

March 2006

Volume 16, Issue 3

Vetech View

Who's Asking?

Vetech Software Services, Inc. (800) 677-8832



Survey Says...

By Matt Sanregret

Inside:

- Survey
- Website
- Alerts

Attention all users, now is the time of year that certain magazines conduct their practice management software user surveys. Most notable is the AAHA Trends magazine survey, Veterinary Economics and Veterinary product news have also conducted surveys in prior years.

These surveys typically ask several questions relating to both your practice management software and the customer support you receive. Please be honest as you fill out your survey. If for any reason, you do not feel that our customer service deserves high marks, we encourage you to also contact us directly and let us know. We are very responsive to all feedback we receive from our customers.

At VETECH we take customer service very seriously. That is why over 90% of your support calls are answered in person and not by voice mail. Our goal is to solve all cases with just that single phone call and we have an excellent success rate. If this has not been your experience, please take a minute to call, e-mail, fax, etc. and let us know.

We urge you to please participate in any survey that you have the chance to fill out. Mention "**VETECH Software Services**" for your vendor name or "**VETECH Advantage Software**" for your product name.

We have very positive and enthusiastic users. You are what drive us to keep improving our products and service. Please let the veterinary community know about your experiences with our company and products.

VETECH Software will also be doing some of our own surveys over the next month to find out what you think of our service and what your vision is for top quality customer service. These will be in the form of both written questionnaire as well as direct phone calls. Please spend a few minutes to help make our customer service even better.

Thought for the month: In matters of style, swim with the current; in matters of principle, stand like a rock.

- Thomas Jefferson (1743 - 1826)





150 N. Wiget Lane
Suite 211
Walnut Creek, CA
94598

PHONE:
(800) 677-8832
(925) 932-5044

FAX:
(925) 932-5597

E-MAIL:
info@vet-software.com

We're on the Web!
See us at:
www.vet-software.com

Check Us Out!

Vetech is proud to announce the launch of our new website. While it's designed to display our state of the art practice management software there are useful links for all of our users. You can display old newsletters, lookup partner links or submit support questions. In the near future we hope to introduce a users section that will allow registered Vetech clients the ability to download updates.

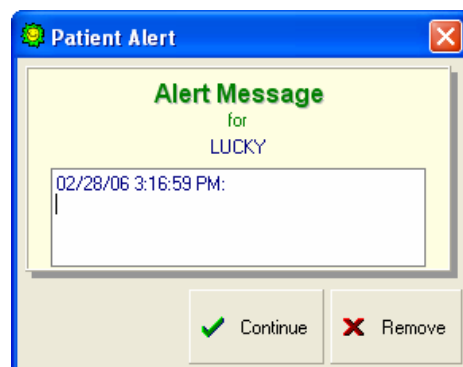
www.vet-software.com



Client and Patient Alerts

Did you ever want your computer to give you a message about a particular client or patient? Perhaps a client that needs some assistance paying their bill, or a patient that has special needs.

Advantage client and patient alert messages are a great way to create a not so subtle message anytime you access a particular client or patient. Alerts are very simple to setup. From either the client or patient window, click File/Alert, or type CTRL+A on the keyboard. The alert window will be displayed.



Patient Alert Window

You can type in an alert message of any length into the alert window. Click the Continue button when done. Each time you access this client or patient the alert message will be displayed prior to you accessing their information. Alert messages are also displayed when creating an invoice, appointment, or medical record