

Bellevue Equine Clinic

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Record Keeping and the Mobile Computer.

For the younger folk out there, this is something you won't have to worry about yet, but for the older one's of us it has for the most part become a reality. It's called lapses in memory, or your brain cells are popping off at an alarming rate and you're running out. Is it only me, or have any of you walked into a barn to check a horse, and not remembered which horse it was or what you did to it the last time you were there. Or maybe you know you saw this horse last month for a lameness problem but now don't remember what the problem was, or even what leg it was. Or you walk into one of your Repro barns to infuse a mare but can't remember which antibiotic you were supposed to use. Or you know she is supposed to get bred but what size was the follicle yesterday, and can she wait until tomorrow. Yes we have it written down, somewhere, and I guess I should have looked it up last night, but I forgot. So now you have to ask, as diplomatically as possible, and try not to look too much like an idiot. So you ask the manager, and guess what, they don't remember either. How many times has the owner/manager steered you in the wrong direction. When we have literally thousands of horses that we work on, it is very difficult and at my age impossible to remember them all.

When I was first in practice I did manage to remember this kind of stuff. Everything was new, exciting, and interesting, and my brain was younger, so it wasn't so hard. Now we are all so busy, so preoccupied with our patients, family, and life, it's become harder. Everything is moving so fast it's difficult to keep up. Not to mention that we've lost a few brain cells since we started. I believe that to become successful, and remain successful we need to know, or have at our fingertips, the history of our patients, and not try to rely on our own memory, which can be faulty, or on the memory of others, which can be filled with inaccuracy.

With the advances in Veterinary Medicine, the new technologies, new treatments, new ways of solving old problems, it is getting increasingly difficult

to remember everything about our clients and our patients. We can remember how to work and read the Ultrasound, but not which horse we were supposed to scan, or which leg we scanned the last time. Which antibiotic do we use, and what is the dose? We can write all this stuff down in a day timer, but if you see this horse again in a month from now, will you be able to find that information. Probably not, but if you can I'll bet it will take awhile. Time lost looking for data is not profitable.

So we need to find a way to organize and control our day-to-day history or data of our patients, and not let it control us. We need a way to be able to access that data quickly, and have it as accurate as possible. Some litigation lawyers have told me that Veterinarians are basically still an untapped resource, and that they/we need to keep better records, or suffer the consequences. We need a system to manage our data that is accurate and easy to use in the field. Keep up our records and do the billing all in one, saves time and therefore saves money.

The experts will tell you that the longer it takes for you to make out your bill, the less accurate it becomes and the more likely it will be that you will forget to include stuff. Here is a simple way to look at this using a line graph. It's not very scientific but you see the picture. "My billed dollars vs. elapsed time." Usually if you take the time to enter the data after each call you will not forget to include items or procedures that you have done. You can write this down in a book, and then enter it again when you get home, or just enter it once in your Hand Held or Tablet computer, and there it is, done...

So what do we do about it? We need to use the technology that is available to us, for not a lot of money. We need to keep accurate records of everything we do, and keep them with us as we go from patient to patient. How many times have you been looking at a horse and thought, "boy I wish I had the history of this horse here". I can't tell you how many times during the day I refer to my hand held PC for information that I need, right now. The records need to be accurate, organized, and readily available. Believe me it takes a lot of the guesswork out of the equation.

For the next several minutes I will show you how this technology works, and how, as I have done, you can apply this too your own practice. I use it on a daily basis as does my wife. It's a bit like the Master Card; I never leave home without it.

I hope I have shown you that a computer in your vehicle has become an integral part of your arsenal in treating your patients. It is an extremely powerful reference tool, and by having the ability to produce invoices on the spot, will greatly increase cash flow. The program that I have shown you today has been designed by Equine Veterinarians, for Equine Veterinarians. As our needs change so does this program, by continually supplying updates of things that you need out in the field.

Demonstration and Q & A