

Expanded version of above client’s consent to treatment, with a listing of elements needed for an informed consent.

Emergency Service Estimate and Consent Form for Treatment

File name: *Wilson Emergency Service Estimate*

Consent form for emergency treatment, with acceptance of fee estimate within a 25% range and requirements to provide a deposit and contact the practice every 24 hours.

Consent Form for Dental Care

File name: *Wilson Consent for Dental Care*

Consent form for and listing of various dental procedures and explanation of risks associated with anesthesia and extractions.

Consent Form for Cardiopulmonary Resuscitation

File name: *Wilson Cardiopulmonary Resuscitation*

Explanation of CPR with choices for various levels of treatment, including no CPR at all.

Do Not Resuscitate Order

File name: *Wilson Do Not Resuscitate*

As opposed to providing options for CPR, this consent is a simple one prohibiting it.

Consent Form for Extraordinary Care

File name: *Wilson Consent for Extraordinary Care*

Explanation of the serious nature of the illness and poor prognosis, combined with authorization of treatment and agreement to fees required for further treatment and CPR.

Authorization for Anesthesia and/or Surgery

File name: *Wilson Authorize Anesthesia/Surgery*

Owners authorize anesthetic and surgical procedures; form incorporates the seven elements required for an informed consent in the document.

Alternate Authorization for Anesthesia and/or Surgery

File name: *Wilson Authorize Anesthesia/Surgery2*

Owners authorize anesthetic and surgical procedures, with the seven elements required for an informed consent listed on the back page of the document.

Consent Forms for Ambulatory Practices

File name: *Wilson Consents for Ambulatory Practices*

This file includes three consent forms for ambulatory practices: Consent Form for Routine Veterinary Care, Consent Form for Emergency Care, and Consent Form for Referral for Specialty Care.

Declination of Preanesthetic Diagnostic Tests

File name: *Wilson Declining Preanesthetic Tests*

Clients who formally decline recommended preanesthetic blood profiles waive the practice's liability for not performing such tests.

Medical Power of Attorney

File name: *Lacroix Medical Power of Attorney*

This document enables owners to authorize someone else to make life or death decisions for their pet(s) if they become mentally incapable of doing so.

Living Will Advance Instruction for Health Care of My Pet

File name: *Lacroix Living Will*

This consent form allows veterinarians to end life-support care for terminal patients.

Consent Forms for Vaccination

Consent Form for Vaccination Frequency

File name: *Wilson Choice/Consent to Vaccinations*

Educational materials in this document describe the risks and benefits associated with the changing protocols for the administration of vaccines every three years instead of annually.

Documentation of Rabies Vaccination

File name: *Wilson Rabies Vaccine Information Form*

Client declines rabies vaccination for the pet and acknowledges the consequences if the “unvaccinated” pet should bite a human or another animal.

Consent Form for Rabies Vaccination of a Wolf-Dog Hybrid

File name: *Wilson Rabies Vaccination/Wolf-Hybrids*

Client acknowledges that rabies vaccination of a wolf-dog hybrid has no guarantee of efficacy.

Consent Forms for Use of Veterinary Drugs

Consent Form for Use of Drugs With Potential Adverse Effects

File name: *Wilson Drug w’ Potential Adverse Effect*

Some FDA-approved drugs such as Rimadyl®, phenobarbital, mitotane, and certain antibiotics or antifungal drugs pose infrequent but potentially fatal risks for patients. This consent informs clients of the risks, the need for follow-up evaluations, and their responsibilities in the event of complications.

Consent Form for Cancer Therapy Using Investigational Methods and/or Extra-Label Drugs

File name: *Wilson Cancer Therapy/Investigative*

This document discusses complications from chemotherapeutic agents and the fact that most of these drugs have not been approved for use in the species to which they are being administered.

Consent Form for Use of Psychotropic Drug(s)

File name: *Wilson Consent to Psychotropic Drugs*

This document explains the risks and side effects associated with the use of drugs in the treatment of pets with undesirable behaviors.

Consent Form for Use of Pharmaceuticals in Special Species

File name: *Wilson Pharmaceuticals/Special Species*

This document discusses the fact that most of the drugs used in special species constitute an extra-label use of the drugs being administered, that owners are aware of this, and that they accept it as a prerequisite to the treatment of special species.

Consent Form for Extra-Label Use of Liquid Ivermectin

File name: *Wilson Consent of Purchase of Ivermectin*

Client acknowledges that use of liquid ivermectin for heartworm prevention is not FDA-approved, but elects to use this form of medication.

Consent Forms for Use in Difficult Situations

Consent Form for Release of Patient Against Doctor’s Recommendation

File name: *Wilson Release w/o Dr’s Recommendations*

Client requests release of hospitalized pet despite doctor’s recommendations for continued care; client accepts full financial and medical responsibility for such action.

Consent Form for Continuation of Treatment in Cases with Little or No Hope of Successful Treatment

File name: *Wilson Consent with Little or No Hope*

Owner elects to continue animal's treatment despite a poor prognosis, but must pay in full for estimated costs of ongoing care.

Proposed Letter of Compromise with Continuation of Services

File name: *Wilson Compromise w' Continuing Service*

To be used when clients owe money and there is no evidence of professional negligence; letter submitted to client in an effort to present options to settle the account and continue service to the client.

Proposed Letter of Compromise with Termination of Services

File name: *Wilson Compromise w' Terminating Service*

To be used when clients owe money and there is no evidence of professional negligence; letter submitted to client in an effort to settle the account before terminating services.

Termination of the Doctor/Client Relationship

File name: *Wilson Terminating Dr/Client Relations*

Informs client that the practice is unable to provide further veterinary care due to the client's unacceptable attitude and/or behavior.

Request for Release of Medical Records

File name: *Wilson Release of Medical Records*

Client requests medical records to be released to a new practice.

Radiograph Release Form

File name: *Wilson Radiograph Release Form*

Pet owner takes custody of radiographs and accepts responsibility for returning them to the practice.

Assumption of Risk and Responsibility for Pet Restraint by Owner in a Hospital Setting

File name: *Wilson Restraint by Owner*

Client releases the practice from liability if client insists on restraining the pet during exams or treatment procedures, against the recommendation of the doctor.

Assumption of Risk and Responsibility for Animal Restraint by Owner in an Ambulatory Setting

File name: *Wilson Restraint w/o Ancillary Staff*

Client accepts responsibility for restraint of large and small animals when no staff assistance is readily available.

Consent Form for Refill of Heartworm Medication Prescription Without a Blood Test

File name: *Wilson Heartworm without Blood Test*

If client declines heartworm-screening test with annual refill of heartworm medication, client waives the practice's liability for adverse affects.

Notice of Animal Cruelty

File name: *Wilson Animal Cruelty Form*

Warning to owners that any further evidence of animal cruelty will be reported to the local humane society.

Dangerous Animal Warning

File name: *Wilson Dangerous Animal Warning*

Owner acknowledges he has been informed that pet exhibits behavior that is potentially dangerous to humans or other animals.

Consent Form for Euthanasia

File name: *Wilson Consent for Euthanasia*

In-depth euthanasia consent addressing the various ways practices must handle pets, depending on whether they may or may not have bitten people or animals.

Agreement to Transfer Pet Ownership

File name: *Wilson Pet Transfer of Ownership*

Provides necessary information and consent for transfer of pets to the veterinary practice when owners are unable to pay for care and the practice offers to find new homes for such pets.

Client Refusal to Authorize and/or Pay for Recommended Fecal Analyses and/or Parasiticides

File name: *Wilson Refusal for Canine/Feline Fecal*

Client refuses recommended fecal parasite analysis and/or treatment and releases the practice from liability.

Consent Forms Related to Use of Pet for Educational Purposes

Consent Form for Donation of Pet for Educational Purposes

File name: *Wilson Memorial Consent to Donate Pet*

Client releases possession and ownership of pet to the practice and allows it to be used for educational purposes.

Consent Form for Donation of Pet Remains

File name: *Wilson Consent to Donate Pet Remains*

Client releases possession and ownership of pet's remains and allows pet's body to be used for educational purposes by the practice.

Release of Information for Media or website Publication

File name: *Wilson Release of Information for Media*

Client allows information and images from patient to be released for use by the media or on websites.

Other Consent Forms

Consent Form for Participation in Wildlife Rehabilitation Program

File name: *Wilson Wildlife Rehabilitation Consent*

Explains risks to volunteer participating in raptor and wildlife rehabilitation programs and obtains informed consent to take responsibility for risks.

Employment Testing Consent Form

File name: *Wilson Employment Testing Consent*

Informs job applicant that he/she is voluntarily testing for employment and not entitled to monetary compensation for time committed to such effort.

Pet Sitting Consent Form

File name: *Wilson Pet Sitting Consent*

Pet-sitting agreement with preauthorization for essential veterinary care during the client's absence.

Boarding Agreement for the Year and Pet Admission Agreement

File name: *Wilson Boarding Agreement for Year*

File name: *Wilson Pet Admission Agreement*

Boarding agreement with statement of kennel policies, vaccination verification, diet preference, medication requirements, and preauthorization for essential veterinary care.

Pet Adoption Agreement

File name: *Wilson Pet Adoption Agreement*

New pet owner acknowledges that there is no guarantee or warranty of the health and/or temperament of a pet adopted from this veterinary facility.

Chapter 18: Using Classic Medical Notes

This chapter covers the steps required to add a Classic medical note to a patient record. For information on setting up a Classic medical note template in the Cornerstone* Practice Management System, see “Chapter 18: Setting Up Classic Medical Notes” in the *Cornerstone Administrator’s Manual*.

Overview

Classic medical notes are the “old style” of medical notes used in Cornerstone* 7.6 and prior versions. You can continue to use your Classic medical notes, or you can convert them to enhanced medical notes (see “Chapter 17: Setting Up Medical Notes and Correspondence” in the *Cornerstone Administrator’s Manual* for information).

Classic medical notes are dated and stored in the patient’s medical history. After the information is finalized it cannot be changed, but an addendum can be added to a finalized Classic medical note.

IMPORTANT: You must use Classic medical note templates for surgery/anesthesia logs. Enhanced medical notes do not support this feature at this time. See “Using Classic Medical Notes for Surgery/Anesthesia Logs” on page 285 for information on using these templates.

Adding a Classic Medical Note for a Patient

All Classic medical notes are started from the Start New Document window where you select an existing Classic medical note template to use and then insert the applicable data for the patient.

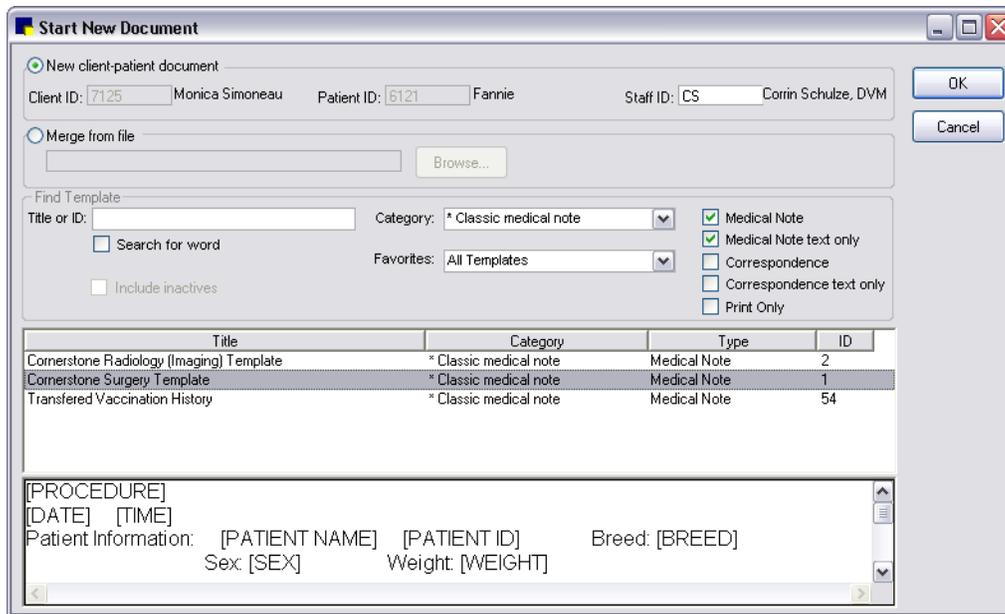
Before You Begin

- Set up Classic medical note templates for common types of information you enter (such as SOAP). See “Chapter 18: Setting Up Classic Medical Notes” in the *Cornerstone Administrator’s Manual* for information.

To add a Classic medical note for a patient:

1. Do one of the following:
 - On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Medical Note**, or right-click anywhere within the *Patient History* area tabs and select **Medical Note**.
 - Click the **Medical Notes**  toolbar button.
 - On the **Activities** menu, select **Medical Notes**.

The Start New Document window appears.



Classic medical note selected in the Start New Document window

- Depending on how you access the Start New Document window, the Client ID, Patient ID and Staff ID fields may already be completed for you. Complete these fields as necessary (press F2 or double-click to select an ID from a list), and press TAB to proceed to the next field.

Note: The Patient List appears automatically if there is more than one patient associated with the selected client. Select the desired patient and click **Select**.

- In the **Category** drop-down list, select ***Classic medical note**. (To keep them separate from Enhanced medical notes, all Classic medical note templates are in the *Classic medical note category. This category cannot be changed.)
- Use additional fields in the Find Template area to locate the desired template. See "Using the Find Template Options" on page 259 for information.
- Click on a template in the list to see a preview of the Classic medical note in the preview area at the bottom of the window.
- Once you have located the desired template, select it and click **OK** (or double-click on the template).

The template opens in the Classic Medical Notes window.

Classic Medical Notes window

- If there are preset data entry fields in the selected template, the Medical Note Information dialog box appears automatically upon opening the template. (To access this dialog box at any time while adding the Classic medical note, click the **Data Entry** button or press F6.)

Entry	Item ID	Value	Qty	Apply to Patient Visit List	Revenue Center
[PROCEDURE]					
[INVOICE ITEM]				<input type="checkbox"/>	
[INVOICE ITEM2]				<input type="checkbox"/>	
[RISK]					
[TECH]					
[DURATION]					
[HISTOPATHOLOGY]					
[REMARKS]					
[DATE]		9/13/2009			
[TIME]		16:00			
[PATIENT NAME]		Lil' lillee			

Medical Note Information dialog box

- Complete the medical note information fields as needed.
 - Use the TAB key, arrow keys or the mouse to move from field to field.
 - In Item ID fields, type the item ID. You can also press F2 or double-click in any Item ID field to choose an item from the Invoice Item List.

Note: Invoice items that are added in Classic medical notes will transfer to the Patient Visit List (PVL). Items entered in an Invoice Item data entry field will appear in the note text. If you want to add items to the invoice while in a Classic medical note and you do not want them to appear in the text of the note, set the invoice item as a *consult item*. Items entered in a **Consult Item** data entry field will not appear in the text, but will display in the lower left area of the Classic Medical Note window.

- When finished, click **OK** to return to the Classic Medical Notes window.

10. If you want to mark the changes as final, choose one of the following options:

- To manually finalize template information now, click the **Final** check box.
- To automatically finalize template information at a later date, click the **Auto finalize after** check box and enter the number of days.

Note: Templates with a status of Final cannot be altered.

11. If your Classic medical note has invoice items or consult items on it and you did not finalize your template, you have the option of transferring your items to the Patient Visit List. Click **OK** to transfer items to the PVL, or choose **No** if you do not want to transfer items at this time. An asterisk * appears next to consult items that have already been transferred to the PVL. Changes to these items must be made in the PVL.

12. To attach a file to the Classic medical note, in the **Attachments** box, right-click and select one of the following options:

- Select **New File** to attach a new file to the medical note. Some file types that can be attached are Microsoft® Word documents (.doc), Microsoft® Excel® spreadsheet files (.xls), Adobe® Reader® documents (.pdf), and WAV audio files (.wav).
- Select **New URL** to locate a web page address to attach to the medical note. Your default web browser opens. Locate the web page you want to attach and copy the address. Return to Cornerstone, right-click again in the **Attachments** box, and select **Paste URL**.

Tip: Attachments can be viewed in patient history. A paper clip indicates which Classic medical notes have attachments. In the patient's medical history, select the Classic medical note you want to view. The Classic Medical Notes window appears. In the **Attachments** box, double-click the document or web page you want to see.

Note: To view the attached files in Cornerstone, you must have the software that created the files on your workstation. To view web pages, you must have access to the Internet.

13. To review your fields for spelling errors, click **Spell Check**.

14. When finished, click **OK** to close the Classic Medical Notes window.

 Classic medical notes appear on the **Patient History Report**, as well as the **Check-In Report**. (See "Patient History Report" on page 77 or "Check-In Report" on page 126.)

Using Classic Medical Notes for Surgery/Anesthesia Logs

You must use Classic medical note templates for surgery/anesthesia logs. (Enhanced medical notes do *not* support this feature at this time.)

Note: For Cornerstone 8.0 and prior versions, a Classic medical note must also be used to add a radiology (imaging) log for a patient.

To add a Surgery/Anesthesia medical note for a patient:

1. Do one of the following:

- On the Patient Clipboard, right-click on a patient name in the *Patient list* area and select **Medical Note**, or right-click anywhere within the *Patient History* area tabs and select **Medical Note**.
- Click the **Medical Notes**  toolbar button.
- On the **Activities** menu, select **Medical Notes**.

The Start New Document window appears.

2. In the **Category** drop-down list, select ***Classic medical note**.
3. In the document template list, scroll to locate and then double-click on the **Cornerstone Surgery Template**.
4. On the Medical Note Information dialog box, complete the fields as needed.
5. Click **OK**.
6. If you want to mark the changes as final, choose one of the following options:
 - To manually finalize template information now, click the **Final** check box.
 - To automatically finalize template information at a later date, click the **Auto finalize after** check box and enter the number of days.
7. Click **OK**.
8. Click **Close**.

To preview or print the Surgery/Anesthesia Log:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Practice**, and then select the **Surgery/Anesthesia Log**.
3. Click **Create report**.
4. Specify any desired filters for the sort order and range.
5. Click **Preview** to view the log in the Reports Preview window.
6. Click **Print**.

Adding an Addendum to a Finalized Classic Medical Note

You can add an addendum to insert additional notes at the bottom of a finalized Classic medical note. This adds an ADDENDUM section to the end of the Classic medical note that includes the added text, plus the date, time and staff member who added the addendum. In addition, the line in patient history shows the date of the most recent addendum.

To add an addendum to a finalized Classic medical note:

1. Do one of the following:
 - On the Patient Clipboard, on the **Summary** tab or **Medical Notes** tab, right-click on the finalized note and select **Addendum**.
 - With a finalized Classic medical note open, click the **Addendum** button.

The Addendum dialog box appears.

Addendum dialog box

2. Type the Staff ID and press TAB.

3. Type the addendum text and click **OK**.

The addendum is added to the Classic medical note and “***ADDENDUM [addendum date]” is added to the Classic medical note line in patient history.

Chapter 19: Recording Medical Problems and Diagnoses

Documenting Medical Problems in a Patient's Record

A list of active, acute, chronic, resolved or verified incorrect problems can be added to the patient's record. Once a problem is included in the patient's record, it cannot be deleted, but can be designated as Verified Incorrect.

Before You Begin

- Set up problem categories (**Controls > Problems > Problem Categories**).
- Set up a problem list (**Controls > Problems > Problem List**).

To add a problem to a patient's record:

1. Do one of the following:
 - On the Patient Clipboard, select the client, and then right-click on the patient's name in the *Patient list* area and select **Problems** from the pop-up menu.
 - On the **Activities** menu, select **Problems**.

The Problems dialog box appears.

The screenshot shows a dialog box titled "Problems for Maggie". It has a "Patient information" section with fields for ID (132-1), Name (Maggie), Age (9 Yrs. 7 Mos.), Sex (SPANIEL, ENG. SPRING), and Weight (35 pounds). Below this is a table with columns: Problem, Problem Description, Severity, State, Create Staff, Create Date, and Modified Date. The table contains one row with the following data: Problem ID 82, Problem Description Lameness, Severity Minor, State Resolved, Create Staff MW, Create Date 09/07/2009, and Modified Date 9/7/2009. The "Create Date" and "Modified Date" fields are highlighted in red. There are "OK" and "Cancel" buttons in the top right corner.

Problem	Problem Description	Severity	State	Create Staff	Create Date	Modified Date
82	Lameness	Minor	Resolved	MW	09/07/2009	9/7/2009

Problems dialog box

2. In the **ID** field, if the patient ID doesn't display, type the patient ID or press F2 to use the Patient List to choose a patient.
3. In the first available row's **Problem** column, type the problem ID and press TAB or press F2 to use the Problem List to choose a problem. (To quickly locate the problem you want to add on the Problem List, click the **Search for word** check box and enter all or part of the problem description.)
4. In the **Severity** column, select whether the problem is minor or major.
5. In the **State** column, select one of the following options: Active, Acute, Chronic, Resolved, or Verified Incorrect. Problems marked as Active, Acute or Chronic display in red. Problems marked as Resolved or Verified Incorrect display in green.

- In the **Create Staff** column, enter the ID of the staff member who is responsible for determining the problem.
- In the **Create Date** column, change the date if necessary.

Note: The date in the **Modified Date** column cannot be changed.

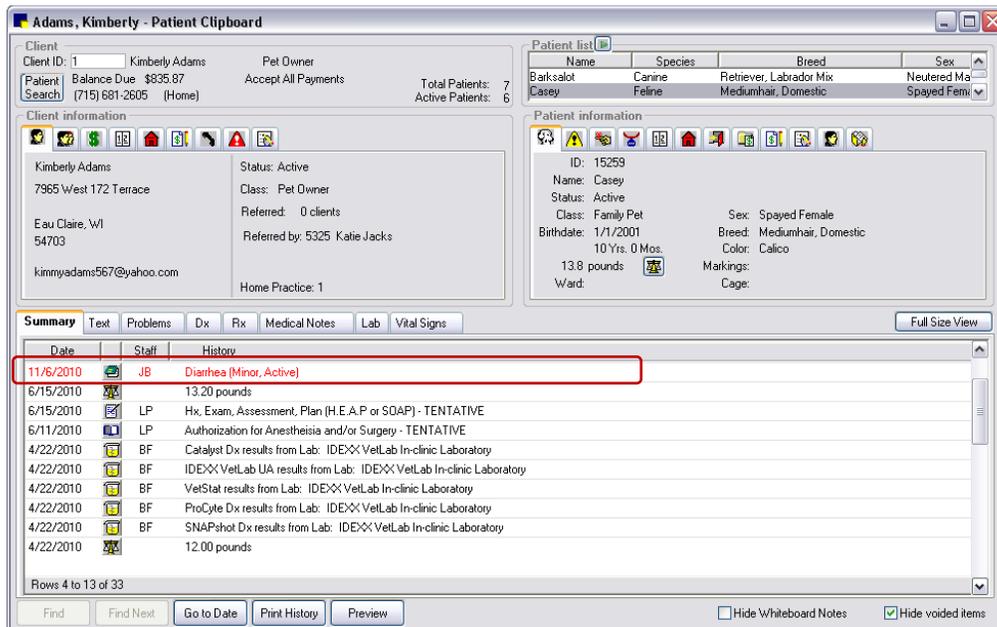
- When finished adding problems, click **OK**.

Tip: Problems can also be added to a patient's record when adding the problem as part of a medical note or correspondence document. See "Inserting a Problem Description or Problem Details" on page 250 for more information.

Viewing a Patient's Problem History

Problems are saved in patients' permanent medical history and can be viewed at any time from the Patient Clipboard *Patient History* area **Summary**, **Text** or **Problems** tabs. Look for the **Problems**  icon.

- Problems marked as Active, Acute or Chronic display in **red**.
- Problems marked as Resolved or Verified Incorrect display in **green**.



The screenshot shows the 'Adams, Kimberly - Patient Clipboard' window. The 'Problems' tab is active, displaying a table of medical history. The first row is highlighted in red, indicating an active problem: '11/6/2010 JB Diarhea (Minor, Active)'. Other rows show various lab results and procedures. The interface includes a 'Patient list' table at the top right and a 'Client information' section on the left.

Date	Staff	History
11/6/2010	JB	Diarhea (Minor, Active)
6/15/2010		13.20 pounds
6/15/2010	LP	Hx, Exam, Assessment, Plan (H.E.A.P or SDAP) - TENTATIVE
6/11/2010	LP	Authorization for Anesthesia and/or Surgery - TENTATIVE
4/22/2010	BF	Catalyst Dx results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	IDEXX VetLab UA results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	VetStat results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	ProCyte Dx results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010	BF	SNAPshot Dx results from Lab: IDEXX VetLab In-clinic Laboratory
4/22/2010		12.00 pounds

Problems shown in patient history on the Patient Clipboard

Note: On the *Patient History* area **Problems** tab, any medical notes linked to the problem display in the bottom half of the tab. You can double-click on a medical note to view it.

Adding and Updating Diagnoses

Use diagnostic codes to enter tentative, ruled out and final diagnoses in a patient's record.

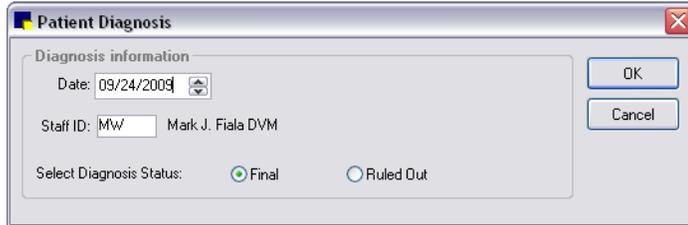
Before You Begin

- Set up any additional diagnostic codes (**Lists > Diagnostic Codes**). Cornerstone contains the standard VPI® (Veterinary Pet Insurance) codes.

Tip: A diagnosis can also be added to a patient's record when adding the diagnosis as part of a medical note or correspondence document. See "Inserting a Diagnosis Description or Diagnosis Details" on page 252 for more information.

To update a diagnosis from the Patient Clipboard – Patient History area Dx tab:

1. With the patient selected on the Patient Clipboard, click the **Dx** tab in the *Patient History* area.
2. Right-click the tentative diagnosis and select **Update**. The Patient Diagnosis dialog box appears.



The **Patient Diagnosis** dialog box contains the following information:

- Diagnosis information** section:
- Date: 09/24/2009
- Staff ID: MW, Mark J. Fiala DVM
- Select Diagnosis Status: Final, Ruled Out
- Buttons: OK, Cancel

Update Patient Diagnosis

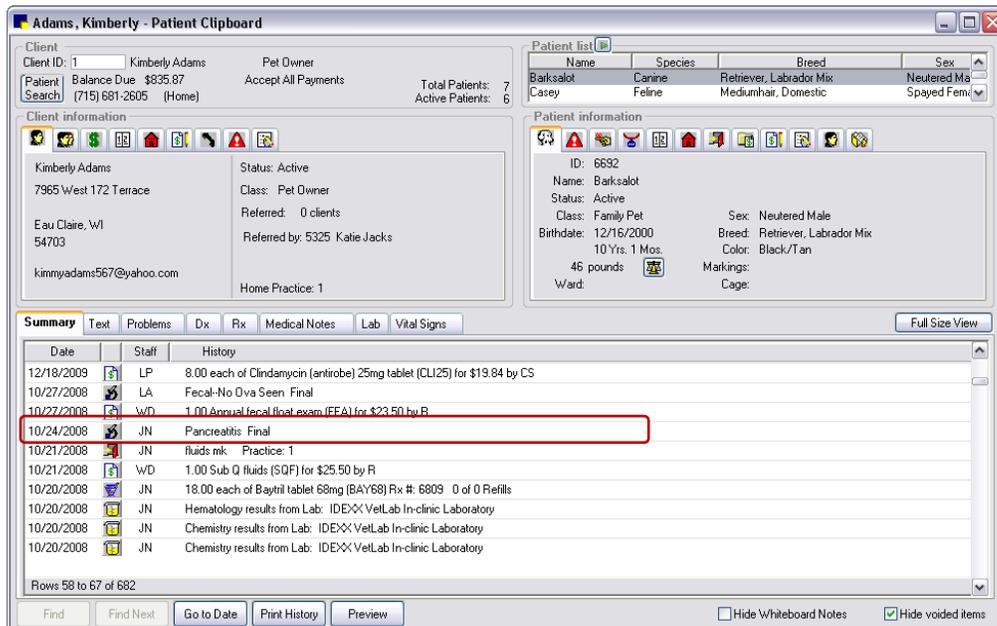
3. Change the **Date** and **Staff ID**, if needed.
4. For the **Select Diagnosis Status** setting, select **Final** or **Ruled Out**, and click **OK**.
5. A message appears to confirm that you want to update the diagnosis. Click **Yes**.

To view diagnoses for patients, print a **Patient Diagnosis Report**.

Patient diagnoses also appear on the **Patient History Report**, as well as the **Check-In Report**. (See "Patient History Report" on page 77 or "Check-In Report" on page 126.)

Viewing a Patient's Diagnosis History

Diagnoses are saved in patients' permanent medical history and can be viewed at any time from the Patient Clipboard *Patient History* area **Summary**, **Text** or **Dx** tabs. Look for the **Diagnosis** icon.



The **Adams, Kimberly - Patient Clipboard** window displays patient information and a list of medical history entries. The **Summary** tab is selected, showing a table of history entries. A red box highlights the entry for 10/24/2008.

Date	Staff	History
12/18/2009	LP	8.00 each of Clindamycin (antibio) 25mg tablet (CLI25) for \$19.84 by CS
10/27/2008	LA	Fecal-No Ova Seen Final
10/27/2008	WD	1.00 Annual fecal float exam (FEA) for \$23.50 by R
10/24/2008	JN	Pancreatitis Final
10/21/2008	JN	fluids mk Practice: 1
10/21/2008	WD	1.00 Sub Q fluids (SQF) for \$25.50 by R
10/20/2008	JN	18.00 each of Baytril tablet 68mg (BAY68) Rx #: 6809 0 of 0 Refills
10/20/2008	JN	Hematology results from Lab: IDEXX VetLab In-clinic Laboratory
10/20/2008	JN	Chemistry results from Lab: IDEXX VetLab In-clinic Laboratory
10/20/2008	JN	Chemistry results from Lab: IDEXX VetLab In-clinic Laboratory

Diagnoses shown in patient history on the Patient Clipboard

Chapter 20: Working with Prescriptions

Overview

Using the prescription options in the Cornerstone* Practice Management System, you can easily create, refill, renew, correct, view and void a prescription. You can also print (or reprint) prescription labels and generate prescription reports.

Before You Begin

- Set Prescriptions defaults (**Controls > Defaults > Practice and Workstation > select Prescriptions** from the menu on the left).
- Set up the prescription instructions your practice uses (**Lists > Prescription Instructions**).
- Make sure the printer you use for prescription labels is assigned in Cornerstone.
- (Optional) Specify if you want pet pictures to print on prescription labels in Workstation defaults (**Controls > Defaults > Practice and Workstation > select Workstation** from the menu on the left).

Note: Pet pictures print very small on labels. The picture may take up space needed for text.

Viewing a Patient's Prescription History

Viewing Prescription Information on the Patient Clipboard* – Patient History Tabs

Prescriptions are saved in patients' permanent medical history and can be viewed at any time from the Patient Clipboard *Patient History* area **Summary**, **Text** or **Rx** tabs.

- Prescription information is immediately placed in the patient's permanent medical history when you save the prescription. In patient history, the  icon indicates a prescription item.
- If you want to verify that the prescription was invoiced, look for the prescription item with the billing code in patient history. In patient history, the  icon indicates an item has been billed.

Dowell, Heather - Patient Clipboard

Client ID: 19804 Heather M. Dowell ON \$ PLAN
 Patient Balance Due \$0.00 Cash or Check
 Search (715) 358-8314 (Cellular) Total Patients: 8 Active Patients: 4

Client information
 Heather M. Dowell Status: Active
 1191 Chester Ave. S.E. Class: DN \$ PLAN
 Eau Claire, WI Referred: 0 clients
 54703 Home Practice: AMC

Patient list

Name	Species	Breed	Sex
Lil' Illee	FELINE	DOMESTIC SHORTHAIR	Female
Tanner	CANINE	AMER. STAFFORDSHIRE	Neuter

Patient information
 ID: 20158-4
 Name: Tanner
 Status: Active
 Class: House Pet Sex: Neuter
 Birthdate: 6/18/2005 Breed: AMER. STAFFORDSHIRE
 4 Yrs. 2 Mos. Color: Tan/White
 75 pounds Markings:
 Ward: Cage:

Summary Text Problems Dx Rx Medical Notes Lab Vital Signs Full Size View

Date	Staff	History
11/3/2006	MW	14.00 TABLET of Metronidazole 500 mg (I3756) Rx #: 102055 0 of 0 Refills
11/3/2006	MW	14.00 TABLET of Metronidazole 500 mg (I3756) for \$25.21 by HMD
11/17/2006		76 pounds
10/25/2006	BR	1.00 EXAMINATION (2360) for \$44.81 by JM
10/12/2006		71.1 pounds
10/4/2006		72.1 pounds
10/3/2006	BR	CEPHELEXIN: THIS MEDICATION IS AN ANTIBIOTIC. USE IT AS PRESCRIBED ON THE LABEL. OCCASIONALLY, A PET THAT IS SENSITIVE TO AN ANTI
10/3/2006	BR	1.00 EXAMINATION (2360) for \$44.81 by JM
9/25/2006	CA	1.00 LICENSE ALTERED 1 YEAR (6562) for \$8.00 by JM
9/19/2006	BR	56.00 CAPSULE of Cephalexin 500 mg (I1376) Rx #: 100393 0 of 0 Refills
9/19/2006	BR	56.00 CAPSULE of Cephalexin 500 mg (I1376) for \$34.59 by JM

Rows 13 to 23 of 71

Find Find Next Go to Date Print History Preview Hide Whiteboard Notes Hide voided items

Prescription items shown in patient history on the Patient Clipboard

Viewing Prescription Information on the Prescription Labels Dialog Box

The Prescription Labels dialog box can be used in place of the Patient Clipboard to view or enter prescription information. This dialog box shows the patient's prescription history and allows you to sort the prescription history by **Date** or by **Rx Number**.

To open the Prescription Labels dialog box:

- Do one of the following:
 - Click the **Prescription Labels**  toolbar button.
 - On the **Activities** menu, select **Prescription Labels**.

The Prescription Labels dialog box appears.

Prescription Labels

Search by
 Client/Patient
 Rx Number

Client and patient information
 Client ID: 1 Kimberly Adams
 Patient ID: 6692 Barksalot
 9 Yrs. 10 Mos. 45.4 pounds
 Neutered Male Retriever, Labrador Mix
 Rx Number:

Sort by
 Date
 Rx Number

Buttons: New, View, Renew, Refill, Correct, Void, Cancel

Prescription history

Date	Rx #	Item Description	Refills	Qty	Qty Remaining	Prescribed by
5/11/2010	7477	Baytril tablet 22.7mg	Void	1.00	0.00	Leonard E. Aagard
12/18/2009	7464	Clindamycin (antirobe) 25mg tablet 0		8.00	0.00	Leslie E. Aelfrey, DVM
12/18/2009	7463	Rimadyl 100mg Chewable tablet 0		12.00	0.00	Leslie E. Aelfrey, DVM
10/20/2008	6809	Baytril tablet 68mg	0	18.00	0.00	Jeremiah J. Bugher
8/14/2008	5270	Baytril otic 15 ml	1	1.00	1.00	Kathleen M. Charpe
7/31/2008	4903	Baytril tablet 68mg	0	10.00	0.00	Kathleen M. Charpe

Prescription Labels dialog box

From the Prescription Labels dialog box, you can:

- Click **New** to create a new prescription.
- Click **View** to look at a prescription's information or print a prescription label.
- Click **Renew** to create a new prescription based on a previous prescription.
- Click **Refill** to refill an existing prescription.
- Click **Void** to void a prescription.
- Click **Correct** to correct a prescription.
- Click **Cancel** to clear this patient's prescription history from the dialog box and begin a new search.
- Click **Close** (available when the prescription history is empty) to exit the Prescription Labels dialog box.

Creating a Prescription

You can enter prescription information into Cornerstone in one location and then use that information to print a prescription label, place the prescription information into the patient's permanent medical history and place the prescription on the Patient Visit List (PVL), where it is saved to transfer to the invoice.

Note: Prescription numbers are always generated automatically and cannot be changed. Cornerstone applies the prescription number when the prescription is saved.

To create a new prescription:

1. With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select **Prescribe**.

The Prescription Information dialog box appears.

Prescription Information - New

Damon Gowlland - 9383 CANINE Female
 Air - 9383-4 75 pounds RETRIEVER, LABRADOR 13 Yrs. 0 Mos.

Rx number:
 Item ID: 10761 Valium 5mg **Controlled Substance**
 Quantity: 2.00 Total Qty: 2.00
 Refills: 0 Refill as needed

Date provided: 06/21/2010 Expiration Date: 00/00/0000

Prescribed by: MW Mark J. Fiala DVM
 Filled by: KAT Katie M. Coggins CVT

Instruction ID: BIDC 1 CAP TWICE DAY
 Instructions: GIVE 1 CAPSULE TWICE DAILY BY MOUTH UNTIL GONE.

Apply to invoice Revenue center: P Pharmacy Price: \$13.28

Prescription Information dialog box

Note: You can also create a prescription label during invoicing by entering the prescription invoice item ID on an invoice line and clicking the **Rx Label** button.

2. In the **Item ID** field, enter the ID of the invoice item being prescribed by either typing the ID or pressing F2 to search for and select the item from the Invoice Item List.

Note: If you have the Veterinary Pharmacy Reference™ module, an Interaction Warnings window may appear if any known interactions exist for the selected drug.

3. In the **Quantity** field, type the amount being prescribed, based on the item's selling unit of measure.
4. If the selected invoice item requires inventory details to be verified, a red question mark  icon appears. Click the icon, and enter the inventory details and click the **Verified** check box to verify the details for each item.

After entering inventory details and clicking **OK**, the red question mark icon changes to a green check mark  icon on the Prescription Information dialog box. You will not be allowed to post an invoice if a location, lot number, and/or expiration date has not been selected. (This applies only to those items you have selected to track quantity on hand, lot numbers, expiration dates, and/or multiple locations.)

5. If applicable, in the **Refills** field, type the number of refills allowed for the prescription. If the prescription does not have a set number of refills and should be refilled only when needed, select **Refill as needed**.
6. If necessary, in the **Date provided** field, type the date the prescription was provided. (Cornerstone displays the current system date by default.)
7. If necessary, in the **Expiration Date** field, type the date the prescription expires.
8. In the **Prescribed by** field, type the ID of the staff member who prescribed the item by either typing the ID or pressing F2 to search for and select the staff member from the Staff List.
9. If the **Filled by** staff is required in your practice (set in Prescriptions defaults), in the **Filled by** field, type the ID of the staff member who filled the prescription by either typing the ID or pressing F2 to search for and select the staff member from the Staff List.
10. In the **Instruction ID** field, if applicable, enter the ID of the prescription instructions to print on the bottom of the prescription label by either typing the ID or pressing F2 to search for and select the instructions from the Prescription Instructions List. The instructions that will print display in the Instructions text box.

Note: If instructions are already linked to the invoice item, those instructions appear automatically.

11. If necessary, change the prescription instruction text that will print on the label.

Note: The box size and font size represents the actual size of the text that will print on the prescription label. If the text exceeds the size of the printed area allowed, the text displays in red as a warning that this text will not be included on the label. Adjust accordingly until no red text displays.

Tip: If desired, you can print prescriptions using a smaller font by selecting the **Small fonts** check box in Prescriptions defaults.

12. To review the instruction text for spelling errors, click **Spell Check**.
13. If you do not want this prescription placed on the Patient Visit List (to be applied to an invoice), clear the **Apply to invoice** check box.

Tip: Clear the **Apply to invoice** check box if the item has already been invoiced but the label needs to be printed or reprinted.

14. If the **Apply to invoice** check box is selected, the **Price** field displays the current price of the item based on the quantity listed on the prescription. If necessary, change the price.

- If using revenue centers, in the **Revenue Center** field, enter the revenue center to which this prescription is assigned by either typing the Revenue ID or pressing F2 to search for and select the revenue center from the Revenue Center List.
- Click **OK** to save the prescription and place it in the patient's medical history. If **Apply to Invoice** was selected, Cornerstone also places the prescription on the Patient Visit List.
Note: If the same prescription item already exists on the Patient Visit List, a message appears asking whether to override or add the prescription. Click **Override** to replace the prescription on the Patient Visit List with the current prescription. Click **Add** to include the prescription along with the already existing prescription item.
- On the Cornerstone Print Options dialog box, click **OK** to print a prescription label or click **Cancel** to exit without printing. (See "Printing Prescription Labels" on page 298 for more information.)

Refilling a Prescription

You can easily refill a patient's prescription if there are refills available.

Note: The selected prescription must have refills available in order to refill the prescription.

To refill a prescription:

- With the patient's record open on the Patient Clipboard, in the *Patient History* area, click the **Summary, Text** or **Rx** tab.
- Highlight the most recent prescription of the item to refill, and then right-click and select **Refill**. The Prescription Information – Refill dialog box appears for the selected prescription.

Prescription Information – Refill dialog box

- The **Quantity** field displays the original amount prescribed for the patient. If necessary, type a new amount of the item dispensed for this refill of the prescription.
Note: The entered quantity cannot exceed the remaining quantity listed in the **Remaining Qty** field, which displays the remaining quantity available for refilling this prescription out of the total quantity originally prescribed.
- Depending on how the prescription was originally set up, either the **Refills** field or the **Refill as needed** option will be available. If necessary, adjust the number of refills for this prescription.

5. Complete the remaining prescription information fields as needed. (See “Creating a Prescription” on page 294 for information on prescription information fields.)
6. When finished, click **OK** to save the prescription and place it in the patient's medical history. If **Apply to invoice** was selected, Cornerstone also places the prescription on the Patient Visit List.
7. On the Cornerstone Print Options dialog box, click **OK** to print a prescription label or click **Cancel** to exit without printing. (See “Printing Prescription Labels” on page 298 for more information.)

 For a list of prescriptions with refills remaining, print a **Prescription Refill Log Report**.

Renewing a Prescription

You can create a new prescription based on a previous prescription's information by renewing it.

To renew a prescription:

1. With the patient's record open on the Patient Clipboard, in the *Patient History* area, click the **Summary**, **Text** or **Rx** tab.
2. Highlight the most recent prescription of the item to renew, and then right-click and select **Renew**. The Prescription Information – Renew dialog box appears for the selected prescription.
3. Enter prescription information (quantity, refills, expiration date, etc.). (See “Creating a Prescription” on page 294 for information on prescription information fields.)
4. When finished, click **OK** to save the prescription and place it in the patient's medical history. If **Apply to invoice** was selected, Cornerstone also places the prescription on the Patient Visit List.
5. On the Cornerstone Print Options dialog box, click **OK** to print a prescription label or click **Cancel** to exit without printing. (See “Printing Prescription Labels” on page 298 for more information.)

Correcting a Prescription

If wrong information was entered for a prescription, you can easily correct it. The old prescription appears as a voided prescription in the patient's history.

To correct a prescription:

1. With the patient's record open on the Patient Clipboard, in the *Patient History* area, click the **Summary**, **Text** or **Rx** tab.
2. Highlight the prescription to correct, and then right-click and select **Correct**. The Prescription Information - Renew dialog box appears for the selected prescription.
3. Make any necessary corrections to the prescription information fields. (See “Creating a Prescription” on page 294 for information on prescription information fields.)
4. When finished, click **OK** to save the prescription and place it in the patient's medical history. If **Apply to invoice** was selected, Cornerstone also places the prescription on the Patient Visit List.
5. On the Cornerstone Print Options dialog box, click **OK** to print a prescription label or click **Cancel** to exit without printing. (See “Printing Prescription Labels” on page 298 for more information.)

Voiding a Prescription

To cancel a prescription, you can void it. If you then want to refill or renew the prescription, you must use a previous prescription for that item or create a new prescription.

Note: It is only possible to void the most recent action on a prescription. You cannot void a prescription until any refilled prescriptions have been voided.

To void a prescription:

1. With the patient's record open on the Patient Clipboard, in the *Patient History* area, click the **Summary, Text** or **Rx** tab.
2. Highlight the prescription to void, and then right-click and select **Void**.
3. A message appears asking if you would like to void the selected prescription. Click **Yes** to confirm the void.

If the **Hide voided items** option is selected on the Patient Clipboard, the voided prescription is hidden in the *Patient History* area.

Printing Prescription Labels

Although Cornerstone automatically prompts you to print a prescription label when you create, refill or renew a prescription, you can print (or reprint) a prescription label at any time.

To print or reprint a prescription label:

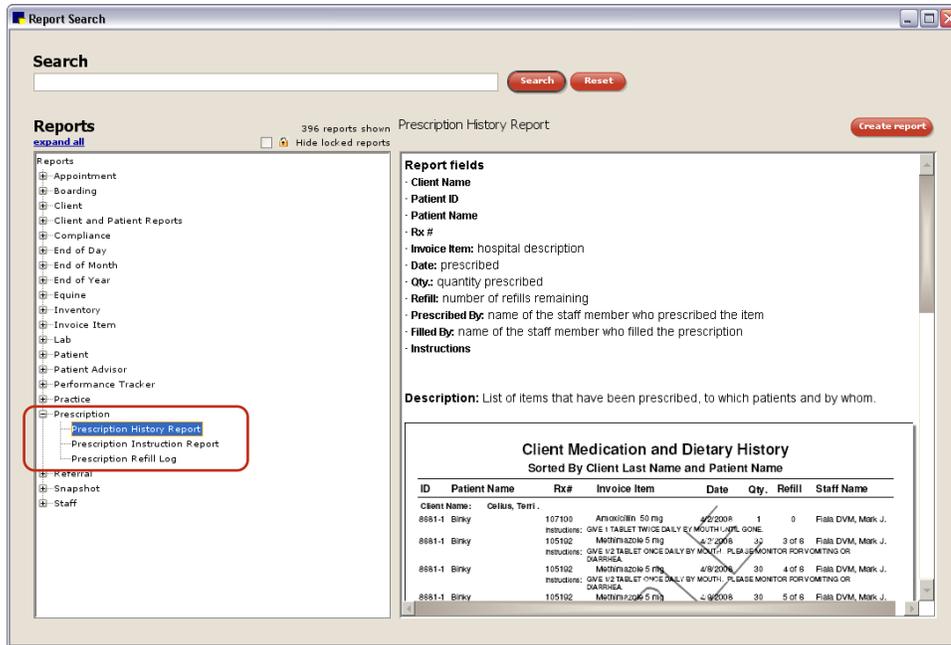
1. With the patient's record open on the Patient Clipboard, in the *Patient History* area, click the **Summary, Text** or **Rx** tab.
2. Highlight the applicable prescription, and then right-click and select **View**. The Prescription Information - View dialog box appears.
3. Click the **Preview** button if you would like to preview the prescription label in a Print Preview window before printing the label or saving the data from the label to a file.
4. Click the **Print** button to print the prescription label directly to a selected printer. The Cornerstone Print Options dialog box appears.
5. The **Printer** field displays the default printer selected within Printer Assignments for prescription labels (select **File > Printer Assignment > General Reports > Prescription Labels**). If you would like to print the label on a different printer, click the **Printer** button to access the Printer Selection dialog box and select the desired printer.
6. In the **Copies** field, type the number of label copies to print.
7. Click **OK** to print the label.

Prescription Reports

Cornerstone includes several reports related to prescription labels.

To access Prescription reports:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign to the left of **Prescription** to expand the list of prescription reports.



Prescription reports

Tip: You can also view prescriptions in a patient’s medical history by printing the **Patient History Report**. When creating the report, under *History*, make sure **Prescriptions** is selected. (On the report, history entries of type **P** are prescriptions.)

Prescription History Report

Use the Prescription History Report to see which items have been prescribed for which patients and by whom. This report can be sorted by client ID or last name, invoice item description or prescription date.

Client Medication and Dietary History							
Sorted By Client Last Name and Patient Name							
ID	Patient Name	Rx#	Invoice Item	Date	Qty.	Refill	Staff Name
Client Name: Gail, Abby .							
556	Starbuck	58	Acepromazine 10 mg	9/28/00	10	1	Stanley, Adrianna
Instructions: Give one dose in the morning and one in the evening.							

Prescription Instructions Report

Use the Prescription Instructions Report to see the instruction IDs currently set up in Cornerstone. This report can be sorted by prescription instruction or prescription ID.

Prescription Instructions		
Sorted By Description		
ID	Description	Prescription Instruction Text
1	Administer twice daily	Give one dose in the morning and one in the evening.
2	Medication Importance	NOTE: It's very important that the patient doesn't miss any doses. It's critical to the health of your pet that the medication is administered at the same time each day.

Prescription Refill Log

The Prescription Refill Log Report contains the same information as the Prescription History Report, but *only* for prescriptions with refills remaining. This report can be sorted by client last name or invoice item description.

Prescription Refill Log Report							
Sorted By Client Last Name And Patient Name							
ID	Patient Name	Rx#	Invoice Item	Date	Qty	Refill	Staff Name
Client Name: Gail, Abby .							
556	Starbuck	58	Acepromazine 10 mg	9/28/00	10	1	Stanley, Adrian
Instructions: Give one dose in the morning and one in the evening.							

Section 4 – Using Cornerstone Inventory

Chapter 21: Getting Started Using Cornerstone Inventory

Chapter 22: Using a Single Location Inventory System

Chapter 23: Using a Multiple Location Inventory System

Chapter 24: Other Inventory Tasks

Chapter 25: Electronic Inventory Ordering with IDEXX SmartOrder* Inventory Solution and MWI Veterinary Supply®

Chapter 21: Getting Started Using Cornerstone* Inventory

This chapter covers getting started with daily usage tasks in Cornerstone Inventory. For information on items and inventory setup, see “Chapter 7: Getting Started with Cornerstone Inventory Setup” in the *Cornerstone Administrator’s Manual*.

Overview

One of the main purposes of Cornerstone* Inventory is to help you track your inventory so you can manage your practice’s cash flow more efficiently. In order to track your inventory correctly, you will want to be able to quickly see information about inventory items.

This chapter covers the following tasks to help you get started using Cornerstone Inventory:

- Accessing Cornerstone Inventory
- Determining if you are using a single location or multiple location inventory system (different work flows and associated documentation and training are used with each type of inventory system)
- Working with Cornerstone Inventory windows
- Searching for inventory items
- Accounting for internal stock usage

Before You Begin

- Security access to inventory features should be set up prior to using Cornerstone Inventory. For more information, see the Cornerstone *Staff Security* instructions you received separately when you purchased the Cornerstone software.
- Before using Cornerstone Inventory, you first need to add your inventory items and set up the inventory system to meet the needs of your practice. See “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator’s Manual* for more information setting up Cornerstone Inventory.
- The inventory windows require that Windows® Internet Explorer® 7 or later be installed on each workstation. It does not have to be used as the default Internet browser.

Accessing Cornerstone Inventory

To access Cornerstone Inventory features:

- Select the Cornerstone Inventory feature from the **Inventory** menu on the Cornerstone menu bar.

Using Cornerstone Inventory – Single or Multiple Location System

Depending on the needs of your practice, your Cornerstone Inventory system may have initially been set up as a single location (the default) or multiple location (advanced) system.

- With **single location inventory**, an inventory item is stored in only one location.
- With **multiple location inventory**, each item can have quantities stored in multiple locations (any item can be used in any location).

See “Chapter 7: Getting Started with Cornerstone Inventory Setup” in the *Cornerstone Administrator’s Manual* for more information on the differences between single and multiple location inventory systems.

How Can I Tell Which Type of Inventory Setup Is in Use Now?

For Cornerstone versions 7.6 and above, you can check to see what type of inventory setup was installed by checking the display of your Purchasing Work List window (**Inventory > Purchasing Work List**). If you have single location inventory, the **Want/Suggested List** tab is the only tab available at the top of the window. If you have multiple location inventory, the advanced **Locate an Item** and **Quantity at Location** tabs are also available.

Tip: For Cornerstone versions 7.6 and above, single location inventory is the default inventory setup used for all new Cornerstone system installations.

Working within Cornerstone Inventory Windows

Note: There are two styles of windows within Cornerstone Inventory. For windows that have been updated to the grid style, see “Working with Invoice Item Grid Sort and Display Options” below.

Arranging Columns

Within most Cornerstone Inventory windows, columns can be added, removed and rearranged. The arrangement of columns is based on which user is logged into Cornerstone. Once a user sets a column arrangement, it is displayed every time that user logs in.

The screenshot shows the 'Vendor List' window with a grid of vendor information. The grid has columns for ID, Name, Contact, and Phone number. A context menu is open over the 'ID' column header, showing options like 'Account number', 'Status', 'Address 1', 'City', 'State', 'Postal code', 'Contact', 'E-mail address', 'Name', 'Phone number', and 'Type'. Three callout boxes provide instructions:

- Click heading to sort by column. An arrow marks the column and the order of the data being sorted.** (Points to the 'ID' column header)
- Click and drag column to change column display order.** (Points to a column divider)
- Click and drag a column divider to expand a column.** (Points to a column divider)
- Right-click on the heading line and select the columns to view.** (Points to the context menu)

To rearrange columns:

1. From any of the applicable inventory windows, click a column header.
2. While holding the mouse button, drag the column to a different position on the grid.

To adjust the column width:

1. Move the mouse arrow across the specific column header to adjust until a double arrow appears.
2. Hold down the mouse button and drag the mouse to resize the column.

To add and remove columns:

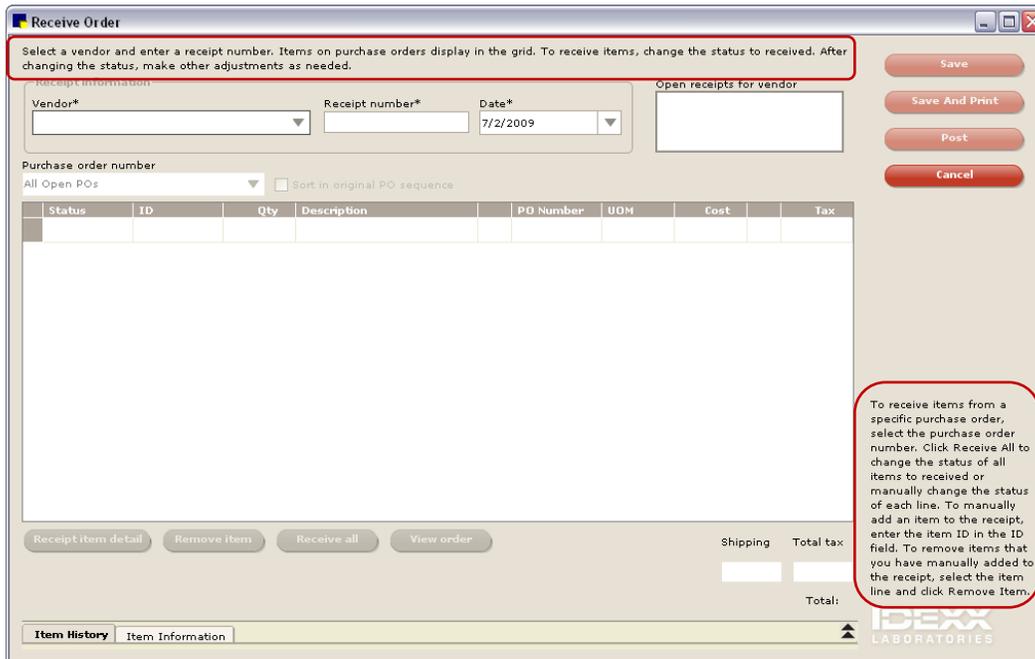
1. Right-click on a column header.
2. Left-click to place a check mark next to the name of a column to add it to the grid or left-click on an existing check mark to remove the column from the grid.

To sort items by column:

1. Click the title of the column to sort the list of items according to that column's name.
2. Click the title of the column again to sort the item list in the reverse order.

Viewing On-Screen Help Information

You can view helpful tips and instructions on many of the Cornerstone Inventory windows.



On-screen tips and instructions shown on the Receive Order window in Cornerstone Inventory

Working with Invoice Item Grid Sort and Display Options

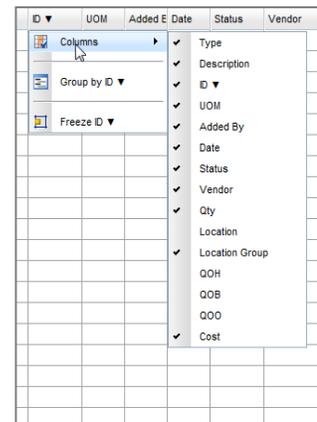
Beginning with Cornerstone 8.3, many Cornerstone Inventory windows have been updated to feature a new invoice item grid that provides enhanced sort and display settings (selected columns, column order, sort order, etc.) that you can change based on your preferences for viewing the information.

To rearrange columns within a table:

- Click and drag a column header (column name) to the left or right to move it to the desired location within all currently displayed columns.

To change the table sort order:

1. If you want to change the order in which information is displayed in a table, click the name of the column by which you would like to sort the table. A small triangle displays to the right of the column name to indicate the column used for the current sort order.



2. Click the same column header again to reverse the sorting order.

Note: You can also right-click a column header and select **Sort Ascending** or **Sort Descending** to set the sort order for a table. The Search for Inventory Item dialog box contains a subset of the search options that are listed in the right-click menu.

To change the table display using the right-click menu options:

Right-click a column header and select one of the following menu options:

- Columns (allows you to select/deselect columns to display in the table)
- Group by [*column header*]
- Freeze/Unfreeze [*column header*]

Searching for Inventory Items

The Search for Inventory Item window is used within Cornerstone Inventory to search for and select inventory items.

ID	Vendor	Vendor Item ID	Description	Classification	Price
101	MWI	1000	Metronidazole injectable bag	Injectables	\$35.00
102	MWI	10009	Lepto Titer at KSU	Lab	\$43.50
103	MWI	1004	Cerenia 24mg pack of 4	Pharmacy	\$16.00
104	MWI	1000	Cerenia 80 mg pack of 4	Pharmacy	\$24.50
107	MWI	1	RCVD Canine Hepatic LS14 17.5Lbs	Diet	\$38.65
108	HILLS		Canine Z/D Ultra 27.5Lbs	Science Diet	\$75.12
10DIV			10% Dextrose Solution	Injectables	\$0.00
112	MWI	100464	Velmedin 5 mg Bottle of 50	Pharmacy	\$65.00

Tip: A Quantity on Hand  icon appearing next to the item indicates the inventory item is marked to Maintain Quantity on Hand (QOH) in Cornerstone.

To access the Search for Inventory Item window:

- Press F2 or double-click in any searchable item ID field within Cornerstone Inventory to display the window. The window also appears when you click the magnifying glass  icon next to an item field.

To perform a search:

1. Use the following search options as needed to narrow your search parameters:

- From the **Vendor** drop-down list, select a vendor.
- From the **Classification** drop-down list, select an inventory class.
- In the **Description** text box, type the beginning letters or full description of the item. This is not case sensitive. Select the **Search for a word** check box to search by keyword.

Tip: Use the % character as a wildcard before or after a word to enhance searching.

- In the **Item ID** text box, type the item ID or a portion of the ID. Matches will be suggested as you type; matches include all IDs that contain the typed characters in the order given.
- Select the **Search vendor item IDs (only)** check box
- Select the **Include inactive inventory** items check box.

Results will display in the list based on the criteria you have entered. Use the navigation arrows at the bottom of the window to move through the pages of results. Use the **Results per page** drop-down list to control the number of results that display on one page.

Note: Click **Reset** to clear the search filters and start a new search.

2. When you have found the inventory item, select the item in the list and click **Select**. The Search for Inventory Item window closes and the selection appears in the Item field.

To add a new inventory item to Cornerstone during a search:

1. From the Search for Inventory Item window, click **Add an Item** at the bottom of the window to insert a new inventory item into the Cornerstone database.
2. Enter a unique identification code to assign the item in the **Item ID** field, or press TAB in the Item ID field to have Cornerstone automatically assign the next available item ID when adding a new inventory item.

Note: Auto assigned IDs must be enabled by selecting the **Auto assign** check box in Invoice Item defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Invoice Item** from the menu on the left).

3. Select the category the item belongs to from the **Classification** drop-down list.
4. Type a descriptive name for the item in the **Description** field.
5. Select the selling unit of the item from the **Unit of measure** drop-down list.
6. Click **Save**.

Note: You can set up additional information for the inventory item in Invoice Item Information (**Lists > Invoice Item**) when time allows.

Internal Stock Usage

Use the Internal Stock Use feature to deplete tracked inventory items used internally by the practice but not invoiced. Through internal usage, you can track the cost of doing business in the different aspects of your practice.

Cost Centers are the areas within the practice where items are used. Some examples of items used internally are suture kits, needles, syringes, and catheters, food used for boarding animals, gloves, and cotton swabs.

Note the following when using the Internal Stock Use feature:

- Only inventory items that have been marked to Maintain Quantity on Hand (QOH) can be used.
- Any items that are accounted for in internal usage are then taken out of the item's quantity on hand.
- You can add to the Internal Usage list after saving it; however, previously saved items cannot be modified.
- You cannot deduct Group or Service items through internal usage.

Before You Begin

- Set up any Usage Taxes. See “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator’s Manual* for information.
- Set up your practice’s Cost Centers. See “Chapter 7: Getting Started with Cornerstone Inventory Setup” in the *Cornerstone Administrator’s Manual* for information.

To account for inventory used internally:

1. On the **Inventory** menu, select **Internal Stock Use**. The Internal Stock Use window appears.

Internal Stock Use window

2. Search for and select the item used internally by the practice in the **Item** field. The selling unit of measure automatically displays in the **UOM** field. This field cannot be modified.
3. Enter the amount to be removed from inventory in the **Quantity** field. This number should be based on the selling unit of measure displayed in the **UOM** field.
4. If tracking, type the lot number of the inventory item being depleted in the **Lot number** field.
5. If applicable, enter the expiration date of the inventory item being depleted in the **Expiration** field.
6. If applicable, modify the date the item was removed from inventory in the **Date used** field. The current system date automatically appears in this field.
7. *Multiple location inventory only:* Select which place is being depleted of this inventory item from the **From location** drop-down list.
8. Select the area that will be charged for the use of the item from the **Charge to cost center** drop-down list.
9. If applicable, highlight the tax to apply to this item in the **Usage taxes to apply** list box. This generally applies when the practice pays tax on the item when it is used in-house but doesn't pay tax for it when it is received from the vendor.
10. If necessary, modify the vendor's selling unit cost for this item in the **Cost** field. The cost field displays the average cost of the item if tracking QOH.
11. Click **Print** to preview, save and/or print the Inventory – Internal Usage Report.
12. Click **Back** to return to the Internal Stock Use window.
13. Click **Save** to process the depletion of the inventory item from Cornerstone.

 To view a list of items used internally, print an **Inventory – Internal Usage Report**. (See “Inventory - Internal Usage Report” on page 336.)

Chapter 22: Using a Single Location Inventory System

This chapter covers processes for using a single location inventory system. For information on setting up a single location inventory system, see “Chapter 8: Setting Up a Single Location Inventory System” in the *Cornerstone Administrator’s Manual*.

This chapter covers the following daily usage tasks for a single location inventory system:

- Adding items to the Want List
- Managing items using the Purchasing Work List
- Viewing item purchase history and item information

Adding Items to the Want List (Single Location Inventory)

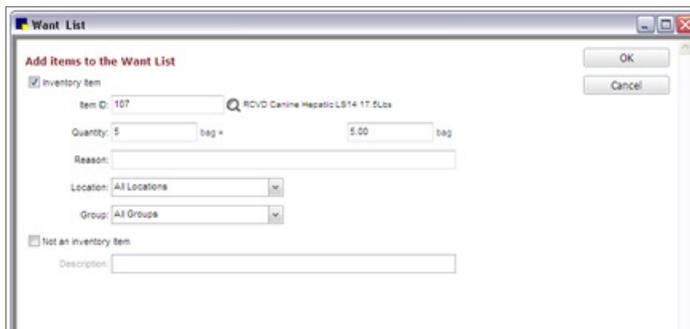
Item order requests can be made on the Want List. Practice staff can use the Want List as a shopping list of items—you can add an item that already exists in your system or you can add an item that is not carried in inventory.

- Items placed on the Want List become available to the Purchasing Work List where they can be placed on a purchase order and ordered.
- Items on the Want List can be viewed for a staff member, a status, or a date range.
- After items are placed on a purchase order and/or an order is placed, depending on practice policy, the want item is removed from the Want List or the item’s Status on the Want List is changed from Not Done to Complete.

Tip: To always remove want items from the Want List after they are placed on a purchase order, select the **Delete want items on completed** check box in Inventory defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Inventory** from the menu on the left).

To add items to the Want List:

1. On the **Inventory** menu, select **Want List**, or on the toolbar, click the **Want List**  button. The Want List dialog box appears.



Want List dialog box

2. If the want item is an inventory item, leave the **Inventory item** check box selected and type the item ID in the **Item ID** text box or press F2 (or click ) to search for and select the ID from the Search

for Inventory Item dialog box.

OR

If the want item is not an inventory item, select the **Not an inventory item** check box, type a description, and click **OK**. **The item** will appear on the Want List without an item ID.

3. *Inventory Item only*: Type the quantity to order in the **Quantity** text box or in the UOM **Quantity** text box (right box). When you enter the amount in either box, the other box is automatically calculated. If left blank, the quantity must be added when the item is placed on an order.
4. *Inventory Item only*: If necessary, in the **Reason** text box, type a reason for requesting the item. The reason will print on the Inventory – Want List Report.
5. Click **OK** to place the item on the Want List.

Notes:

- The item must be set up in Cornerstone before you can order it.
- After an item is added to the Want List, it is no longer editable. To view all items on the Want List, select **Inventory > Purchasing Work List** and click the **Want List** tab. To remove the item, access the Purchasing Work List, select the item and click **Remove from List**.

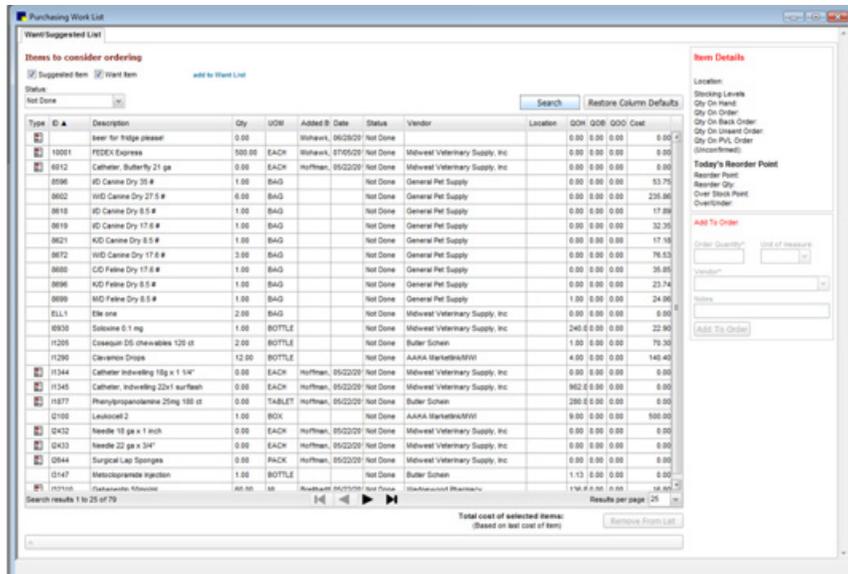
Managing Items Using the Purchasing Work List (Single Location Inventory)

The multi-purpose Purchasing Work List window allows you to do the following:

- View and select items requested by staff (Want List) and items suggested by the system because they are below the reorder point (Suggested List)
- Open the Want List using the **add to Want List link**
- Remove items from the Want List
- Find a specific item at your practice
- View the quantity on hand of items available at a location or for a class
- View stocking levels, reorder points and sales history for an item
- View item purchase history and item information
- Add items to a new or existing purchase order

To access the Purchasing Work List window:

- On the **Inventory** menu, select **Purchasing Work List**.



Purchasing Work List window for a single location inventory system

To search for and view items requested by staff and suggested by the system:

1. On the Purchasing Work List window, click the **Want/Suggested List** tab.
2. Use the following item search criteria as needed to narrow your item search:
 - Select the status of an item requested by staff from the **Status** drop-down list. This will narrow the list to wanted items based on the status selected including all, not done or complete (placed on an order).
 - Select the **Want Item** check box to include items requested by staff members on the list.
 - Select the **Suggested Item** check box to include items at or below the reorder point set by the practice on the list.
3. Click **Search** to display the list of inventory items based on the specified criteria.

Tip: You can change the display of the items list to make it easier to identify specific types of items. See “Working within Cornerstone Inventory Windows” on page 303 for information.

4. To remove an item requested by staff through the Want List, select the item and click **Remove from List** to remove it from the list (Want List items are indicated by the Want List icon ). If a confirmation window appears, click **Yes**.

Tip: You can assign staff-specific defaults for auto-saving inventory changes and auto-deleting in inventory (delete without confirming). For more information, see “Chapter 5: Setting Staff Defaults” in the *Cornerstone Administrator’s Manual*.

Note: The total cost of selected items based on last cost of item is displayed below the item list.

To view stocking levels, reorder points and sales history for an item:

1. On the Purchasing Work List window, select the item for which you want to view item details.
2. In the *Item Details* area on the right side of the window, note information for the item, including the location stocking levels and today's reorder points.
3. Click the **Sales History** link to view the item's sales history for the last three years, including year-to-date and month-to-date totals.

To add items to a purchase order:

1. On any of the Purchasing Work List tabs, select the item(s) to be ordered.
 - To select nonconsecutive items, hold down CTRL, and then click each item you want to select.
 - To select a consecutive group of items, click the first item, hold down SHIFT, and then click the last item.

Tip: Click the **Vendor** column heading to sort items by vendor.

2. In the *Add to Order* area on the right side of the window, make changes to the order details as needed:
 - Select the vendor the product(s) will be ordered from in the **Vendor** drop-down list. If a highlighted item(s) is assigned to a primary vendor, that vendor's name will appear by default in the Vendor field.
 - Enter the amount to order in the **Order Quantity** text box, based on the buying unit of measure displayed in the **Unit of Measure** text box. The order quantity is usually entered if there is only one item being added to an order. The unit of measure automatically displays when one item is selected and has a buy unit of measure assigned to the item.
 - Type information pertaining to the product in the **Notes** field.
3. Click **Add to Order** to display the Purchase Order View window. This creates a new purchase order for the selected item(s) or includes the selected item(s) on an existing purchase order, if there is a saved order for the selected vendor.
4. If this is a new order with the vendor, press TAB. This will automatically insert the next available order number in the **Purchase order number** field.
5. Verify the correct vendor is in the **Vendor** field. If necessary, select the vendor from the drop-down list.
6. If necessary, enter or change purchase order information for the items (Qty, UOM, special price, cost, status).
7. If applicable, click the note  icon to type a note. After the note is saved, the icon changes to a notepad , indicating a note exists for the item.
8. If necessary, select an item and click **Remove from Order** to remove the item from the order.
9. When finished adding items to the purchase order, do one of the following:
 - Click **Save** to save purchase order information and make modifications at a later time (will be marked as Not Sent). Once you've saved the order, you can click **Print** to print it.
 - Click **Place Order** to save the purchase order and process the order so it is ready to be received by the vendor (will be marked as Sent).
 - Click **Cancel** to return to the previous window without saving or placing the order.

Viewing Item Purchase History and Item Information

A group of expandable tabs provides information for inventory items marked to Maintain Quantity on Hand (QOH). The tabs are available at the bottom of many of the Cornerstone Inventory windows (Add New and Edit Purchase Order windows, Add New and Edit Receive Order windows, View Quantity on Hand, and Purchasing Work List windows).

- **Item History tab** – Displays purchase history information.

Date ▼	Transaction	From	To	Quantity	UOM	Unit Cost	Total Cost	Vendor
07/24/2012	Ordered			1.00	[None]	\$15.87	\$15.87	MWI
06/08/2012	Ordered			20.00	[None]	\$0.00	\$0.00	MWI Veterinary
05/17/2012	Ordered			2.00	[None]	\$0.00	\$0.00	ANTECH-PM PIC

Search results 1 to 3 of 3 Results per page: 25

- **Item information tab** – Displays general information for inventory items marked to Maintain QOH.

Total QoH: 4.00	Base price: \$24.21	Buy UOM: bag
On order: 0	Minimum price: \$0.00	Sell UOM: bag
On back order: 0	Dispensing fee: \$0.00	Buy/sell ratio: 1
Last cost: \$18.20	Markup: 33	Primary vendor:
Stocked at: N/A		

To view item purchase history and item information:

1. Select an inventory item, if available.
2. Click the **More Item Information For** or **Information** bar.

Tip: If the item is not on an available list, click the magnifying glass  icon to search for and select the item.

3. Click the **Item History** tab or **Item Information** tab to view information about an item.
4. Select or search for the next item to view.
5. Click the **More Item Information For** or **Information** bar when finished.

Chapter 23: Using a Multiple Location Inventory System

This chapter covers processes for using a multiple location inventory system. For information on setting up a multiple location inventory system, see “Chapter 9: Setting Up a Multiple Location Inventory System” in the *Cornerstone Administrator’s Manual*.

This chapter covers the following daily usage tasks for a multiple location inventory system:

- Adding items to the Want List
- Managing items using the Purchasing Work List
- Viewing item purchase history, item information and stock at all locations

Adding Items to the Want List (Multi-Location Inventory)

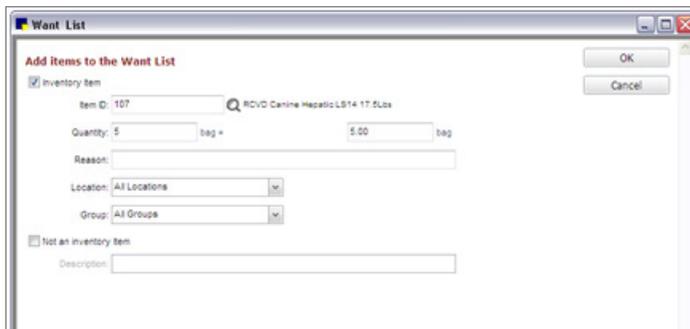
Item order requests can be made on the Want List. Practice staff can use the Want List as a shopping list of items—you can add an item that already exists in your system or you can add an item that is not carried in inventory.

- Items placed on the Want List become available to the Purchasing Work List where they can be placed on a purchase order and ordered.
- Items on the Want List can be viewed for a staff member, a status, or a date range.
- After items are placed on a purchase order and/or an order is placed, depending on practice policy, the want item is removed from the Want List or the item’s Status on the Want List is changed from Not Done to Complete.

Tip: To always remove want items from the Want List after they are placed on a purchase order, select the **Delete want items on completed** check box in Inventory defaults (select **Controls > Defaults > Practice and Workstation**, and then select **Inventory** from the menu on the left).

To add items to the Want List:

1. On the **Inventory** menu, select **Want List**, or on the toolbar, click the **Want List**  button. The Want List dialog box appears.



Want List dialog box

2. If the want item is an inventory item, leave the **Inventory item** check box selected and type the item ID in the **Item ID** text box or press F2 (or click ) to search for and select the ID from the Search

for Inventory Item dialog box.

OR

If the want item is not an inventory item, select the **Not an inventory item** check box, type a description, and click **OK**. The item will appear on the *Want List* without an item ID.

3. *Inventory Item only*: Type the quantity to order in the **Quantity** text box or in the UOM **Quantity** text box (right box). When you enter the amount in either box, the other box is automatically calculated. If left blank, the quantity must be added when the item is placed on an order.
4. *Inventory Item only*: If necessary, in the **Reason** text box, type a reason for requesting the item. The reason will print on the Inventory – Want List Report.
5. For a multi-location per item inventory setup, if necessary, select a location or group from the appropriate drop-down list.
6. Click **OK** to place the item on the Want List.

Notes:

- The item must be set up in Cornerstone before you can order it.
- After an item is added to the Want List, it is no longer editable. To view all items on the Want List, select **Inventory > Purchasing Work List** and click the **Want List** tab. To remove the item, access the Purchasing Work List, select the item and click **Remove from List**.

Managing Items Using the Purchasing Work List (Multiple-Location Inventory)

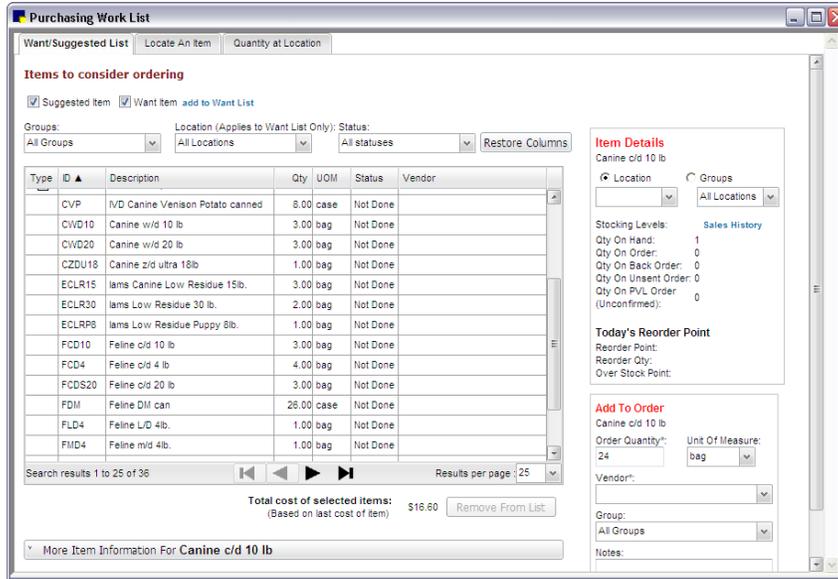
The multi-purpose Purchasing Work List window allows you to do the following:

- View and select items requested by staff (Want List) and items suggested by the system because they are below the reorder point (Suggested List)
- Open the Want List using the **add to Want List link**
- Remove items from the Want List
- Find a specific item at your practice
- View the quantity on hand of items available at a location or for a class
- View stocking levels, reorder points and sales history for an item
- View item purchase history and item information
- Add items to a new or existing purchase order

Note: You can click **Go to Transfer** to access the Find and Transfer Items window to move items from one location to another location.

To access the Purchasing Work List window:

- On the **Inventory** menu, select **Purchasing Work List**.



Purchasing Work List window for a multiple location inventory system

To search for and view items requested by staff and suggested by the system:

1. On the Purchasing Work List window, click the **Want/Suggested List** tab.
2. Use the following item search criteria as needed to narrow your item search:
 - Select a location group from the **Group** drop-down list to narrow the list of items to those requested by staff (Want List items) or on/below the order point set up by the practice (Suggested items) for a specific group of locations.
 - Select the status of an item requested by staff from the **Status** drop-down list. This will narrow the list to wanted items based on the status selected including all, not done or complete (placed on an order).
 - Select the **Want Item** check box to include items requested by staff members on the list.
 - Select the **Suggested Item** check box to include items at or below the reorder point set by the practice on the list.

Note: If multiple locations are set up, at some locations, items at or below their reorder point may not appear on the Suggested List if they are overstocked in other locations. In this case, you could use the **Go to Transfer** option to move items from one location to another location.

3. Click **Search** to display the list of inventory items based on the specified criteria.

Tip: You can change the display of the items list to make it easier to identify specific types of items. See "Working within Cornerstone Inventory Windows" on page 303 for information.

4. To remove an item requested by staff through the Want List, select the item and click **Remove from List** to remove it from the list (Want List items are indicated by the Want List icon ). If a confirmation window appears, click **Yes**.

Tip: You can assign staff-specific defaults for auto-saving inventory changes and auto-deleting in inventory (delete without confirming). For more information, see "Chapter 5: Setting Staff Defaults" in the *Cornerstone Administrator's Manual*.

Note: The total cost of selected items based on last cost of item is displayed below the item list.

To view stocking levels, reorder points and sales history for an item:

1. On the Purchasing Work List window, select the item for which you want to view item details.
2. In the *Item Details* area on the right side of the window, note information for the item, including the location stocking levels and today's reorder points.
3. Click the **Sales History** link to view the item's sales history for the last three years, including year-to-date and month-to-date totals.

To find a specific item at your practice:

1. On the Purchasing Work List window, click the **Locate an Item** tab.

Note: If an item is highlighted in another tab of the Purchasing Work List, and the Locate an Item tab is selected, quantity information for the item displays.

2. Use the following item search criteria as needed to narrow your item search:
 - In the **Item ID** field, search for and select an inventory item to view.
 - Select a group of locations in the **Group** drop-down list to view the quantity on hand for the item in that group of locations only.
 - Select a location in the **Location** drop-down list to view the quantity on hand for the inventory item in that location only.

To view the quantity on hand of items available at a location or for a class:

1. On the Purchasing Work List window, click the **Quantity at Location** tab.
2. To view the quantity on hand of all items at a specific location, select a location in the **Location** drop-down list.
3. To view the quantity on hand of items assigned to a specific class, select a class in the **Classification** drop-down list.

To add items to a purchase order:

1. On any of the Purchasing Work List tabs, select the item(s) to be ordered.
 - To select nonconsecutive items, hold down CTRL, and then click each item you want to select.
 - To select a consecutive group of items, click the first item, hold down SHIFT, and then click the last item.

Tip: Click the **Vendor** column heading to sort items by vendor.

2. In the *Add to Order* area on the right side of the window, make changes to the order details as needed:
 - Select the vendor the product(s) will be ordered from in the **Vendor** drop-down list. If a highlighted item(s) is assigned to a primary vendor, that vendor's name will appear by default in the Vendor field.
 - Enter the amount to order in the **Order Quantity** text box, based on the buying unit of measure displayed in the **Unit of Measure** text box. The order quantity is usually entered if there is only one item being added to an order. The unit of measure automatically displays when one item is selected and has a buy unit of measure assigned to the item.
 - Type information pertaining to the product in the **Notes** field.

3. Click **Add to Order** to display the Purchase Order View window. This creates a new purchase order for the selected item(s) or includes the selected item(s) on an existing purchase order, if there is a saved order for the selected vendor.
4. If this is a new order with the vendor, press TAB. This will automatically insert the next available order number in the **Purchase order number** field.
5. Verify the correct vendor is in the **Vendor** field. If necessary, select the vendor from the drop-down list.
6. If necessary, enter or change purchase order information for the items (Qty, UOM, special price, cost, status).
7. If applicable, click the note  icon to type a note. After the note is saved, the icon changes to a notepad , indicating a note exists for the item.
8. If necessary, select an item and click **Remove from Order** to remove the item from the order.
9. When finished adding items to the purchase order, do one of the following:
 - Click **Save** to save purchase order information and make modifications at a later time (will be marked as Not Sent). Once you've saved the order, you can click **Print** to print it.
 - Click **Place Order** to save the purchase order and process the order so it is ready to be received by the vendor (will be marked as Sent).
 - Click **Cancel** to return to the previous window without saving or placing the order.

Viewing Item Purchase History and Item Information

A group of expandable tabs provides information for inventory items marked to Maintain Quantity on Hand (QOH). The tabs are available at the bottom of many of the Cornerstone Inventory windows (Add New and Edit Purchase Order windows, Add New and Edit Receive Order windows, View Quantity on Hand, and Purchasing Work List windows).

- **Item History tab** – Displays purchase history information.

v More Item Information For Cerenia 24mg pack of 4								
Item History Item information Stock Locations								
Date ▼	Transaction	From	To	Quantity	UOM	Unit Cost	Total Cost	Vendor
07/24/2012	Ordered			1.00	[None]	\$15.87	\$15.87	MWI
06/08/2012	Ordered			20.00	[None]	\$0.00	\$0.00	MWI Veterinary
05/17/2012	Ordered			2.00	[None]	\$0.00	\$0.00	ANTECH-PM PIC

Search results 1 to 3 of 3 Results per page: 25

- **Item information tab** – Displays general information for inventory items marked to Maintain QOH.

More Item Information For **Iams Low Residue Puppy 8lb.**

Item History
Item Information
Stock Locations

Total QoH: 4.00	Base price: \$24.21	Buy UOM: bag
On order: 0	Minimum price: \$0.00	Sell UOM: bag
On back order: 0	Dispensing fee: \$0.00	Buy/sell ratio: 1
Last cost: \$18.20	Markup: 33	Primary vendor:
Stocked at: N/A		

To view item purchase history and item information:

1. Select an inventory item, if available.
2. Click the **More Item Information For** or **Information** bar.

Tip: If the item is not on an available list, click the magnifying glass  icon to search for and select the item.

3. Click the **Item History** tab or **Item Information** tab to view information about an item.
4. Select or search for the next item to view.
5. Click the **More Item Information** or **Information** bar when finished.

Chapter 24: Other Inventory Tasks

This chapter provides information on several additional Cornerstone* Inventory tasks that are common to both Single and Multiple Location Inventory systems. These tasks include:

- Managing orders using the Order List
- Saving and posting a receipt
- Editing backorder information
- Return an item to a vendor
- Generating inventory reports

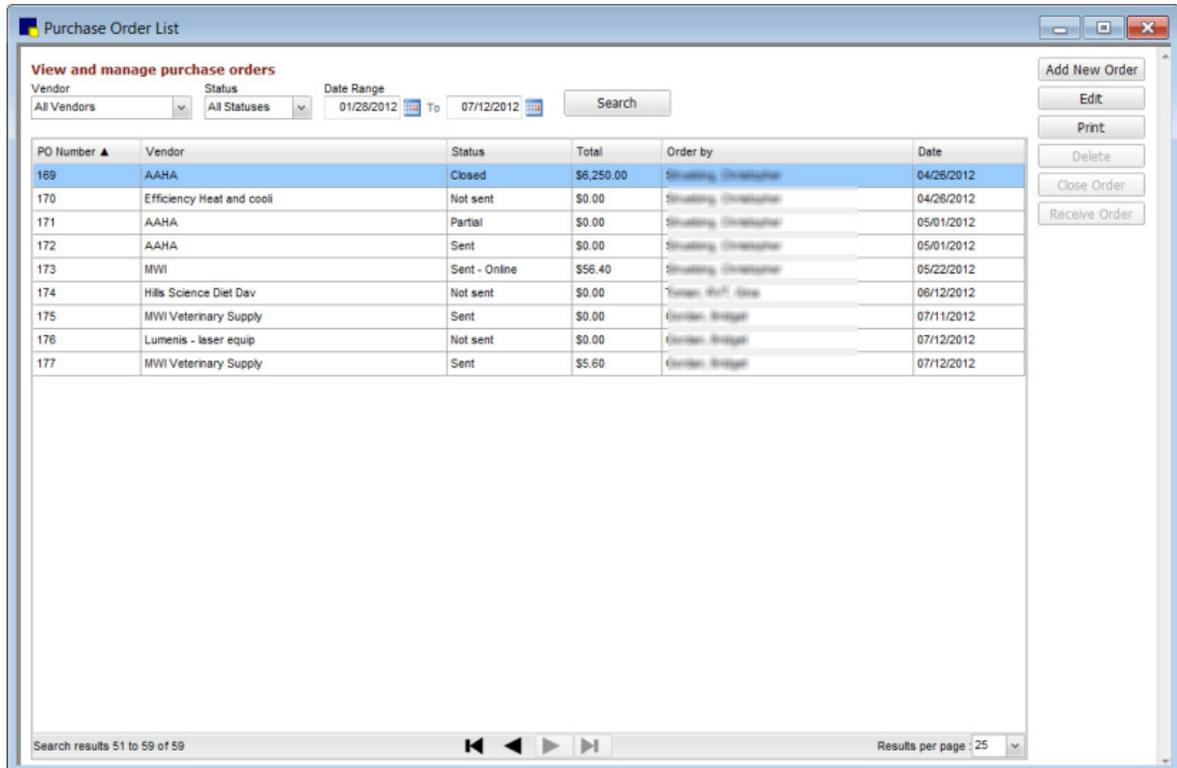
Managing Orders Using the Order List

Purchase orders provide a record of items that are ordered from a vendor. After a purchase order is created and saved and/or an order is placed, the purchase order can be reopened, items can be added and order information can be edited, if necessary.

To track items on order with vendors and orders that have been partially received from vendors within Cornerstone, use the Order List window. The list automatically displays orders managed by staff/management within the past two weeks.

To view and manage existing purchase orders using the Order List:

1. On the **Inventory** menu, select **Order List**. The Purchase Order List window appears.



Purchase Order List window

2. To find an order or orders:
 - Select a vendor from the **Vendor** drop-down list to view purchase orders for the specified vendor only.
 - Select a status from the **Status** drop-down list to view purchase orders for the specified status only. Status options include:
 - **Not Sent** – The order has been saved but not placed. This is useful if more items will be added to the order at a later date.
 - **Sent** – The order is ready for the vendor and has been placed in Cornerstone. When working with receipts for the vendor, the item(s) will appear on the list of items ready to be received.
 - **Partial** – The practice has received one or more, not all, items on a placed order from the vendor within the Receipt List.
 - **Closed** – All items on the order were received or the order was manually closed by the practice (orders are typically closed manually only if the order is cancelled).
 - In the **Date Range** boxes, enter the date range to include. The date two weeks prior to the current system date appears by default.
3. If you entered search criteria, click **Search**. Orders that match the criteria entered will appear on the list.
4. To modify an existing purchase order created in Cornerstone, select an order with a status of **Not sent** or **Sent** and click **Edit**.
5. To preview, print or save an Inventory – Purchase Order Report, select a purchase order and click **Print**.
6. To remove an order from Cornerstone, select a purchase order with a status of **Not sent** and click **Remove Order**.
7. To manually cancel the remaining items on order, select a purchase order with a status of **Sent** or **Partial** and click **Close Order**. The status of the purchase order is changed to Closed and any backorders or quantities that have not been received are cancelled.
8. To go directly to the Receive Order window and receive the order, select a purchase order with a status of **Sent** or **Partial** and click **Receive Order**.

To add a new purchase order using the Order List:

1. On the **Inventory** menu, select **Order List**. The Order List window appears.
2. Click **Add New Order** to create a new purchase order for a vendor. The Create Purchase Order window appears.
3. In the **PO Number** text box, enter a unique number to track the purchase order within Cornerstone, or press TAB to have Cornerstone automatically generate the next available purchase order number.
4. From the **Vendor** drop-down list, select the vendor with whom the order will be placed.
5. If applicable, from the **Group** drop-down list, select the group of locations for which the items are being ordered.
6. Search for and select the item to add to this order in the **ID** field, and press TAB. The name of the item to be ordered will display in the Description field, and the person currently logged into Cornerstone is listed in the Ordered by field.

Note: Text in red may indicate the item is on another purchase order or the item is overstocked at the location.

Tip: The description can be manually changed if the item is marked as a **Miscellaneous item** on the Invoice Item Information window's **Info** tab. However, when printing the purchase order, the original description appears.

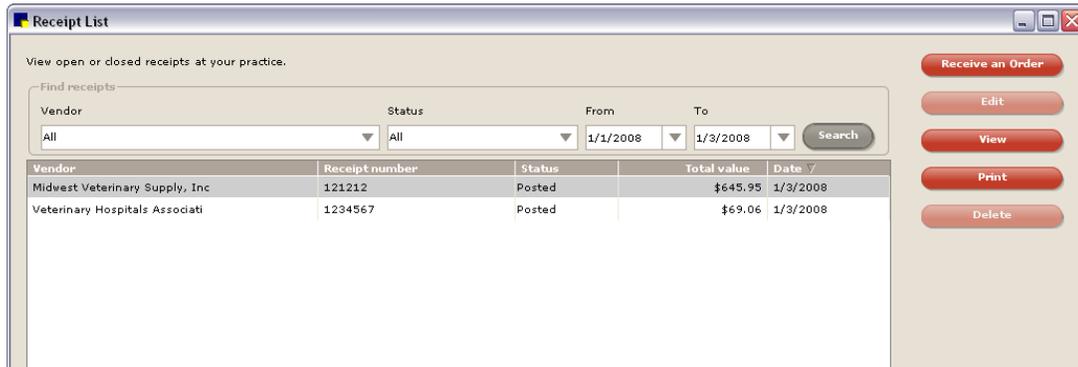
7. Enter the total amount of the item to be ordered, based on unit of measure (UOM), in the **Qty** field.
8. If necessary, select a different unit of measure in the **UOM** field. The buy unit of measure displays by default.
9. If the buy/sell ratio is set for the item and the unit is changed to the selling unit, the quantity is calculated according to the ratio.
10. If the item will be purchased at a special price, select **Yes** from the **SP** drop-down list. The item's vendor cost will not update when received, which, in turn, will not affect the average cost. Examples of items purchased at special cost include free samples and promotional items.
11. If necessary, adjust the vendor's cost of the item, based on the unit of measure, in the **Cost** field. The previous cost for the item displays in the Cost field by default if the item was previously received from the vendor. The Total value field in the lower right area of the window will display the total cost of all items on the purchase order.
12. If necessary, modify the state of the item being ordered by selecting an option from the **Status** drop-down. Status options include:
 - **Ordered** – This option indicates the item is ready to be received by the vendor.
 - **Backordered** – This option indicates the item being ordered from the vendor is not immediately available for delivery but will be available from the vendor at a later date.
13. If necessary, click the note  icon to type a note. After the note is saved the icon changes to a notepad , indicating a note exists for the item. This note will be available when receiving the item from the vendor and prints on the purchase order if the **Print purchase order notes** check box is selected in Inventory defaults.
14. Continue to add items as needed, until all items being ordered from the vendor are added to the purchase order.
15. Click **Print** to preview, print or save a copy of this purchase order in report form.
16. If necessary, select an item and click **Remove from Order** to remove it from the purchase order.
17. When finished adding items to the purchase order, do one of the following:
 - Click **Save** to save purchase order information and make modifications at a later time (will be marked as Not Sent). If saving, the purchase order has not been placed at this point, it will not display in the Receive Order window.
 - Click **Place Order** to save the purchase order and process the order so it is ready to be received by the vendor (will be marked as Sent). If placing the order, the items from the order appear on the Receive Order window for the vendor.
 - Click **Cancel** to return to the previous window without saving or placing the order.

Saving and Posting a Receipt

The Receipt List is used to enter inventory received by various vendors into Cornerstone.

To search for receipts from the Receipt List:

1. On the **Inventory** menu, select **Receipt List**. The Receipt List window appears.



Receipt List window

2. Use the fields in the *Find receipts* area to find a receipt or receipts:
 - Select a vendor from the **Vendor** drop-down list to view receipts for the specified vendor only.
 - Select a status from the **Status** drop-down list to view receipts for the specified status only. Status options include:
 - **All** – includes all receipts regardless of status.
 - **Posted** – Receipts that have been processed. It is not possible to modify receipts once posted.
 - **Not posted** – Receipts that have been saved but not processed. This is useful if more items will be added to the receipt at a later date.
 - Manually type a beginning date in the **From** field or click the drop-down arrow and select a date from the calendar in order to find receipts on or after the selected date. The date two weeks prior to the current system date appears by default.
 - Manually type an ending date in the **To** field or click the drop-down arrow and select a date from the calendar in order to find receipts on or before the selected date. The current system date appears by default in this field.
3. If criteria were entered in the *Find receipts* area of the Receipt List, click **Search**. Receipts that match the criteria entered will appear on the list.
4. To display the Receive Order window and review information for the receipt, select a receipt and click **View**.
5. To preview, print or save an Inventory – Receipt Report, select a receipt and click **Print**.
6. To remove a receipt from Cornerstone, select a receipt with a status of **Not Posted** and click **Delete**.

To save a new receipt:

1. On the **Inventory** menu, select **Receipt List**. The Receipt List window appears.
2. Click **Receive an Order**. The Receive Order window appears.

Tip: The Receive Order window can also be accessed from the Order List by selecting a purchase order and pressing the **Receive Order** button.

Select a vendor and enter a receipt number. Items on purchase orders display in the grid. To receive items, change the status to received. After changing the status, make other adjustments as needed.

Receipt information

Vendor* Receipt number* Date* 8/24/2009

Open receipts for vendor

Purchase order number Sort in original PO sequence

Status	ID	Qty	Description	PO Number	UOM	Cost	Tax

Receipt item detail Remove item Receive all View order

Shipping Total tax

Total:

Item History Item Information Stock Locations

To receive items from a specific purchase order, select the purchase order number. Click Receive All to change the status of all items to received or manually change the status of each line. To manually add an item to the receipt, enter the item ID in the ID field. To remove items that you have manually added to the receipt, select the item line and click Remove Item.

IDEXX LABORATORIES

Receive Order window

3. Use the fields in the *Receipt information* area to specify receipt information:
 - Select the vendor from which the items are being received from the **Vendor** drop-down list.
 - Type the invoice or packing slip number provided by the vendor in the **Receipt number** field. Items on a purchase order(s) for the specified vendor will display on the list below. The identification number assigned to the order displays in the **PO number** field for each item.
 - If necessary, adjust the date the shipment was received in the **Date** field. The current system date will automatically display.
4. If necessary, select a specific saved receipt in the **Open receipts for vendor** list. This list displays open, unfinished receipts for the selected vendor. To complete a receipt that has been saved, select the receipt number in the **Open receipts for vendor** list. Items on the receipt display in the list below.
5. If necessary, select the purchase order(s) to view on the list below in the **Purchase order number** drop-down list. This field lists open purchase orders that include the date the order was created. To limit the items to be received to one purchase order, select it from the list or, if not receiving items from any purchase order, select **None**. No items will display on the receipt.
6. To organize the items by the purchase order number in the order of the lines on the original purchase order, select the **Sort in original PO sequence** check box.
7. For the items appearing in the list, change the Receive Order settings for each item as needed:
 - Mark the purchase order items being received from the vendor by doing one of the following:
 - To receive items individually, click in the **Status** field and select **Received** from the drop-down list.
 - To receive all items listed from the purchase order(s), click the **Receive all** button located in the lower portion of the window. The status of all items on the order(s) change to **Received**.
 - If necessary, change the status of applicable inventory items in the **Status** field:

- When a line item's entire order quantity is backordered, change the status to **Backordered**.
 - When only a portion of an ordered item is received, change the status of the line item to **Received** and type the quantity receiving into inventory. This creates a second line showing the remaining quantity with a status of **Not Received**. If applicable, change the status to **Backordered**.
 - When an item's entire order quantity is cancelled, change the status to **Cancelled**.
 - Verify that the total number of the item to be received in the **Qty** field is correct (based on the unit of measure in the **UOM** field). If necessary, enter a new quantity being received.

Note: If an item received is less than the amount placed on the purchase order, the item will appear on a second line less the amount received.
 - If necessary, click the note  icon to type a note. After the note is saved, the icon changes to a notepad , indicating a note exists for the item.

Note: Receipt notes display on reports and on the receipt. If there was a note added when you created the purchase order, the notepad icon will display for this item on the Receive Order window. Click this icon to display information entered during ordering.
 - If applicable, select the appropriate unit of measure from the **UOM** drop-down list; verify that the quantity and cost information is accurate based on this UOM.
 - Verify that the vendor's cost for the product in the **Cost** field is correct (based on the unit of measure that displays). If not, enter the correct vendor's unit cost.
 - If the item is purchased at a special price, click on the special price \$ icon to change it to a colored  icon. As a result, the item's vendor cost will not update, which, in turn, will not affect the average cost.
 - If applicable, verify that the individual tax applied to the item is correct in the **Tax** field. Alternatively, put the total tax applied to the shipment in the **Total tax** field in the lower portion of the window. If entering tax for the individual items on the receipt, the total for all line items is calculated and displays in the field. This information is not added to the cost of the items in Cornerstone.
8. If you want to manually add items being received that are not listed on a purchase order, click in the next available ID field, search for and select the item, and fill in the remaining fields.
 9. If necessary, select a manually entered line item and click **Remove item** to delete it from the receipt.
 10. For items added through purchase orders, change the status of the item to the applicable option if not receiving at this time.
 11. If applicable, click **Receipt item detail** and complete the location, expiration date and lot number information for tracked inventory items appearing in red. If information is not entered the receipt cannot be posted.

Tip: If the item is tracking the expiration date and/or lot number, this will be indicated by a (?) in the applicable field. If necessary, highlight a line item; click **Copy line** to add an additional line for the item to the list. This would occur if there are several expiration dates and/or lot numbers for an item or if it's being received into multiple locations.
 12. To display the View Purchase Order window for the item, select an item and click **View order**.
 13. Enter the shipping charges added by the vendor in the **Shipping** field.
 14. Click **Save And Print** to preview, print or save the Inventory – Receipt Report.

15. Click **Save** to save the current receipt information and give staff the ability to make modifications at a later time.

To post a saved receipt:

1. On the **Inventory** menu, select **Receipt List**. The Receipt List window appears.
2. Click **Receive an Order** to create a new receipt or select a receipt and click **Edit** to modify a receipt that has not been posted.
3. Enter or change necessary information, and verify that the total cost of the items on the receipt matches the cost listed in the Total field.
4. Click **Post** to process a completed receipt. The Change prices window displays each item being received.
5. On the Change prices window, make any necessary changes to the pricing information for the items. Note the following guidelines for changing prices:
 - If the auto-calculate and markup information is set for an item, it will appear on the list.
 - The selling price of the item will be updated if the unit cost was updated when the item was received. The price update will not occur if the Special Price flag is selected.
 - The new pricing unit cost equals the cost of the item from the Receive Order window.
 - When receiving an item with more than one unit cost, the highest cost becomes the new unit cost. Staff may enter new markup information for the item in order to calculate a new price for the item or enter a new price to calculate the markup of the product.
6. Click **Post**. The QOH, cost and receipt item details are updated.

To receive an order from the Purchase Order List:

1. Select **Inventory > Order List**. The Purchase Order List opens.
2. Select the purchase order and click **Receive Order**.
3. Type the receipt number for your order in the **Receipt Number** box. The item list displays.
4. Review the order for completeness and update the status by either clicking **Receive All** or by selecting Received from the **Status** drop-down list for each item.
5. Missing order information (e.g., lot number) is in red text. You must update this information before you can post the order. Click **Receipt Item Details** to fill in the remaining fields.
6. Click **Post**.
7. In the Change Prices window, make any final adjustments and view the current and new pricing, if applicable.
8. When finished making any changes, click **Post**.

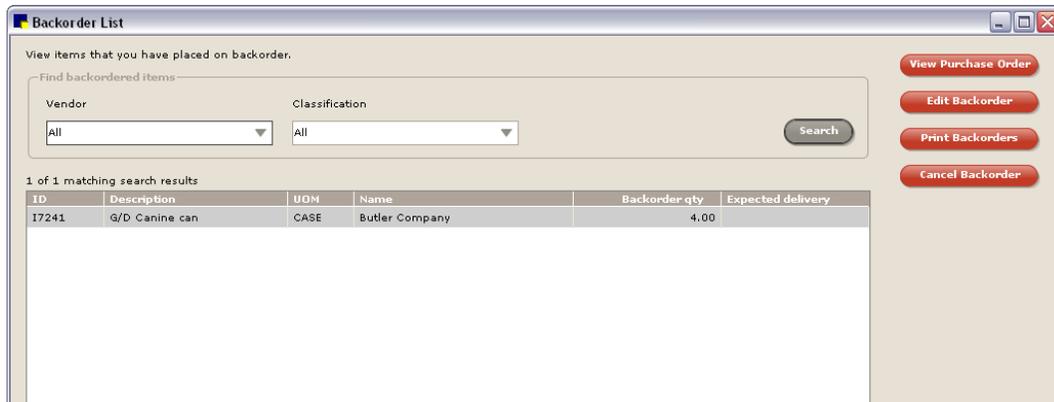
Managing Backorders

Backorders appear on the list if an item placed on a purchase order has a status of “Backorder” or if the item is placed on backorder when it’s received through the Receipt List.

Note: An item cannot be manually added to the Backorder List.

To search for backordered items on the Backorder List:

1. On the **Inventory** menu, select **Backorder List**. The Backorder List window appears.



Backorder List window

- Use the fields in the *Find backordered items* area to find the applicable items:
 - Select a vendor from the **Vendor** drop-down list to narrow the list of backorders to those for a specific vendor.
 - Select a category of inventory items from the **Classification** drop-down list to narrow the list to items from the selected class.
 - If entering search criteria, click **Search** to narrow the list to the applicable criteria.
- To preview, print or save the purchase order to which the item is assigned, select a backordered item and click **View Purchase Order**.
- To preview, print or save the Inventory – Backorder Report, click **Print Backorders**.
- If necessary, select a backorder and click **Cancel Backorder** if the item is no longer going to be received on an order placed with the vendor. If a confirmation window appears, click **Yes** to cancel the backorder within Cornerstone.

To modify a backordered item:

- Select the backordered item to modify on the Backorder List.
- Click **Edit Backorder**. The Backorder Detail window appears.
- Do the following to edit the backordered item as needed:
 - Enter a new quantity on backorder in the **Backorder qty** field. When modifying the quantity on backorder, it is only possible to enter a quantity less than was originally ordered.
 - Manually type a date or left-click the drop-down arrow to display a calendar and then choose a date the item is expected to be delivered in the **Expected delivery** drop-down list.
 - Type a note pertaining to the backordered item in the **Notes** field.
- Click **Save**.

Returning Items to a Vendor

Use the Return to Vendor feature to track inventory items returned to the vendor and automatically adjust inventory to account for the returns within Cornerstone. It is only possible to return items marked to Maintain Quantity on Hand (QOH) in Cornerstone.

To return items to a vendor:

- On the **Inventory** menu, select **Return to Vendor**. The Return to Vendor window appears.

Return to Vendor

Return items to a vendor.

Vendor* Andersen Products RMA number Return date 9/14/2006

ID	Description	Qty	UOM	Lot no.	Exp. date	Cost	Tax
09527	CNM Canine EH Can 12.50oz	50.00	can	--	--	\$0.7600	\$0.00

Remove item Restock fee \$0.00 Shipping \$0.00 Total tax \$0.00 Total cost: \$38.00

Find items to return

Location All Item Primary vendor All Advanced se...

ID	Description	Qty	UOM	Location	Lot no.	Exp. date
05909	CNM Canine EH 8#	-2.00	bag	Central Storage	--	--
09527	CNM Canine EH Can 12.50oz	137.00	can	Central Storage	--	--
05913	CNM Canine HA 8#	3.00	bag	Central Storage	--	--
05932	CNM Canine HF Can 12.50oz	24.00	can	Central Storage	--	--
05948	CNM Canine OM 20#	2.00	bag	Central Storage	--	--
05918	CNM Canine OM 8#	1.00	bag	Central Storage	--	--

Return IDEX LABORATORIES

Return to Vendor window

2. In the **Vendor** field, select the vendor to return items to.
3. In the **RMA number** field, enter the vendor's Return Merchandise Authorization number or press TAB if there is no RMA for the return items.
4. In the **Return date** field, type or select the date of the return.
5. Use the fields in the *Find items to return* area to search for inventory items to return:
 - Select a location from which the item will be returned in the Location drop-down list to narrow the list of items to those assigned that location.
 - In the **Item** field, double-click or press F2 to search for and select a specific item to return.
 - Select the primary vendor assigned the item from the Primary vendor drop-down list to narrow the list of items to those assigned that vendor.
6. Click **Advanced Search** to search using an expanded group of search options:
 - a. *Multiple location inventory only*: Select a group of locations in the **Group** drop-down list to narrow the list of items to that group of locations only.
 - b. Select a category of locations in the **Classification** drop-down list to narrow the list of items to that class only.
 - c. Type a lot number in the **Lot number** field to find items with that lot number.
 - d. Type or select a range of dates in the **Expiration date From/To** fields to find items with an expiration date falling within the date range.
 - e. When you have finished setting advanced search options, click **Search**. Results will display in the list based on the criteria you have entered.

- f. To remove the search criteria to begin a new search, click **Clear**.
- g. To hide the advanced search fields, click **Basic search**.
7. In the item list, select the item(s) to be sent back to the vendor.
 - To select nonconsecutive items, hold down the CTRL key, and then click each item you want to select.
 - To select a consecutive group of items, click the first item, hold down the SHIFT key, and then click the last item.
8. Click **Return**.
9. Adjust the return information for the item(s) in the **Return to Vendor** columns. Options include:
 - **ID/Description** – The item ID and name of the product to be returned.
 - **Qty** – The total number of items to be returned based on unit of measure.
 - **UOM** – The selling unit of measure of the item.
 - **Lot no.** – The lot number of the item, if required, to be returned.
 - **Exp. Date** – The expiration date of the item, if required, to be returned.
 - **Cost** – The unit cost of the item.
 - **Tax** – The individual tax of the item, if applicable. Instead of entering a tax amount for each item, you can choose to enter a total tax amount in the **Total Tax** field for all of the items.
 - **Note** – A note to explain why the item is being returned.
 - **Ext. cost** – The total cost of a line item returned. This is the unit cost of the item multiplied by the quantity returned. The **Ext. cost** column is not displayed by default, but can be added by right-clicking in any column header and selecting **Ext. cost**.
10. Select a line item in the list of returns and click **Remove item** to delete it from the list of items to return to the vendor.
11. If applicable, enter charges that the vendor applies for restocking returned item(s) in the **Restock fee** field.
12. If applicable, enter any shipping charges that apply to the return in the **Shipping** field.
13. If applicable, enter the total tax applied by the vendor for the item(s) in the Total tax field. If you have entered tax for individual returned items, this total is automatically calculated.
14. Do one of the following:
 - Click **Save** to process the return and update the quantity on hand of the item(s) within Cornerstone.
 - Click **Save & Print** to process the return and preview or print the Inventory – Returns Report.
 - Click **Cancel** to discontinue the return.

Inventory Reports

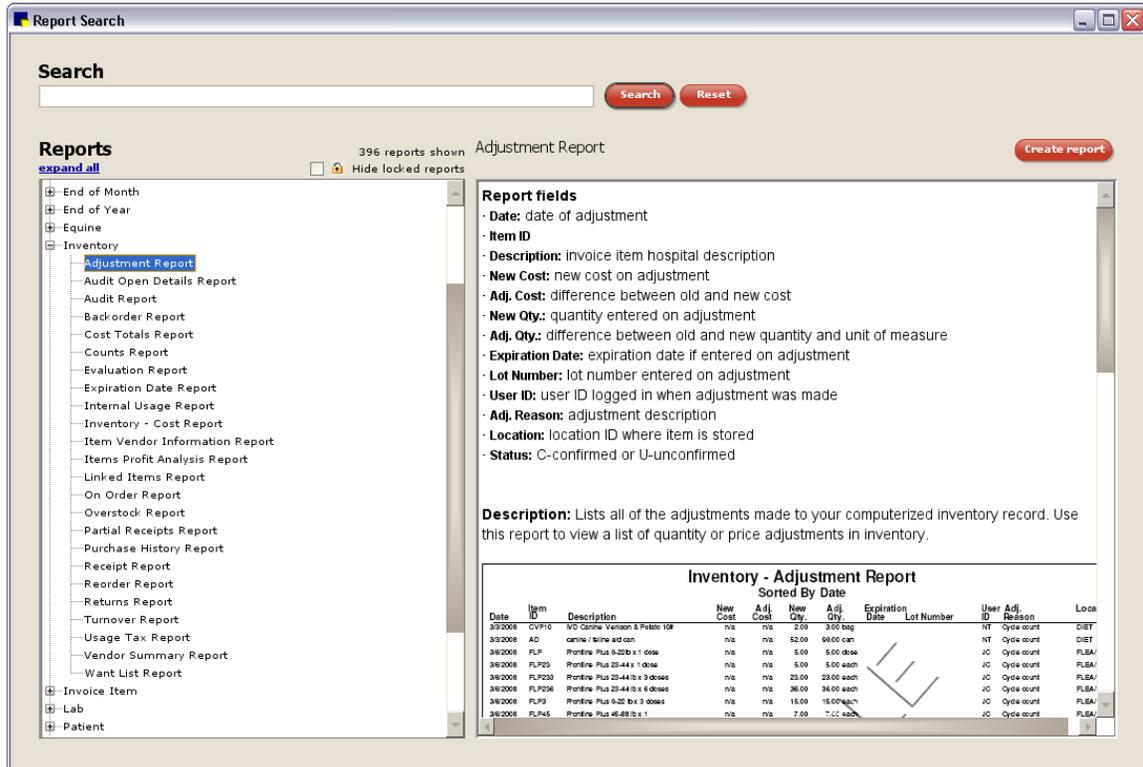
Once you are up and running with using Cornerstone Inventory, you can begin to generate data to analyze your practice, maintain better inventory control, and determine how to increase profitability. The data you need is easy to collect with Cornerstone Inventory reports.

Note: Invoice item reports are covered in “Chapter 10: Setting Up Your Invoice Items” in the *Cornerstone Administrator’s Manual*.

Note: Inventory reports reflect only those items marked to Maintain Quantity on Hand (QOH).

To generate an inventory report:

1. On the **Reports** menu, select **Find a Report**. The Report Search window appears.
2. In the Reports list, click the plus sign [+] to the left of **Inventory**, and then select the applicable Inventory report.



Inventory reports

3. Click **Create report**, and then click **Run**. The Inventory Report Criteria Selection window appears.

Inventory - Adjustment Report

Click Preview to view the standard report or enter ranges to narrow the report.
This report prints out items that have had the quantity or price adjusted, by item description and adjustment date.

Sort by
Date

Set report range

Description	Starting value	Ending value	And/Or
Adjustment Reason	Expired	Expired	And
Date	11/1/2010	11/30/2010	And

Remove Range

IDEXX
LABORATORIES

Inventory Report Criteria Selection window

4. From the **Sort by** drop-down list, select a sort option to arrange the information on the report in a certain order.
5. Use the fields in the *Set report range* area to enter criteria and filter the information that appears on the report:
 - a. From the **Description** drop-down list, select a category to use to narrow the report.
 - b. In the **Starting value** and **Ending value** fields, enter the beginning criteria and ending criteria that will be used to narrow the report. Depending on the description selected, it may be possible to press F2 in the **Starting value** and **Ending value** fields to search for and select the appropriate item or value from a list.
 - c. From the **And/Or** drop-down list, select the appropriate option to include additional search criteria—select **And** to include all of the description ranges entered or select **Or** to include any of the description ranges entered.
 - d. To clear a range, highlight the range row and click **Remove Range** (or press CTRL+D).

6. To preview the report before printing, click **Preview**. If there are results that match the criteria, the Inventory Report Preview window displays information based on the specified sort order and range.

Date	Item ID	Description	New Cost	Adj. Cost	New Qty.	Adj. Qty.	Expiration Date	Lot Number	User ID	Adj. Reason	Location	Status
3/3/2008	CVP10	I/V D Canine Venison & Potato 10#	n/a	n/a	2.00	3.00	bag		NT	Cycle count	DIET	C
3/3/2008	AD	canine / feline aid can	n/a	n/a	52.00	90.00	can		NT	Cycle count	DIET	C
3/6/2008	FLP	Frontline Plus 0.22lb x 1 dose	n/a	n/a	5.00	5.00	dose		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP23	Frontline Plus 23-44 lb x 1 dose	n/a	n/a	5.00	5.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP233	Frontline Plus 23-44 lb x 3 doses	n/a	n/a	23.00	23.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP236	Frontline Plus 23-44 lb x 6 doses	n/a	n/a	36.00	36.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP3	Frontline Plus 0.22 lb x 3 doses	n/a	n/a	15.00	15.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP45	Frontline Plus 45-88 lb x 1	n/a	n/a	7.00	7.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP453	Frontline Plus 45-88 lb x 3 doses	n/a	n/a	27.00	27.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP456	Frontline Plus 45-88 lb x 6 doses	n/a	n/a	17.00	17.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP6	Frontline Plus 0.22lb. x 6 doses	n/a	n/a	36.00	36.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP89	Frontline Plus 89-132 lb x 1 dose	n/a	n/a	8.00	8.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP893	Frontline Plus 89-132 lb x 3 doses	n/a	n/a	21.00	21.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	FLP896	Frontline Plus 89-132 lb x 6 doses	n/a	n/a	24.00	24.00	each		JC	Cycle count	FLEA/TI	C
3/6/2008	INL	Interceptor 11.5 MG x 1 26-50 lb	n/a	n/a	9.00	9.00	tablet		JC	Cycle count	HWP	C
3/6/2008	INM	Interceptor 5.75 MG x 1 11-25 lb.	n/a	n/a	12.00	12.00	each		JC	Cycle count	HWP	C
3/6/2008	INL12	Interceptor 11.5 MG x 12 26-50 lb.	n/a	n/a	16.00	16.00	each		JC	Cycle count	HWP	C
3/6/2008	INS	Interceptor 2.3 MG x 1 0-10 lb.	n/a	n/a	4.00	4.00	each		JC	Cycle count	HWP	C
3/6/2008	INS12	Interceptor 2.3 MG x 12 0-10 lb.	n/a	n/a	16.00	16.00	each		JC	Cycle count	HWP	C
3/6/2008	INS6	Interceptor 2.3 MG x 6 0-10 lb.	n/a	n/a	20.00	20.00	card		JC	Cycle count	HWP	C
3/6/2008	INXL	Interceptor 23.0 MG x 1 51-100 lb.	n/a	n/a	12.00	12.00	each		JC	Cycle count	HWP	C
3/6/2008	INXL12	Interceptor 23.0 MG x 12 51-100 lb.	n/a	n/a	20.00	20.00	each		JC	Cycle count	HWP	C
3/6/2008	INXL6	Interceptor 23.0 MG x 6 51-100 lb.	n/a	n/a	30.00	30.00	each		JC	Cycle count	HWP	C
3/6/2008	INM12	Interceptor 5.75 MG x 12 11-25 lb.	n/a	n/a	24.00	24.00	each		JC	Cycle count	HWP	C
3/6/2008	INM6	Interceptor 5.75 MG x 6 11-25 lb.	n/a	n/a	6.00	6.00	each		JC	Cycle count	HWP	C
3/6/2008	INL6	Interceptor 11.5MG x 6 26- 50 lb.	n/a	n/a	13.00	13.00	each		JC	Cycle count	HWP	C
3/13/2008	DC035	Purina Canine DCO 35Lbs	n/a	n/a	2.00	2.00	bag		NT	Cycle count	DIET	C
3/13/2008	PCDC08	Purina Canine DCO 8 lb.	n/a	n/a	2.00	3.00	bag		NT	Cycle count	DIET	C
3/13/2008	CDP10	I/V D Canine Duck & Potato 10#	n/a	n/a	1.00	4.00	bag		NT	Cycle count	DIET	C
3/13/2008	CDP20	I/V D Canine Duck & Potato 16 #	n/a	n/a	1.00	5.00	bag		NT	Cycle count	DIET	C
3/13/2008	CVP	I/V D Canine Venison Potato canned	n/a	n/a	22.00	23.00	can		NT	Cycle count	DIET	C
3/13/2008	ECLR15	lams Canine Low Residue 15b.	n/a	n/a	3.00	3.00	bag		NT	Cycle count	DIET	C
3/13/2008	FP15	lams Fish & Potato 15 lb	n/a	n/a	3.00	4.00	bag		NT	Cycle count	DIET	C

Inventory Report Preview window

7. Change the page that is displayed in the preview window by clicking **First Page** , **Previous Page** , **Next Page** , or **Last Page** .
8. Change how large the page is displayed by clicking:
-  **Actual Size** to show the page in its actual size
 -  **Fit Page** to resize so the whole page is visible
 -  **Fit Width** to resize so that the page is shown as wide as the window
 -  **Zoom In** to display the page larger
 -  **Zoom Out** to display the page smaller
 - Zoom Ratio** to either select a zoom percentage from the drop-down menu or type a percentage and press ENTER to resize to that zoom percentage
9. To print the report from the preview window, click **Print** , or to save the information to a file, click **Save** .
10. Click **Back** to return to the Inventory Report Criteria Selection window.

11. To print the report from the Inventory Report Criteria Selection window, with the desired criteria selected, do one of the following:
 - Click **Print Now** to print the report immediately to the default printer.
 - Click **Print** to select print options before printing the report.
12. Click **Back** and then click the **Close**  button to return to the Report Search window.

Inventory - Adjustment Report

Use the Inventory - Adjustment Report to view a list of quantity or price adjustments in inventory.

Inventory - Adjustment Report												
Sorted By Date												
Date	Item ID	Description	New Cost	Adj. Cost	New Qty.	Adj. Qty.	Expiration Date	Lot Number	User ID	Adj. Reason	Location Status	
8/30/2006	06868	Adult Canine 14.75 oz Beef	\$0.0000	\$0.0000	26.00	26.00	can	9/21/2006	6723456682	CS	Cycle count	CSTONE C
8/30/2006	02012	Aspirin Bolus 240 gr	\$0.0000	\$0.0000	15.00	15.00	box	9/13/2006	124556134541	CS	Cycle count	CSTONE C
9/5/2006	02333	Amoxicillin 50 mg	\$0.0000	\$0.0000	1000.00	1000.00	tablet	3/24/2007	5456962	CS	Expired	E V
9/6/2006	05670	a/d Canine/Feline Can 5.5 oz	\$0.0000	\$0.0000	0.00	0.00	can			CS	Cost adjustment	C
9/6/2006	02360	Amoxi-Inject 25 gm	\$0.0000	\$0.0000	1500.00	500.00	cc	3/8/2007	698823	CS	Cycle count	FJ V

Inventory - Audit Open Details Report

Use the Inventory - Audit Open Details Report to display an itemized listing of inventory items that have item details completed. This listing includes location, expiration date and lot number for items marked as verified but have not been finalized yet.

Inventory - Audit Open Details Report						
Sorted By Item Description						
Transaction Type	Patient	Transaction ID	Location ID	Lot Number	Expiration Date	Quantity
Item: 12200	Albumin Test Kit					
Visit List	(8714-1) Charlie	Lab	CSTONE			1.00 EACH
					* Current QOH:	2.00 EACH
Item: 13822	BUN Test Kit					
Visit List	(9579-3) Muffin	Lab	CSTONE			1.00 EACH
					* Current QOH:	22.00 EACH
Item: 15111	Calcium Test Kit					
Visit List	(5187-2) Juno	Lab	CSTONE			1.00 EACH
					* Current QOH:	13.00 EACH

Inventory - Audit Report

Use the Inventory - Audit Report to display an itemized listing of inventory item transactions in Cornerstone. This list can be used as a reference if re-keying data is necessary. When printing this report, enter ranges to filter the report to avoid printing a large report.

Inventory - Audit Report						
Sorted By Item Description						
Transaction Type	Client/Vendor	Transaction ID	Date	Lot Number	Expiration Date	Quantity
Item: 01025	DA2P/CPV					
Receipt	Vendor B	123	8/30/2006			72.00 dose
					* Current QOH:	72.00 dose
Item: 01035	Feline Leukemia Vaccine					
Receipt	Vendor B	123	8/30/2006			24.00 dose
					* Current QOH:	24.00 dose
Item: 01430	Fluvac-EWT 10 ds					

Inventory - Backorder Report

Use the Inventory - Backorder Report to view all items on back order.

Inventory - Backorder Report Sorted By Item Description										
Item ID	Description	Order ID	UOM	Original Quantity	Expected	Back-ordered	Cancelled	Received	Backorder Date Expected	Vendor
01075	Rabvac 3	7	case	3.00	2.00	2.00	1.00	0.00	9/8/2008	Vendor A

Inventory - Cost Report

Use the Inventory - Cost Report to display the cost of inventory on hand. This is a good report to print when processing end-of-year. If the practice does not perform an EOY cycle count, print this report to obtain the value of EOY inventory information.

Inventory - Cost Report Sorted By Item Description											
Item ID	Description	Base Price	QOH	Average Cost	Total Cost	Markup / Margin	Last Purchase Date	Unit Cost	Primary Vendor	Location	Group
05670	a/d Canine/Feline Can 5.5 oz	\$1.15	0.00 can	\$0.0000	\$0.00	0.00%		\$0.0000	0	CSTONE	
05670	a/d Canine/Feline Can 5.5 oz	\$1.15	0.00 can	\$0.0000	\$0.00	0.00%		\$0.0000	0	FJ	
02000	Adequan	\$49.00	0.00 bottle	\$0.0000	\$0.00	0.00%		\$0.0000	Vendor A	RX	
06668	Adult Canine 14.75 oz Beef	\$1.25	0.00 can	\$0.0000	\$0.00	0.00%	8/25/2008	\$0.0000	0	E	
06668	Adult Canine 14.75 oz Beef	\$1.25	0.00 can	\$0.0000	\$0.00	0.00%	8/25/2008	\$0.0000	0	W	
06668	Adult Canine 14.75 oz Beef	\$1.25	100.00 can	\$0.0000	\$0.00	0.00%	8/25/2008	\$0.0000	0	CSTONE	
02003	Amitriptyline 10 mg	\$0.12	0.00 tablet	\$0.0000	\$0.00	0.00%		\$0.0000	Vendor A	RX	
02006	Amitriptyline 25 mg	\$0.14	0.00 tablet	\$0.0000	\$0.00	0.00%		\$0.0000	Vendor A	E	

Inventory - Cost Totals Report

The Inventory - Cost Totals Report displays the total cost of inventory on hand, summarized by item classification.

Inventory - Cost Totals Report Sorted By Class ID		
Class ID	Description	Total Cost
ANL	ANESTHESIA - LARGE	\$0.00
DEN	DENTAL - SMALL	\$0.00
HEA	HEARTWORM	\$0.00
MIL	MISCELLANEOUS - LARGE	\$0.00
NTR	NUTRITIONAL	\$0.00
PHA	PHARMACEUTICALS	\$2.50
SKC	SKIN CARE	\$0.00
SUP	SUPPLIES	\$0.00
VAC	VACINES & BIOLOGICALS	\$3.64
Grand Total:		\$6.14

Inventory - Counts Report

Use the Inventory - Counts Report when performing a cycle count of inventory items marked to Maintain Quantity on Hand (QOH). The report lists the current quantity on hand for each item and provides a space to write the actual number of items physically available for each item.

Inventory - Counts Report Sorted By Item Description							
Actual	Item ID	Description	On Hand	Location	Expiration Date	Lot Number	
	06688	Adult Canine 14.75 oz Beef	144. can	Central Storage	3/14/2007	78796221	
	06688	Adult Canine 14.75 oz Beef	16.0 can	Central Storage	9/21/2006	6723456682	
	02360	Amoxi-Inject 25 gm	1000 cc	Dr. Jones' Truck	3/8/2007	808823	
	02360	Amoxi-Inject 25 gm	1000 cc	Pharmacy	3/30/2007	778951	
	02360	Amoxi-Inject 25 gm	1000 cc	Supplies East	3/10/2007	826594	
	02333	Amoxicillin 50 mg	75.0 tablet	Dr. Jones' Truck	3/24/2007	5456962	
	02333	Amoxicillin 50 mg	1500 tablet	Pharmacy	3/1/2007	23564	
	02333	Amoxicillin 50 mg	425. tablet	Supplies East	3/24/2007	5456962	

Inventory - Evaluation Report

Use the Inventory - Evaluation Report to view information about each inventory item marked to Maintain Quantity on Hand (QOH).

Inventory - Evaluation Report Sorted By Item Description							
Item: 02000	Adequan	Class: PHA	PHARMACEUTICALS				
Buy/Sell Ratio:	1 bottle to 1.00 bottle	Dispensing Fee:	\$0.00	Sell UOM:	bottle		
On Hand:	0.00 bottle	Lead Time:	1	Prices Auto Calculate:	Yes		
On Order:	0.00 bottle	Reorder Point:	2.00 bottle	Minimum Price:	\$0.00		
On Backorder:	0.00 bottle	Reorder Quantity:	3.00 bottle	Primary Vendor:	Vendor A		
Buy UOM:	bottle	Overstock Point:	6.00 bottle	Vendor Item ID:			
Last Purchase Date:		Markup:	0 %	Location:	RX		
Base Pricing Info:	\$49.00						
Item: 02003	Amitriptyline 10 mg	Class: PHA	PHARMACEUTICALS				

Inventory - Expiration Date Report

Use the Inventory - Expiration Date Report to view a list of inventory items that will expire before a specified date.

Inventory - Expiration Date Report Sorted By Location										
Item ID	Description	Class ID	On Hand	Buy / Sell Ratio	Expired Qty	Unit of Measure	Expiration Date	Lot Number	Unit Cost	Total Cost
Central Storage										
06688	Adult Canine 14.75 oz Beef	NTR	160.0	1	16.0	can	9/21/2006	6723456682	\$0.00	\$0.00
06688	Adult Canine 14.75 oz Beef	NTR	160.0	1	144.0	can	3/14/2007	78796221	\$0.00	\$0.00
02012	Aspirin Bolus 240 gr	PHA	13.0	1	13.0	box	9/13/2006	124556134541	\$0.00	\$0.00
09042	Toothbrush	SUP	2.0	1	2.0	each	3/8/2007	88752	\$0.00	\$0.00
7364	Toothbrush (Finger)	DEN	1.0	1	1.0	each	3/10/2007	98466211	\$0.00	\$0.00
03902	Triple ABX w/Hydrocort	PHA	6.0	1	2.0	tube	10/26/200	14236687357	\$0.10	\$0.19
03902	Triple ABX w/Hydrocort	PHA	6.0	1	4.0	tube	3/28/2007	65056465	\$0.10	\$0.38
Total Value of Inventory for Central Storage										
Based on Last Cost:										\$7.50
Based on Average Cost:										\$0.58
Dr. Jones' Truck										
E.I										

Inventory - Internal Usage Report

Use the Inventory - Internal Usage Report to view all the items and their associated costs that were used internally by the practice

Inventory - Internal Usage Report Sorted By Item Description									
Item ID	Description	Lot Number	Expiration Date	Location	Date Used	Class ID	Quantity	Unit Cost	Cost
06988	Adult Canine 14.75 oz Beef	78796221	3/14/2007	Central Storage	11/8/2007	NTR	12.0can	\$1.1500	\$13.80
								Total Usage:	\$13.80
								Tax:	\$0.00
								Total Cost:	\$13.80

Inventory - Item Vendor Information Report

Use the Inventory - Item Vendor Information Report to view a list of vendors and associated information assigned to inventory items through the Invoice Item List.

Inventory - Item Vendor Information Report Sorted By Item Description									
Item ID	Description	Vendor	Primary	Contact	Vendor Item ID	Cost	Date	Lead Time	
02000	Adequan	Vendor A	Yes	Pat King		\$0.00	7/29/2004	1 days	
08764	Adult Canine 10 lb bag Original	Vendor A	No	Pat King		\$0.00	8/25/2008	0 days	
02003	Amriptyline 10 mg	Vendor A	Yes	Pat King		\$0.00	7/29/2004	1 days	
02006	Amriptyline 25 mg	Vendor A	Yes	Pat King		\$0.00	7/29/2004	1 days	
02009	Amriptyline 50 mg	Vendor B	Yes	Matt Wendt		\$0.00	7/29/2004	1 days	
02380	Amoxicilact 25 mg	Vendor A	Yes	Pat King		\$0.00	7/29/2004	2 days	

Inventory - Items Profit Analysis Report

Use the Inventory - Items Profit Analysis Report to determine profitability of inventory items sold.

Note: For data to appear in the appropriate columns, end-of-month must be processed twice and end-of-year once, before data appears for the appropriate columns for this report. The data in this report corresponds to the data in the EOM Inventory Sales Report.

Inventory - Items Profit Analysis Report Sorted By Class ID									
Item ID	Description	Month to Date				Year to Date			
		Frequency	Sales	Cost	Profit	Frequency	Sales	Cost	Profit
ANL	ANESTHESIA - LARGE								
7407	test	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
DEN	DENTAL - SMALL								
7364	Toothbrush (finger)	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
7361	Toothpaste Baking Soda (cats & dogs)	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
7360	Toothpaste Tartar Control (cats & dogs)	0.00	\$0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00
HEA	HEARTWORM								

Inventory - Linked Items Report

The Inventory - Linked Items Report lists all of the invoice items that have inventory items linked to them.

Inventory - Linked Items Report Sorted By Item Description					
Item ID	Description	Linked Item ID	Linked Item Description	Quantity	UOM
1100	BORDETELLA BOOSTER	01010	Bordetella Vaccine	1.0	dose
1101	BORDETELLA FIRST VAC	01010	Bordetella Vaccine	1.0	dose
1102	BORDETELLA SECOND VAC	01010	Bordetella Vaccine	1.0	dose
1120	DA2P/CPV BOOSTER	01025	DA2P/CPV	1.0	dose
1121	DA2P/CPV FIRST VAC	01025	DA2P/CPV	1.0	dose

Inventory - On Order Report

Use the Inventory - On Order Report to view detailed order information for items currently on order.

Inventory - On Order Report Sorted By Vendor Name							
Item ID	Description	Quantity On Hand	Quantity On Order	Order ID	Order Date	Lead Time	Group
Vendor: Vendor A							
01075	Rabvac 3	-10.00 dose	2.00 case	7	9/7/2006	0 days	

Inventory - Overstock Report

The Inventory - Overstock Report displays a list of inventory items that are above their overstock point, according to reorder information set up at the practice.

Inventory - Overstock Report Sorted By Item Description						
Item ID	Description	QOH	Overstock Level	Overstock Cost	Total Cost	Location
02380	Amoxi-Inject 25 gm	1000.00	750.00 cc	\$0.00	\$0.00	RX
02380	Amoxi-Inject 25 gm	1000.00	375.00 cc	\$0.00	\$0.00	FJ
02333	Amoxicillin 50 mg	1500.00	800.00 tablet	\$0.00	\$0.00	RX
02336	Amoxicillin 100 mg	1500.00	500.00 tablet	\$0.00	\$0.00	RX
02339	Amoxicillin 150 mg	1500.00	850.00 tablet	\$0.00	\$0.00	RX
02342	Amoxicillin 200 mg	1500.00	750.00 tablet	\$0.00	\$0.00	RX
02345	Amoxicillin 400 mg	1500.00	850.00 tablet	\$0.00	\$0.00	RX
02349	Amoxicillin Injectable	400.00	250.00 cc	\$0.00	\$0.00	RX

Inventory - Partial Receipts Report

The Inventory - Partial Receipts Report lists orders that have been partially filled but remain open because some items on the order have not been received yet.

Inventory - Partial Receipts Report Sorted By Vendor Name						
Item ID	Description	Quantity Ordered	Quantity Received	Receipt Number	Unit Cost	
Vendor: V My Vendor						
PO Number: 5478 Wednesday, October 24, 2007						
02387	Baytril 88 mg	3.00 bottle				
02441	Clavamox Drops	6.00 bottle				

Inventory - Purchase History Report

Use the Inventory - Purchase History Report to view a list of past vendor transactions for the practice, including the receipt and return of inventory items.

Inventory - Purchase History Report Sorted By Item Description						
Date	Type	Quantity Purchased	Unit Cost	Total Cost	Vendor	
06764	Adult Canine 10 lb bag Original					
8/25/2006	Receipt	20.00 bag	\$0.00	\$0.00	Vendor A	
				Subtotal	\$0.00	
06668	Adult Canine 14.75 oz Beef					
8/25/2006	Receipt	144.00 can	\$0.00	\$0.00	Vendor A	
9/5/2006	Return	10.00 null	\$0.00	\$0.00	Vendor A	
				Subtotal	\$0.00	

Inventory - Receipt Report

Use the Inventory - Receipt Report to view detailed information about items the practice has received.

Inventory - Receipt Report Sorted By Vendor by Recept									
Item ID	Description	Order ID	Quantity	Staff ID	Cost	Tax	Total Cost	Special	
Vendor: A Vendor A									
Receipt: 10802561 8/25/2006									
02207	Rimadyl 25 mg	8256	8.00 bottle		\$0.0000	\$0.00	\$0.00		
02208	Rimadyl Injectable	8256	12.00 vial		\$0.0000	\$0.00	\$0.00		
02210	Rimadyl 75 mg	8256	8.00 bottle		\$0.0000	\$0.00	\$0.00		
02213	Rimadyl 100 mg	8256	8.00 bottle		\$0.0000	\$0.00	\$0.00		
02222	Torbugesic 10 mg/ml	8256	12.00 vial		\$0.0000	\$0.00	\$0.00		
02360	Amoxi-Inject 25 gm	8256	12.00 bottle		\$0.0000	\$0.00	\$0.00		

Inventory - Reorder Report

Use the Inventory - Reorder Report to view a list of inventory items, marked to Maintain Quantity on Hand (QOH) that are at or below their reorder points. This report contains the same information that appears within the Automatic Suggestions tab on the Purchasing Work List.

Inventory - Reorder Report Sorted By Item Description									
Item ID	Description	Quantity On Hand	Reorder Point	Reorder Quantity	Total Qty On Order	Lead Time	Last Cost	Primary Vendor	Location
02000	Adequan	0.0	2.0 bottle	3.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	RX
02003	Amtriptyline 10 mg	0.0	100.0 tablet	2.0 bag	0.0 bag	1 days	\$0.00	Vendor A	RX
02006	Amtriptyline 25 mg	0.0	150.0 tablet	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	E
02006	Amtriptyline 25 mg	0.0	150.0 tablet	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	RX
02006	Amtriptyline 25 mg	0.0	150.0 tablet	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	W
02009	Amtriptyline 50 mg	0.0	100.0 tablet	1.0 bottle	0.0 bottle	1 days	\$0.00	Vendor B	CSTONE
02009	Amtriptyline 50 mg	0.0	200.0 tablet	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor B	RX
02027	Banamine 50 mg/100 ml	0.0	50.0 cc	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	CSTONE
02027	Banamine 50 mg/100 ml	0.0	100.0 cc	2.0 bottle	0.0 bottle	1 days	\$0.00	Vendor A	RX

Inventory - Returns Report

The Inventory - Returns Report lists all of the items that have been returned to a vendor.

Inventory - Returns Report Sorted By Date								
Date	Item ID	Description	Quantity Returned	Cost	Authorized By	Receipt Number	Vendor	Location
8/30/2006	02393	Baytril Osc	2.0	\$0.0000			Vendor B	Supplies East
9/5/2006	06668	Adult Canine 14.75 oz Beef	10.0	\$0.0000			Vendor A	Central Storage

Inventory - Turnover Report

The Inventory - Turnover Report helps track how many times inventory completes a cycle of being received or sold. Use the ratios to adjust purchase patterns and to help optimize cash flow.

Note: The ratio that appears is the amount of the item depletion, divided by the item's average quantity on hand (QOH). The validity of the report depends on the accuracy of the QOH. If receipts, returns, and internal usage are not used correctly, the turnover ratio may not be accurate.

On the Inventory - Turnover Report preview window, select the Beginning Period Date Processed and the Ending Period Date Processed to calculate the turnover ratio for the specified month's date range. Click **OK**. The Set report range area appears. If applicable, select a range of information and then preview or print the report.

Note: End of Month (EOM) must be processed in order to have date selections available.

Inventory - Turnover Report							
Sorted By Item Description							
From: Thursday, September 07, 2006 9:51:03 AM				To: Saturday, September 09, 2006 9:53:34 AM			
Item Id	Description	Beg. QOH	Received	Adjusted	Returned	End QOH	Turnover
05670	ad/Canine/Feline Can 5.5 oz	0.00	0.00	0.00	0.00	0.00	0.00
02000	Adequan	0.00	0.00	0.00	0.00	0.00	0.00
06668	Adult Canine 14.75 oz Beef	160.00	0.00	0.00	0.00	160.00	0.00
02003	Amitriptyline 10 mg	0.00	0.00	0.00	0.00	0.00	0.00
02006	Amitriptyline 25 mg	0.00	0.00	0.00	0.00	0.00	0.00
02009	Amitriptyline 50 mg	0.00	0.00	0.00	0.00	0.00	0.00
02360	Amoxi-Inject 25 gm	3000.00	0.00	0.00	0.00	3000.00	0.00
02333	Amoxicillin 50 mg	2000.00	0.00	0.00	0.00	2000.00	0.00
02336	Amoxicillin 100 mg	2000.00	0.00	0.00	0.00	2000.00	0.00
02339	Amoxicillin 150 mg	2000.00	0.00	0.00	0.00	2000.00	0.00

Inventory - Usage Tax Report

Some states require practices to pay taxes on items used internally. Use the Inventory - Usage Tax Report to show the cumulative amount of tax owed based on internal use.

Inventory - Usage Tax Report			
Sorted By Date			
Tax Description	Tax Percentage	Taxable Usage	Total Tax Amount
State Sales Tax	7.0	\$5.34	\$0.37
Total Tax:			\$0.37

Inventory - Vendor Summary Report

Use the Inventory - Vendor Summary Report to view the detailed information about the vendors that are set up in Cornerstone.

Inventory - Vendor Summary Report	
Sorted By Vendor Name	
A - Vendor A	
Address:	Account Number: 1234 Contact: Pat King E-mail: Telephone: (715)222-1234
Notes:	Alerts:

Inventory - Want List Report

Use the Inventory - Want List Report to view details of items currently on the Want List.

Inventory - Want List Report										
Sorted By Item Description										
Item Id	Description	Group	Location	Needed	Reason	Added by	Date	Status	Unit Cost	Total Cost
02429	Clavamox 62.5 mg			150.0	tablet	null, Cornerstone	9/7/2006	Not Done	\$0.00	\$0.00

Chapter 25: Electronic Inventory Ordering with IDEXX SmartOrder* Inventory Solution and MWI Veterinary Supply®

IDEXX SmartOrder* electronic inventory ordering allows for a more efficient inventory work flow with real-time online inventory ordering through MWI® Veterinary Supply. Using the IDEXX SmartOrder connection, orders placed within the Cornerstone* Practice Management System receive real-time inventory status updates and pricing updates from MWI. Order tracking is provided once MWI has processed an order and as orders are shipped. In addition, Cornerstone automatically recognizes the receipt of the shipment.

Note: For information on setting up IDEXX SmartOrder and MWI electronic inventory ordering, see the help for the Practice Information window in Cornerstone.

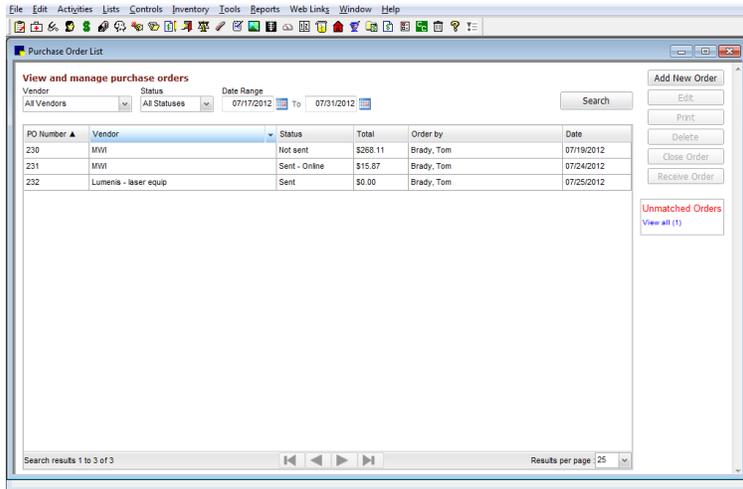
Benefits of IDEXX SmartOrder include:

- **Ordering from within your practice management system**—The order process is within your work flow so you do not have to switch among multiple systems to place or track an order.
- **Real-time pricing details**—When you place an order, cost for that item is displayed in the purchase order. In addition, when quantity discount opportunities are available, a notification is visible in the SP (Special Pricing) column of the purchase order.
- **Immediate notification of item availability**—You will know right away if items are on back order.
- **Item status updates**—Orders can be tracked from the time they're placed to the time they arrive at the practice.
- **Automated electronic receipt of items**—As ordered items arrive at the practice, receipts automatically fill with the appropriate information for quick and easy processing.

Creating an MWI Purchase Order in Cornerstone

To create a purchase order for MWI:

1. Access the Create Purchase Order window from either the Purchase Order List or Purchasing Work List window.



2. On the Create Purchase Order window, select **MWI Veterinary Supply** or your practice-specific associated vendor for MWI as the vendor.
3. In the invoice item grid, in the **ID** field, type the item ID and press TAB, or press F2 to search for and select an item from the Search for Inventory Item dialog box.

Once an item has been entered in the grid, Cornerstone performs a real-time check to verify the following:

- Item has a matching MWI vendor item ID
- Ordered quantity is available
- Item cost
- Any available quantity discounts

Note: An invoice item line marked "Back order" displays if the item is on back order with the selected vendor. Contact MWI directly to check on expected date of availability.

4. A link for the MWI fulfillment and support terms of sale is displayed on the right side of the Purchase Order List window. Click the link to review the order. You can also click the link to review MWI's terms and conditions.

Create a Purchase Order for a specific vendor

PO Number * Vendor * Group

ID	Description	Qty	UOM	SP	Cost	Status	Order by	Notes	Sp
102	Lepto Titer at KSU	1.00	[None]	No	\$15.65	Ordered	Brady, Tom		
Total Cost : \$15.65 <input type="button" value="Remove From Order"/>									

Information for **Lepto Titer at KSU**

Fulfillment and Support
Your order will be sent to mwivet.com for fulfillment and is subject to all of MWI's Terms of Sale. [view MWI Terms of sale](#)

Press Tab to move from field to field.

5. Select **Place Order**.

Notes:

- When you place an order through IDEXX SmartOrder, the order is sent to MWI for fulfillment. MWI is fully responsible for fulfillment of your order, including providing customer support related to your order.
- If you have a credit card on file at MWI and are set up to be billed by credit card, you will be billed when you place the order. You will not be able to pay by credit card when you receive the order.

Adding Vendor Item IDs for Matching Inventory Items in Cornerstone

When adding items to a purchase order, if an invoice item is not recognized by MWI or if the invoice item does not have an associated MWI vendor item ID in Cornerstone, the invoice item line will display with a yellow background and an alert message box appears.

At this point, you may either remove the item from the order or double-click the item's description to open the Suggested Item List dialog box and select a suggested MWI item ID match for the item.

On the Suggested Item List dialog box, Cornerstone automatically populates the **Description** field with the invoice item's description in Cornerstone. Click **Search** to find any closely matching MWI item descriptions. If you are unable to locate a matching item, you can refine search terms or change the description to one or more words that may be recognizable and click **Search** again. If you select the MWI item as a match, the MWI vendor item ID is automatically applied to the Cornerstone item. This item will now be available for online ordering from Cornerstone in the future.

Note: If you make a mistake mapping your item ID to the MWI item ID, you will not be able to assign that MWI vendor item ID. To remove the incorrect mapping, select **Lists > Invoice Item** and search for the item. Click **Update**. On the **Inventory** tab, click **Item Vendor** and delete the vendor item ID on the grid.

Assigning Multiple Vendor Item IDs to a Single Inventory Item ID

You can set up multiple vendor item IDs for a single product as long as you use the same buy/sell ratio for each vendor item ID.

For example, you might have more than one vendor for amoxicillin 50mg capsules. With both vendors, you buy in bottles of 50 capsules but sell individually. In this case, you could set up a vendor item ID for each vendor and link both vendor item IDs to the same inventory item ID.

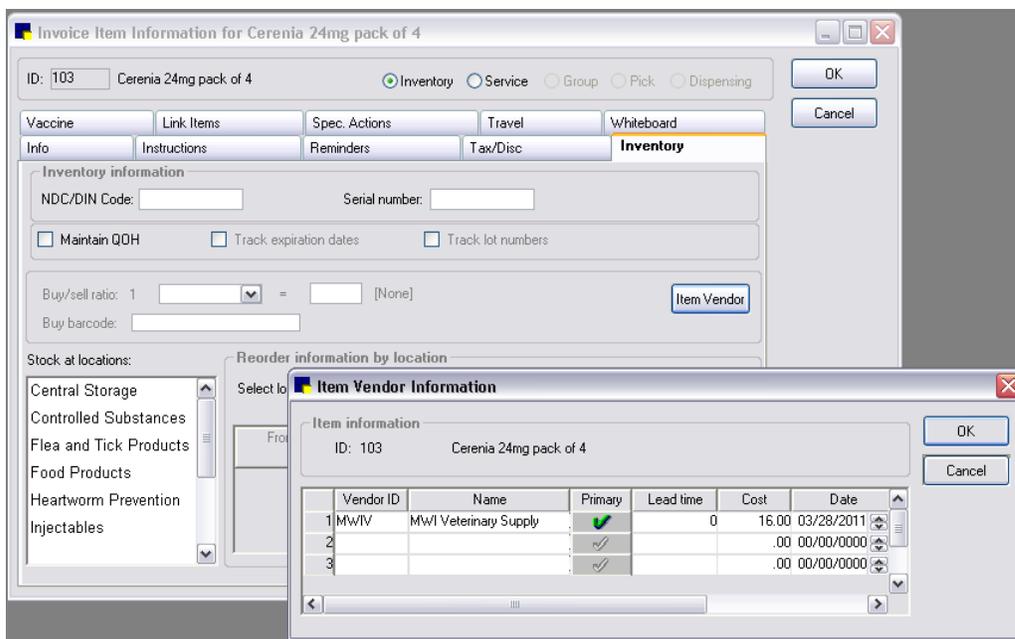
	Buy	Sell	Example Inventory Item ID	Example Vendor Item ID
Vendor A	Bottle of 50	Single tablet	1001	204
Vendor B	Bottle of 50	Single tablet	1001	573

Adding a Vendor Item ID While Working with Inventory Orders

As in earlier versions of Cornerstone, you can add a new invoice item when searching for an item on the Search for Inventory Item dialog box. The enhanced Search for Inventory Item dialog box in Cornerstone 8.3 now includes new **Vendor** and **Vendor Item ID** fields that provide a quick way to add the primary vendor/vendor item ID information for the item.

The screenshot shows the 'Search for Inventory Item' dialog box. It includes a search area with dropdowns for 'Vendor' (set to 'All Vendors') and 'Classification' (set to 'All Classifications'). There are text boxes for 'Description' and 'Item ID'. Below these are checkboxes for 'Search for a word', 'Search vendor item IDs (only)', and 'Include inactive inventory items'. A table of search results is displayed with columns: ID, Vendor, Vendor Item ID, Description, Classification, and Price. The table shows several items, including Metronidazole injectable bag, Lepto Titer at KSU, Cerenia 24mg pack of 4, Cerenia 60 mg pack of 4, RCVD Canine Hepatic LS14 17.5Lbs, Canine Z/D Ultra 27.5Lbs, 10% Dextrose Solution, and Vetmedin 5 mg Bottle of 50. At the bottom, there is an 'Add an item' section with fields for 'Item ID*', 'Description*', 'Classification*', 'Unit of measure*', 'Vendor', and 'Vendor Item ID'. There are 'cancel' and 'Save' buttons at the bottom right.

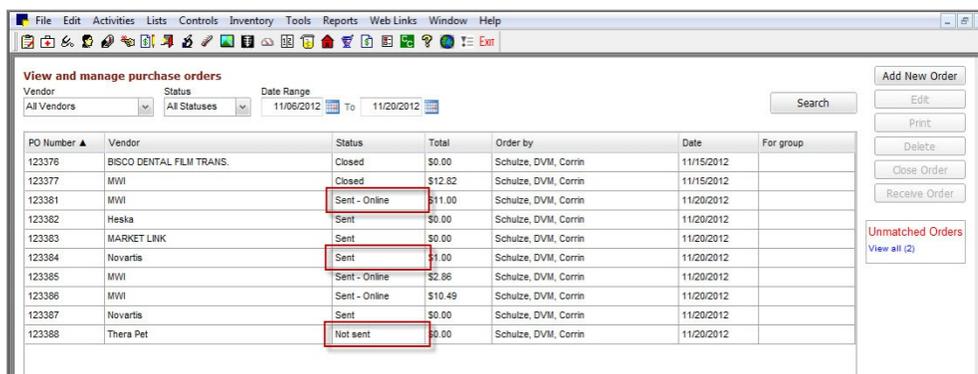
Note: The alternative method for adding vendor and vendor item ID information for an item is as follows. Select **Lists > Invoice Item**, and then click **Update**. On the **Inventory** tab, click **Item Vendor**, and then type the vendor and vendor item ID in the applicable fields in the grid (scroll horizontally to access the Vendor item ID field).



Tracking Order Statuses from Cornerstone

New order tracking features for electronic inventory orders allow you to:

- See when the status of an ordered item changes, indicating if the order was sent, if the vendor received the order successfully, etc.
 - If the order is received successfully by MWI, the status is **Sent – Online**.
 - If the order is not received by MWI, you will see a message asking you to complete the order offline and the status is **Sent**. If this happens, you need to use another method to send the order, such as by fax or calling MWI.



- Track individual invoice items in the order by clicking the **Track** link. This link launches the associated website (USPS, UPS®, or FedEx®) to access tracking details. The link appears on the purchase order once MWI has completed processing and shipped the item.
- After submitting your order, you will receive a confirmation notice informing you that your order has been placed with your practice's associated vendor for MWI, along with a confirmation number for use in the event you have to contact MWI.

Synchronization of Electronic Inventory Orders with MWI

If you are set up to use IDEXX SmartOrder with MWI online inventory ordering, Cornerstone checks MWI order history to detect unmatched orders.

Unmatched purchase orders are created when you manually create an order—for example, if you place an order online, by phone, or by fax. You can view unmatched purchase orders in the Unmatched Orders area on the right of the Purchase Order List window, and use the following procedure to create matching purchase orders for them. This synchronizes the electronic inventory orders from MWI with Cornerstone and adds them to the Purchase Order List window.

If you start an order in Cornerstone but Cornerstone is not able to connect with MWI, a message appears telling you that you need to complete the order offline. After you place this order (for example, by phone or fax), Cornerstone detects it as an unmatched order. However, because a purchase order was created before the connectivity problem occurred, you need to follow a special procedure to synchronize this kind of unmatched order. Otherwise, an extra duplicate purchase order will remain in Cornerstone. In a duplicate unmatched order situation, synchronize the manually created purchase order, and then use the **Delete** button to delete the original purchase order created in Cornerstone.

(See “To synchronize an order started in Cornerstone but completed offline” below.)

Duplicate unmatched orders are created if you begin an order using IDEXX Smartorder in Cornerstone but need to complete the order manually. (This might happen if Internet connectivity issues prevent you from completing an order through Cornerstone.)

To synchronize electronic inventory orders with MWI:

1. Select the view all link to open the Unmatched Purchase Orders window.
2. Select an order in the top grid to view the invoice items on that order in the bottom grid.
3. For any invoice item that does not have an associated Cornerstone inventory item ID, add the ID in the appropriate box in the **Inventory Item** column. All invoices must have associated Cornerstone inventory item IDs for the order to be reconciled and created.
Note: See “Adding Vendor Item IDs for Matching Inventory Items in Cornerstone” on page 342.
4. When each line item has been matched to an associated inventory item in Cornerstone, click **Save** to create the purchase order in Cornerstone. The Unmatched Purchase Orders window closes, and the purchase order appears on the Purchase Order List window.

To synchronize an order started in Cornerstone but completed offline:

1. Select the **view all** link to open the Unmatched Purchase Orders window.

Sales Order Number	Vendor	Status	Total	Customer PO Number	Date
7550776	MWI	Sent	\$1,575.79	0848183653	09/11/2012
7556853	MWI	Sent	\$12.54		09/11/2012
7562944	MWI	Sent	\$260.20	0932410474	09/11/2012
7597725	MWI	Sent	\$1,402.98	1246841425	13/11/2012
7625393	MWI	Sent	\$846.47	1348195982	14/11/2012
7653379	MWI	Sent	\$-465.22	1555226 7413169	15/11/2012
5686879	MWI	Sent	\$179.68	1636051412	16/10/2012

Invoice Number	Vendor Item ID	Vendor Item Description	Unit	Cost	Quantity	Inventory Item
6064128	29755	Biotene Water Additive	4OZ	\$10.23	3.00	unmatched
6064128	32282	Ibuprofen Tabs 400mg	B500	\$13.05	1.00	unmatched
6064128	33254	Novifl L 400mg	B30	\$43.20	2.00	unmatched
6064128	35212	Ketoconazole Tab 200mg	B100	\$15.59	1.00	unmatched
6064128	35764	Gabapentin Capsules 400mg	B100	\$14.00	1.00	unmatched
6064128	415	Depo Medrol 40mg Rx	5CC	\$19.95	1.00	unmatched

2. If you know that the order listed is a duplicate, select it and click **Delete** to use the original purchase order from the Purchase Order List.

Tip: The original purchase order has a lower purchase order number.

OR

If you decide to synchronize the unmatched order, follow the “To synchronize electronic inventory orders with MWI” above.

Note: You must close the original purchase order in the Purchase Order List after you have synchronized the new unmatched order.

To close an order:

- a. On the Purchase Order List, select the purchase order that was originally created for this order.
- b. Click **Close Order**. The status changes to Closed.
- c. Click **Delete**. The original purchase order is removed from the Purchase Order List.

Receiving Orders**To receive an order:**

1. Select **Inventory > Order List**. The Purchase Order List opens.
2. Select the purchase order and click **Receive Order**.
3. Type the receipt number for your order in the **Receipt Number** box. The item list displays.
4. Review the order for completeness and update the status by either clicking **Receive All** or by selecting Received from the **Status** drop-down list for each item.
5. Missing order information (e.g., lot number) is in red text. You must update this information before you can post the order. Click **Receipt Item Details** to fill in the remaining fields.
6. Click **Post**.
7. In the Change Prices window, make any final adjustments and view the current and new pricing, if applicable.
8. When finished making any changes, click **Post**.

Purchase Order List

View and manage purchase orders

Vendor: MWI Online Status: All Statuses Date Range: [] To [] Search

PO Number ▲	Vendor	Status	Total	Order by	Date
123	MWI Online	Sent - Online	\$85.53	TOD0	03/27/2012

Buttons: Add New Order, Edit, Print, Delete, Close Order, Receive Order

Receive Purchase Order

Select a vendor and enter a receipt number. Items on purchase order are displayed in the grid. To receive items change status to received. After changing the status make other adjustments needed.

Vendor: MWI Online Receipt Number: 021546464 Date: 03/28/2012

Open receipts for vendor: <New Receipt> 021546464, 15165464

PO Number: 123 MWI Online 03-27-2012 Sort in original PO sequence

Status	Qty	ID	Description	PO Number	UOM	SP	Cost	Tax
Received	1	107	RCVD Canine Hepatic LS14 17.5Lbs	123	bag	No	\$85.53	\$0.00

Buttons: Save, Save And Print, Post, Cancel

Shipping: \$ 6.5 Total Tax: \$ 0 Total \$92.03

Buttons: Receipt Item Details, Remove Item, Receive All, View Order

Information

Note: A red arrow points to the 'Post' button. Another red arrow points to the 'Receive All' button.

Text on the right: To receive items from a specific purchase order, select the purchase order number. Click Receive All to change the status of all items received or manually change the status of each item. To manually add the item to the receipt, enter item ID in the ID field. To remove the items that you have manually added to the receipt, select the item line and click Remove Item.

Purchase Order List

View and manage purchase orders

Vendor: All Vendors Status: All Statuses Date Range: 03/27/2012 To 03/27/2012 Search

PO Number ▲	Vendor	Status	Total	Order by	Date
121	MWI Veterinary Supply	Sent	\$0.00	TOD0	03/27/2012
122	MWI Veterinary Supply	Sent	\$85.53	TOD0	03/27/2012
123	MWI Online	Closed	\$85.53	TOD0	03/27/2012

Buttons: Add New Order, Edit, Print, Delete, Close Order, Receive Order

Search results 1 to 3 of 3 Results per page 25

Note: A red arrow points to the 'Closed' status of PO 123.

Section 5 – Using Cornerstone Imaging*

Chapter 26: Using Cornerstone* Imaging

Chapter 26: Using Cornerstone* Imaging

Overview

Cornerstone* Imaging provides standard imaging functionality and comes standard with the IDEXX Cornerstone* Practice Management System.

Cornerstone Imaging allows users to:

- Download or import images from medical devices, such as scanners, ultrasound equipment, endoscopes and digital cameras
- Save images to patient history for later review
- Provide a customized CD with an image viewer. This allows a practitioner or client to provide patient images to a referring specialist or back to a referring veterinarian in a digital format (DICOM® and jpeg)

Note: Staff members must have appropriate security permissions to access the Cornerstone Imaging features.

Before You Begin

- Install any compatible devices (for example, scanners) and any necessary accompanying TWAIN software.
- Set up your Imaging defaults. See “Chapter 6: Setting Cornerstone Imaging Defaults” in the *Cornerstone Administrator’s Manual* for information on setting Cornerstone Imaging defaults and system settings.

Common Interactions

The imaging features of the Cornerstone software have been designed so that a number of different windows function in similar ways. Below are some tips to remember when using the software.

To select multiple items:

- If you want to select more than one image thumbnail on the Image Explorer window or the Image Viewer window, hold down the CTRL key while you select the items you want. In the Image Explorer, you can also select a group of images by clicking the first image in the group and then holding down the SHIFT key while you click the last image in the group. The first and last images and all the images between them are selected.

To deselect items:

- If you want to deselect something that you have selected, click again while holding down the CTRL key. The item or thumbnail is no longer selected.

To sort columns:

1. If you want to change the order in which information is displayed in a table, click the name of the column by which you would like to sort the table. An example of such a window is the Select Patient dialog box that is used when reassigning studies.
2. Click the same name again to reverse the sorting order.

To begin image-related actions quickly:

1. For most of the actions which you can begin on the Image Explorer window, such as printing, emailing, or creating a patient CD, if you want to apply the action to a whole study or series, you only need to select one image that belongs to that study or series.
2. Click the appropriate button on the right side of the Image Explorer or right-click and select the action from the menu.
3. In the dialog box that appears, select **Study** if you want the action to be carried out on the whole study, **Series** if you want the whole series, or **Image** if you want only the image.

To begin image-related actions with a right-click:

- In both the Image Explorer and the Image Viewer, if you right-click on an image thumbnail, a menu lists actions that you can perform on the image (or images) that you have selected. Examples of these actions include reviewing, emailing, or printing images from the Image Explorer and cloning or emailing images from the Image Viewer.

Cornerstone Imaging Basics**Accessing Cornerstone Imaging Features****To access the Image Explorer window for a patient:**

- With a patient selected on the Patient Clipboard*, in the *Patient list* area, right-click the patient name and select **Image Explorer**.

To access the Image Explorer window without selecting a patient:

1. Do one of the following:
 - Click the **Image Explorer**  toolbar button.
 - On the **Activities** menu, select **Imaging > Image Explorer**.
2. To find images for a client and/or patient, see "Search Area (Quick Search Tab)" on page 357.

To access the Image Viewer window:

- Do one of the following:
 - From the Patient Clipboard, double-click the image series in the *Patient History* area **Summary** tab. The Image Viewer window appears, with one image displayed in the main window and the rest of the image series displayed as thumbnail images in the Thumbnail pane.
 - From the Image Explorer, do one of the following:
 - Double-click the thumbnail for the image.
 - Click the thumbnail for the image, and then click **Review**.
 - Right-click the thumbnail for the image, and then select **Review**.

To access the Archive Images window:

- On the **Activities** menu, select **Imaging > Archiving**.

Exporting Images

Images can be exported from Cornerstone in different image file formats to be imported into other software programs or to be sent over the Internet. Cornerstone can export images in the following formats: bitmap, JPEG, and TIFF.

To export an image:

1. Using the Image Explorer, right-click the thumbnail for the desired image, and select **Save As** from the pop-up menu.
2. On the Save As dialog box, enter a name for the image, and select a format and a location for the file.
3. At the bottom of the Save As dialog box, do the following:
 - Select **Burn Overlays** if you want the images that you email to contain the overlay information displayed in the Image Viewer.
 - Select **Burn Annotations** if you want the images that you email to contain the annotations created in the Image Viewer.

Note: See “Applying Annotations and Overlays” on page 372 for information on annotations and overlays.

4. Click **Save** to complete the process.

Reassigning an Image Study

An image study can be reassigned to a different patient, if necessary.

Note: Image, series, and study are important concepts in Cornerstone Imaging. For more information, see “About Image, Series and Study” on page 361.

To reassign a study:

1. In the Image Explorer, select an image from the study you want to assign to a different patient. Click **Reassign** on the right, or right-click and select **Reassign** from the pop-up menu. The Select Patient dialog box appears.
2. To find the patient to whom the study will now be assigned, type information in the text boxes at the top of the Select Patient dialog box, and click **Search**. The search results appear in the table lower down in the dialog box.
3. In the table, click the patient to whom you want to assign the image record, and then click the red **Select Patient** button on the far right. The study is moved to the patient you have selected. The Image Explorer now shows the patient with all its studies.

Deleting Studies

Your ability to delete image studies is dependent on your security settings.

To delete a study in the Image Explorer:

1. Click the study in the Results Detail window to select it.
2. Click the **Delete** button in the column on the right, or right-click and select **Delete** from the pop-up menu.
3. The Confirm dialog box appears. Click **Yes**. The study is deleted.

Deleting Images

Your ability to delete individual images is dependent on your security settings.

To delete an image in the Image Explorer:

1. Click the image's thumbnail to select it.
2. Click the **Delete** button in the column on the right, or right-click and select **Delete** from the pop-up menu.

3. The Confirm dialog box appears. Click **Yes**. The image is deleted.

Importing and Acquiring Images from Scanners, Ultrasound, Digital Cameras, etc.

Scanning Images

To scan images:

1. Do one of the following:
 - With a patient selected on the Patient Clipboard, in the *Patient list* area, right-click the patient name and select **Image Import**. The Image Viewer appears.
 - Click the **Image Explorer**  toolbar button. The Image Explorer window appears.
 - On the **Activities** menu, select **Imaging > Image Explorer**. The Image Explorer window appears.
2. If you selected client and patient on the Patient Clipboard, go to step 3; otherwise choose one of the following options on the Image Explorer.
 - Click the **Quick Search** tab to search for client or patient by name or ID and/or date or species. Select search criteria and click **Search**. Select client and patient and click **Import**. The Image Viewer appears.
 - Click the **Advanced Search** tab to search for client and patient by client/patient name or ID, keywords, date range, type of modality (ultrasound, endoscope, etc.) and inactive/deceased patients. Click **Search**. Select client and patient and click **Import**. The Image Viewer appears.
3. Click the **Open** tool  and then:
 - To scan images with a scanner that allows you to scan multiple pages at one time, click **Multi TWAIN**. The images are acquired and displayed.
 - To scan images with a device such as a flatbed scanner, where you have to scan one image at a time, click **Single TWAIN**. The images are acquired and displayed. Repeat this step for each image you want to import for this patient.
4. Click **Edit Image Detail** . The Image Details dialog box appears.

The screenshot shows the 'Image Details' dialog box with the following information:

- Study: Study 9/1/09
- Series Title: Dental Photos
- Title: image 2
- Client Name: Doe, John
- Patient Name: Fifi
- Capture Date: 9/1/09
- Modified Date: 9/1/09
- Tech Name: Cornerstone
- Keywords: Mouth and Teeth, Lab Results, Skin and Hair Coat
- Veterinarian: (empty)
- Source: SC
- Modality: Secondary Capture
- Technique Details:
 - Distance: 0
 - Exposure: 0.0
 - kVp: 0.0
- Series Comments: (empty text area)

Image Details dialog box

- a. Type a title for this group of images in the **Series Title** text box.
 - b. If necessary, change the **Capture Date** for the group of images.
 - c. Click **OK**. The Image Details dialog box closes.
5. Click **Save** , and then select the **Save** option.
 6. Click **OK**, and then click the close button (x) in the upper right corner. The Image Viewer window closes.

Importing (Acquiring) Images Captured by Various Devices

The following file formats can be imported into the Cornerstone software:

- .bmp—Microsoft® Windows® bitmap
- .jpg or .jp2—Joint Photographic Experts Group (JPEG) file interchange format or JPEG 2000
- .tif—Tagged image file format (TIFF)
- .avi—Audio video interleaved format
- .mpg—Moving Picture Experts Group format

Before importing images, you must have the corresponding client and patient records set up in Cornerstone. See “Adding or Updating Client” on page 40 and “Adding or Updating Patient Information” on page 55 for more information.

Tip: The Import option *does not* apply to digital radiography.

To import images:

1. Do one of the following:
 - On the Patient Clipboard, select the client and patient. Right-click in the *Patient History* area and select **Image Import**. The Image Viewer appears.
 - Click the **Image Explorer**  toolbar button. The Image Explorer window appears.
 - On the **Activities** menu, select **Imaging > Image Explorer**. The Image Explorer window appears.
2. If you selected client and patient on the Patient Clipboard, go to step 3; otherwise choose one of the following options on the Image Explorer.
 - Click the **Quick Search** tab to search for client or patient by name or ID and/or date or species. Select search criteria and click **Search**. Select client and patient and click **Import**. The Image Viewer appears.
 - Click the **Advanced Search** tab to search for client and patient by client/patient name or ID, keywords, date range, type of modality (ultrasound, endoscope, etc.) and inactive/deceased patients. Click **Search**. Select client and patient and click **Import**. The Image Viewer appears.
3. Click the **Open** tool , and then:
 - a. Click **File**. The Open dialog box appears.
 - b. Use the **Look In** drop-down menu to locate the disk drive and folder where the image is stored. Most digital cameras appear as disk drives.
 - c. Select the image and click **Open**. The image is imported and displayed.
 - d. Repeat steps 3a through 3c for each image you want to import for this patient.
4. Click **Edit Image Detail** . In the Image Details dialog box:
 - a. Type a title for this group of images in the **Series Title** text box.
 - b. If necessary, change the **Capture Date** for the group of images.
 - c. Click **OK**. The Image Details dialog box closes.
5. Click **Save** , and then select the **Save** option.
6. Click **OK**, and then click the close button (x) in the upper right corner. The Image Viewer window closes.

To add an imported image to a series:

1. Using the Image Explorer, enter the patient name and click **Search** to find the series. Open the series in the Image Viewer.
2. Click the **Open** tool , and follow the “To import images” instructions above, starting with step 3. When the image(s) are added, they are added to the series displayed in the Image Viewer.

Note: When you close the Image Viewer, the new image’s thumbnail may not be displayed immediately in the Image Viewer. Click **Clear** and search again to find the patient. The thumbnail for the imported image appears.

Viewing and Importing Multimedia Files

The Cornerstone software supports the ability to view multimedia files (e.g., ultrasound images). You can capture, import, and view multimedia files, multi-frame files, AVI (.avi) files, and MPEG (.mpg) files.

To view multimedia (cine) files and capture images:

1. In the Image Explorer window, enter the patient's name and click **Search**.
2. Select the patient from the list, and then click **Import**.
3. Click **Open**, and then select **File**. The Select File dialog box appears.
4. Select the multimedia file that you want to view and click **OK**.

The cine file appears in the Image Viewer window with the Cine toolbar displayed along the bottom of the window.

Use these tools to view the selected cine file:



Click **Play/Pause** to start, pause, or resume the video.



This button is only available with the Cornerstone Diagnostic Imaging module.

Click **Capture** to capture a single frame of the video as a still image. The still images you capture from the video can be enhanced and edited using the editing and annotation tools, and they are saved as part of the same series as the original video.

Note: The Cine toolbar appears only on the original video image.



Click **Slower** to slow down the video.



Click **Faster** to speed up the video.



Click **Stop** to stop the video and return to the beginning.



Click **Zoom In** to increase the size of the image.



Click **Zoom Out** to decrease the size of the image.



Click **Full Screen** to make the video fill the screen.

Note: Use the following keys to control playback in full screen mode:

- Press the SPACEBAR to play or pause the video.
- Press ESC or double-click anywhere on the screen to return to the Image Viewer in normal mode.



Click the slide bar to move quickly to a specific spot in the video.

Using the Image Explorer Window

Overview

The Image Explorer window lets you search for clients, patients, and images, and it displays thumbnails of your images, organized by client, patient, date, and series. The window comes in two versions:

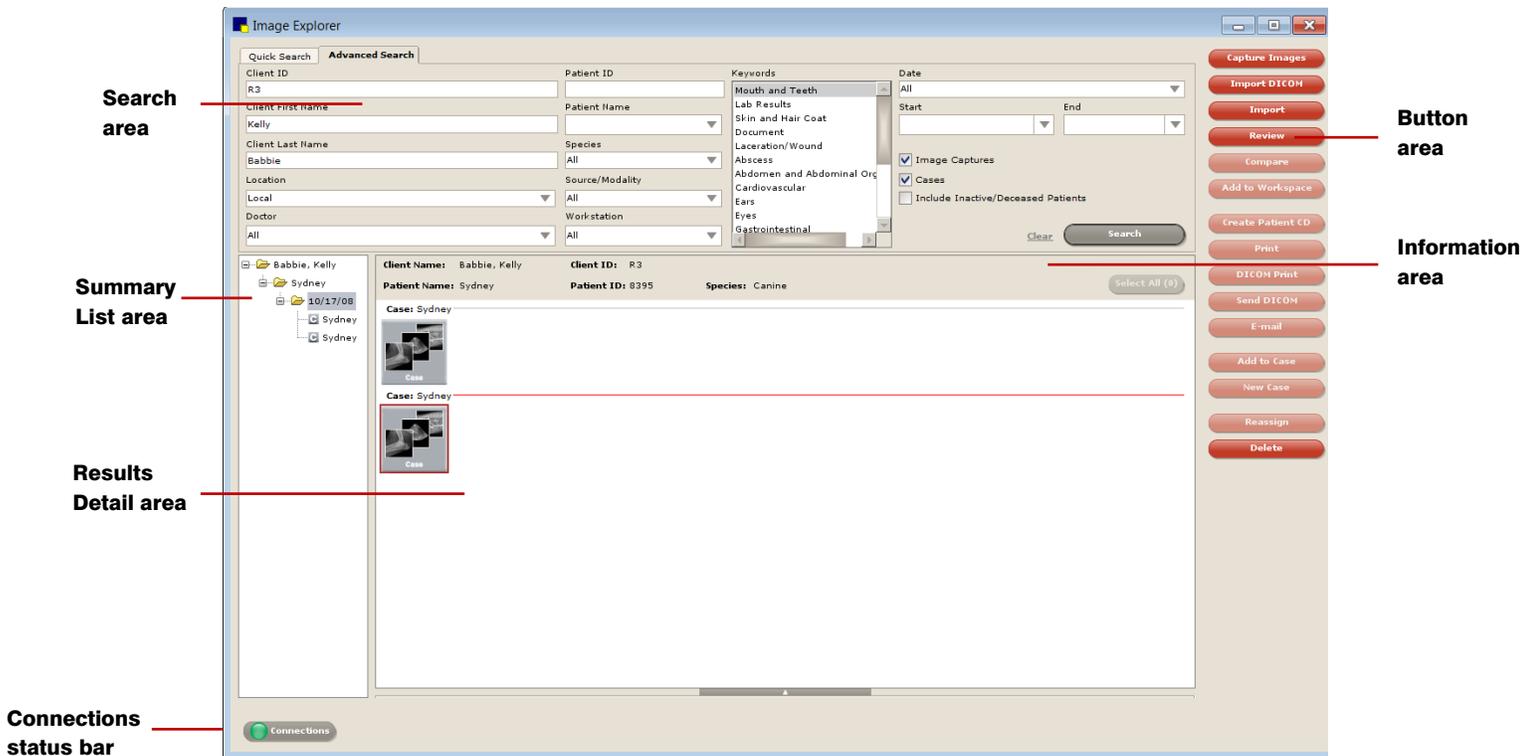
- The **Quick Search** tab provides the most commonly used search criteria.
- The **Advanced Search** tab provides a larger range of search criteria.

Tip: You can set **Advanced Search** as your default search option on the Image Explorer. On the **Controls** menu, select **Defaults > Staff**, click the **Miscellaneous** tab and select the **Show advanced search on Image Explorer** check box.

About the Image Explorer

To display the Image Explorer with the client and patient information already displayed, on the Patient Clipboard, select the client and patient, right-click the patient name, and then select **Image Explorer**. The Image Explorer window appears, and displays thumbnail images for this patient.

To display the Image Explorer without a client and patient displayed, select **Activities > Imaging > Image Explorer** from the menu at the top of the window or click the **Image Explorer**  toolbar button. In the upper left corner of the window, choose either the **Quick Search** tab or the **Advanced Search** tab to display the version of the search area you want.



The parts of the Image Explorer window

The parts of the Image Explorer window work together as follows:

- The **Search** area lets you enter search criteria.
- The **Summary List** area lists the clients, patients, and dates that match your search.
- The **Results Detail** area shows image thumbnails for the patient or date that is selected from the Summary List.
- The **Information** area shows basic information about the image, patient, or client selected.
- The buttons on the right launch activities related to the image, patient, or client.
- The **Connections** status bar displays the current status of the connections that are related to imaging.

Search Area (Quick Search Tab)

To search for a patient or client by using the Quick Search tab:

1. Type information in one or more text boxes in the search area:
 - **Client and Patient** – Type client first and last name, patient name, and/or client or patient IDs.
 - **Date** – Select a time period from the drop-down list.
 - **Species** – Select a species from the drop-down list.
2. Click **Search**. Results are displayed in the Summary List area and the Results Detail area.

Note: If your search criteria will provide a very large number of results and run a long time, a dialog box warns you and gives you the option to stop the search.

If you want to clear the search text boxes and start over, click **Clear**. This also clears all the results in the Summary List area and the Results Detail area.

Search Area (Advanced Search Tab)

To search for a patient or client by using the Advanced Search tab:

1. Type information in one or more text boxes in the search area:
 - **Client ID** – Type the ID or press F2 and use the Client List dialog box to choose the client.
 - **Client First Name** and **Client Last Name** – Type the name or press F2 and use the Client List dialog box to choose the client.
 - **Patient ID** – Type the ID or press F2 and use the Patient List dialog box to choose the patient.
 - **Patient Name** – Type the patient name or press F2 and use the Patient List dialog box to choose the patient.
 - **Species** – Select a species from the drop-down list.
 - **Keywords** – Select image keywords and case categories from the list.
 - **Date** – Select a time period.
 - **Start and End** – Type the start and end dates of a time period to search, or select the dates using the drop-down calendars.
 - **Source/Modality** – Select the type of device used to capture the images.
 - **Doctor** – Select the name of the veterinarian for whom the image was taken.
 - **Workstation** – Select the name of the computer used to capture the image.
2. If you want your search results to include patients who are inactive or deceased, check the **Include Inactive/Deceased Patients** check box.
3. Click **Search** to run your search. Results are displayed in the Summary List area and the Results Detail area.

Note: If your search criteria will provide a very large number of results and run a long time, a dialog box warns you and gives you the option to stop the search.
4. If you want to clear the search text boxes and start over, click **Clear**. This also clears all the results in the Summary List area and the Results Detail area.

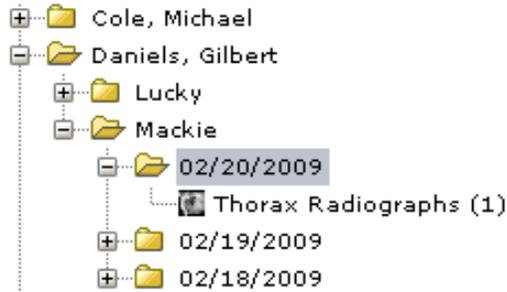
Summary List Area

The Summary List area displays the results of your search in a folder-tree-style list. Clients are shown on the first level of the tree, furthest to the left. Patients are shown in the next level down and dates when images were taken are shown in the next level of the tree. In the last level of the tree, furthest to the right, are tiny thumbnail images representing individual studies and cases.

- Click on any level of the list to select a client, patient, date, or study. The Information area displays corresponding client and patient information. When you select a patient or date, the Results Detail area shows thumbnails of the images for that patient and/or date.

To close and open folders:

- Click the minus sign (-) to close the folder and hide the items within it.
- Click the plus sign (+) to open a folder and display the items within it.



The Summary List area

Results Detail Area

When you select a patient or a date in the Summary List, the Results Detail area displays images for that patient or for that patient on that date. The images are grouped by study and series.

The header line for each study displays the study name, which is the date and time when the images in the study were captured.

The header line for each series shows the date that the images in the series were taken and the name of the series.

To select images:

- Click an image to select it.
- Click the area around the images to select an entire series.
- Click the study header to select the whole study.
- Hold down the CTRL key while clicking to select more than one image, series, or study.
- Hold down the SHIFT key and click two images to select them and everything between them.
- Click **Select All** to select all of the images that are displayed in the Results Detail area for this patient.

Note: Image, series, and study are important concepts in Cornerstone. The way images are organized is based on the DICOM® (Digital Imaging and Communications in Medicine) information standard for medical imaging. A series holds a group of one or more images, and a study holds one or more series.

Information Area

When you select a client, patient, date, or study from the Summary List, or when you select an image or series in the Results Detail area, the Information area displays the following details:

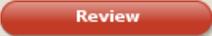
- Client Name
- Client ID
- Patient Name
- Patient ID
- Species

If you have selected a client, only the **Client Name** and **Client ID** are displayed.

Button Area

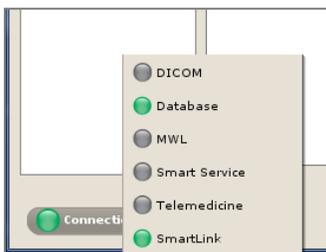
Use the following buttons to work with images. Many of the same tasks can be selected by right-clicking a thumbnail image and selecting the task from the pop-up menu.

Note: Most of the buttons are only active when you have one or more images selected. When buttons are not active, they appear in a lighter color.

	Click the Import button to use the Image Viewer window to import an image from a file, a scanner, or another device.
	Click the Review button to review images, series, or studies.
	Click the Create Patient CD button to save images, series, or studies to a CD.
	Click the Print button to print an image.
	Click the E-mail button to send images, series, or studies via email.
	Click the Reassign button to reassign a study to a different patient.
	Click the Delete button to delete a study or a case. (If you are designated as the administrator for your Cornerstone software, you can also use this button to delete individual images.)

Connections Status Bar

The Cornerstone software on your computer is connected to other computers inside and outside of your practice. The Connections status bar displays the current state of the connections that are related to imaging.



To view the overall connection status:

The Connections status bar is displayed in the lower left of the Image Explorer window. It is also displayed in the Imaging Dashboard (Diagnostic and Digital Radiography only). The color of the icon indicates the status of all of the imaging connections for the computer.

- **Red**—One or more of the connections that have been set up is not running.
- **Yellow**—One or more of the connections requires attention.
- **Green**—All of the connections that have been set up are running.

To view status for each connection:

- Click **Connections** in the lower left of the Image Explorer window (or Imaging Dashboard, if you have an IDEXX Digital Imaging system). The status bar opens.

Connection status details:

A colored status icon is displayed for each connection:

- **Red**—Not running
- **Yellow**—Requires attention (for example, a yellow status for the DICOM® connection indicates a problem sending or receiving images)
- **Green**—Running
- **Gray**—Not set up on this computer

Note: If you move your mouse over an icon, text with status details appears.

The connections are:

- **DICOM**—This icon appears only on the computer that is the server for your Cornerstone network. It shows whether IDEXX DICOM services, which sends and receives DICOM images, is running. It also shows whether any failure has occurred in sending or receiving images. You can use the links next to the icon to start or stop DICOM services or to view the DICOM queue.
Note: This icon is activated only if you have the Diagnostic Imaging module.
- **Database**—If you have a server/workstation set up, each computer is connected to the database that resides on the server. This icon shows the status of that connection.
- **MWL**—This icon does not display for the current version of Cornerstone.
- **SmartService**—This status icon appears only on the Cornerstone server. It shows the status of your connection to IDEXX SmartService* technology, which allows you to upgrade your software over the Internet.
- **Telemedicine**—If you have set up a connection to one or more telemedicine providers, this icon shows the status of those connections.
- **SmartLink**—If IDEXX SmartLink* technology is set up for your IDEXX Digital Imaging system, this icon shows the status of the connection between the Diagnostic Imaging module and the rest of the Cornerstone software.

About Image, Series and Study

Image, series, and studies are important concepts in Cornerstone. The images that you capture are organized into series and studies. Often, when you use the software to perform some action, such as emailing images, creating a case, or creating a Patient CD, you will be asked whether you want to perform that activity on the image, the series, or the study.

Because the terms “series” and “study” are part of the DICOM standard, you may encounter them when using DICOM-compliant equipment, such as endoscopes or digital radiography equipment.

Image

In the Cornerstone software, “image” refers to a single digital image file, which may be a photograph, a scanned document, a movie file, an x-ray or radiograph, or an image from another diagnostic imaging modality, such as CT or ultrasound.

You can see thumbnails of images on the Image Explorer window. You can see the image itself on the Image Viewer window.

Series

A series is a group of related images. Often all of the images in a series are of the same body part or are taken within the same anatomical region.

In the Image Explorer, the header line for each series shows the name of the series and turns from gray to red when the entire series is selected.



How images are grouped in a series on the Image Explorer

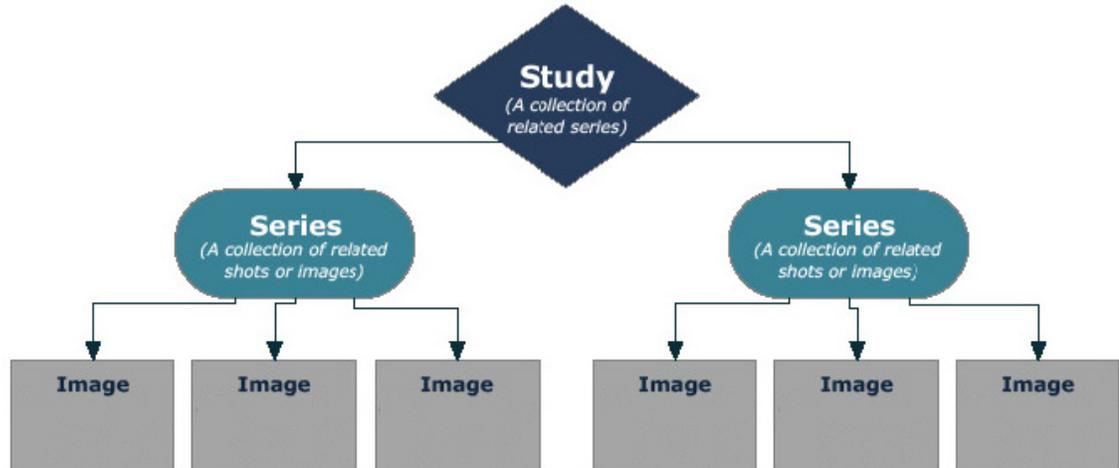
When you open an image in the Image Viewer window, the rest of that image's series is also loaded in the Image Viewer. If the Thumbnail Pane is open in the Image Viewer, it displays the whole series.

Study

A study is a group of image series that were captured at the same time for the same patient.

On the Image Explorer window, the study name is shown above the series that belongs to that study.

The DICOM standard requires series and study information be recorded for every image. If you take only a single image during a capture session, a series and study will still be created, even though that image is the only image in the series and that series is the only one in the study. Also, all of the images within the series that make up a single study must come from the same patient.



The relationship of images, series, and study

Reviewing Images

The Image Viewer Toolbar

The Image Viewer window provides tools that let you change and enhance your images. These tools are described below.

Some image editing tools, such as the Magnify tool and the Pan tool, remain active until you do one of the following:

- Click the button a second time
- Click another tool button
- Right-click anywhere on the image and select **Complete Action** from the pop-up menu.

Note: Each image can have only one manipulated version. If you make changes to the manipulated version, Cornerstone will overwrite your previous manipulated image. The original image is never overwritten. You can always return to the version of the image that you saved at the end of the capture process by using the **Restore Original** tool.



The **Open** tool allows you to open images from various sources and import them into Cornerstone. Select the **Open** tool, and then select an image type from the drop-down list. A dialog box appears where you can specify the source and type of file you want to bring into the Cornerstone software. For more information about using this tool, see “Importing (Acquiring) Images Captured by Various Devices” on page 353.



The **Save** tool saves the image to a file. When you click the tool, select **Save** to save the current version of the image within the Cornerstone software.

If you want to save another copy of the image, click **Save As**. A dialog box appears where you can enter a name for the image and select a format in which to save it. Click **Save** to complete the process.

The format choices in the dialog box are: bitmap, JPEG, and TIFF.



The **Print** tool allows you to print the currently selected image. Click the **Print** tool to display the Print Preview window. In this window, you can view the pages you are about to print. When you are ready to print, click the **Print** icon in the upper left corner of the window.



The **Edit Image Details** tool opens the Image Details dialog box, where you can view and update additional details about the image, including Title, Technique information, and Comments. You can also mark this image as a key image by checking the **Key Image** text box. See “Editing Image Details” on page 371 for more information.



Rotate and Flip Tools

Click the **Rotate and Flip** tool to open the Rotate and Flip toolbar. These tools allow you to change the orientation of an image.

Note: If you rotate or flip an image that has annotations on it, the annotations will rotate or flip, as well.

Note: After an image is rotated, a marker appears and shows the number of degrees clockwise the image has been rotated from the orientation in which it was captured. An “X!” marker appears after horizontal flips and a “Y!” after vertical flips. These markers are always displayed with the image in Cornerstone and cannot be hidden.



The **Rotate Clockwise** tool rotates an image 90 degrees clockwise each time the tool is clicked.



The **Rotate Counterclockwise** tool rotates an image 90 degrees counterclockwise each time the tool is clicked.



The **Flip Horizontal** tool flips an image along the Y-axis each time the tool is clicked.



The **Flip Vertical** tool flips an image along the X-axis each time the tool is clicked.



The **Window/Level** tool allows you to manipulate the contrast (also called window) and brightness (also called level). Click the **Window/Level** tool, and then click and drag the cursor:

- To the right to increase the window
- To the left to decrease the window
- Up to decrease the level
- Down to increase the level



Annotation Tools

Click the **Annotate** tool to open the Annotation toolbar. You can use these tools to draw on an image or to make annotations on an image.



Pointer—use this tool to manipulate an annotation that you have already placed:

- To move an annotation, click the **Pointer** tool, select the annotation, and move it to the new location.
- To delete an annotation, click the **Pointer** tool, right-click the annotation, and select DELETE.
- To change the font, color, or size of a text annotation, click to select the annotation, and then right-click on the annotation with the **Pointer** tool. Make the desired changes and click **OK**.
- To change the units of measurement, line attributes, font, or color, right-click on the annotation with the **Pointer** tool. Then make the desired changes and click **OK**.



Arrow—Click and drag to draw a straight-lined arrow.



Calibrate—Click and drag to draw a line on the image that corresponds to a feature on the image for which you know the actual measurement. The Calibration Settings dialog box appears. Do the following:

1. Click **OK** in the Message dialog box, and then draw a line on the part of the image for which you know the measurement.
2. The Calibration Settings Annotation dialog box appears. Click the **Calibration Settings** tab.
3. Select the unit you want to use (such as inches or centimeters) from the list in the **Measurement Units** area.
4. In the **Length** text box, type the number of those units (inches, centimeters, etc.) that matches the length of the line on the animal.
5. When you finish entering information, click **Save**. The dialog box closes and the image is displayed in actual size. The Calibrated overlay for this image reads “Calibrated: true.”

Note: This calibration setting remains accurate as long as the distance between the x-ray source the x-ray plate remains the same. If the source-to-plate distance changes, you must recalibrate by repeating steps 1 through 5.



Ellipse—Click and drag to draw a circle or oval around part of an image.



Freehand Line—Click and drag to draw a freeform line.



Protractor—Click and drag to draw specific angles on the image. Click to place the endpoint of one line, drag a line to the corner of the angle, and release. Then click to place the endpoint of the second line. The angle measurement between the two lines is displayed.



Rectangle—Click and drag to draw a box around part of an image.



Ruler—Click and drag to draw specific measurements and lines on an image. The units of measure, line attributes, font, and color can be changed with the **Pointer** tool. (See the **Pointer** tool instructions above.)

WARNING: The **Ruler** tool is accurate only if the system has been calibrated for this type of image or if this image has been calibrated with the **Calibration** tool.

If the system and/or image is not yet calibrated when you click the **Ruler** tool, a dialog box appears in order to begin the calibration process. See the **Calibration** tool instructions for more details.



Straight Line—Click and drag to draw straight lines on an image.



Text—Click and drag to create a text box on an image, and then type text in the box. The font, color, and size of text can be changed with the **Pointer** tool. (See the **Pointer** tool instructions above.)



The **Zoom** menu allows you to zoom in or out of an image by specifying the zoom percentage.

- Use the drop-down list to select one of the preset zoom levels—**25%**, **50%**, **75%**, **100%**, or **Fit to Window**. If you select **100%**, the image is displayed at the same size as the plate on which the image was captured.
- Type a number and press ENTER to zoom to that percentage.
- If you select **Actual Size**, the size of the image on the screen matches the size of the animal that was imaged.

WARNING: The **Actual Size** tool is only accurate if this image has been calibrated with the **Calibration** tool.

If the system and/or the image is not yet calibrated when you select **Actual Size**, a dialog box appears so that you can begin the calibration process. See the **Calibration** tool instructions for more details.

Note: Due to dots-per-inch issues on some computers, measurements taken while an image is being viewed in actual size may be off by a fraction of a millimeter. When absolute accuracy is required, include a reference object of a known size in your image. Also, the Actual Size feature does not work if you are using your computer with a projector that displays the image at a very large size, e.g., on a wall.



Magnify Tools

Clicking the **Magnify Toolbar** tool opens up a set of tools that you can use to enlarge a portion of the image.



The **Magnify** tool allows you to see a particular part of an image in greater detail. Click the tool, and then click any area of the image to view that area in greater detail. As you move the tool around the image, you move the area that is magnified. When you stop moving the magnify tool, a scale appears at the bottom of the magnified area. Move the slider on the scale to increase or decrease the amount of magnification from 1x to 10x. You can also change the window and level (contrast and brightness) within the magnified area by selecting the **Lock Window** check box and then clicking and dragging the mouse pointer within the magnified area. When you are done, deselect Lock Window to continue using the Magnify Tool, or click the Magnify button again to deactivate the magnifier.



The **Customize** tool allows you to change the way the **Magnify** tool works. Click the **Customize** tool to open the Advanced Magnification dialog box. Specify the desired height and width of the **Magnify** tool area (in pixels). In the **Zoom** text box, specify the desired amount of magnification.



The **Zoom** tool allows you to zoom in to or out of an image. Click the **Zoom** tool, and then click and drag the mouse. Move up to zoom out (the image gets smaller) or down to zoom in (the image gets larger).

Note: Be sure to release the mouse button completely between zooming in one direction and zooming in the other direction. Also, be sure that the mouse pointer is within the Image Viewer window when you click to begin the zoom action.



The **Pan** tool allows you to click and drag the image to move it within the window.



The **Invert** tool automatically inverts the colors in your image—white becomes black, and black becomes white.



The **Crop** tool allows you to cut out unwanted parts of an image.

To crop an image, select the tool, and then click and drag the crop border so that it contains the part of the image you want to keep.

- To adjust the border, click and drag an edge of the rectangle.
- To rotate the crop area, click and drag one of the corners.
- To move the crop area, click and drag anywhere within the border.

Right-click inside the border, and select **Apply Crop**. The image is cropped to the selected area.



The **Restore Original** tool allows you to return the image to the way it looked when you clicked **Done Capture** at the end of the image capture process.



Display Configuration Tools

Clicking the **Display Configuration Toolbar** tool opens a set of tools that you can use to change how images are displayed in the viewer.



The **Edit Overlays** tool is used to select the information that you would like to display in the image overlays. When you click this tool, a table appears that allows you to specify how each piece of information is displayed in the overlays:

- In the **Display** column, check or uncheck the box to display or hide each piece of information.
- In the **Grouping** column, use the drop-down list to select the area of the window where you want this piece of information to be displayed.
- In the **Order** column, use the drop-down list to specify where this piece of information will appear within a line.
- In the **Line Number** column, type the line number within this grouping where you want to display this piece of information.



The **Configure Toolbar** tool allows you to customize the Image Viewer by selecting the tools you want displayed in the toolbar at the top of the window. Some tools, like the **Print** tool and the **Save** tool, cannot be removed from the toolbar.

To configure the toolbar:

1. Click **Display Configuration**, and select the **Toolbar Configuration** button from the drop-down menu. The Toolbar Configuration dialog box appears, containing a list of the tools that can appear in the toolbar.
2. Select the check boxes next to the names of the tools you want to be displayed. Uncheck the boxes for tools that you want to hide.
3. Click **OK** when you have finished. The toolbar now includes only the tools you have selected.



The **Toggle Annotations** tool allows you to show or hide image annotations.



The **Toggle Overlays** tool allows you to turn the image overlays on and off.



The **Help** tool displays the online Help in a new window.

The Thumbnail Pane

Moving, Resizing, or Hiding the Thumbnail Pane

You can move the Thumbnail pane so that it is displayed either at the bottom of the Image Viewer or along the left or right side of the window. You can also hide the thumbnail pane when you do not need it. Moving or hiding the thumbnail pane allows you to make the best use of the space in the Image Viewer, so that the image in the main window is as large as possible.

You can use the Thumbnail pane to select an image to display in the main window.

To change the image that is displayed in the main window of the Image Viewer:

- Double-click the thumbnail for the image that you want to see displayed in the main window. The thumbnail you have selected is outlined in red, and that image appears in the main Image Viewer window.

Using the Thumbnail Pane to Move Around within an Image

When you have zoomed in so that the image is larger than the main Image Viewer window, you can use the thumbnail to choose which part of the image is displayed.

To use the thumbnail to move within the main image:

- The small blue rectangle within the thumbnail shows the section of the image that is currently shown in the main Image Viewer window. Click inside the rectangle and drag it within the thumbnail. In the main window, the corresponding part of the image is displayed.

To move the Thumbnail pane:

- Click on the bar at the top of the Thumbnail pane and hold down the left mouse button while you drag it to the new position. A dark gray outline shows where the Thumbnail pane will be when you release the mouse button.

Right-click on the bar at the top of the thumbnail pane and select:

- **Move left** to move the Thumbnail pane to the left side of the window.
- **Move right** to move the Thumbnail pane to the right side of the window.
- **Move down** to move the Thumbnail pane to the bottom of the window.

To hide the Thumbnail pane

- Click on the line between the Thumbnail pane and the main Image Viewer window so that the pointer becomes a two-sided arrow. Hold down the left mouse button while you drag the line to the outside edge of the window.
- Right-click on the bar at the top of the Thumbnail pane and select **Hide**.

To resize the Thumbnail pane:

- Move the mouse over the thin line between the main window and the Thumbnail pane so that the pointer becomes a two-way arrow. Click and drag to make the pane larger or smaller.
- Right-click on the bar at the top of the Thumbnail pane and select:

- **Hide** to shrink the Thumbnail pane to a thin line on the edge of the Image Viewer.
- **Maximize** to make the Thumbnail pane as large as possible.
- **Restore** to return the Thumbnail pane to the last size that you made it, undoing the most recent size change.

To resize or hide the Thumbnail pane using the pointer arrows:

1. Find the pointer arrows:
 - If the Thumbnail pane is on the right or left side of the window, there are two little black triangles on a red background at the top of the pane.
 - If the Thumbnail pane is on the bottom of the window, the little black triangles with the red background are on the left side.
2. Click the arrows to resize the Thumbnail pane:
 - Click the arrow that points toward the main window to make the Thumbnail pane bigger.
 - Click the arrow that points toward the outside of the window to hide the Thumbnail pane.

Using Full Screen Mode

When the Image Viewer window is in full screen mode, the toolbar and the Thumbnail pane are hidden so that the image is displayed as large as possible on your screen.

To turn full screen mode on and off:

1. Press the F11 key to turn on full screen mode.
2. Press the F11 key or the ESC key to return the Image Viewer window to normal mode, with the toolbar and Thumbnail pane displayed.

To use the Image Viewer tools in full screen mode:

1. Press the F10 key to display a menu of Image Viewer tools in the upper right corner of the screen.
2. Select a tool from the menu. The tools work as they do in the Image Viewer window in normal mode.

Using Imaging Shortcuts

When viewing images in the Image Viewer, the following keyboard and mouse shortcuts are available.

Note: To activate shortcuts, on the **Controls** menu, select **Defaults > Staff**. Click the **Miscellaneous** tab and select the **Enable keyboard shortcuts** check box.

- To rotate the image 90 degrees counterclockwise, click the A key.
- To rotate the image 90 degrees clockwise, click the S key.
- To move the image around, right-click while holding down the M key and moving the mouse. (This is the same as using the Pan tool.)
- To zoom, hold down the right mouse button and move the mouse.
- To return to original zoom (image fits in window), double-right-click.
- To move a magnified area around the image, hold down the SHIFT key, and click the right mouse button. (This is the same as using the Magnify tool.)
- To change the window (brightness) for the image, hold down the left mouse button, and move the mouse left and right.

- To change the level (contrast) for the image, hold down the left mouse button, and move the mouse up and down.
- To return to original window/level settings, double-left-click.

Editing Image Details

The **Edit Image Details** tool opens the Image Details dialog box, where you can view and update additional details about the image.

Note: The image details feature should be used only in a manner consistent with local laws governing the maintenance of veterinary records used for diagnostic purposes.

In the top section, you can change the information in the following text boxes:

- **Study** displays the name of the image study to which this image belongs. This name is automatically filled in when you capture an image. If you change it here, it is changed for all images in this study.
- **Title** is the name of this image. When you capture an image, the exam type becomes the title of the image.
- **Series Title** displays the name of the image series to which this image belongs. This name is automatically filled in when you capture an image, based on the exam type group that includes that image.
- The **Key Image** check box lets you mark this as a key image. Key images may be useful if you have Cornerstone Diagnostic Imaging and a DICOM printer.

On the left of the dialog box are a number of informational fields which cannot be altered, as well as three text boxes in which you can change information. These are:

- **Client Name**
- **Patient Name**
- **Capture Date**—the date the image was captured
 - Type a date in the text box or use the drop-down calendar to select the date.

Note: The ability to change the capture date is provided so that the proper date can be entered for scanned documents.
- **Modified Date**—the date the image was last changed
- **Tech Name**—the name of the person who was logged in to Cornerstone when the image was captured
- **Veterinarian**—the veterinarian for whom the image was captured
 - Select the name of the veterinarian from the drop-down menu.

On the right side of the pop-up is technical information about how the image was captured. You can edit all of these text boxes:

- **Source** and **Modality**—These text boxes refer to the kind of equipment that was used to capture the image. You can search for information in this text box on the **Advanced Search** tab of the Image Explorer.
- **Keywords**—Select keywords for the images in this series. You can search for images with specific keywords from the **Advanced Search** tab of the Image Explorer window.

In the **Series Comments** area, type comments about the image series to which this image belongs. These comments are attached to all of the images in this series.

The following text boxes appear on the **Technique Details** tab. Most of these text boxes are related to the radiology log. For more information, see “Using the Radiology Log” on page 385.

- **Distance**—the distance from the x-ray source to the x-ray plate. In the text box to the right, use the drop-down menu to choose the unit of measure for this distance, such as millimeters or inches.
- **Thickness cm**—the thickness of the body part being imaged, in centimeters.
- **Exposure mAs**—the amount of x-ray exposure used for this image. This is calculated automatically if you enter values in the Exposure mA and Exposure time sec text boxes.
- **Exposure mA**—the amount of current in millamperes (mA).
- **Exposure time sec**—the duration of the exposure in seconds, which can be typed as a decimal value in the text box or selected as a fraction from the drop-down menu.
- **Exposure kVp**—the amount of voltage (peak kilovoltage) used for this image
- **Level of sedation**—whether the patient was awake, sedated, or anesthetized (select from drop-down menu).
- **Use of grid**—a check box to indicate whether or not a grid was used.

Note: The image details feature should be used only in a manner consistent with local laws governing the maintenance of veterinary records used for diagnostic purposes.

Reverting and Undoing Changes

Each image can have only one manipulated version. If you make changes to the manipulated version, Cornerstone will overwrite your previous manipulated image. The original image is never overwritten. You can always return to the version of the image that you saved at the end of the import process by using the **Restore Original** tool.

If you want to undo changes made while working in the Image Viewer, simply close the Image Viewer without saving. When you open the image again in the Image Viewer, the image looks the way it did the last time you saved it.

Emailing Images from the Image Viewer window

You can email images quickly from the Image Viewer window. See “Emailing Images” on page 377.

Distributing Images

Applying Annotations and Overlays

Whenever you send an image out of the Cornerstone software, you have the choice of adding two kinds of information:

- Annotations are elements that you add to the image in the Image Viewer, such as arrows, text, and measurements.
- Overlays are information that is stored in the Cornerstone software, such as patient name, patient date of birth, image name, series name, and the date and time that the image was taken.

You have the choice to apply annotations and overlays whenever you:

- create a patient CD
- print an image

- email one or more images
- save an image with the **Save As** feature

At the start of any of the emailing, printing, and patient CD creation processes, a dialog box appears with check boxes in which you can select to apply annotations and to apply overlays. When you save an image with the Save As feature, the check boxes appear at the bottom of the Save As dialog box. To set up these check boxes so that they are selected by default, see “Chapter 6: Setting Cornerstone Imaging Defaults” in the *Cornerstone Administrator’s Manual*.

Creating a Patient CD

You can create a CD or DVD that contains images for a patient. The CD or DVD will contain both JPEG and DICOM versions of the images, as well as patient information and image viewing software. You can create a patient CD from either the Image Explorer window or the Image Viewer window.

Note: By default, the DICOM image included on the CD is the original version of the radiograph, as it looked when you imported or received the file. Changes made on the Image Viewer window, such as window/level (brightness/contrast) adjustments, are not part of the DICOM image, although they are part of the JPEG image. If you want to use the current version of the radiograph for the DICOM image, contact IDEXX Customer Support. For service within the United States or Canada, call 1-877-433-9948.

For more information about the process of recording information to a CD, see “About the CD Writing Process” on page 392.

Note: The viewing software requires Java™ version 1.5, which is included on the disk.

To create a Patient CD from the Image Explorer:

1. On the Image Explorer window, select the series or images you want to copy to a CD.
2. Insert a blank CD.

Note: You can also use a DVD if you have a DVD-burning drive and if the computer used to view the images has a DVD drive.

3. Click **Create Patient CD**. The Select Images dialog box appears.
4. Do the following:
 - Select **Study** to create a Patient CD with the study to which the selected images belong.
 - Select **Series** to create a Patient CD with the series to which the selected images belong.
 - Select **Image** to create a Patient CD with only the images you have selected.
 - Select **Apply Overlays** if you want the images in the case to contain the overlay information displayed in the Image Viewer.
 - Select **Apply Annotations** if you want the images in the case to contain the annotations created in the Image Viewer.

Note: For more information about image, series, and study, see “About Image, Series and Study” on page 361. For more information about applying overlays and annotations, see “Applying Annotations and Overlays” on page 372.

5. Click **Select**. The Select Export Preference dialog box appears.
6. In the **Number of Copies** text box, enter the number of copies of this patient CD you want to make.
7. Make sure the **CD/DVD** option is selected, and then click **OK**. The Patient CD Progress dialog box appears. When the files are ready, the “Patient CD compilation complete” message is displayed.

8. Click **OK**.
9. When the process is complete, the finished CD is ejected automatically.

Note: Once you create a patient CD, you cannot add or change the information on the CD.

To save patient CD information to a file location from the Image Explorer:

Use this process if you want to bypass the Patient CD process. You might do this if you want to put the images in an email or on a USB flash drive, or you might want to compile the information for Patient CDs throughout the day and then burn the CDs at a later time using the CD burning capabilities in Windows.

1. On the Image Explorer window, select the series or images you want to save to a file location.
2. Click **Create Patient CD**, and select the image level (Study, Series, or Image). The Select Export Preference dialog box appears.
3. Select **File Folder**, and click **Browse** to select the location where you want to save the Patient CD information.
4. Select a location in the **Save In** drop-down list and click **Save**.
5. Click **OK**. The Patient CD Progress dialog box appears. When the files are finished, the "Patient CD complete" message is displayed.
6. Click **OK** to close the Patient CD Progress dialog box.

Viewing a Patient CD

To view a patient CD:

1. Insert the patient CD into the CD drive. After several seconds, the Patient CD Viewer opens. The viewer displays information about the patient, and the name and address of the practice. Thumbnails of all the images on the CD or DVD are displayed.

Note: The Patient CD and the viewer software included on the CD have been tested on Windows operating systems; however, they may not be compatible with other operating systems, such as the Mac OS® X operating system.

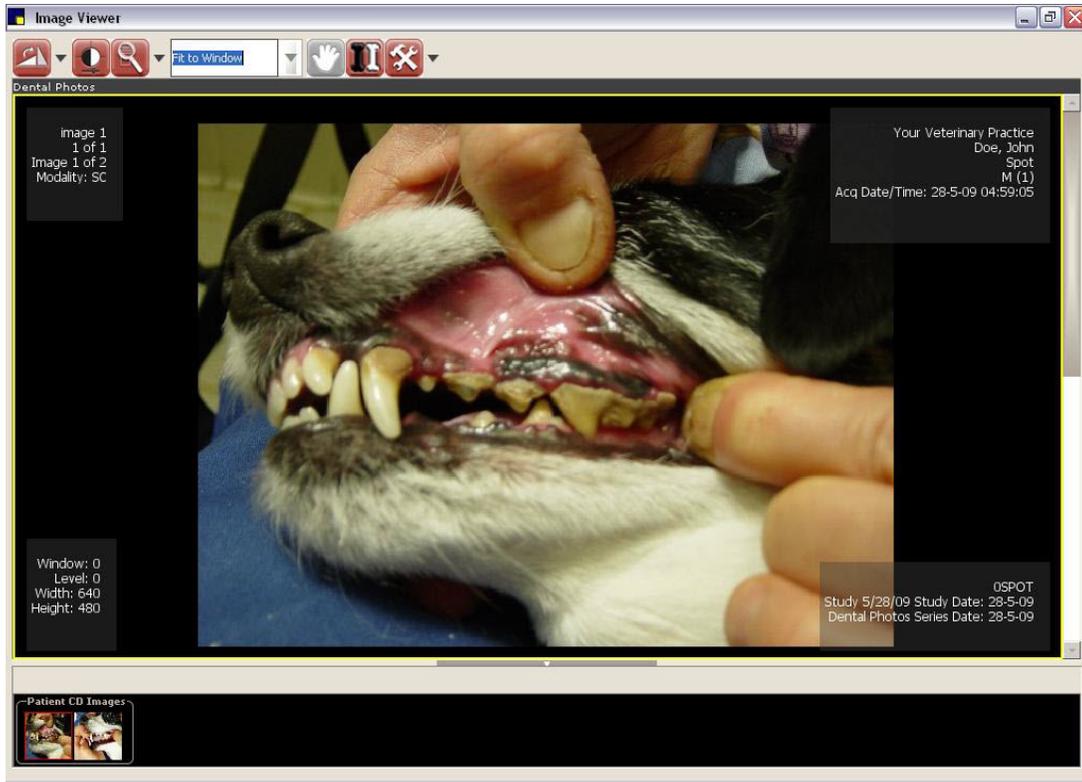


The initial Patient CD window

2. To view a JPEG of an image, click the image. The image opens in the default Internet browser or JPEG viewing software on your computer.
3. To view images in a streamlined version of the Image Viewer, select the check boxes next to one or more images, and click **Open Images**.
4. If you want to open all of the images on the CD or DVD, click **Select All**, and then click **Open Images**.

The images will appear in the viewer. If you select multiple images, you can move from one image to another by using the Thumbnail pane.

Note: Because the viewer is running from the CD or DVD drive, it may take a few moments to open the images.



The Patient CD Image Viewer window

5. To enhance the image, use the tools at the top of the window. The following tools are available: Rotate Clockwise, Rotate Counterclockwise, Flip Horizontal, Flip Vertical, Window/Level, Zoom, Magnify, Pan, Invert, and Toggle Overlays.
Note: These tools work the same way that they do in the Image Viewer, but you cannot save the changes you make to the images.
6. When finished, click the **X** in the upper right corner of the window to close the Patient CD viewer, and then remove the CD or DVD from the CD drive.

Printing Images

The Cornerstone software offers several printing options for your image files. You can print:

- The image with comments
- The image without comments
- The image only
- A series or study
- Multiple image files for a single patient

To print an image with comments:

1. In the Image Explorer, find and select the image or images that you want to print. (For details, see “About the Image Explorer” on page 356.)
2. Click **Print**.

3. In the dialog box:
 - If you want the printed images to contain the overlay information displayed in the Image Viewer, select **Apply Overlays**.
 - If you want the printed images to contain the annotations created in the Image Viewer, select **Apply Annotations**.
4. Click one of these buttons:
 - **Study**, if you want to print the studies to which the selected images belong
 - **Series**, if you want to print the series to which the selected images belong
 - **Image**, if you want to print only the selected image

Note: For more information about image, series and study, see “About Image, Series and Study” on page 361.

The Print Preview dialog box appears.
5. Click **Page Setup**.
6. Select the appropriate print options, and then click **OK**.

Emailing Images

You can email images quickly from either the Image Explorer or the Image Viewer.

You can email an image, series, or study. Also, you can select the format in which the images are sent: JPEG and TIFF formats can be viewed by most Internet browsers and many graphics programs.

Note: You need to set up your system’s email defaults before you can email images. See “Chapter 6: Setting Cornerstone Imaging Defaults” in the *Cornerstone Administrator’s Manual* for information.

To email images, series, or studies from the Image Explorer window:

1. In the Image Explorer, click to select the images, series, or studies that you want to send, and then click the **E-mail** button, or right-click one of the selected items and select **E-mail** from the menu.
2. Do the following:
 - Select **Study** to email the study to which the selected images belong.
 - Select **Series** to email the series to which the selected images belong.
 - Select **Image** to email only the images you have selected.
 - Select **Apply Overlays** if you want the images to contain the overlay information displayed in the Image Viewer.
 - Select **Apply Annotations** if you want the images to contain the annotations created in the Image Viewer.

Note: For more information about image, series and study, see “About Image, Series and Study” on page 361. For more information about applying overlays and annotations, see “Applying Annotations and Overlays” on page 372.

3. Click **Select**. The E-mail dialog box appears.
4. In the **To** text box, select or type the email address, or leave the default value.
5. In the **Subject** text box, type the subject of the email or leave the default value (your practice name).
6. To include a message, type it in the **Message** text box.

7. Select the image file format in the **Export File Type** drop-down list. The text boxes in the lower left corner of the dialog box display the number of images and the estimated total size of the images in megabytes (MB).
8. Click **Send** to complete the process.

To email images, series, or studies from the Image Viewer:

1. To select the image that you want to send, click the image thumbnail in the Thumbnail pane so that red borders are displayed around the thumbnail.
2. Right-click the thumbnail, and select **E-mail** from the menu.
3. Do the following:
 - Select **Study** to email the study to which the selected images belong.
 - Select **Series** to email the series to which the selected images belong.
 - Select **Image** to email only the images you have selected.
 - Select **Apply Overlays** if you want the images to contain the overlay information displayed in the Image Viewer.
 - Select **Apply Annotations** if you want the images to contain the annotations created in the Image Viewer.
4. Click **Select**. The E-mail dialog box appears.
5. In the **To** text box, select or type the email address, or leave the default value.
6. In the **Subject** text box, type the subject of the email or leave the default value (your practice name).
7. To include a message, type it in the **Message** text box.
8. Select the image file format in the **Export File Type** drop-down list. The text boxes in the lower left corner of the dialog box display the number of images and the estimated total size of the images in megabytes (MB).
9. Click **Send** to complete the process.

Using Case to Send to a Telemedicine Provider or Export Images

Using IDEXX Integration Technology for Telemedicine, you can use the Case feature to send cases to a telemedicine provider. You can see the status of the submission from the Image Explorer and, when a report comes back from the provider, you are able to open it from the Cornerstone* software.

Using the Case feature, you can also create a case and email that case, export the case to CD/DVD or create a patient CD with the case.

Note: Only images that you have available in Cornerstone on the Image Explorer window can be included in case emails, exported cases or case patient CDs. Images and other files that are attached to the case by using the Thumbnails pane on the Case Detail dialog box are not included.

Note: The patient CD viewing software requires Java™ version 1.5, which is included on the disk.

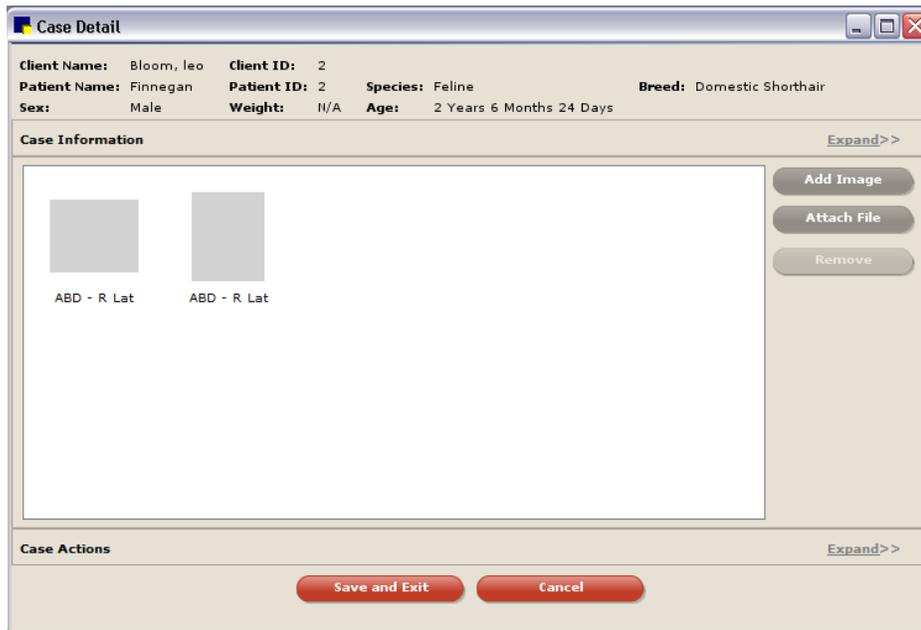
Note: To email cases, you must have an email system configured on your computer.

Creating a Case and Adding Images

To create a case and add images in Cornerstone Imaging:

Note: Before you create a case in Cornerstone Imaging, you need to copy any images you want to attach to the case to a file location.

1. On the Patient Clipboard, in the *Patient History* area, right-click and select **New Case**. The Case Detail dialog box appears.
2. In the **Case Title** text box, type a name for this case.
3. In the **Staff / User** drop-down list, select the staff member or Cornerstone software user associated with this case.
4. Expand the Thumbnails pane if it is not already open.



Case Detail dialog box

5. If you want to attach images and supporting material, do the following:
 - a. Click **Attach File**. The Open dialog box appears.
 - b. Use the dialog box to select the file(s) you want to add and click **Open**.
 - c. Repeat these steps if you want to attach additional files.
6. If you want to remove an attachment or image, select its thumbnail and click **Remove**.

Submitting a Case to a Telemedicine Provider

To submit a case to a telemedicine provider:

1. On the Case Detail dialog box, expand the Case Actions pane.
2. Select the tab for the telemedicine provider you want to use or, if you have set up more than one telemedicine provider, select the **Telemedicine** tab and then select the provider you want from the **Tele Provider** drop-down list.
3. Click **Submit Case**. A web browser opens and displays the provider's web site.
4. Complete the information needed to submit the case:

- Although patient data is automatically filled in, be sure to check that it is accurate.
 - Select the service to which you want to submit (such as cardiology or radiology).
 - Include relevant history and information about the presenting complaint.
5. When you complete the submission process, close the window for the telemedicine provider's web site.

Note: On the Case Detail dialog box in Cornerstone, you'll see that the **Submit Case** button is now the **View Case** button. Click this button to open a browser window to see the case on the telemedicine provider's web site.

Telemedicine tab on the Case Detail dialog box

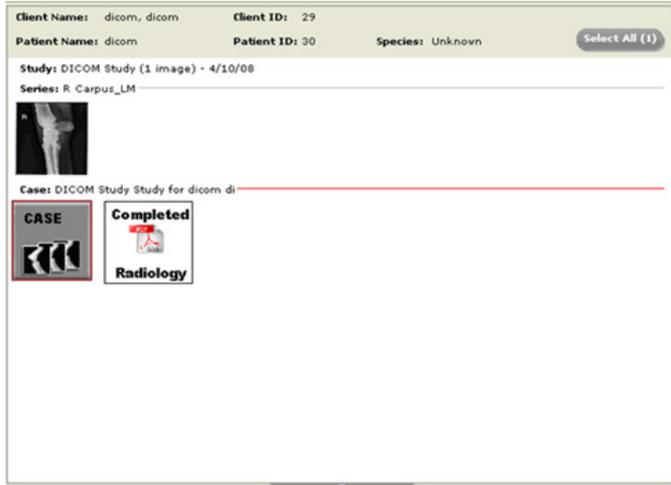
Viewing Case Status and Reports

To view the status of a telemedicine submission:

1. On the Patient Clipboard, right-click in the Patient History area and select **Image Explorer**.
2. Click the **Advanced Search** tab and make sure that the **Cases** text box is selected.

Image Explorer Advanced Search tab

In the *Results Detail* area, a thumbnail is displayed on the left for the Case and thumbnails for each submission to the right. Generally, these thumbnails show a service to which the case has been submitted and the status of the submission for that service. The thumbnails are updated with the latest status every five minutes.



Thumbnails display for the case and for each submission

3. Double-click a submission thumbnail to see general details about the submission on the Case Actions pane of the Case Detail dialog box.
4. To view full details of the case, click **View Case**. A web browser will open and display the information on the telemedicine provider's web site.

Submission statuses:

- | | |
|-------------------|--|
| Started | You have created a case and entered some or all of the information, but you have not yet submitted the case to a telemedicine provider.
To submit the case, expand the Case Actions tab, select the tab for the telemedicine provider you want, and click Submit . |
| Sending | You have submitted the case. Information and image(s) are in the process of being sent. |
| Received | All images and information for the case have been received by the telemedicine provider. The case is ready for a specialist to read it. |
| In Process | A specialist is reading the case. |
| Attention! | A problem has occurred. Click the icon to find information about what has happened and what you should do. Situations in which you might see this thumbnail include:
Case information was not successfully received.
Additional information is needed by the specialist. |
| Cancelled | The submission has been cancelled. |
| Completed | The specialist has completed reading the case and sent a report back. Click the icon to read the report. (See the instructions below for further information.) |

To view and print a report:

1. Double-click a submission thumbnail with a status of Completed. The report opens in the Adobe Reader® software.
2. If you want to print the report, click **Print** .

Working with Submitted Cases**To add images or other attachments after submitting a case:**

After a case has been submitted, you can no longer add images or other material to the case in Cornerstone. You need to use the attachment feature on the telemedicine provider's web site instead.

1. On the Patient Clipboard, right-click in the *Patient History* area and select **Image Explorer**.
2. Click the **Advanced Search** tab and make sure that the **Cases** text box is selected.
3. Double-click a submission thumbnail. The submission Case window opens, displaying Case Actions pane and the tab for the telemedicine provider.
4. Click **View Case**. A web browser will open and display the information on the telemedicine provider's web site.
5. Use the attachment feature on the telemedicine provider's web site to attach additional images or supporting material.
6. Close the provider's web site.

To assign a telemedicine submission created outside of Cornerstone:

In most cases, if you submit a case to your telemedicine provider without using Cornerstone, Cornerstone will be able to match the submission status and any resulting reports to the proper patient in Cornerstone. If the status or report does not show up automatically, use the following process to manually match the submission to the patient.

1. On the menu bar, select **Activities > Imaging > Telemedicine Queue**. The Telemedicine Queue window appears and displays all telemedicine submissions that are not assigned to a patient.
2. To view a submission, select it in the table and click **View Case**. The Case Detail dialog box opens and displays the submission information.
3. To assign this submission to a patient, click **Assign**. The Select Client and Patient dialog box appears.
4. Type the patient's name or ID in the text box and click **Search**.
5. Select the patient in the table and click **Select**. A case containing this submission is created for this patient. Submission status is displayed on the Image Explorer window and you are able to view information or reports for the case on the Case window.

Creating a Patient CD from a Case

When you create a patient CD from a case, the viewing software on the CD or DVD shows the images that are part of the case. Any text that you've added to the case on the **Case Actions** tab is recorded as a separate file on the CD or DVD.

To save patient CD information for a case to a file location:

Use this process if you want to bypass the patient CD process. You might do this if you want to put the images in an email or on a USB flash drive, or you might want to compile the information for patient CDs

throughout the day and then burn the CDs at a later time using the CD burning capabilities in the Microsoft® Windows® operating system.

1. On the Case Detail window, if the Case Actions pane is not open, click **Expand>>**.
2. Click the **Patient CD** tab. The patient CD options are displayed.
3. Select **File Folder**, and type the file folder location in the text box, or click Browse and browse to the folder that you want to use.
4. Do one of the following:
 - a. In the **Medical Notes/SOAP** text box, type any notes that you want saved on the CD. These notes will be saved in a text file labeled with the name of the case.
 - b. To add medical notes/SOAP from the patient's medical history:
 - i. Click **Medical History**.
 - ii. Select the medical notes to include by using the Medical Notes/SOAP Selection Screen dialog box.
 - iii. Click **OK**. The medical notes you have chosen are displayed in the Medical Notes/SOAP text box, where you are able to edit them.
5. If you want to add annotations or overlays to the JPEG files that will be included on the CD, click **Apply Annotations** and/or **Apply Overlays**.
6. Select a location in the **Save In** drop-down list and click **Save**.

Sending Cases via Email

The case feature allows you to email a case, with its images and any text that you have added on the **Case Actions** tab.

To email a case:

1. On the Case Detail window, if the Case Actions pane is not open, click **Expand>>**.
2. Click the **E-mail** tab. The email options are displayed.
3. In the **To** text box, type the email address for the specialist to whom you are sending the case, or select the address from your address book by doing the following:
 - Click **Address Book**. The Address Book dialog box appears.
 - Select an address and click **OK**. The address is displayed in the **To** text box.
4. Do one of the following:
 - a. In the **Medical Notes/SOAP** text box, type any notes that you in the text file that will accompany the case. These notes will be saved in a text file labeled with the name of the case.
 - b. To add medical notes/SOAP from the patient's medical history:
 - i. Click **Medical History**.
 - ii. Select the medical notes to include by using the Medical Notes/SOAP Selection Screen dialog box.
 - iii. Click **OK**. The medical notes you have chosen are displayed in the Medical Notes/SOAP text box, where you are able to edit them.
5. Select the type of file that the Cornerstone software should use to email the images in the **E-mail Attachment File Type** text box.
6. If you want to add annotations or overlays to the files that will be emailed, click **Apply Annotations** and/or **Apply Overlays**.
7. Do one of the following:
 - To email the case, select **Send**.
 - To save this case to send later, click **Save and Exit**.

Note: If you receive a message or warning about the safety of sending the email, click **OK**.

Exporting Cases to a CD or DVD

You can create a CD or DVD containing case images and notes. Unlike the patient CD option, this method does not put a streamlined version of the Cornerstone Image Viewer on the CD or DVD, so the recipient of the disk will need to have software that can display the images.

To export a case to a CD or DVD:

1. On the Case Detail window, if the Case Actions pane is not open, click **Expand>>**.
2. Click the **Export** tab. The export options are displayed.
3. Select **CD/DVD** to save the case to a CD or DVD.

Note: If you want to save the case to a file location select **File Folder** and choose a file location. You might do this if you wanted to save the case onto a USB flash drive, or to compile the burn the case onto CD at a later time using the CD burning capabilities in the Windows operating system

4. Do one of the following:
 - a. In the **Medical Notes/SOAP** text box, type any notes that you want included in the text file that will accompany the case. These notes will be saved in a text file labeled with the name of the case.
 - b. To add medical notes/SOAP from the patient's medical history:
 - i. Click **Medical History**.
 - ii. Select the medical notes to include by using the Medical Notes/SOAP Selection Screen dialog box.
 - iii. Click **OK**. The medical notes you have chosen are displayed in the Medical Notes/SOAP text box, where you are able to edit them.
5. Select the type of file that the Cornerstone software should use to export the images in the **Export File Type** text box.
6. If you want to add annotations or overlays to the files that will be exported, click **Apply Annotations** and/or **Apply Overlays**.
7. Click **Export**. The files are copied to the selected disc.

Image file names and formats:

Image file names have the following format:

PatientName_OwnerLastName_ImageTitle_YYMMDD_PG.xxx

where YYMMDD is the date the image was captured, PG is the page number of the image, and .xxx is the type of file.

Text file names and formats:

Text file names have the following format:

PatientName_OwnerLastName_CaseTitle_YYMMDD.txt

The text files are described in the next section, "Text File Contents."

Text File Contents

A text file is sent with the case whenever you email a case, export a case to a CD/DVD, or create a patient CD with a case. This text file contains:

- Information about the case
- Patient information
- Client information
- Information about the images in the case
- Contact information for your practice

On a patient CD, this text file is included on the CD separately from the patient CD viewer, and can be accessed through the Windows® operating system.

Using the Address Book

The address book gives you quick access to email addresses to which you frequently send images from Cornerstone.

To select an address:

1. Select the row in the table for the email address you want. If you want to select more than one address, hold down CTRL while you click.
2. Click **OK**. The Address Book dialog box closes and the email address appears in the **To** text box.

To set up addresses:

1. Click **Add E-mail Address**. A new row appears in the table.
2. Click the new row.
3. In the **Description** text box, type a name for this email address.
4. In the **Email Address** text box, type the address.
5. Click **Save**.
6. Repeat steps 2-5 for each address you want to enter.
7. When you have finished entering addresses, click **Close** to close the dialog box.

Using the Radiology Log

The Radiology Log feature in Cornerstone offers several ways to record log entries and add or edit information:

- If your images are stored within Cornerstone, radiology log entries are automatically recorded but you need to record exposure information later. You can do this on either:
 - On the log itself—for a particular patient or for all patients
 - On the Image Detail dialog box—for a particular image, either during the capture process or when reviewing the image
- If you capture and store images outside of Cornerstone, you can manually create a log entry and add radiology log information on the Radiology Log window.

Once a log has been generated, you can view the entire log or a portion of it, and can print it, email it, or export it as a PDF (Portable Document Format) file.

Note: With the addition of the Radiology Log feature in Cornerstone 8.1, you no longer need to use the “Cornerstone Radiology (Imaging) Template” Classic medical note.

Entering Information for Images Stored Outside of Cornerstone

If you capture images outside of Cornerstone and would like to record radiology details in a patient's medical record, you can manually enter radiology information in Cornerstone.

To manually enter radiology log information:

1. With the patient's record open on the Patient Clipboard, in the *Patient History* area, right-click and select **Radiology Log**.
2. To add a log entry manually, click **Add Entry**. A new row is added to the table.
3. In the table, you can add entries or modify any information that wasn't automatically recorded by Cornerstone:
 - Scroll down to see all the entries, and scroll to the right to see all the information for each image.
 - To add a log entry manually, click **Add Entry** and enter information in the row that is added to the table.
 - To delete a log entry, highlight the row and click **Delete Entry**.

Note: You can only delete entries that you have added manually. Entries created automatically by the Cornerstone software cannot be deleted.
 - To modify information that was not entered automatically by the software, click in the text box and edit the text.
 - Fill in any of the following text boxes for which you want to record information:
 - **Thickness**—Type the thickness of the body part being imaged.
 - **Exposure mAs**—Type the amount of x-ray exposure in milliamperere-seconds (mAs). This is calculated automatically if you enter values in the Exposure mA and Exposure time sec text boxes.
 - **Exposure mA**—Type the amount of current in milliamperes (mA).
 - **Exposure time sec**—Type the duration of the exposure in seconds as a decimal value or use the drop-down menu to select a fraction of a second.
 - **Exposure kVp**—Type the amount of voltage (peak kilovoltage) used for this image.
 - **Level of sedation**—Select from the drop-down menu.
 - **Use of Grid**—Select the check box if a grid was used.

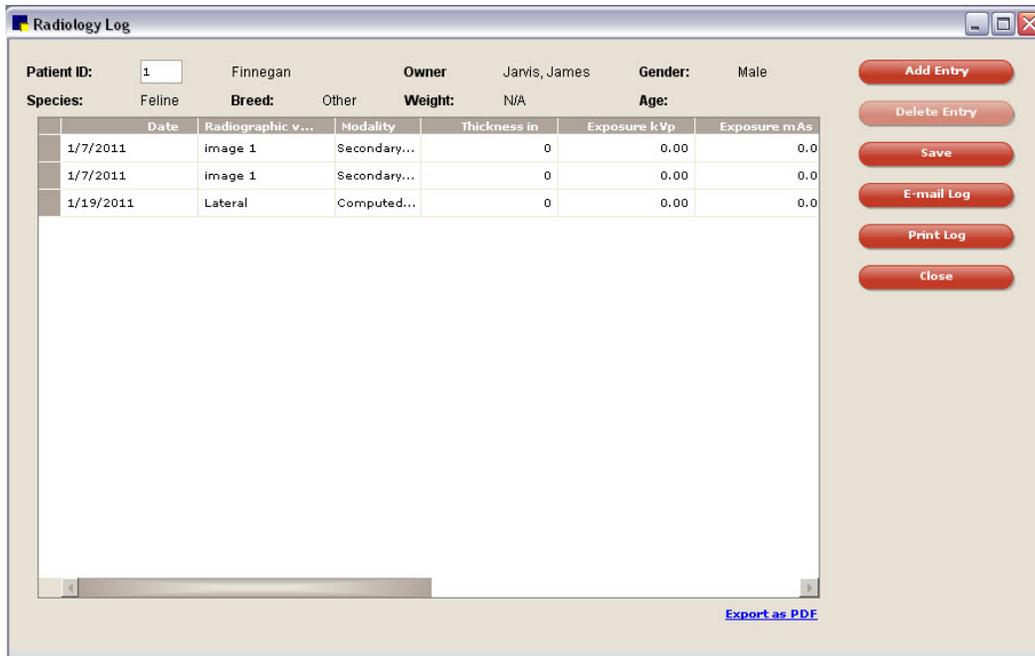
Note: If you added this entry manually, you may be able to edit additional text boxes. Use the Patient ID and Client ID text boxes if you want to change the patient or client.
4. Use the buttons on the right to print, email, or export the log to a PDF file.
5. Click **Close** in the upper right corner of the Radiology Log dialog box to close it.

Entering Information for Images Stored Within Cornerstone

A radiology log entry is automatically recorded for each radiograph captured by Cornerstone using an IDEXX Digital Imaging System (and for images you import into Cornerstone). The information in this entry can be modified or added to during the capture process or when you are reviewing the images later.

To record radiology log information for a patient:

1. On the Patient Clipboard, with a patient selected, right-click in the *Patient History* area and select **Radiology Log**. The Radiology Log window appears, displaying log entries for this patient.
2. In the table, you can add entries or modify any information that wasn't automatically recorded by Cornerstone. (See step 3 in the "To manually enter radiology log information" procedure in the preceding section for more details about entering this information.)
3. Click **Save**.



Radiology Log displaying log entries for a patient

To record radiology log information for an image:

- Do one of the following:
 - On the Image Viewer window, click **Edit Image Details** .
 - On the Image Capture window, after you have captured an image and the buttons at the top of the screen have turned red, click **Image Information** .
- Click the **Technique Details** tab.

The screenshot shows a dialog box titled "Image Details" with a "Technique Details" tab selected. The dialog contains the following fields and controls:

- Distance:** Text box containing "0", unit dropdown menu set to "Inches(in)".
- Thickness inches:** Text box containing "0".
- Exposure mAs:** Text box containing "7,5".
- Exposure mA:** Text box containing "0".
- Exposure time sec:** Text box containing "0.0" and a dropdown menu.
- Exposure kVp:** Text box containing "72".
- Level of sedation:** Dropdown menu set to "Awake".
- Use of grid:** A checkbox that is currently unchecked.

At the bottom of the dialog are two buttons: "OK" and "Cancel".

Image Details – Technique Details tab

3. Fill in any of the following text boxes for which you want to record information.
 - **Thickness**—Type the thickness of the body part being imaged.
 - **Exposure mAs**—Type the amount of x-ray exposure in milliamperere-seconds (mAs). This is calculated automatically if you enter values in the **Exposure mA** and **Exposure time sec** text boxes.
 - **Exposure mA**—Type the amount of current in milliamperes (mA).
 - **Exposure time sec**—Type the duration of the exposure in seconds as a decimal value or use the drop-down menu to select a fraction of a second.
 - **Exposure kVp**—Type the amount of voltage (peak kilovoltage) used for this image.
 - **Use of Grid**—Select the check box if a grid was used.
 - **Level of sedation**—Select from the drop-down menu.
4. Click **OK** to save the information and close the dialog box.
5. If you are on the Image Viewer window, save the image before you exit. If you are on the Image Capture window, the image and any changes you've made to the radiology log are saved when you click **Done Capture**.

Viewing, Editing, Printing, Emailing, and Exporting the Radiology Log

To view, edit, print, email, and export the radiology log:

1. Do one of the following:
 - On the **Activities** menu, select **Imaging > Radiology Log**; use the search fields to specify the client, patient, or time period for which you want to view the log; then click **Search**.

Note: If you are on the Image Explorer window and have a patient selected, the radiology log opens with information for that patient displayed. To search for different information, click **Clear** and use the search fields.

- To view the radiology log for a specific patient, with the patient's record open on the Patient Clipboard, in the *Patient History* area, right-click and select **Radiology Log**.

Exposure kVp	Exposure mAs	Exposure mA	Exposure time ...	Use of grid	Level of se
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake
72.00	7.50	0.00	0.00	<input type="checkbox"/>	Awake

Radiology Log window

- In the table, you can add entries or modify any information that wasn't automatically recorded by Cornerstone:
 - Scroll down to see all the entries, and scroll to the right to see all the information for each image.
 - To add a log entry manually, click **Add Entry** and enter information in the row that is added to the table.
 - To delete a log entry, highlight the row and click **Delete Entry**.
 - To modify information that was not entered by the software automatically, click in the text box, edit the text, and click **Save**.
- Use the buttons on the right to print, email, or export the log to a PDF file:
 - To email, click **E-mail Log**, fill in the text boxes on the E-mail dialog box, and click **Send**. The log is sent as a PDF file attached to your email.
 - To print, click **Print Log**. The Print Preview window appears, where you can view the log as it will be printed, and can click **Print** to print it.
 - To export the log as a PDF file, click **Export as PDF**. The Save As dialog box appears. Select a location in the **Save In** text box or the browsing area below it, type a name in the **File Name** text box, and click **Save**.

Note: PDFs are viewed with the Adobe Reader® software (formerly Acrobat® Reader®), which is installed on IDEXX-supplied computers. You can download Adobe Reader software for free at <http://get.adobe.com/reader/>.

4. Click **Close** in the upper right corner of the Radiology Log dialog box to close it.

Archiving Images

The Cornerstone software lets you archive your images to save space on your computer and to make image management easier. Archiving removes image files from your computer and saves them to a CD or DVD, or to a network location, such as a server. This saves space on your computer and makes image management easier.

For more information about the process of recording information to a CD, see “About the CD Writing Process” on page 392.

IMPORTANT: It is important to store archived images in a safe location that is backed up regularly. If archived data is lost or damaged, images cannot be recovered.

To archive images:

1. On the **Activities** menu, select **Imaging > Archiving** to open the Archive Images dialog box.

Archive Images dialog box

2. Use the text boxes and options in the *Search Archive* area to specify the images you want to archive:
 - Use the **Patient** and **Client** text boxes to search for images of a particular patient or client.
 - To search for images between two dates, type dates in the **Start Date** and **End Date** text boxes, or click dates in the drop-down calendars.
 - To search for images of inactive patients, select **Include Inactive**.
 - To search for images of deceased patients, select **Include Deceased**.
3. To filter your search results to show only those patients who are inactive or deceased, select the **Show only inactive/deceased** check box. To search for particular inactive or deceased patients, fill in additional search criteria as needed.
4. Click **Search**. The results are shown in the table below the *Search Archive* area. Each row displays the following information for an image study:
 - **Name**—the patient's name
 - **Patient ID**
 - **Client**—the client's name
 - **# of Images**—the number of images in the study
 - **Capture date**—the date the images in the study were captured
 - **Title**—the title of the study
 - **Study Image**—a thumbnail version of the first image in the study
5. By default, all of the studies in the table are selected, but you can change which studies are selected:
 - Hold down the CTRL key and click to deselect or select individual studies.
 - Click **Select All** to select all the studies in the table.
 - Click **Deselect All** to deselect all of the studies in the table.
6. In the *Archive To* area:
 - If you want to archive to a CD or DVD, select CD/DVD. If you want to make multiple copies, type a number in the **Number of Copies** text box.
 - If you want to archive to a location on your computer (not recommended) or the network, select File Folder, and use the text box and **Browse** button to specify the location where the archive files should be stored.

Note: IDEXX recommends archiving images to a dedicated storage solution such as an external hard disk. Like any image files, the archived files on this storage device should be backed up periodically.

7. Click **Archive** to archive the selected image studies to the archive location you have specified.

Note: Archived images are labeled as "Archived" when displayed in the Image Explorer window.

Note: If you are archiving to CD or DVD, be sure to label the disc with the date. IDEXX recommends using the same format as the Cornerstone software, i.e., "Cornerstone Images YYYY-MM-DD (#)" where # is the CD number. This will enable you to select the correct disc if you need to access any archived images in the future.

Viewing Archived Images

When an image is archived, it is removed from the database on the computer and stored in your selected archive location (e.g., archive hard drive, CD, network server, etc.). A thumbnail of the image remains in the patient record as a reference to the image. Archived images are labeled as “Archived.”



An archived image

To view an archived image:

1. Use the Image Explorer to find the archived image. (For more information, see “About the Image Explorer” on page 356.)
2. Double-click the thumbnail of an archived image to open it.
 - a. If the image is readily accessible (e.g., on a networked computer or server), it opens in the Image Viewer window.
 - b. If the archived image is stored in a remote location (such as a CD), a message box displays the location. Insert the disc or browse to the location on the external hard drive or network, and click **OK**. The image appears in the Image Viewer window.
3. If you want to make this image an active image again:
 - a. Make a change to the image. One easy method is to rotate the image and then rotate the image back to its original position.
 - b. Click **Save**, and select **Save** from the drop-down menu. You can now use this image like any other image in Cornerstone.

About the CD Writing Process

The creation of CDs (or DVDs) from Cornerstone is handled by the IDEXX Media Write Utility. The utility is used whenever you create a patient CD or archive images to a CD.

Note: The Patient CD and the viewer software included on the CD have been tested on Windows operating systems; however, they may not be compatible with other operating systems, such as the Mac OS® X operating system.

When you begin the CD writing process:

1. If you are given a choice, be sure that the **CD/DVD** option is selected.
2. If you see a **Number of Copies** text box, enter the number of copies of this patient CD you want to make.

During the CD writing process:

1. If you want to cancel the CD writing process:
 - The first time you create a patient CD after restarting the Cornerstone software, a balloon appears in the lower left of the computer screen. Click this balloon and select the option to cancel the CD writing process.
 - For every subsequent CD you create, an icon for the IDEXX Media Write Utility appears at the bottom of the screen. Click the icon to open the IDEXX Media Write Utility and select **Cancel Write**.
2. If you want to view the progress of the CD writing process:
 - The first time you create a patient CD after restarting the Cornerstone software, a balloon appears in the lower left corner of the computer screen. Click this balloon and select the option to open the IDEXX Media Write Utility.
 - For every subsequent CD you create, an icon for the IDEXX Media Write Utility appears at the bottom of the screen. Click the icon to open the IDEXX Media Write Utility to view progress.
3. Click **OK** to close the Message dialog box.
4. When the process is complete, the finished CD is ejected automatically.

Note: Once you create a CD, you cannot add to or change the information on the CD.

Section 6 – Other Tools and Tasks

Chapter 27: Using Hill's® Feeding Guide Software

Chapter 28: Using the Mobile Computing Module

Chapter 29: Using Referral Relationship Management

Chapter 30: Using VetConnect* PLUS

Chapter 31: Using the Antech Diagnostics® Laboratory Module

Chapter 32: Using LifeLearn® ClientEd™ Online

Chapter 33: Using IDEXX Pet Health Network* Pro

Chapter 27: Using Hill's® Feeding Guide Software

This chapter covers daily tasks for using Hill's Feeding Guide Software in Cornerstone. For information on steps required to set up Hill's Feeding Guide Software, see "Chapter 24: Setting Up Hill's Feeding Guide Software" in the *Cornerstone Administrator's Manual*.

Using Hill's Feeding Guide Software

Hill's® Feeding Guide Software (FGS) is included with your IDEXX Cornerstone* Practice Management System. Using FGS, you can print dietary instructions and nutritional information about Hill's pet food products to help your clients keep their pets healthy.

Feeding Guide Software shows your clients:

- The financial benefit of feeding Hill's products.
- The proper feeding instructions for a healthier pet.

Before You Begin

- Set up the Feeding Guide Software and link Hill's pet food invoice items to the Feeding Guide Software special action on the Invoice Item Information window's **Spec. Actions** tab.
- Update the patient's weight.

To use the Hill's Feeding Guide:

1. Do one of the following to access the Hill's Feeding Guide dialog box:
 - Create a new invoice and add the Hill's pet food invoice item or open an existing invoice with the item. Click **Special** (special actions) and select **Feeding Guide Software** in the Special Actions dialog box.
 - On the **Activities** menu, select **Feeding Guide > Feeding Guide Profile**.

The Hill's Feeding Guide dialog box appears.

The screenshot shows the 'Hill's Feeding Guide' dialog box with the following data:

Patient information	
Client:	19845 Brad and Heather Price
Patient:	19845 Noah
Age:	13 Yrs. 3 Mos.
Breed:	BOXER
Weight:	95 pounds
Ideal Weight:	95 pounds

Dietary information	
Indication:	Science Diet Pet Foods
Product:	Senior for Dogs
Package size:	20 lb. bag - Small Bites

Feeding information	
Amount to Feed (Cups):	Low: 3 3/4 High: 5 1/4
Days bag will last:	24 17
Cost to feed per day:	\$0.80 \$1.12

Hill's Feeding Guide dialog box

2. Enter the **Client ID** and corresponding **Patient ID**. The patient's current weight appears by default in the Ideal Weight box. Change the **Ideal Weight**, if necessary.
3. In the **Indication** field, select the type of Hill's diet product to feed the patient. Select the specific **Product** and **Package size**.

Note: If a product is selected that could be recommended for more than one dietary purpose, the Purpose box appears before Cornerstone calculates the Feeding Information. Select the reason this product is being recommended and click **OK**.

Tip: You can click **Assist** to use the Selection Assistant to determine the product to use for the patient's condition. See "Using the Feeding Guide Selection Assistant" on page 396.

4. Once you have entered the Dietary Information, the Feeding information is calculated automatically. If necessary, change the **Amount to Feed** the patient. Amounts appear to the nearest 1/8 cup. (Amounts over 20 pounds increase by 1/4 cup.) The number of days a bag or case (for cans) of the product should last and the cost per day to feed the patient the product correlate to the amount.
5. Click **Print** to print the feeding instructions. The Print Options dialog box appears with one (1) Feeding Guide Profile selected to print by default.



Print Options for Feeding guide profile and Product information

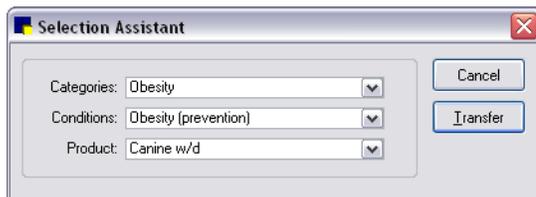
6. Click **Preview** to view the Feeding Guide Profile in the Reports Preview window, or click **Print** to print the profile. (You can change the number of copies to print, if necessary.)
7. If you want to print information about the product, select the **Product information** check box and click **Preview** to view the information in the Reports Preview window, or click **Print** to print the information.
8. Click **Close** to return to the Hill's Feeding Guide dialog box.
9. Click **Close** to exit.

Using the Feeding Guide Selection Assistant

The Selection Assistant is a component of the Hill's Feeding Guide Software designed to help you make pet food recommendations to your clients based on the patient's current condition.

To use the Feeding Guide Selection Assistant:

1. From the Hill's Feeding Guide dialog box, enter the **Client ID**, **Patient ID** and the patient's **Ideal Weight**.
2. Click **Assist**. The Selection Assistant dialog box appears.



Selection Assistant dialog box

3. Select the **Category** of the patient's dietary concern from the drop-down list. (Categories include: Acute Care/Recovery, Adverse Reaction to Foods, Cancer, Cardiovascular Conditions, Fiber Responsive Diseases, Gastrointestinal Disease, Hepatic Diseases, Obesity, Oral Care, Renal Disease and Urolithiasis.)
4. Select the patient's specific dietary **Conditions** from the drop-down list. (Conditions are specific to the condition you selected.)
5. Select a **Product** from the suggested items in the drop-down list.
6. Click **Transfer**. The product information appears in the Dietary Information.
7. Select the **Package Size** the client is purchasing. The Feeding Information appears. Continue using the Feeding Guide as usual.

Chapter 28: Using the Mobile Computing Module

This chapter covers daily usage tasks in the Mobile Computing module in Cornerstone. For information on steps required to set up the Mobile Computing module, see “Chapter 31: Setting Up the Mobile Computing Module” in the *Cornerstone Administrator’s Manual*.

Overview

The Mobile Computing module with mobile computer synchronization provides the ability to use the IDEXX Cornerstone* Practice Management System outside of the practice. A mobile computer could be a laptop or a tablet PC.

After returning to the practice, the data on a mobile computer can be downloaded to the main practice database. The database on the mobile computer is also updated to match the main database.

Information That Can Be Viewed or Changed on a Mobile Computer

Understanding what types of information can be changed on a mobile computer will be easier if you remember that the information on the mobile computer is secondary to the information on the main practice server.

Some features in Cornerstone cannot be accessed from a mobile computer because this would cause the mobile computer database to conflict with your practice database when the synchronization process occurs. Generally, information relating to clients and patients can be created or updated.

Information that can be created or updated

- Client and patient information
- Patient vital signs/weight
- Patient diagnoses
- Patient problems
- Patient medical notes
- Rabies/vaccine tag information
- Reminders
- Correspondence
- Estimates

Information that can be created, but not updated

- Prescriptions
- Lab Requests
- Patient Visit List (PVL)[†]
- Invoices[†]
- Images

[†] Items created on the mobile computer can be updated until the next synchronization process is run.

Information that can be viewed, but not created or updated

- All reports in Cornerstone Foundation (with applicable security) except Referral reports
- Open invoices that were created on the main system

The Appointment Scheduler Schedule for Today window
Setup information, such as discounts, taxes, classifications, etc.

Information that cannot be accessed

Practice defaults
Inventory
Practice Explorer*
Patient Advisor*
Time Clock

How Does the Patient Visit List Work with Mobile Computing?

If a patient has items on the Patient Visit List on the main system, those items cannot be viewed on the mobile computer. However, items may be added to the Patient Visit List on the mobile computer. When the synchronization process is run, items from the mobile computer's Patient Visit List will be added to the Patient Visit List on the main system. Use care when adding items to the Patient Visit List so you do not inadvertently create duplicate entries.

Mobile Computing Menu Options

The Mobile Computing menu is located on the Tools menu. These tasks on the Mobile Computing menu can only be performed on a mobile computer: **Create** and **Undo Mobile Computer** and **Synchronize**. These menu options may only be selected from the server or a regular workstation: **Mobile Computer List** and **Mobile Computer Checkout Report**.

Note: The other options on the Tools menu (Merge client/patient, Mass markup, Purge data, etc.) cannot be accessed when a mobile computer is in use. To access other options on the Tools menu, synchronize all mobile computers, and then undo the mobile computers (the mobile computer list must be empty). Perform necessary functions, and then recreate the mobile computers.

Cornerstone provides an easy way to help you remember if you're working on the mobile computer. The name of the mobile computer displays in the title bar as shown here:



Checking out Medical Notes and Correspondence

If a staff member plans to update tentative medical notes and correspondence from the mobile computer, this information must be "checked out" to the mobile computer. The check out process is set up when a mobile computer is created and can be changed when it is synchronized.

Medical notes and correspondence that are checked out to a staff member on a mobile computer cannot be updated on the main system until it is synchronized and the notes and correspondence for that staff member are checked back in.

When a staff member's tentative medical notes and correspondence are checked out, the staff member may only update the notes and correspondence on the mobile computer. New medical notes and correspondence may be created on either the main system or the mobile computer.

Example:

Ann Smith and Mark Jones alternate time spent in the office. The first week, it's Ann's turn to be on the road. Ann's tentative medical notes and correspondence are "checked out" on the laptop. Ann's tentative medical notes and correspondence may only be updated from the laptop. Neither she nor

anyone else can update her tentative medical notes and correspondence from the main system. The next week, it's Ann's turn to be in the office and Mark will be on the road. The laptop must be synchronized and Ann's tentative medical notes and correspondence must be checked back into the main system. Mark's tentative medical notes and correspondence must be checked out to the laptop. For more information on checking medical notes and correspondence in or out, see "Synchronizing the Mobile Computer" on page 401.

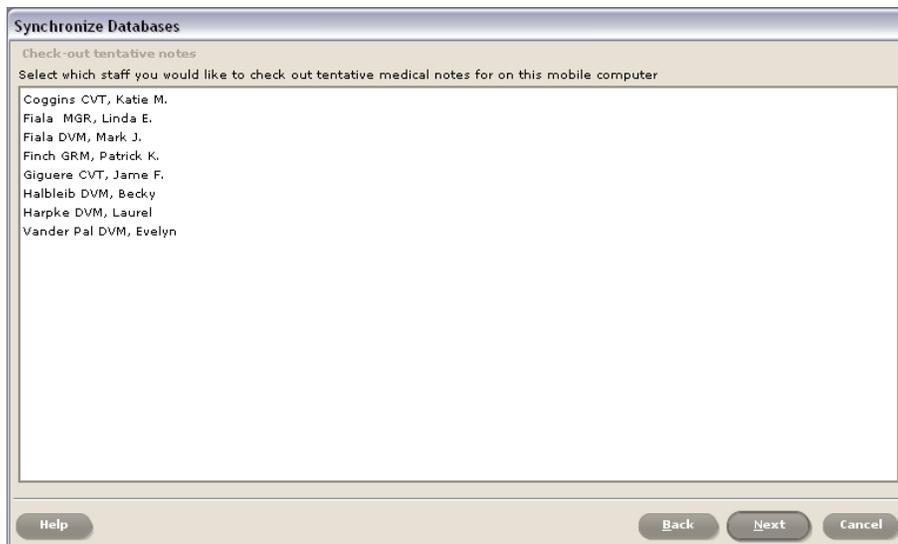
Using the Mobile Computing Module

Creating a Mobile Computer (Laptop)

To create a mobile computer in Cornerstone:

Note: Perform this task on the mobile computer; you must be connected to the Cornerstone Database Server. Make sure you have enough hard disk space for the database before beginning.

1. On the **Tools** menu, select **Mobile Computing > Create**.
2. Enter the name for your mobile database. This name is used to identify the database in the main practice database. Click **Next**.
3. If needed, change the default location for the mobile database and shared folders. Click **Next**.
4. If this machine has previously been used for the Mobile Computing module, a message appears asking if you're sure you want to overwrite the existing information. Click **Yes** to continue setup.
5. Select the staff members who will be checking out Tentative or Draft *medical notes* on this machine. Press CTRL and click to select/deselect staff (highlighted/shaded staff names are selected). Click **Next**.



Synchronize Databases window

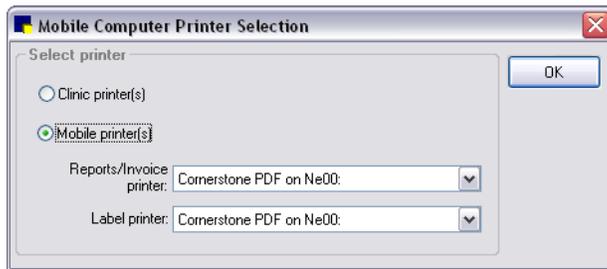
6. Select the staff members who will be checking out Tentative or Draft *correspondence* on this machine. Press CTRL and click to select (or deselect) staff (highlighted/shaded staff names are selected). Click **Next**.
7. The database will be created. This process can take several minutes, depending on the size of your database. When the copying process is complete, click **Finish**.

Once you have the mobile computer set up, you can use the laptop as you normally use Cornerstone. See “Information That Can Be Viewed or Changed on a Mobile Computer” on page 398 for more details about mobile computer use.

Selecting a Printer for the Mobile Computer

To select a printer for the mobile computer:

- When you log into Cornerstone on the mobile computer, the Mobile Computer Printer Selection box appears. Select the printers you want to use for this session of Cornerstone:
 - Select **Clinic printer(s)** to use your regular network printers.
 - Select **Mobile printer(s)** to use a printer directly connected to the mobile computer. These assignments are temporary and will be overwritten the next time synchronization is run.



Mobile Computer Printer Selection dialog box

- If you are using a mobile computer without a printer attached to it, you can save your documents as PDFs using the Cornerstone PDF printer.
- Click **OK** to save your changes.

Synchronizing the Mobile Computer

It's important to periodically download the data from the mobile computer to the main practice database and to update the mobile computer database from the main practice database. This process is called **synchronization**.

If your practice has more than one mobile computer, the synchronization process must be run on each laptop. You cannot synchronize more than one mobile computer at a time.

You cannot synchronize the mobile computer if you have open invoices on the laptop.

While the synchronization process is running, you can continue working on the main server. However, you will not be able to post an invoice while the mobile computer data is being copied to the main server.

When the synchronization is run, the estimates, invoices and prescriptions on the mobile computer are copied to the main practice database. You will be able to tell where the estimate/invoice originated based on the ID. Part of the number is the identifying ID of the mobile computer.

To synchronize the mobile computer:

Note: Perform this task on the mobile computer; you must be connected to the Cornerstone Database Server.

- On the **Tools** menu, select **Mobile Computing > Synchronize**.
- Press the CTRL key and click to select (or deselect highlighted) staff to check out tentative medical notes. Click **Next**.

3. Press CTRL and click to select (or deselect highlighted) staff to check out tentative correspondence. Click **Next**.
4. Your database will be synchronized. Click **Finish**.

Conflicts and Exceptions

If there is a **conflict** between the mobile computer database and the main system, you must resolve it before the synchronization can continue. For example, if new client records were entered on the mobile computer and the main system using the same ID, a message will display during synchronization. You will be required to enter a new ID for the client record created from the mobile computer before synchronization can continue.

Occasionally, data from the mobile computer may be overwritten by data from the main system during the synchronization process. For example, if the same client's address was updated on both the mobile computer and the main system, the address entered from the main system will overwrite the address entered from the mobile computer. This is called an **exception**. If an exception occurs, you can print the Exception Report from the mobile computer during the synchronization process. If needed, you can use this report to update the data on the main system.

Any words that you add to the spell checker dictionary also need to be added on the main system. Each time synchronization is run, the main system's dictionary overwrites the dictionary on the mobile computer.

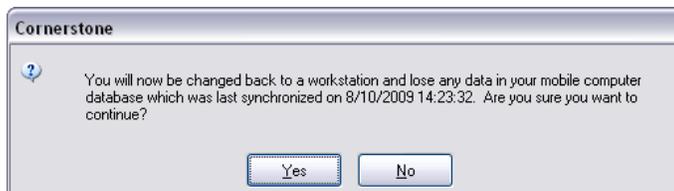
Using the Mobile Computer as a Regular Workstation (to Undo)

If you are upgrading or changing mobile computers, or if you want to use the mobile computer as a regular Cornerstone workstation, remove the mobile computer from the Mobile Computing List.

To use the mobile computer as a regular workstation:

Note: Perform this task on the mobile computer; you must be connected to the Cornerstone Database Server.

1. On the **Tools** menu, select **Mobile Computing > Undo Mobile Computer**. The following message displays.



Undo Mobile Computer message

2. Click **Yes** if you are sure you want to remove the mobile computer. The mobile computer will be removed.

Chapter 29: Using Referral Relationship Management

This chapter covers referral relationship management tasks in Cornerstone. For information on steps required to set up Referral Relationship Management, see “Chapter 23: Referral Relationship Management” in the *Cornerstone Administrator’s Manual*.

Overview

The IDEXX Cornerstone* Practice Management System offers specialists in all disciplines a comprehensive solution for managing relationships with referring veterinarians (RDVMs). With these referral management features, specialists and their staff can easily monitor the pulse of all activity relating to RDVMs and their patients.

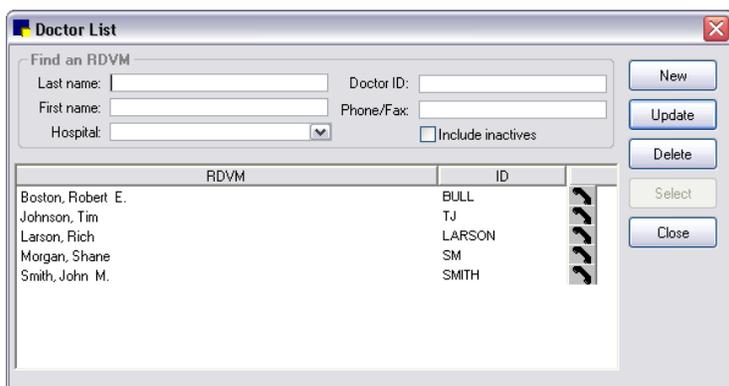
Referral management features allow you to:

- Identify patients/clients referred by a particular RDVM
- Identify RDVMs associated with a particular patient
- Identify RDVMs associated with a particular hospital
- Quickly access notes about an RDVM's education, interests, first referral date, etc.
- Document and view RDVM/hospital communication preferences
- View RDVM and hospital communication preferences from the Patient Clipboard* window
- Search for RDVMs/hospitals using common filters including name, city, phone, or fax number.

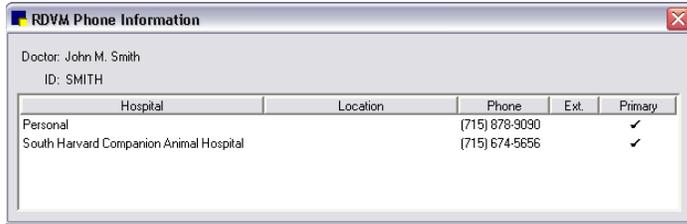
Note: For detailed information about setting up and using Referral Relationship Management, see the “Referral Relationship Management” section in the Cornerstone help.

Finding and Viewing Referral Veterinarian Information on the Doctor List

Using the Doctor List window (**Lists > Referrals > Doctors**), you can quickly find a referral veterinarian (RDVM) using common search filters such as name, doctor ID, phone, or fax number.



You can click the phone icon to access all personal and hospital-affiliated phone and fax numbers for the RDVM within the Doctor List window. The primary contact number is indicated for both personal and hospital numbers.



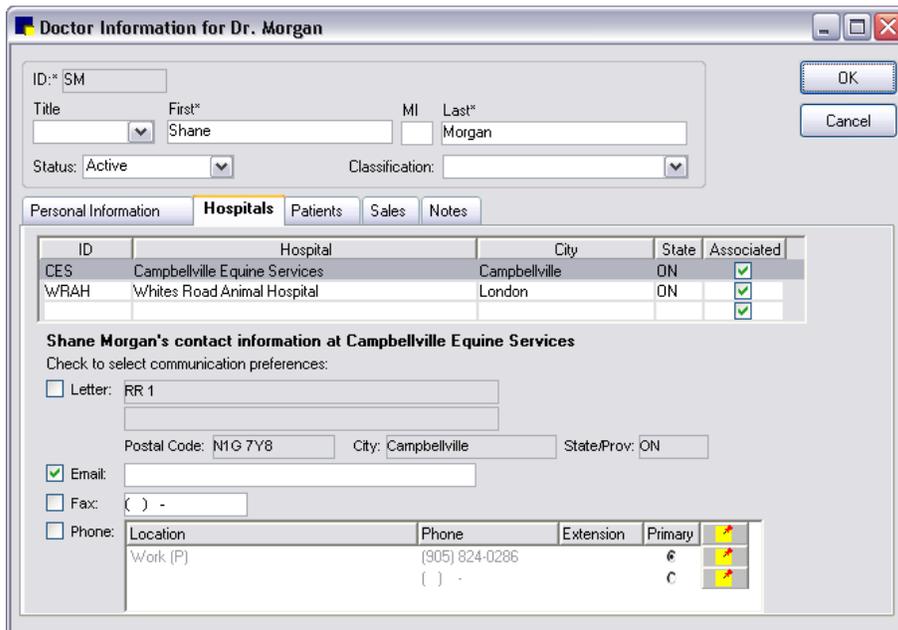
Adding, Editing, and Viewing Referral Veterinarian Information on the Doctor Information Window

Hospitals Tab

The Doctor Information window's Hospitals tab allows you to:

- Associate one or more hospitals with the RDVM (an RDVM must be associated with at least one hospital).
- Add or edit the preferred contact phone numbers, email, and fax information for this doctor at a selected hospital.
- Indicate the RDVM's communication preferences and contact information to use when at a selected hospital.

Note: The **Email** communication preference will be selected automatically if the hospital's **Send info via** field was set to **Email** prior to installing Cornerstone.



Personal Information Tab

The Doctor Information window's **Personal Information** tab allows you to:

- Specify if you want to display the doctor's contact information on the Patient Clipboard based on Personal preferences (those selected on the **Personal Information** tab), Hospital related preferences (those selected on the **Hospitals** tab), or both.
- Add or edit personal contact information for this doctor.

- Indicate the doctor's personal communication preferences.

Note: The **Email** communication preference will be selected automatically if the **Send info via** field was set to **Email** prior to installing Cornerstone 8.3.

Patients Tab

The Doctor Information window's **Patients** tab allows you to:

- View checked in/checked out patients referred by the RDVM.
- Double-click to open the Patient Clipboard for a patient on this tab.

Patient	Client	Breed	Date	Hospital	Reason for Visit
Boomer	Andre, Larry	Collie Mix	4/21/2010	ClearView Veterinary	Neurology
Sahara	Kent, Jim	Pinscher, Dobern	6/17/2010	ClearView Veterinary	

Sales Tab

The Doctor Information window's **Sales** tab allows you to:

- View the monthly sales generated based on referrals from this RDVM.
- View number of new patient referrals and recheck referrals for each monthly sales period.

End of Month Processing Date	New	Rechecks	Sales
Current	5	0	\$155.00
Wednesday, September 02, 2009 10:24 am	6	0	\$3,197.56
Tuesday, June 30, 2009 02:41 pm	1	0	\$552.39

Notes Tab

The Doctor Information window's **Notes** tab allows you to:

- Add, edit, or view notes associated with this RDVM.
- See the date of the first referral associated with this RDVM.

First referral: 6/15/2010

University:

Interests:

Notes:

Finding and Viewing Referral Hospital Information on the Hospital List

Using the Hospital List window (**Lists > Referrals > Hospitals**), you can quickly find a referral hospital using common search filters, such as city, phone, or fax number.

The Hospital List window displays a table of hospitals with the following columns: Hospital Name, ID, City, and State. The 'South Harvard Companion Animal Hospital' is selected and highlighted. Below the table, the detailed information for this hospital is shown, including its address, phone, and fax numbers.

Hospital Name	ID	City	State
Burgess Equine Vet Services	BEVS	Orillia	ON
Campbellville Equine Services	CES	Campbellville	ON
ClearView Veterinary Services	38443	Longview	IL
Kitchener Cat Hospital	KCH	Kitchener	ON
Mississauga-Dakville Emergency	MDES	Dakville	ON
South Harvard Companion Animal Hospital	SPEC	Eau Claire	WI
Whites Road Animal Hospital	WRAH	London	ON

South Harvard Companion Animal Hospital
 3344 South Paw Way
 Eau Claire, WI 54701
 Phone: (715) 674-5656
 Fax: (661) 885-7409

When you highlight a hospital on the Hospital List, the hospital's address, phone, and fax information display at the bottom of the window.

Adding, Editing, and Viewing Referral Hospital Information on the Hospital Information Window

Information Tab

The Hospital Information window's **Information** tab allows you to:

- Add or edit contact information for this hospital.
- Indicate the hospital's communication preferences.

The Hospital Information window for South Harvard Companion Animal Hospital shows the following details:

ID: SPEC
 Hospital Name: South Harvard Companion Animal Hospital
 Status: Active

Information | Doctors | Patients | Sales | Notes

Contact information

Check to select communication preferences:

Letter: 3344 South Paw Way
 Postal Code: 54701 City: Eau Claire State/Prov: WI

Email: customerresponse@idexx.com

Fax: (661) 885-7409

Phone:

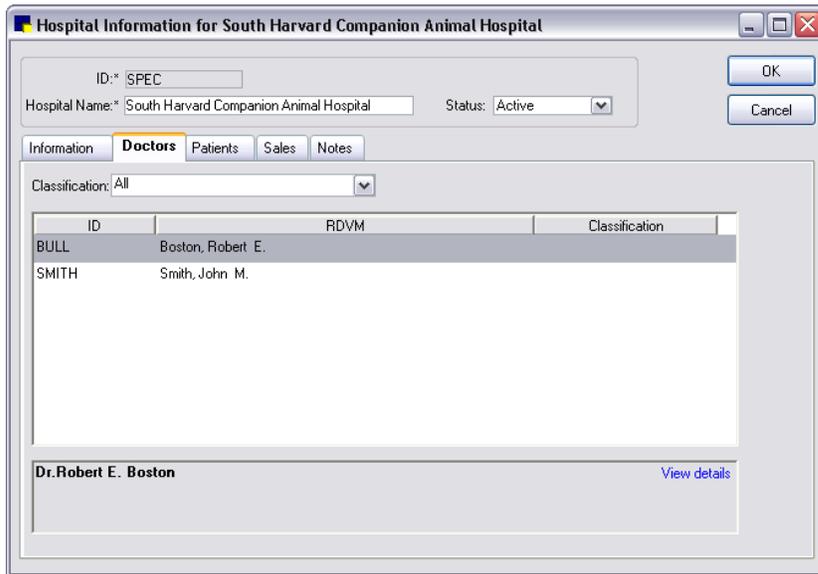
Location	Phone	Extension	Primary
	(715) 674-5656		e
	() -		c

Doctors Tab

The Hospital Information window's **Doctors** tab allows you to:

- View referral veterinarians (RDVMs) associated with this hospital.

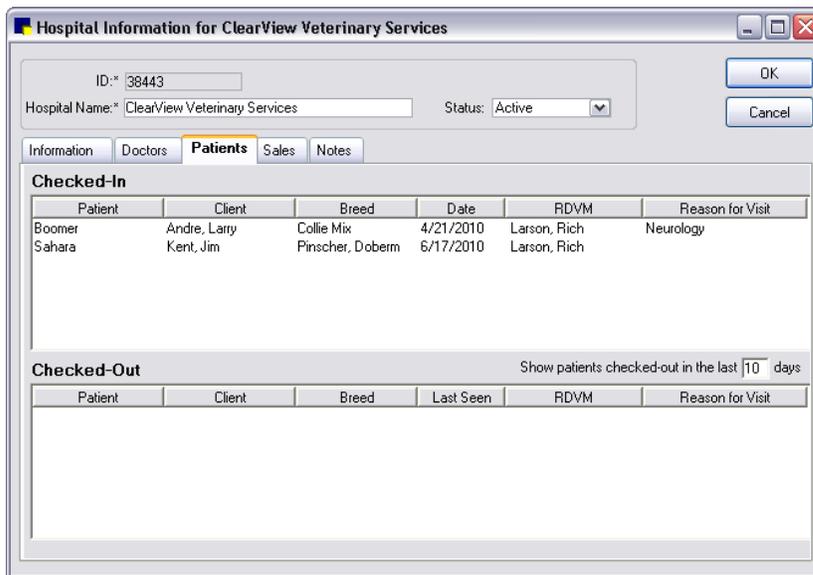
- Open the Doctor Information window for a doctor by double-clicking a listed RDVM (or by clicking the **View details** link near the bottom of the window for a selected RDVM).



Patients Tab

The Hospital Information window's **Patients** tab allows you to:

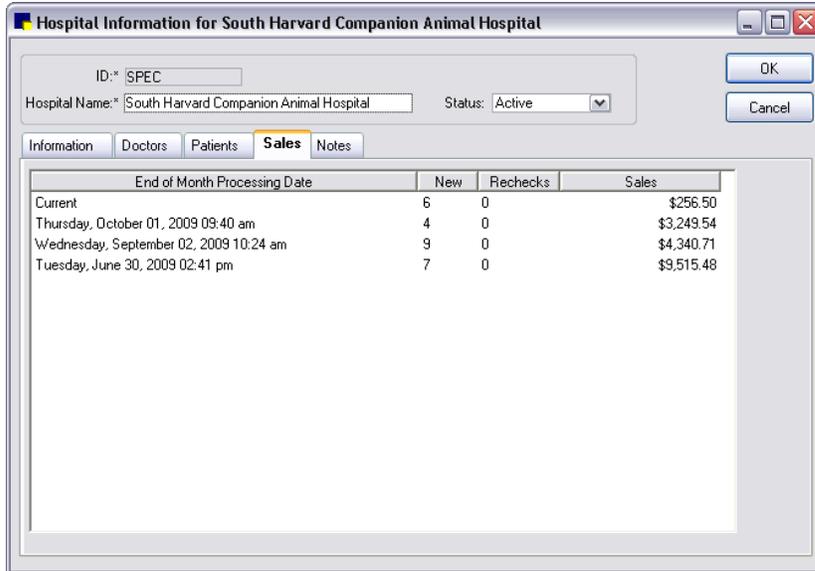
- View checked in/checked out patients referred by an RDVM at this hospital.
- Double-click to open the Patient Clipboard for a patient on this tab.



Sales Tab

The Hospital Information window's **Sales** tab allows you to:

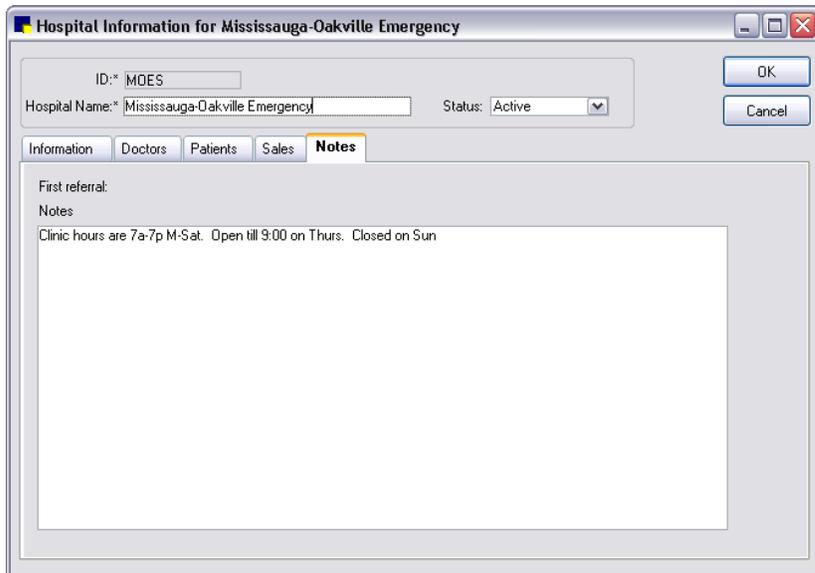
- View the monthly sales generated based on referrals from this hospital.
- View number of new patient referrals and recheck referrals for each monthly sales period, v.



Notes Tab

The Hospital Information window’s **Notes** tab allows you to:

- Add, edit, or view notes associated with the referral hospital.
- See the date of the first referral associated with this hospital.



Accessing Referral Information and Referral History in Patient Information

The Patient Information window’s **Referrals** tab serves as a dual-purpose tab, allowing you to view both referral veterinarians (RDVM) and hospitals for this patient and the referral history of the patient.

You should verify the RDVM information for a patient for each visit or case and update it as necessary.

Referrals Tab—Patient RDVMs View

The **Referrals** tab—Patient RDVMs view allows you to:

- Identify RDVMs associated with this patient for this visit.
- Specify a primary RDVM to be associated with this patient on the Patient Clipboard, in referral history, and on referral revenue reports.
- Specify if an RDVM should be included on communications associated with this visit (using the **This visit** check box). The **This visit** check box is automatically selected for the primary RDVM, but you can clear the check box if the client has requested that the primary RDVM not receive communications.
- View communication preferences for a selected RDVM and hospital and associated contact information.
- View the RDVM history for the patient.

Note: When viewing the **Referrals** tab in Referral History view, click the **view RDVMs for this patient** link to switch the tab to Patient RDVMs view.

Patient Information for Boomer

ID: 15245 Boomer
Owners: Larry Andre

Information Letter Reminders Call Backs Prompts/Notes **Referrals**

Referral information for Boomer
Identify doctors for this patient.
The primary doctor shows on the Patient Clipboard, referral history and revenue reports. [view referral history](#)

Doctor	Hospital	Primary	This visit
Larson, Rich	ClearView Veterinary Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Personal [view details](#)
Send info via: email

When an RDVM is selected, the associated communication preferences are listed in the box at the bottom of the tab. Use the scrollbar on the right side of the box to scroll through the available communication preferences:

- **Personal**—Displays the RDVM's personal communication preferences. If you want to view detailed personal contact information for this RDVM, click the **view details** link on the right to display the information on the Doctor Information window's **Personal Information** tab.
- **When at [hospital name]**—Displays the RDVM's communication preferences when at the hospital selected above. If you want to view detailed hospital contact information for this RDVM, click the **view details** link on the right to display the information on the **Hospitals** tab in the Doctor Information window.

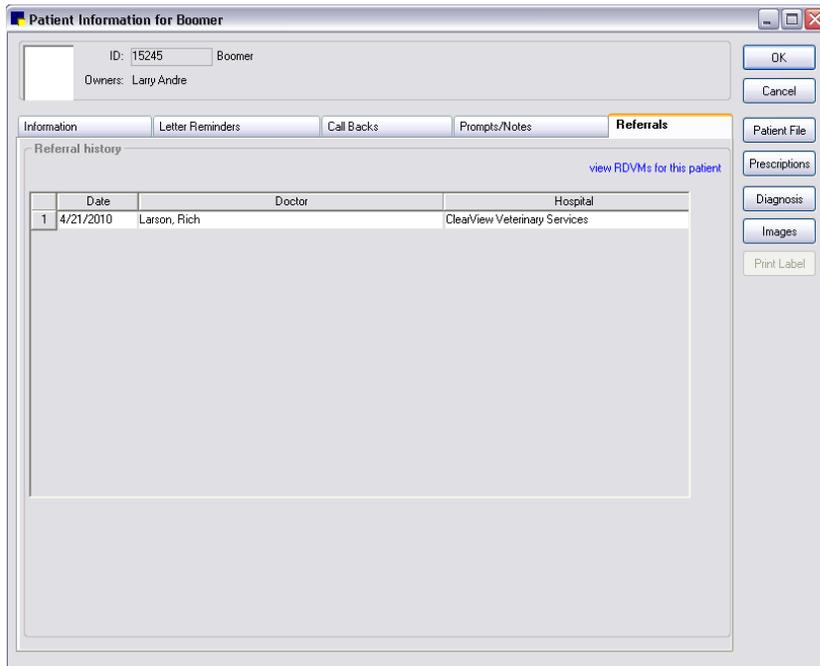
- **Hospital: [hospital name]**—Displays the selected hospital's communication preferences. If you want to view detailed contact information for this hospital, click the view details link on the right to display the information on the **Information** tab in the Hospital Information window.

Referrals Tab—History View

The **Referrals** tab—Referral History view allows you to:

- View complete referral history for this patient, including the date when the primary RDVM/hospital was assigned to this patient.

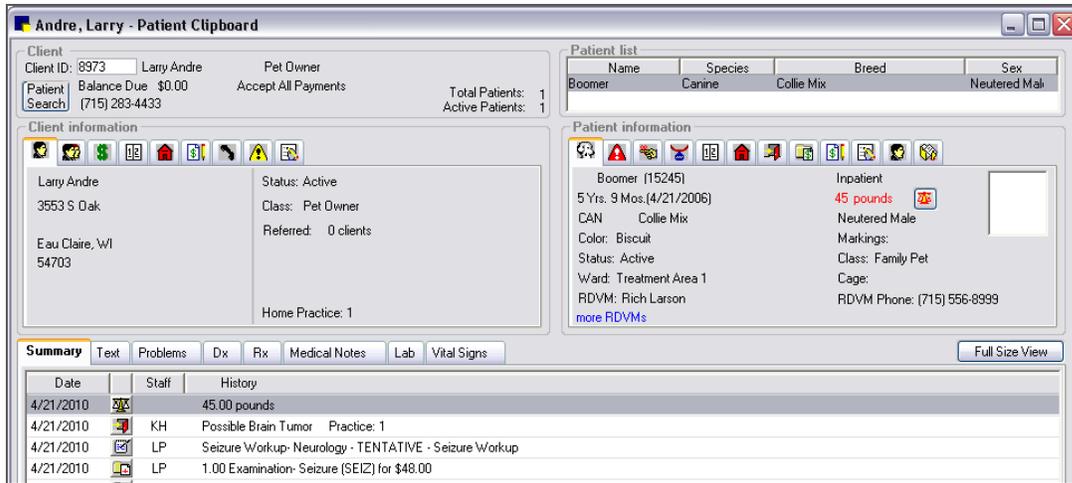
Note: When viewing the **Referrals** tab in Patient RDVMs view, click the **view referral history** link to switch the tab to Patient History view.



Accessing Referral Information on the Patient Clipboard* Window

Patient Information

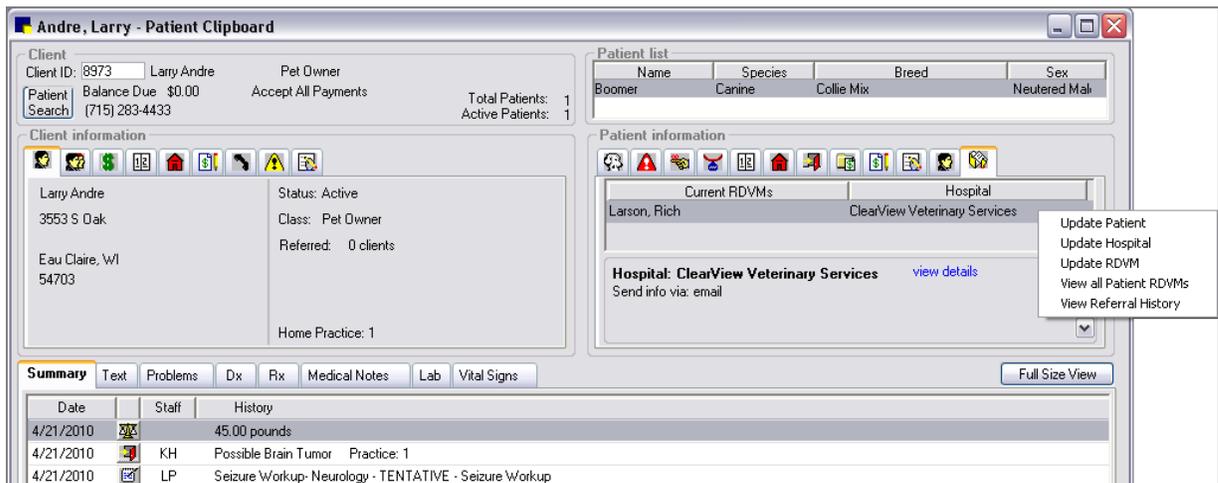
In addition to an updated layout to accommodate quick "at a glance" scanning, the *Patient information* area now includes information on the patient's primary referral veterinarian (RDVM), the RDVM primary phone number, and a link to view more RDVMs for this patient (or a link to add an RDVM if one has not been assigned for this patient).



RDVMs Tab (Referrals tab prior to Cornerstone 8.3)

Click the **RDVMs** button  in the *Patient Information* area to access the tab.

- The **RDVMs** tab lists the patient's current RDVMs and their associated hospitals.
- The **RDVMs** tab right-click menu provides quick access to detailed referral information and contacts for this patient.



When an RDVM is selected on this tab, the associated communication preferences are listed in the box at the bottom of the tab.

- Use the scrollbar on the right side of the box to scroll through the available communication preferences.
- Click the **view details** link to access detailed contact information.

Note: The communication preferences that display here vary depending on the Patient Clipboard display preferences selected for the RDVM on the **Personal Information** tab in the Doctor Information window.

Referral Information on the Patient Check-in/out Window

On the Patient Check-in/out window, if a primary RDVM has been assigned for this patient, the RDVM is listed. In addition, the **add/edit RDVMs** link opens the Patient Information window's **Referral** tab, allowing you to:

- Add a new RDVM for this patient.
- Access information for an existing RDVM.
- Specify a primary RDVM for this visit by selecting the **Primary** option.
- Specify the RDVMs you want to receive communications associated with this visit by selecting/clearing the **This visit** check box for each listed RDVM. The RDVM must have communication preferences set up in Cornerstone for the information to automatically appear in the Communications window.

The screenshot shows the 'Patient Check-in/out' window with the following sections:

- Client information:** Client ID: 8973, Lary Andre, 3553 S Oak, Eau Claire, WI 54703, Phone(s): (715) 283-4433, Ext: [blank].
- Accounts receivable:** Current: \$0.00, 30 days: \$0.00, 60 days: \$0.00, 90 days: \$0.00, Total due: \$0.00. Buttons: Update, Check-out, Travel Sheet, Cancel.
- Patient information:** ID: 15245, Boomer, 45 pounds, 5 Yrs. 9 Mos., Collie Mix, Neutered Male.
- Reminders:** [Empty list box]
- Check-in/out information:** Staff ID: KH, Kenneth G. Boffke, DVM; RDVM: Rich Larson (add/edit RDVMs); Reason for Visit: [blank] (Referral Recheck checked); Primary: Neurology; Secondary: [blank].
- Room/Ward/Cage/Status:** Room: Dr Boffke; Ward: Treatment Area 1; Cage: [blank]; Status: Inpatient. Radio buttons: Outpatient, Inpatient (selected). Critical: [unchecked].
- Documents:** Table with columns Doc ID and Description.
- Weight entry:** Table with columns Date, Weight, Unit, Body score. Entry: 01/27/2012, .00 pounds.
- Check-in/out Dates and Times:** Check-in Date: 01/25/2010, Time: 02:10 AM; Check-out Date: 01/27/2012, Time: 12:45 PM.

Referral Information for Mobile Computing

RDVM information is enabled and viewable via hyperlinks for Mobile Computing module users. Click the links to open a read-only view of the **Patient Information > RDVMs** tab. There are also two options available when you right-click in the **Patient Information > RDVMs** tab (**View all Patient RDVMs** and **View Referral History**).

Referral Reports

In the Report Search window (**Reports > Find a Report**), a variety of referral reports are available in the Reports list under the **Referral** group and under the **End of Month > Referral Reports** group. Click a report to display its details in the right pane.

Referral Reports:

- Referral Doctor Master Report—Prints a list of all the referral doctors (by Doctor ID) you have set up in Cornerstone.

- Referral Hospital Master Report —Prints a list of all the referral hospitals (Hospital ID) you have set up.

End of Month > Referral reports:

- Referral Reports by Staff—Shows the work done by a staff member of your practice for another hospital.
- Referral Report—Doctor by Hospital
- Referral Report—Hospital by Doctor
- Referral Report—Referral Summary
- Referral Summary—Doctor by Hospital
- Referral Summary—Hospital by Doctor
- Referral Summary by Doctor
- Referral Summary by Hospital
- Referral Revenue Report by Doctor by Revenue Center
- Referral Revenue Report by Hospital by Revenue Center

Chapter 30: Using VetConnect* PLUS

Overview

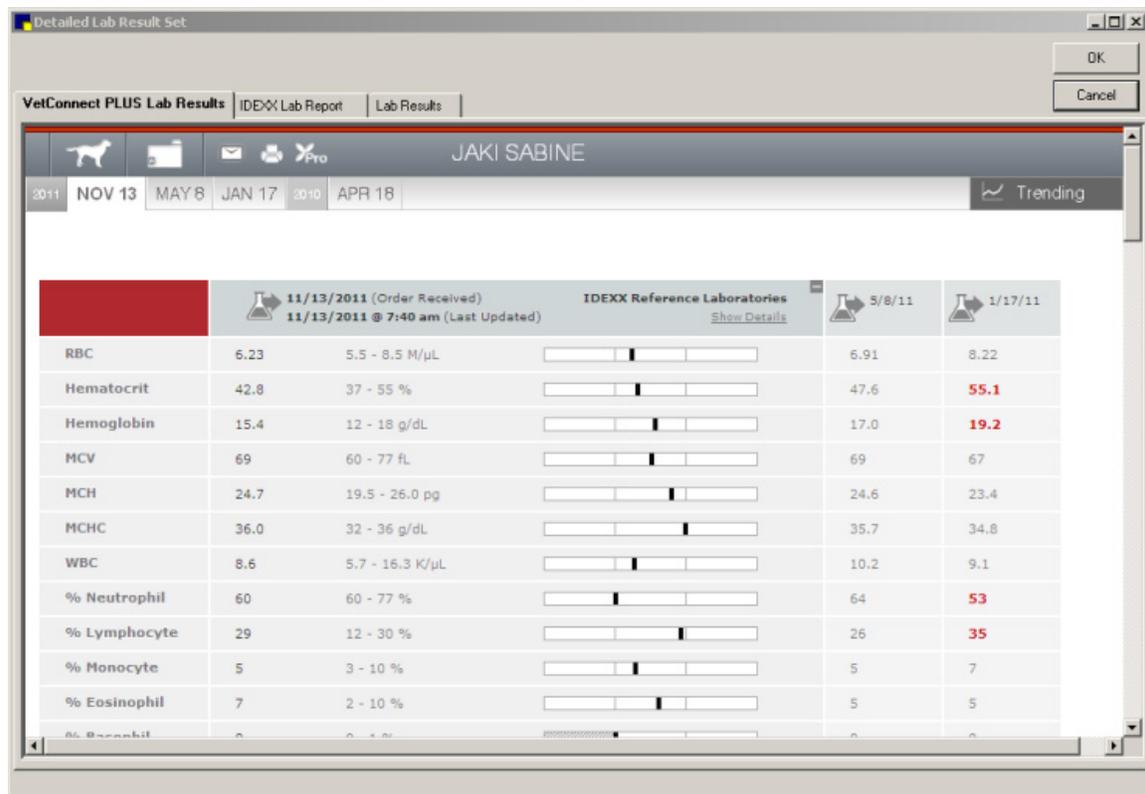
For Laboratory module users, IDEXX Cornerstone* Practice Management System, excluding the Mobile Computing Module, includes optional access to VetConnect* PLUS, a powerful web-based tool that lets you view and compare IDEXX in-house diagnostics and IDEXX Reference Laboratories data side by side.

VetConnect PLUS works within the standard Cornerstone workflow for viewing results and has an enhanced format for viewing, comparing, and graphing result data. You can also visit vetconnectplus.com to view your results in a browser.

For more information about VetConnect PLUS, contact VetConnect PLUS Client Services at 1-888-433-9987 or visit vetconnect.com.

VetConnect PLUS must be set up in the Practice Information window (select **Lists > Practice** and then click **Update**).

Here's an example of a VetConnect PLUS tab.



Using VetConnect PLUS, you can:

- View the latest IDEXX test results in an enhanced and interactive window as soon as they are sent from the IDEXX Reference Laboratories or from your in-house analyzers.
- See the complete history of a patient's known IDEXX test results.
- Compare results from IDEXX Reference Laboratories and IDEXX VetLab* Station tests side by side. (To do so, you must activate VetConnect PLUS on IDEXX VetLab Station.)
- Graph and view trends for IDEXX test results with the click of a button.

Data Storage in VetConnect PLUS

VetConnect PLUS uses patient and test data stored on secure Vet Connect PLUS servers (that is, in "the cloud"). If you choose to activate VetConnect PLUS, IDEXX will ask permission to upload a copy of historical data from IDEXX Reference Laboratories from your VetConnect account and/or IDEXX VetLab Station. IDEXX will not upload this information without your consent. No information is uploaded from Cornerstone; Cornerstone performance is not affected.

Your data in VetConnect PLUS is secure:

- **Sensitive data is not stored in VetConnect PLUS.** VetConnect PLUS stores and displays only the following:
 - Patient demographics (name, ID, age, sex, species, breed)
 - Client names and IDs
 - Patient test results and the source of the results (IDEXX Reference Laboratories, ProCyte Dx*, Hematology Analyzer, SNAP* tests, etc.)
- VetConnect PLUS does not store or display financial information, phone numbers, addresses, or any personal information from your practice, staff, or clients.

Setup

Prerequisites

To activate VetConnect PLUS, your practice must have:

- Internet access at the workstation where you want to view VetConnect PLUS.
- Windows®Internet Explorer® 7 or later must be installed on each Cornerstone workstation. It does not have to be the default Internet browser.
- If you want to view in-house results, you must have IDEXX SmartLink* technology to provide bidirectional flow between Cornerstone and your IDEXX VetLab Station. In addition, IDEXX SmartService* Solutions must be set up for the IDEXX VetLab Station. Call your IDEXX Connectivity Consultant at 1-877-256-8457 to order IDEXX SmartLink for your IDEXX VetLab Station if your practice does not already have it.
- If you want to view IDEXX Reference Laboratories results, you must have IDEXX SmartLink* technology to provide bidirectional flow between Cornerstone and the IDEXX Reference Laboratories. Call your IDEXX Connectivity Consultant at 1-877-256-8457 to order IDEXX SmartLink if your practice does not already have it.
- A VetConnect account with administrator user name and password. Call VetConnect PLUS Client Services at 1-888-433-9987 to request an account if your practice does not already have one.

Activating VetConnect PLUS

You can activate VetConnect PLUS immediately following installation of Cornerstone 8.3 software or anytime after that. After you activate VetConnect PLUS from within Cornerstone, activate VetConnect PLUS from your IDEXX VetLab Station (if applicable).

To activate VetConnect PLUS:

1. From the Cornerstone Practice Information window (**Lists > Practice**), select your practice name, and then click **Update**. This must be your primary practice if you are a Multi-Location Single Database user.
2. From the **Account information for** drop-down list, select **VetConnect PLUS**.
3. If you are a new IDEXX Reference Laboratories user, select the **VetConnect** option, enter your practice's VetConnect administrator user name and password, and then click **Submit to Activate VetConnect PLUS**.
OR
If you are an existing IDEXX Reference Laboratories user, the **VCAgent** option should be selected and your VetConnect user name and password should be completed. Click **Submit to Activate VetConnect PLUS**.
4. Read the agreement, and then click **Accept**.
A message states that IDEXX Reference Laboratories historical data will be uploaded.
5. Click **Next**.
6. *IDEXX VetLab Station only:* A message giving you the option to print instructions on uploading data displays. Click **Yes** to open the printable message or **No** to continue.
7. Click **Finish**.
8. A message states that activation is complete and that data upload will continue. Close the message window.

The upload of IDEXX Reference Laboratories historical data that began during activation will continue, with the most recent results uploaded first. Upload can take up to 24 hours, depending on the number of results being uploaded. You can continue to use Cornerstone software during the upload; Cornerstone performance will not be affected.

To upload data from your IDEXX VetLab Station:

1. On the IDEXX VetLab Station, tap **Settings**, and then select the **VetConnect PLUS** tab.
2. Tap **Activate VetConnect PLUS**.
3. Accept the VetConnect PLUS user agreement.
4. Enter your VetConnect user name and password.
5. Tap **Next**. A confirmation message is displayed. Close the message.

Data is uploaded in reverse order, starting with your most recent results. You can continue to use the IDEXX VetLab Station during the upload.

Disabling Access to VetConnect PLUS

If you prefer to use the standard Cornerstone 8.3 workflow for viewing results, you do **not** need to deactivate VetConnect PLUS. All your test results are always available in standard Cornerstone 8.3 windows. However, if you want to disable access to VetConnect PLUS, you can do so in Cornerstone.

To disable access to VetConnect PLUS:

1. From the Cornerstone Practice Information window (**Lists > Practice**), select your practice name, and then click **Update**.
2. From the **Account information for** drop-down list, select **VetConnect PLUS**.
3. Select **Disable VetConnect PLUS online services**, and then click **OK**.

Use

You can open a patient's IDEXX Lab Report in Cornerstone and then select the VetConnect PLUS tab in the Detailed Lab Results Set window.

To use VetConnect PLUS from the IDEXX Lab Report:

1. In the Cornerstone software, open the patient record, and then use your preferred method to open an IDEXX Lab Report  that contains the test results you want to see (for example, double-click an IDEXX Lab Report on the **Summary** tab in the Patient Clipboard).

The Detailed Lab Result Set window opens.

2. Select the **VetConnect PLUS** tab.
3. When finished, close the results window.

Understanding the VetConnect PLUS Tab**Results in VetConnect PLUS are organized by date**

VetConnect PLUS displays the selected result in its main window. All other results in the patient's history are also available, organized by date. Click a date tab to open the results.

Analyte	11/13/2011 (Order Received) 11/13/2011 @ 7:40 am (Last Updated)	Reference Range	5/8/11	1/17/11
RBC	6.23	5.5 - 8.5 M/μL	6.91	8.22

Results for the same analyte are displayed side by side

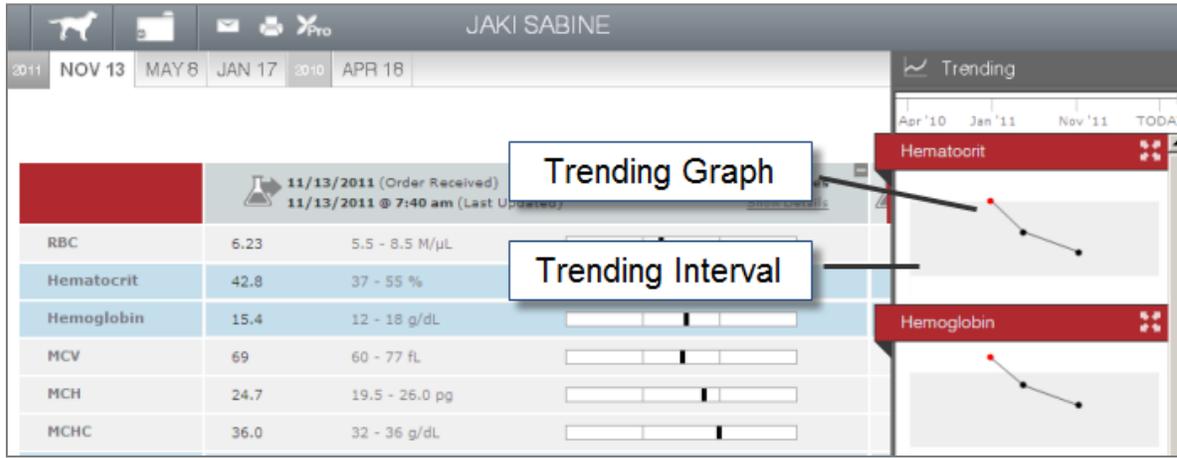
VetConnect PLUS automatically displays both the selected result and other results for the same analyte that it found in patient history so you can easily compare them.

In the example below, hematocrit results 11/13/11, are currently selected. VetConnect PLUS also found hematocrit results for 5/8/11 and 1/17/11.

Analyte	11/13/2011 (Order Received) 11/13/2011 @ 7:40 am (Last Updated)	Reference Range	5/8/11	1/17/11
Hematocrit	42.8	37 - 55 %	47.6	55.1

Click Trending to graph selected analytes

Select one or more analytes in the left column and then click  to display graphs on the right. The gray rectangle behind the graph indicates the reference interval.



Tips:

- You can click **Trending** before or after you select the analyte names.
- Click  to open the trending graph in its own window.

Toolbar buttons

The following buttons are at the top of the VetConnect PLUS tab:

Patient Tools



Displays patient information and indicates the patient's species, including:

- Feline
- Canine
- Equine
- Exotics and other species



Displays all diagnostic results for the current patient. A green plus indicates there are possible matches to the current patient record that should be reviewed.

Result Tools



Send the open result by email



Print the open result



Share a result with IDEXX Pet Health Network* Pro



Graph results for selected analytes



Send a client-friendly report for a canine or feline patient.

These reports have been designed to communicate information about the patient in a format that clients will find clear and engaging. Available reports include the Preventative Care Summary (feline or canine) and SNAP* 4Dx* Plus Summary (canine only).



View the VetConnect PLUS communications log, which shows details of diagnostic lab results and client-friendly reports that have been emailed, printed out, or shared through Pet Health Network Pro for the patient. The log includes a record of any comments that were sent with results or summaries.

Note: The information in the VetConnect PLUS communication log is not viewable elsewhere in Cornerstone. If you want to have a copy of a communication in the Cornerstone patient history, print it as a PDF and attach it to a medical note.

Most buttons are toggles

If clicking a button opens a dialog box, window, or menu, click the same button to close it.

Additional VetConnect PLUS Features

VetConnect PLUS is updated independently of Cornerstone. From time to time, you may see new features in VetConnect PLUS even though you have not upgraded your Cornerstone software. To learn about the latest VetConnect PLUS enhancements and new features, periodically do the following:

1. Open any lab result on the **VetConnect PLUS Lab Results** tab of the Detailed Lab Results window.
2. Scroll to the bottom of the results, and click **Customer Support**.
3. In the *Getting Started* area, click the **tutorials for getting started** link.

Chapter 31: Using the Antech Diagnostics® Module

In Cornerstone* Practice Management Software (excluding the Mobile Computing module), the Antech Diagnostics® laboratory module enables online test ordering and automatic result download. The updated module offers the following enhancements:

- The Antech Diagnostics profile list (a list of commonly used Antech order codes) is updated automatically by Antech Diagnostics, as needed. The IDEXX Cornerstone* Practice Management System software alerts you when Antech updates its list prices.
- You can specify an automatic markup percentage for Antech Diagnostic profiles, just as you can for IDEXX profiles.
- When you order an Antech Diagnostics profile, Cornerstone software checks the order for accuracy and then generates a bar-coded Antech Diagnostics order form appropriate for the profile type. Print the form and include it with your specimens.
- When your order is complete, Cornerstone sends the profile request to the laboratory electronically.
- Results are automatically downloaded from the laboratory approximately once per hour.

Contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386 for information about purchasing and activating the Antech Diagnostics laboratory module.

Chapter 32: Using LifeLearn® ClientEd™ Online

With earlier versions of Cornerstone software, LifeLearn® client education handouts could be purchased on CD and integrated with Cornerstone through a one-time document import process. Starting with Cornerstone 8.3, through a subscription to the LifeLearn ClientEd Online web-based portal, Cornerstone users can experience the added flexibility and convenience of having continually updated articles that can be customized and edited as often as you like, with new articles added regularly. For more information about LifeLearn documents on CD, see “Chapter 18: Setting Up Classic Medical Notes; Loading LifeLearn” in the *Cornerstone Administrator’s Manual*.

LifeLearn ClientEd Online:

- Access an extensive library of over 1,200 fully searchable, illustrated, educational titles that you can email, print, or save.
- Add or replace content within any article with an easy-to-use content management system (CMS).
- Add your own articles to your custom library.
- Personalize articles to your specific patients.
- Reinforce your online presence and turn your website into a knowledge center.
- In Cornerstone, link content directly to diagnostic and treatment codes for automatic printing and storage in your patient’s medical records. For more information, see the Diagnostic Codes section in “Chapter 3: Setting Up Lists and Information” of the *Cornerstone Administrator’s Manual* or see the Diagnostic Codes help topic in Cornerstone.

After activating the ClientEd Online service through LifeLearn and performing an initial document synchronization, ClientEd Online documents are available for selection within the Cornerstone software.

For more information on LifeLearn ClientEd Online, visit

www.lifelearn-cliented.com/about_cliented or contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386.

Note: Using LifeLearn ClientEd Online documents requires Microsoft® Word 2003 or newer.

Getting Started with LifeLearn ClientEd Online

Both new and existing LifeLearn customers must subscribe to the ClientEd Online service. Please contact your IDEXX Cornerstone Sales Representative at 1-800-283-8386 for more information.

Once you have completed the sign-up process and received your LifeLearn username and password, you can then perform the synchronization in Cornerstone to begin printing your ClientEd Online client handout documents.

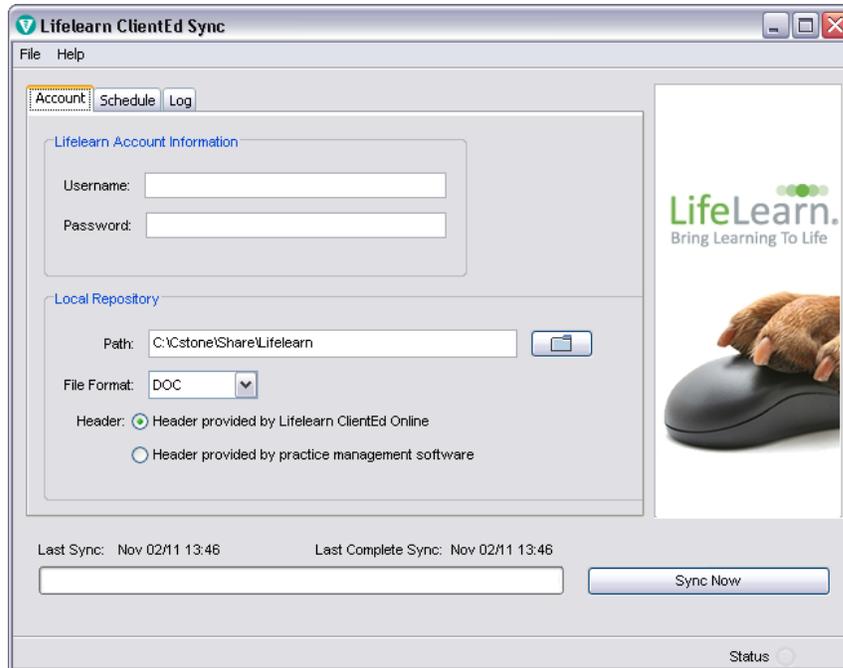
Notes:

- If you currently use CD-based LifeLearn documents with Cornerstone, existing documents you may have customized or edited will **not** be overwritten during the sync process in Cornerstone.
 - To avoid duplicate templates in the template list, delete any CD-based LifeLearn documents that you no longer want to use. From the toolbar, select **Lists > Documents** to review and delete templates before you synchronize.

- If you had special actions set up with CD-based LifeLearn documents (for example, to automatically print), change the special actions to link them to the online documents.
- There is a one-time user license fee associated with ClientEd Online, as well as a monthly subscription fee.

Synchronizing LifeLearn ClientEd Online Documents with Cornerstone

Upon activation of the ClientEd Online service with LifeLearn, in Cornerstone select **Tools > Synchronize LifeLearn Documents**.



On the LifeLearn ClientEd Sync dialog box's **Account** tab, enter your LifeLearn account username and password in the fields provided. Leave all other fields at their default settings, and click **Sync Now** to update Cornerstone with the latest documents available. Once the first synchronization is run, you can then return to this dialog box at any time to sync and receive any new documents or edits in your online library.

Note: Depending on the speed of your Internet connection and transfer rate, the synchronization process may take a long time the first time you sync all documents with Cornerstone. Consider doing your initial sync during a time that you do not need to use that workstation, as it will be dedicated to the sync process.

Customizing and Editing Your Library of ClientEd Online Documents

LifeLearn ClientEd Online provides you with the added flexibility to edit the handouts and to ensure consistency of the handouts across your practice. You can:

- Edit the handouts as often as you like.
- Customize any document to reflect your practice's philosophy, style, or culture.
- Add your own articles to your library.
- Access a record of the edits made, date of the edit, and who in your practice has made the edits.

Any edits made in your online library will be retained and reflected the next time you sync your LifeLearn ClientEd Online documents in Cornerstone.

Note: You will receive detailed instructions on editing and customizing your library of documents when you sign up for the ClientEd Online service with LifeLearn.

Selecting a LifeLearn Document from the Start New Document Window

Using the Start New Document window, you can search for a LifeLearn document by keyword, species, topic, and/or system.

Note: LifeLearn documents do not display in the Preview pane like other document templates because LifeLearn documents are Microsoft® Word documents.

Title	Category	Type	ID
Administering a pill.doc - MS Word	LL Feline	Print Only	569
Administering drugs by injection.doc - MS Word	LL Feline	Print Only	570
Administering Ear Drops to your cat.doc - MS Word	LL Feline	Print Only	571
Administering Eye Drops to your Cat.doc - MS Word	LL Feline	Print Only	572
Administering liquid medication to a cat.doc - MS Word	LL Feline	Print Only	573

Select the document and click **OK** to open the document in Microsoft Word with predefined practice and patient demographics included in the appropriate fields within the document.

Note: Microsoft Word is required to print LifeLearn documents that include your Cornerstone practice information and patient demographics. (Word Viewer can be used, but note that the Cornerstone practice and patient information will not be included in the documents if printing from Word Viewer.)

Other Ways to Use LifeLearn ClientEd Documents with Cornerstone

In addition to accessing LifeLearn documents on the Start New Document window, these documents can also be linked to certain actions in Cornerstone to streamline your client communications and automatically print client handouts.

In Cornerstone, you can link documents to:

- An invoice item, using the Print Document special action.
- A reason for visit.
- A diagnosis code

Note: Mobile Computing module users in the field will not be able to sync LifeLearn documents but will be able to search for them.

Chapter 33: Using IDEXX Pet Health Network* Pro

IDEXX Pet Health Network* Pro lets you manage communication to and from your clients right inside the IDEXX Cornerstone* Practice Management System.

The tools available when you use Pet Health Network Pro with Cornerstone include:

- Sending automatic reminders by mail and/or email.
- Allowing clients to confirm appointments by email or text.
- Receiving requests for appointments and prescriptions from clients via the Petly* website, as well as receiving updated client information.
- Sharing selected documents from the patient record with clients electronically.

Your clients interact with Pet Health Network Pro through email, text messages, and the personalized pet pages at Petly.com.

Setup

Activate and Set Up Pet Health Network Pro

Before you use the new Pet Health Network Pro features, you need to sign up for the service. Get started by contacting a Pet Health Network Pro communications specialist at 1-855-627-6570 or support@pethealthnetworkpro.com. The specialist will walk you through the set up of Pet Health Network Pro for your practice. The setup steps for some key features are outlined below, and you can find more detailed guidance on each Pet Health Network Pro screen.

Note: Pet Health Network Pro is a subscription-based service. There is also a charge for postcard communications. Contact Pet Health Network Pro for subscription information.

Set Up Reminders on Pet Health Network Pro

You can set up email and/or postcard reminders that will be sent automatically to clients a specified number of weeks before a patient is due for an appointment. Email reminders allow clients to confirm the appointment electronically.

To set up reminders:

1. Log in to Pet Health Network Pro, and click **Communications** and **Medical Reminders**.
2. On the Medical Reminders screen, fill in the information in the **Schedule** and **Options** areas.
3. If necessary, click the **edit** links to edit the design of postcards and email messages.
4. When you have finished setting up reminders, log out of Pet Health Network Pro and close your browser window.

Set Up Appointment Request and Pharmacy Request Options

When you have Pet Health Network Pro, you can give your clients the ability to request appointment times from their account on Petly.com. You can also give them the ability to request prescription refills from Petly.com. Cornerstone displays these requests so that you can schedule the appointment or refill the prescription based on the information the client sends.

To set up appointment request and pharmacy options:

1. Log in to Pet Health Network Pro, and click **Petly**.
2. Fill in the information in the **Appointment Requests** and **Prescription Requests** areas.
3. When you have finished completing the information, log out of Pet Health Network Pro and close your browser window.

Set Up Missing Client Email Alert Options

Pet Health Network Pro uses the client email information stored in Cornerstone to send out reminders, confirmation requests, and invitations for clients to join Petly.com. To ensure that email information is obtained, a missing email alert has been added to Cornerstone. You can configure how this alert is displayed and whether it is displayed at all. The alert is displayed on the Patient Clipboard and in the Client Alert window.

To set up the Missing Client Email Address alert:

1. On the menu bar, select **Controls > Defaults > Practice and Workstation**, and then select **Alerts** in the navigation pane.
2. Make sure that **Missing Client Email Address** is selected.
3. Click **Save** to save your changes.

Use**View Incoming Client Requests and information via the IDEXX Message Center**

If a client uses Pet Health Network Pro to send a request for an appointment or prescription refill or to update client information, you can view that information from the IDEXX Message Center in Cornerstone.

To view and act upon client requests and information:

1. On the Cornerstone toolbar, click the **IDEXX Message Center**  button .
2. Click the **Client Messages** tab.
3. Click the appropriate subtab:
 - Appointment Requests
 - Prescription Requests
 - Client Updates

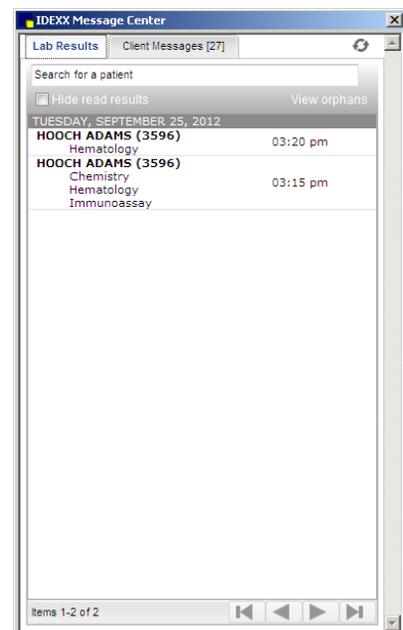
Each tab displays a list of messages. Messages in black are unread. If there is more information than the message center can display at one time, use the arrow buttons at the bottom of the window to move forward and back through the pages. If you want to update the list of messages, click **Refresh** .

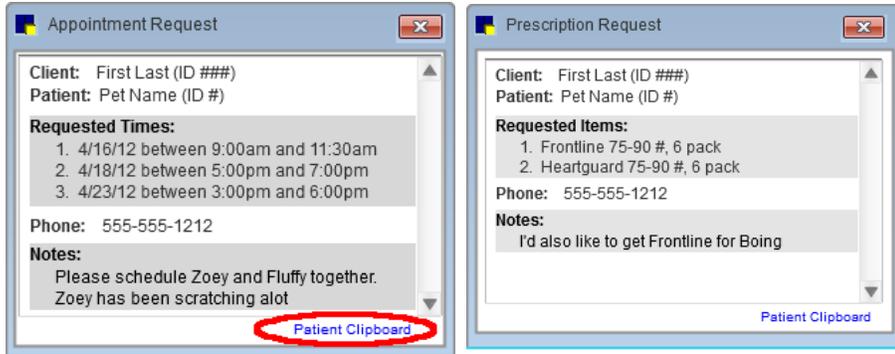
4. To open a message, double-click it.

OR

To act on more than one message, hold down the CTRL key and click each message you want, then right-click and select **Open**.

A dialog box displays each selected appointment request, prescription request, or client update.





5. If you want to copy text from the message, highlight it and press CTRL+C. To paste this text in a text box elsewhere in Cornerstone, click inside the text box and press CTRL+V.
6. To open the Patient Clipboard so that you can schedule the appointment, enter the prescription refill, or make updates to client information, click the **Patient Clipboard** link in the lower right of the dialog box.

Additional Message Center Tips

- The IDEXX Message Center lists all recently returned results from IDEXX Reference Laboratories and IDEXX VetLab* Station. Click the **IDEXX Message Center**  button on the toolbar to open the window, and then click the Lab Results tab. The button appears in red and black when there are unread messages.
- The number of messages in each tab and subtab appears in brackets next to the tab or subtab name.
- Client messages are bold black when they are unread, and light gray after you have read them.
Tip: If you want to turn a read message back to its unread state, right-click it and select **Mark as unread**.
- Once a message has been deleted, it is gone from Cornerstone and cannot be retrieved; however, you can keep messages indefinitely if you choose.

Automatic Appointment Confirmations through Pet Health Network Pro

If you set up email reminders in Pet Health Network Pro, the reminder includes a button that the client can use to confirm the appointment. Also, if the client visits Petly.com within a specified number of days before the appointment, a reminder will appear, and this reminder also includes a Confirm Your Appointment button.

When the client confirms the appointment, the confirmation is recorded on the Edit Appointment dialog box for that appointment. Next to the confirmation date, Cornerstone shows that the appointment was confirmed by Pet Health Network Pro (displayed as “PHN Pro”).

Note: If you need to clear the **Confirmed on** text box, click **Unconfirm**, just as you would if you entered the confirmation date manually.

Edit Appointment

Patient information
 Client ID: 9649 Quentin Kluver (405) 761-3993
 Patient ID: 7986 Monkey
 1 Yrs. 11 Mos. 47.00 pounds Male
 Bower

Account information
 Current: \$0.00
 30 days: \$0.00
 60 days: \$0.00
 90 days: \$0.00
 Total due: \$0.00

Appointment
 Date: Wednesday, May 23, 2012 10:00 am 1
 Scheduled on: Wednesday, May 23, 2012
 Confirmed on: 05/23/2012 By: PHN Pro
 Primary: <None>
 Secondary:
 Staff: CS Cornerstone
 Time units: 1 Length: 15 minutes
 Prefix: Amount: \$0.00

Reminders
 12/31/2010 Reminder Heartworm Prever
 3/1/2011 Heartworm-EC-Lyme VetTest
 3/1/2011 Flea/Tick Preventative 1 mo

Notes

Appointment items

Item	Description	Quantity	Price	Center
1				
2				
3				
4				

Transfer invoice items to patient visit list now

Buttons: OK, Close, Unconfirm

Share Documents with Clients

With Pet Health Network Pro, you can share the following documents with clients electronically:

- Medical Notes (enhanced format)
- Medical Notes (text only)
- Correspondence (enhanced format)
- Correspondence (text only)

You have the opportunity to add a personal message that will appear with the document the client's page at Petly.com. Once a document is shared, you cannot remove it from the client's page at Petly.com

Note: You can also share laboratory results and client-friendly reports from IDEXX VetConnect* PLUS within Cornerstone.

To share a document:

1. In the Cornerstone Editor, while looking at a medical note or correspondence document that is in the Final state, click **Share**. The PetHealth Network Pro—Sharing dialog box appears.
Note: Documents in a state of Tentative cannot be shared.
2. Enter your staff ID and the message that you want to appear with the document.
3. Click **OK**. The document will appear on the client's Petly.com page within a few hours.

Seeing What You've Shared

When you share a document, Cornerstone displays when and by whom a document was shared in the following locations:

- On the Medical Note window, in the Hx Description line
- On the Patient Clipboard*, on the Summary and Medical Note tabs
- On the Check-in Report (either by date or by type), in the history line

Note: Laboratory results and client-friendly reports that you share from IDEXX VetConnect* PLUS within Cornerstone can be viewed from the VetConnect PLUS communications log but are not viewable elsewhere within Cornerstone.

Viewing Pet Health Network Pro Activities on Reports

Information about activities related to Pet Health Network Pro is available in the following reports:

- The **Patient History Report** and the **Check-in Report** show when a document was shared, and who shared it.

Features to Record Client Email Addresses

IDEXX Pet Health Network Pro uses the client email information stored in Cornerstone to send out reminders, confirmation requests, and invitations for clients to join Petly.com. To help ensure that email information is obtained, the following features are available:

- If the **Email address** text box is empty, it is highlighted.
- If the client does not want to give his or her email address, select the **Email declined** check box. This turns off the highlight on the **Email address** text box and turns off missing email address alerts for this client (if you have set up missing email alerts). Also, Cornerstone displays the date on which the client declined to provide their email address (the date you check the box).

Client ID: 9038 Albert Tibbetts, Jr. Client balance: \$0.00

Information Prompts/Notes Referrals A/R Information

Status: Active Classification: Pet Owner

Title First MI Last
Albert Tibbetts, Jr. Secondary Names

Address:
Postal code: 54703 City: Eau Claire State/prov: WI

Email address: scrubbed_4300_9038@dispostable.co Email declined Email reminder:

Phones

Location	Phone	Extension
(primary)	(888) 888-8888	

Patients

Patient ID	Patient Name	Sex	Breed
15329	Zeke	Neutered Male	Shorthair, Domestic

Additional IDEXX Pet Health Network Pro Features

IDEXX Pet Health Network Pro is updated independently of Cornerstone. From time to time, new features may be available in IDEXX Pet Health Network Pro even though you have not upgraded your Cornerstone software. Check pethealthnetworkpro.com periodically to learn about these new features. After you have activated IDEXX Pet Health Network Pro, you can see additional information about new features on your practice's IDEXX Pet Health Network Pro Home page (go to pethealthnetworkpro.com/login and sign in).