



► Veterinarians  
► Pet Owners

Email

[first-time login?](#)  
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Password

[forgot password?](#)

[LOGIN](#)

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Lost  
& Found

tag ID

[SEARCH](#)

# ePetHealth Dashboard

## DVMax

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**\*Please Note: It is highly advised that the practice complete all Windows updates on the server/workstation where the ePetHealth dashboard will be installed. This will expedite the dashboard installation process.**

## Introduction

The ePetHealth dashboard's function is to automate the extraction of practice data. The dashboard allows the user to explicitly set what data they want to include in their extraction based on the categories in their database and then set a recurring schedule to extract this data.

## Installation & Setup

Click the following link to access the ePetHealth Dashboard installation file:

### [Setup for ePetHealth](#)

- Run the ePetHealth Setup.exe
- Select either DVMax (prior to 7.5) or DVMax (7.5+) from the PMS Menu
  - DVMax is supported from version 7.0.11 through 8.0+
  - Versions 7.5 – 7.6 are supported with a Mac Server, with the EPH installation completed on a Windows computer or in Parallels.
- Default Installation Directories:
  - For 32-bit machines, C:\Program Files\ePetHealth
  - For 64-bit machines, C:\Program Files (x86)\ePetHealth

## Authentication | Configuration

When prompted, enter the ID and License Key created by Patterson Veterinary to activate the ePetHealth Dashboard in the Authentication Settings area of the Options tab. Additional question mark balloons are located to the right of each header. Simply hover over the question mark to see more details about each section.

### General Settings

- **Enable Record Count Feature:** Will show the record counts of types of exclusions on each Selection.
  - The feature is enabled by default
  - Will save computer memory usage when disabled
- **Use Low Memory Settings:** Will allow the ePetHealth Dashboard to use lower memory settings.
  - The feature is disabled by default
  - Will save computer memory usage when enabled
  - Recommended for lower quality / older hardware

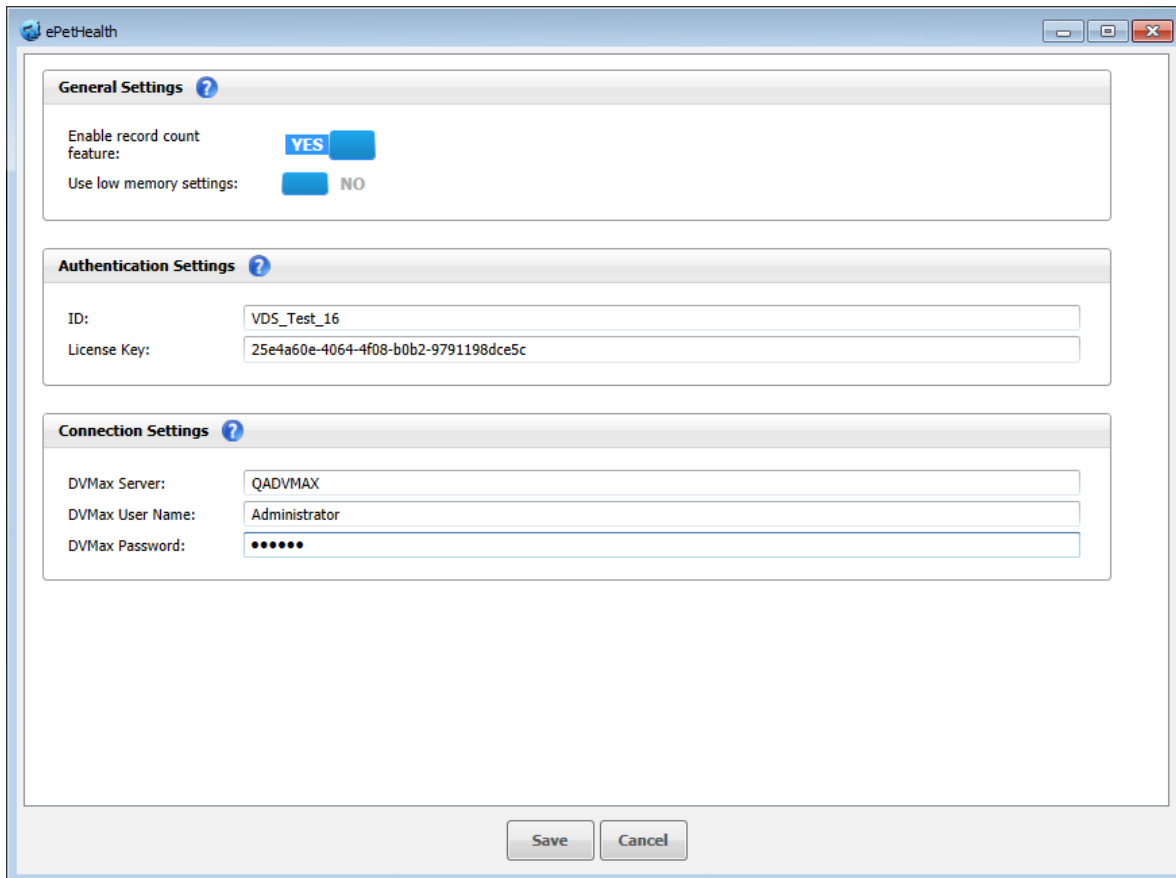
### Authentication Settings

- **ID:** Created by Patterson Veterinary and is required to activate the ePetHealth Dashboard.
- **License Key:** Created by Patterson Veterinary and is required to activate the ePetHealth Dashboard.

### Connection Settings

- **DVMax Server:** Enter the server / workstation name as it appears on the computer that the ePetHealth Dashboard is being installed on.
- **DVMax User Name:** An administrator user account that is used to log in to the DVMax software.

- **DVMax Password:** The password for the administrator user account that is used to log in to the DVMax software.



The image shows a screenshot of the ePetHealth DVMax Settings window. The window has a title bar with the ePetHealth logo and standard Windows window controls. The main content area is divided into three sections: General Settings, Authentication Settings, and Connection Settings. Each section has a header with a question mark icon. The General Settings section contains two toggle buttons: 'Enable record count feature:' with a 'YES' button selected, and 'Use low memory settings:' with a 'NO' button selected. The Authentication Settings section contains two text input fields: 'ID:' with the value 'VDS\_Test\_16' and 'License Key:' with the value '25e4a60e-4064-4f08-b0b2-9791198dce5c'. The Connection Settings section contains three text input fields: 'DVMax Server:' with the value 'QADVMAX', 'DVMax User Name:' with the value 'Administrator', and 'DVMax Password:' with a masked password represented by seven dots. At the bottom of the window, there are two buttons: 'Save' and 'Cancel'.

Section	Setting	Value
General Settings	Enable record count feature:	YES
	Use low memory settings:	NO
Authentication Settings	ID:	VDS_Test_16
	License Key:	25e4a60e-4064-4f08-b0b2-9791198dce5c
Connection Settings	DVMax Server:	QADVMAX
	DVMax User Name:	Administrator
	DVMax Password:	•••••••

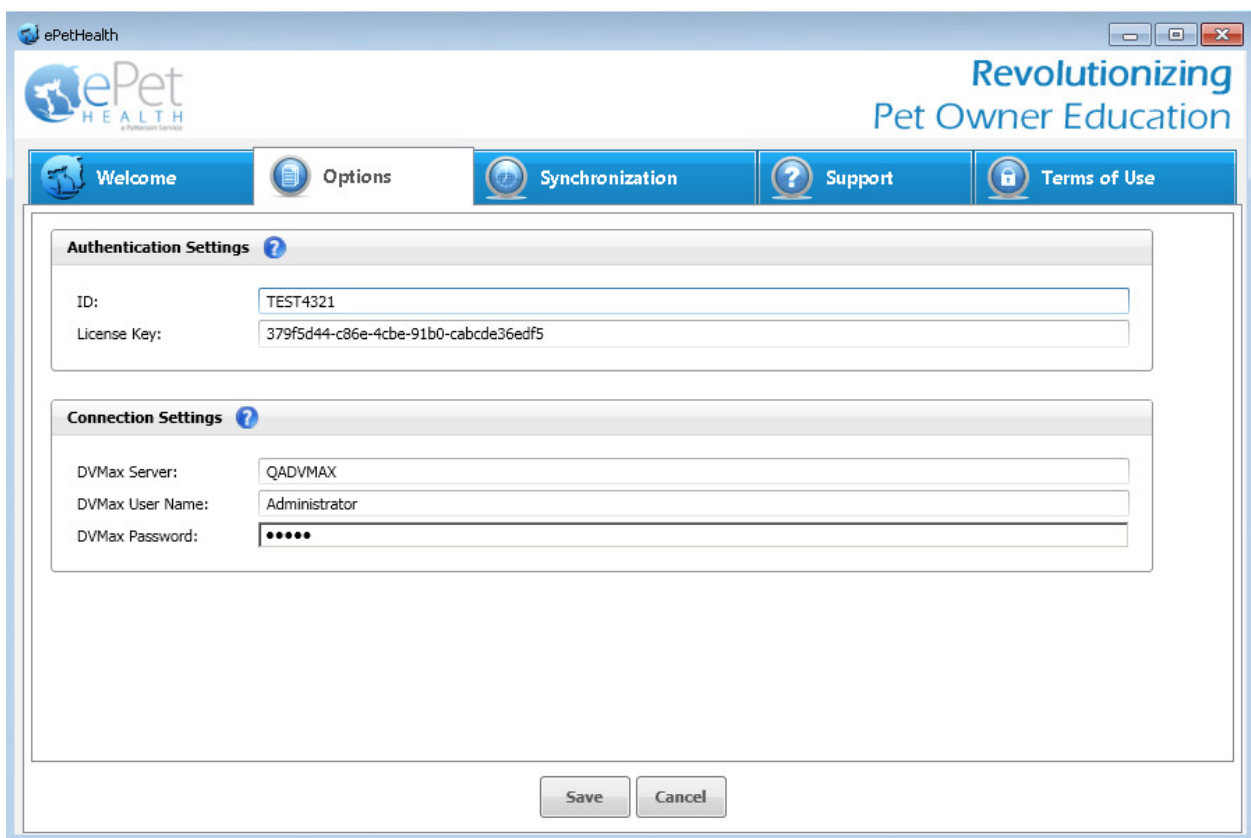
## Mac Server Configuration

Configure a Windows workstation running DVMax to a Mac hosting the DVMax Server by entering a static server IP address, or the host name of the Mac. Proceed with entering the DVMax User Name and Password.

### Locating the Host Name or Static IP Address

- Navigate to the *Monitor* tab in the DVMax Server application
- Both the Machine Name and IP Address can be found in the *System Information* section

**Note:** If using an IP address for a Mac server, it must be static (*non-changing*) to maintain a connection to the database.



The screenshot shows the ePetHealth application window with the 'Options' tab selected. The window has a title bar with 'ePetHealth' and standard window controls. The main content area is divided into two sections: 'Authentication Settings' and 'Connection Settings'. The 'Authentication Settings' section contains fields for 'ID' (TEST4321) and 'License Key' (379f5d44-c86e-4cbe-91b0-cabcde36edf5). The 'Connection Settings' section contains fields for 'DVMax Server' (QADVMAX), 'DVMax User Name' (Administrator), and 'DVMax Password' (masked with dots). At the bottom of the window are 'Save' and 'Cancel' buttons.

Authentication Settings	
ID:	TEST4321
License Key:	379f5d44-c86e-4cbe-91b0-cabcde36edf5

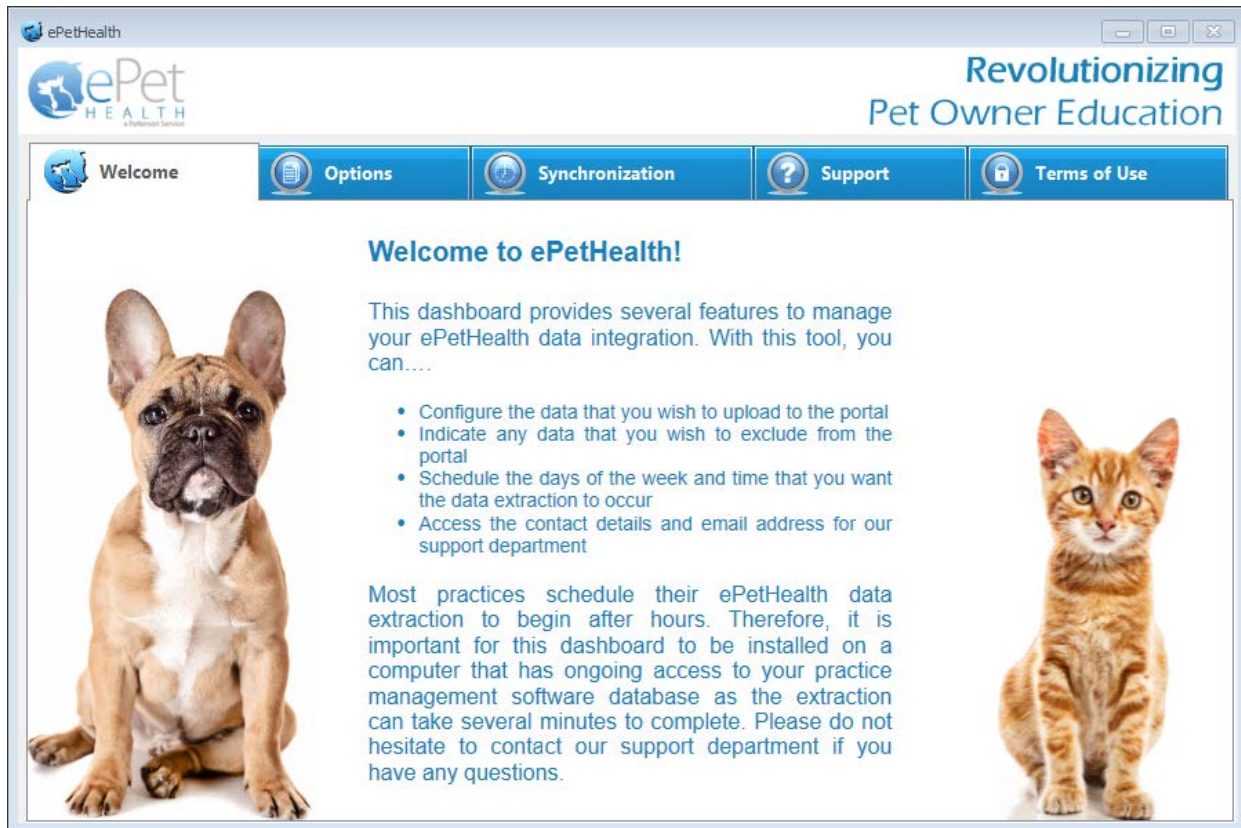
  

Connection Settings	
DVMax Server:	QADVMAX
DVMax User Name:	Administrator
DVMax Password:	•••••

## Functionality

### Welcome

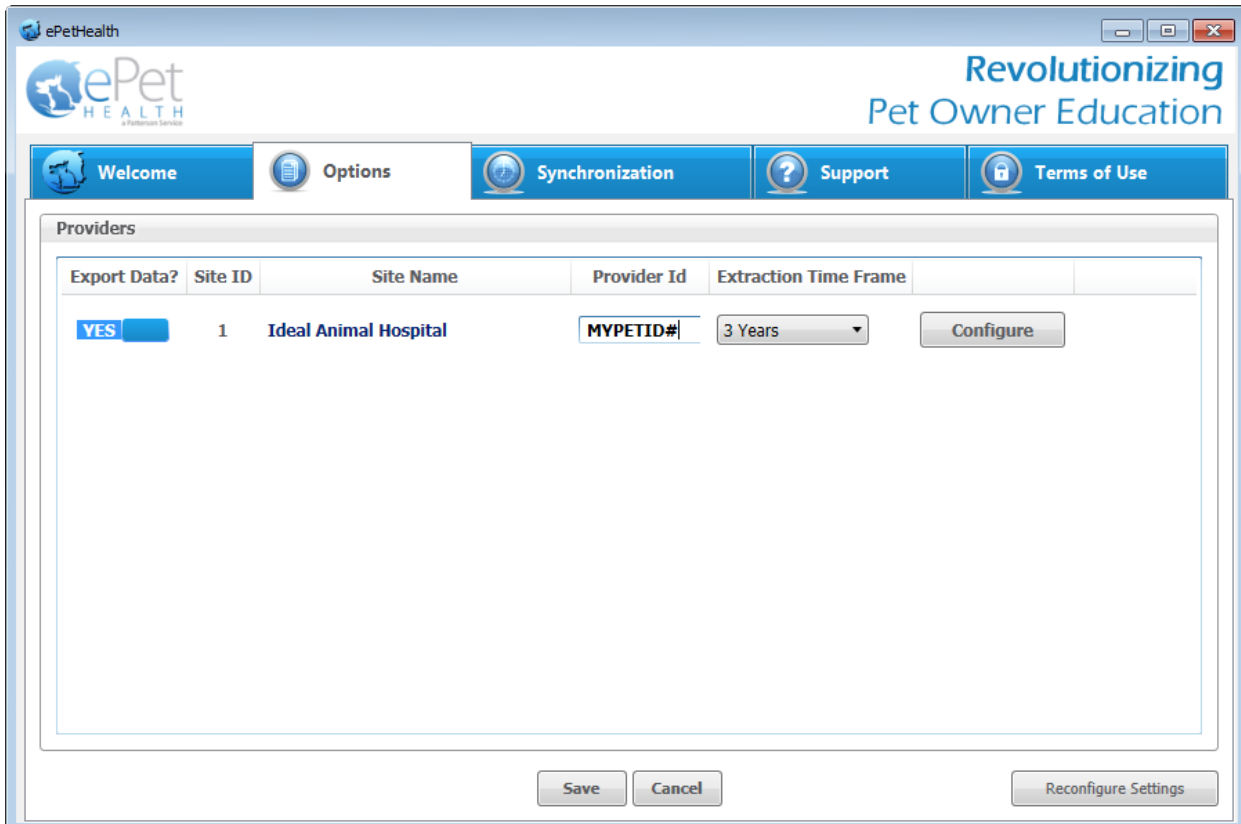
The Welcome tab displays several features that the ePetHealth dashboard offers and provides pertinent information to the end-user. This tab will be updated periodically as features change.



## Options

If the practice is a multi-site DVMax practice, please see the *DVMax Multi-Site Functionality* section on page 24 before continuing.

- The Options tab gives the practice the option to include or exclude sites in the synchronization. The practice's Provider ID and VetSource ID (if subscribed) are also entered in this tab.
- All selected sites will be present in separate extracted files. The content in the corresponding *Configure* option defines the practice data to be included.
- All locations are identified by a site ID (ex. ABC). Each file contains data for patients associated with the specified site code(s) **or** that have an appointment, reminder, or transaction associated with the specified site code(s) within the extraction date range.
- Sliding the Export Data? option to *NO* for site IDs will filter out all patients associated with that site ID and exclude them from the sync.
- Extraction Time Frames can be set to pull data from the past six months, one year, two years or three years.



The screenshot shows the ePetHealth application window with the 'Options' tab selected. The 'Providers' section contains a table with the following data:

Export Data?	Site ID	Site Name	Provider Id	Extraction Time Frame	
<input checked="" type="checkbox"/> YES	1	Ideal Animal Hospital	MYPETID#	3 Years	<input type="button" value="Configure"/>

At the bottom of the window, there are three buttons: 'Save', 'Cancel', and 'Reconfigure Settings'.

## Configure

### Selections

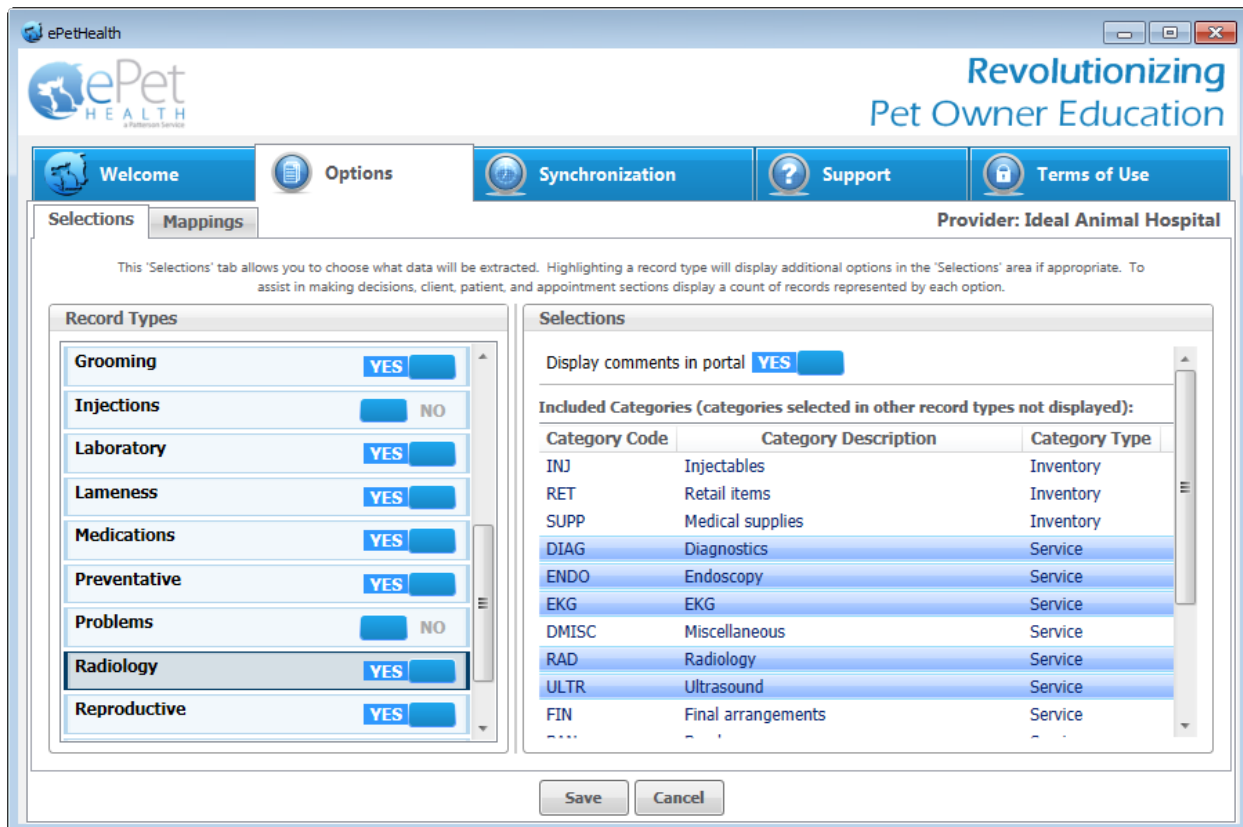
Click on the Configure button from the Options tab to configure the data that will be extracted from the practice database.

The available Synchronized Record Types are Client Types, Patient Species, Appointments, Chronological, Reminders, Boarding, Diagnosis, Dietary, Examination, Grooming, Injections, Laboratory, Lameness, Medications, Preventative, Problems, Radiology, Reproductive, Surgeries and Vaccinations.

Each Record Type can be easily customized to match the Categories of the Practice Management System. All information shown in the dashboard is pulled directly from the Practice Management System.

The 'Selections' tab allows you to choose what data will be extracted. Highlighting a Record Type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient and appointment sections display a count of records represented by each option.

**Please note:** A variety of Pet Owner Communications can be affected by the Selections made. Notification Alerts can be found on Selections that can hinder such things as Appointment Confirmations, Satisfaction Surveys and Health Reminders.



**Record Types**

Grooming	YES
Injections	NO
Laboratory	YES
Lameness	YES
Medications	YES
Preventative	YES
Problems	NO
<b>Radiology</b>	YES
Reproductive	YES

**Selections**

Display comments in portal ☒

**Included Categories (categories selected in other record types not displayed):**

Category Code	Category Description	Category Type
INJ	Injectables	Inventory
RET	Retail items	Inventory
SUPP	Medical supplies	Inventory
DIAG	Diagnostics	Service
ENDO	Endoscopy	Service
EKG	EKG	Service
DMISC	Miscellaneous	Service
RAD	Radiology	Service
ULTR	Ultrasound	Service
FIN	Final arrangements	Service

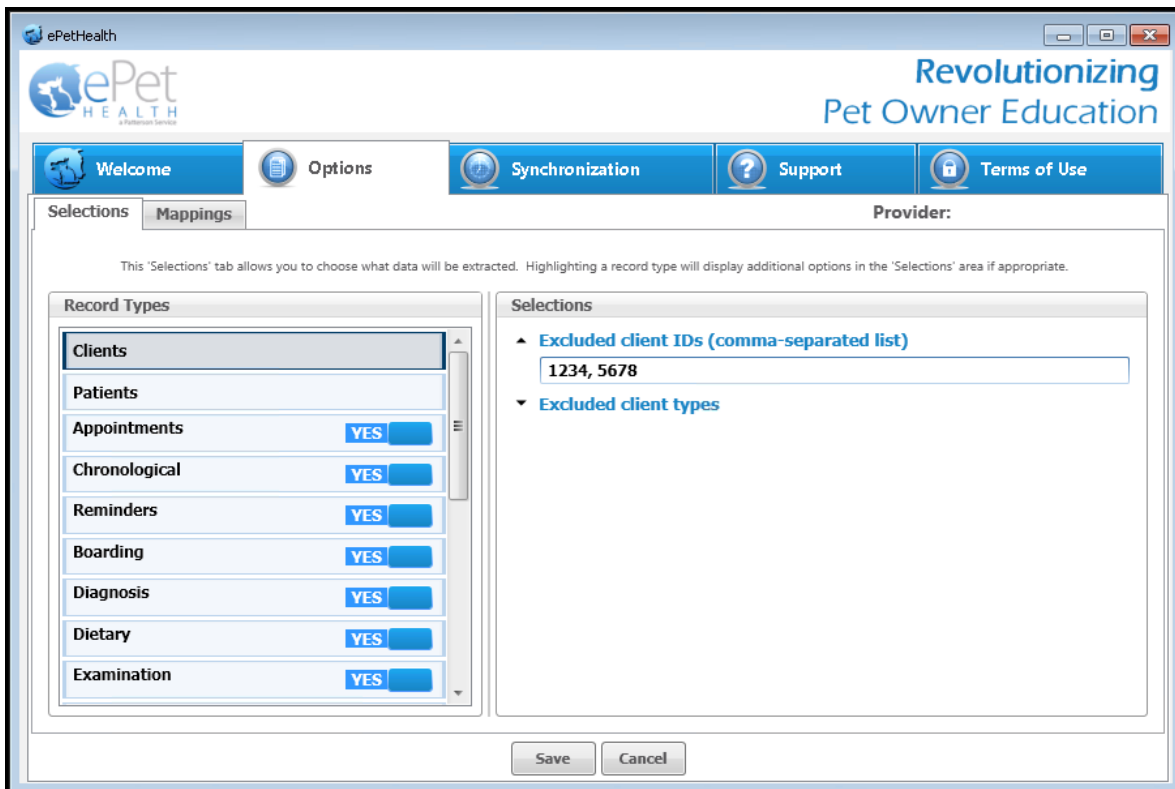
Save Cancel



## Client Selections

- Client IDs can be included or excluded on a per site basis, by first expanding each Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
- Clients may be excluded by entering a specific client ID.
  - When adding multiple client IDs, simply add a comma between each client ID.
  - If a client ID is excluded, any clients with that ID will not be included in the synchronization, and will not be able to log into their ePetHealth Client Portal.
- All clients will be included in the synchronization if the client filtering options are left to the default ('no' to include) in a new installation.

**The DVMax Practice Management System does not have client type classifications. Clients are marked as either Active or Inactive.**



The screenshot shows the 'ePetHealth' application window with the 'Client Selections' tab active. The window has a navigation bar with 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. Below the navigation bar, there are tabs for 'Selections' and 'Mappings'. The 'Selections' tab is selected, and it displays a 'Provider:' label. A message states: 'This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate.'

On the left, under 'Record Types', there is a list of record types with corresponding 'YES' buttons:

Record Types	YES
Clients	
Patients	
Appointments	YES
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

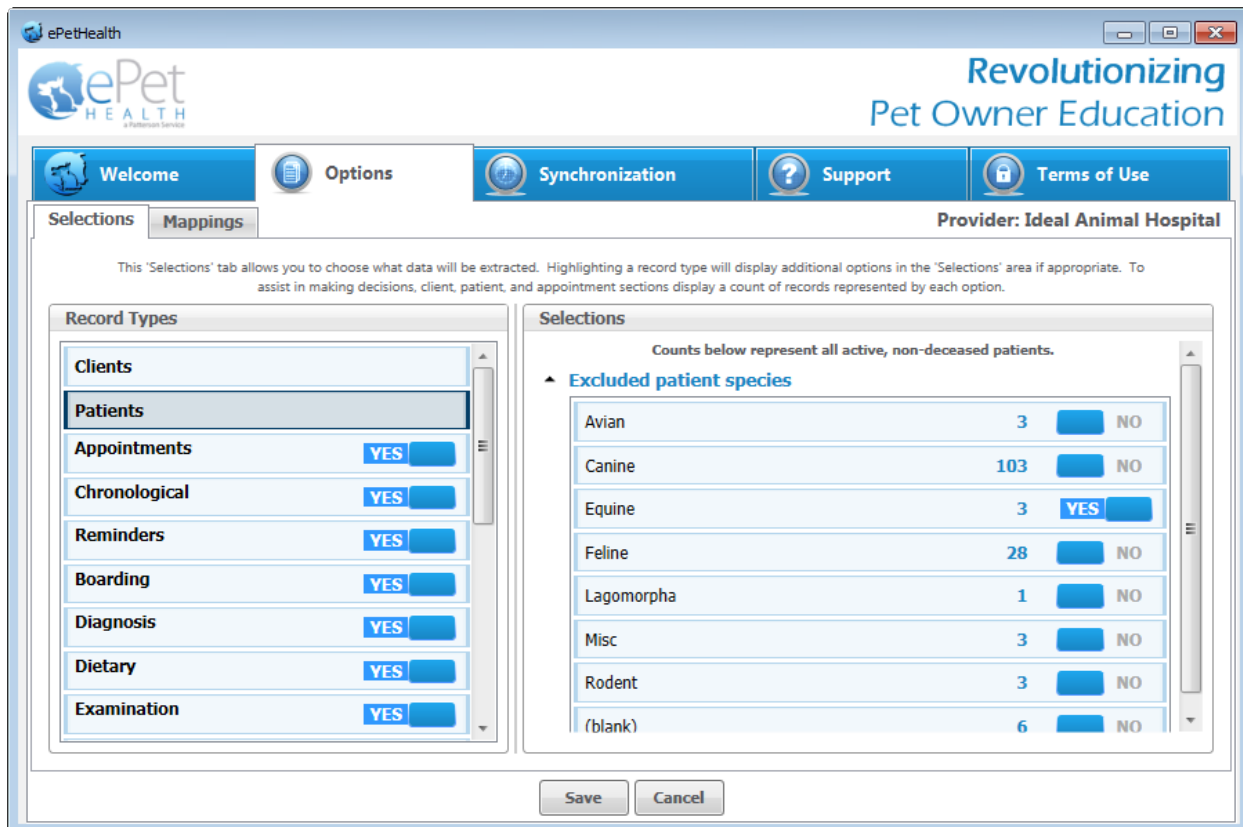
On the right, under 'Selections', there are two expandable sections:

- Excluded client IDs (comma-separated list)**: A text input field containing '1234, 5678'.
- Excluded client types**: A section that is currently collapsed.

At the bottom of the window, there are 'Save' and 'Cancel' buttons.

## Patient Selections

- Each site has the option to include or exclude patients based on their species type, by first expanding the Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
- All patients with the excluded species will not be included in the synchronization and will not be viewable in the ePetHealth Client Portal.
- All patients will be included in the synchronization if the patient filtering options are left to the default ('no' to include) in a new installation.



ePetHealth

Revolutionizing  
Pet Owner Education

Welcome Options Synchronization Support Terms of Use

Selections Mappings Provider: Ideal Animal Hospital

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

**Record Types**

Clients	
Patients	
Appointments	YES
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

**Selections**

Counts below represent all active, non-deceased patients.

**Excluded patient species**

Avian	3	NO
Canine	103	NO
Equine	3	YES
Feline	28	NO
Lagomorpha	1	NO
Misc	3	NO
Rodent	3	NO
(blank)	6	NO

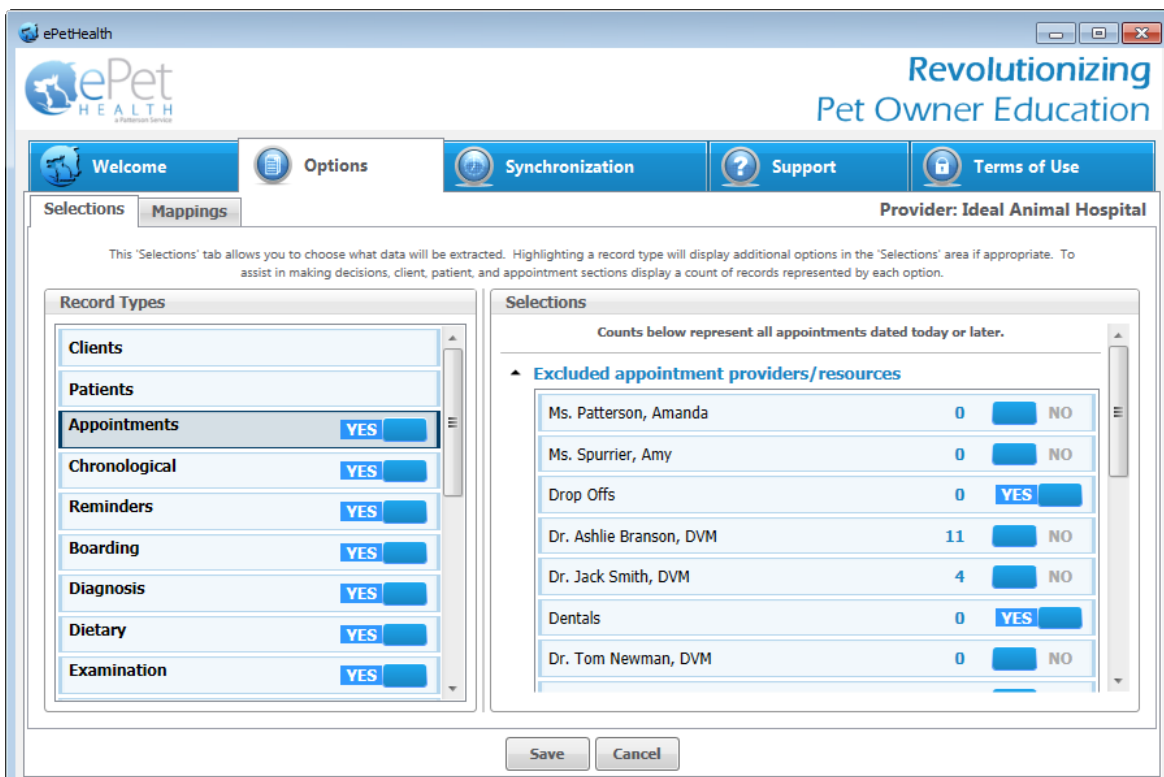
Save Cancel

## Appointment Selections

- Each site has the option to include or exclude appointments based on the following selections, by first expanding the Selection area then toggling the 'yes/no' indicator to exclude (yes) or include (no).
  - a specific provider/resource
  - appointment types

**All appointments are included by default. DVMax does not support appointment reasons, appointment statuses or tracking statuses.**

- All appointments with excluded criteria will not be included in the synchronization and will not be viewable in the ePetHealth Client Portal.
- All appointments will be included in the synchronization if the appointment filtering options are left to the default ('no' to include) in a new installation.
- In the Selections Table, comments (notes) may be selected to display in the Client Portal by checking the box at the top of the table. This is deselected (excluded) by default.
- If the Appointment Selection is set to No, confirmation emails for appointments will not be sent to pet owners. A notification alert such as the one shown below will appear.



**ePetHealth** Revolutionizing Pet Owner Education


Welcome Options Synchronization Support Terms of Use

Provider: Ideal Animal Hospital

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

Record Types	Selections																					
Clients	<p>Counts below represent all appointments dated today or later.</p> <p><b>Excluded appointment providers/resources</b></p> <table border="1"> <tr> <td>Ms. Patterson, Amanda</td> <td>0</td> <td>NO</td> </tr> <tr> <td>Ms. Spurrier, Amy</td> <td>0</td> <td>NO</td> </tr> <tr> <td>Drop Offs</td> <td>0</td> <td>YES</td> </tr> <tr> <td>Dr. Ashlie Branson, DVM</td> <td>11</td> <td>NO</td> </tr> <tr> <td>Dr. Jack Smith, DVM</td> <td>4</td> <td>NO</td> </tr> <tr> <td>Dentals</td> <td>0</td> <td>YES</td> </tr> <tr> <td>Dr. Tom Newman, DVM</td> <td>0</td> <td>NO</td> </tr> </table>	Ms. Patterson, Amanda	0	NO	Ms. Spurrier, Amy	0	NO	Drop Offs	0	YES	Dr. Ashlie Branson, DVM	11	NO	Dr. Jack Smith, DVM	4	NO	Dentals	0	YES	Dr. Tom Newman, DVM	0	NO
Ms. Patterson, Amanda		0	NO																			
Ms. Spurrier, Amy		0	NO																			
Drop Offs		0	YES																			
Dr. Ashlie Branson, DVM		11	NO																			
Dr. Jack Smith, DVM		4	NO																			
Dentals		0	YES																			
Dr. Tom Newman, DVM		0	NO																			
Patients																						
Appointments																						
Chronological																						
Reminders																						
Boarding																						
Diagnosis																						
Dietary																						
Examination																						

Save Cancel



Revolutionizing

Pet Owner Education

Welcome

Options

Synchronization

Support

Terms of Use

Selections

Mappings


Provider: Ideal Animal Hospital

This 'Selections' tab allows you to choose what data will be extracted. Highlighting a record type will display additional options in the 'Selections' area if appropriate. To assist in making decisions, client, patient, and appointment sections display a count of records represented by each option.

Record Types

Clients	
Patients	
Appointments	NO
Chronological	YES
Reminders	YES
Boarding	YES
Diagnosis	YES
Dietary	YES
Examination	YES

Selections



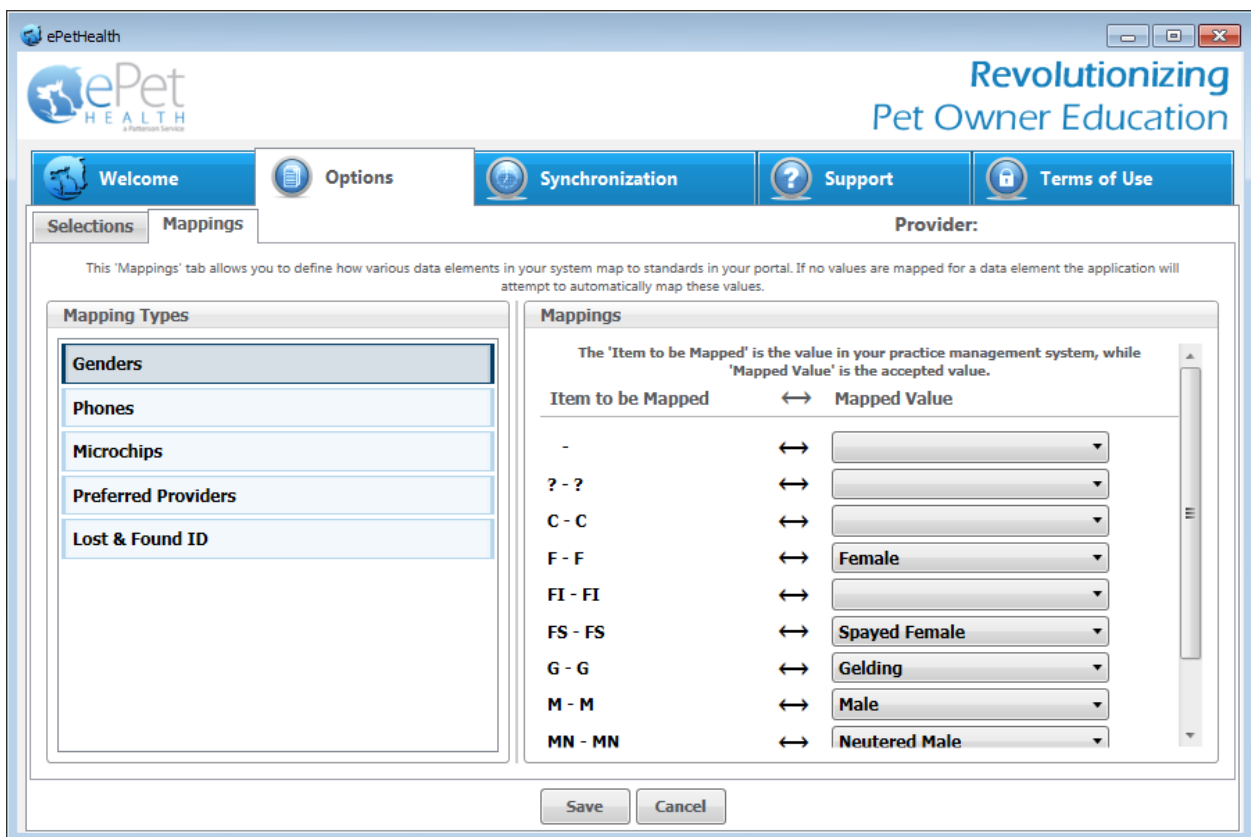
Setting this selection to NO will stop all Appointment Confirmations

Save

Cancel

## Mappings

- Mappings allow the dashboard to map fields from the Practice Management System to the ePetHealth 'mapped value', which will be shown in the Client Portal.
- Genders:
  - The 'Item to be Mapped' is the value in the Practice Management System.
  - The 'Mapped Value' is the accepted value.
  - Multiple genders can be mapped to the same Mapped Value.
  - Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
  - For example, the practice would need to designate that the M-Male gender (item to be mapped) in their Practice Management System is the same as Male in the Client Portal (mapped value).



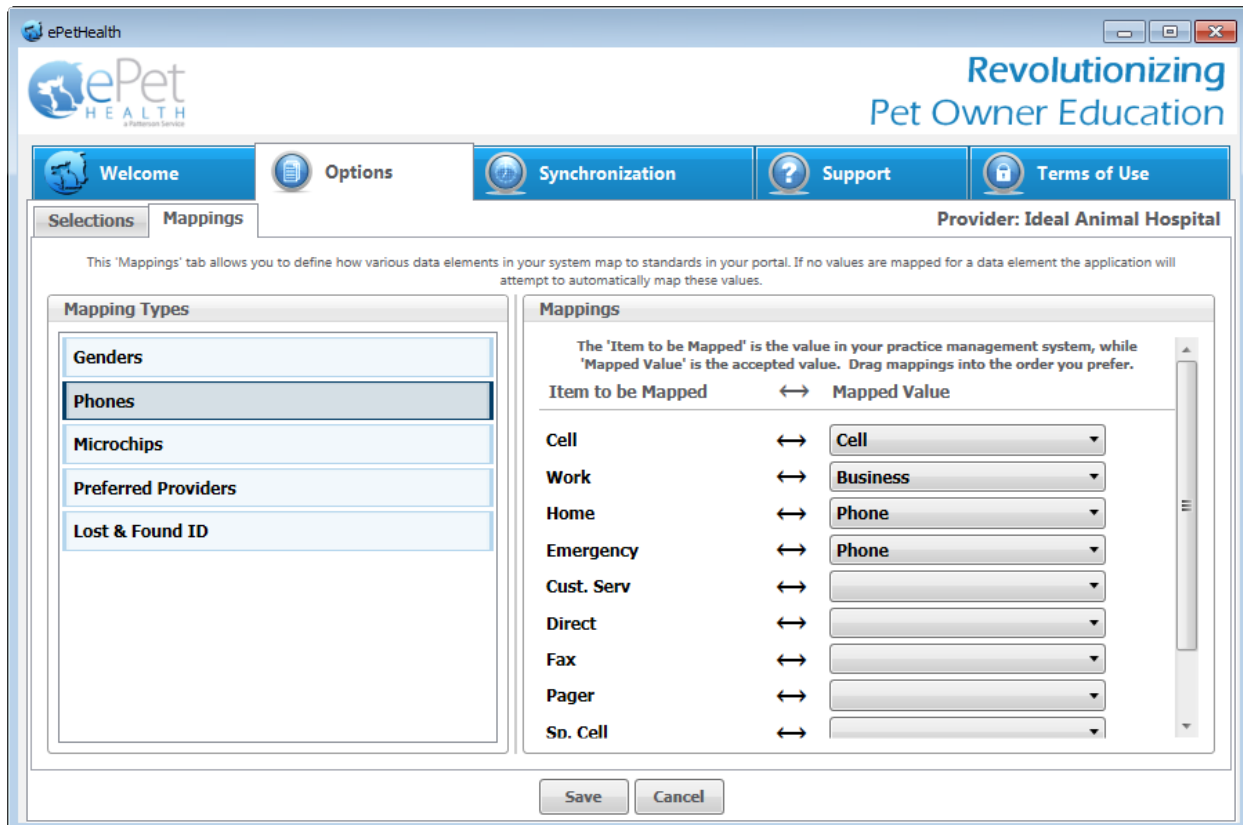
The screenshot shows the ePetHealth application window. The title bar says "ePetHealth". The main header has the ePetHealth logo and the text "Revolutionizing Pet Owner Education". Below the header is a navigation bar with buttons: "Welcome", "Options", "Synchronization", "Support", and "Terms of Use". The "Mappings" tab is selected. Below the navigation bar, there is a "Provider:" label. The main content area has a sub-header "Mappings" and a description: "This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values." On the left, there is a "Mapping Types" sidebar with a list: "Genders", "Phones", "Microchips", "Preferred Providers", and "Lost & Found ID". The "Genders" item is selected. The main area shows a table with two columns: "Item to be Mapped" and "Mapped Value". The table contains the following rows:

Item to be Mapped	↔	Mapped Value
-	↔	[Dropdown]
? - ?	↔	[Dropdown]
C - C	↔	[Dropdown]
F - F	↔	Female
FI - FI	↔	[Dropdown]
FS - FS	↔	Spayed Female
G - G	↔	Gelding
M - M	↔	Male
MN - MN	↔	Neutered Male

At the bottom of the window, there are "Save" and "Cancel" buttons.

■ Phones:

- The 'Item to be Mapped' is the value in the Practice Management System.
- The 'Mapped Value' is the accepted value.
- Multiple phones can be mapped to the same Mapped Value, but only the first phone displayed in the list will be shown for that particular client. For example, Phone and Work (Item to be Mapped) are both mapped to Phone (Mapped Value), but only Phone (Item to be Mapped) will show. Work (Item to be Mapped) will not show.
- Phone types mapped to the same Mapped Value can be dragged and dropped in the order of priority for the extraction. In the example below, Home and Emergency are both mapped to Phone. Home takes priority over Emergency, so if Client A has both Home and Emergency in the Practice Management System, Home will be mapped to Phone in the extraction.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- For example, the practice would need to designate that the Work (Item to be Mapped) in their Practice Management System is the same as Business in the Client Portal (Mapped Value).

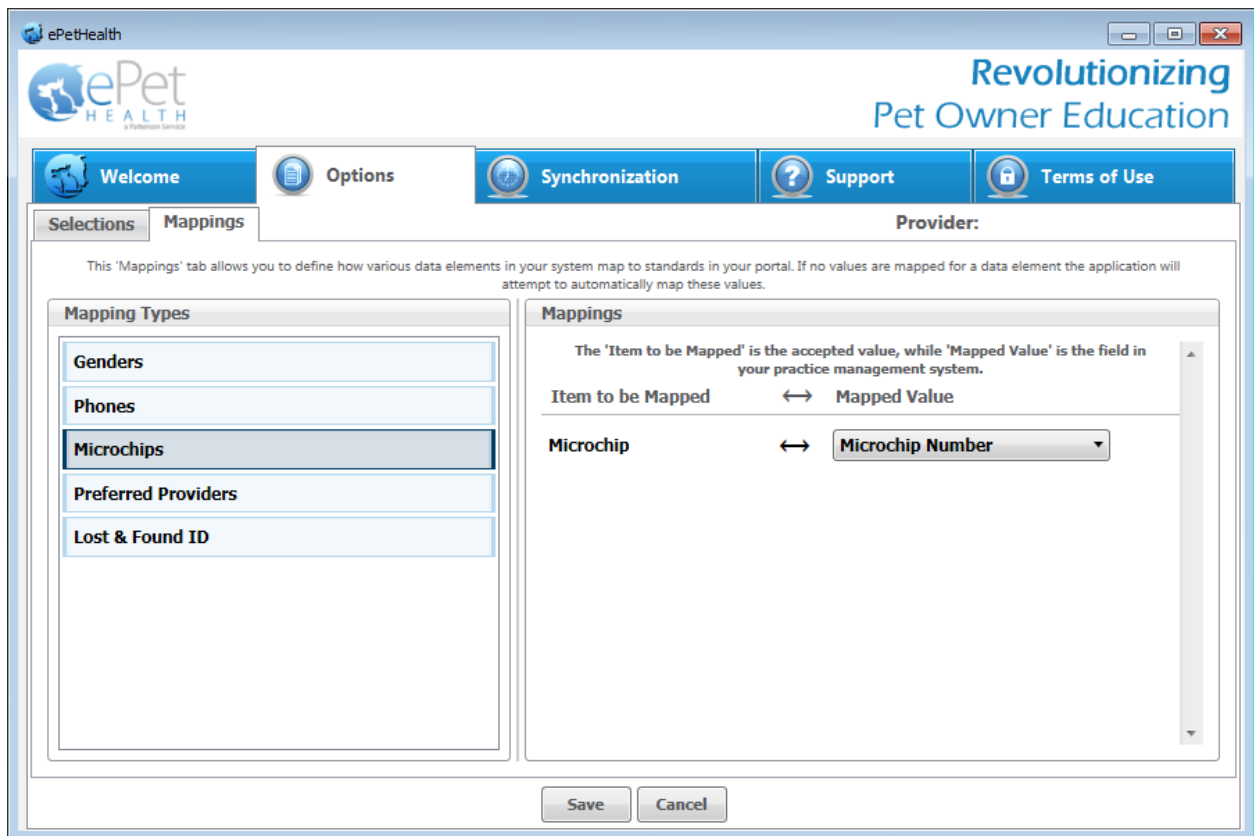


The screenshot shows the ePet Health application window. The title bar says "ePetHealth". The main header has the ePet Health logo and the text "Revolutionizing Pet Owner Education". Below the header is a navigation bar with buttons: Welcome, Options, Synchronization, Support, and Terms of Use. The main content area has a tabbed interface with "Selections" and "Mappings" tabs. The "Mappings" tab is active, showing a list of "Mapping Types" on the left: Genders, Phones, Microchips, Preferred Providers, and Lost & Found ID. The "Mappings" tab also has a sub-header "Provider: Ideal Animal Hospital". Below this, a text box explains: "This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values." The main area is titled "Mappings" and contains a table with two columns: "Item to be Mapped" and "Mapped Value". The table lists various phone types and their corresponding mapped values:

Item to be Mapped	Mapped Value
Cell	Cell
Work	Business
Home	Phone
Emergency	Phone
Cust. Serv	
Direct	
Fax	
Pager	
Sn. Cell	

At the bottom of the window are "Save" and "Cancel" buttons.

- Microchips:
  - The 'Item to be Mapped' is the accepted value.
  - The 'Mapped Value' is the value in the Practice Management System.
  - Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
  - For example, the practice would need to designate that the Microchip (Item to be Mapped) that will display in the Client Portal is the same as Microchip Number (Mapped Value) in their Practice Management System.



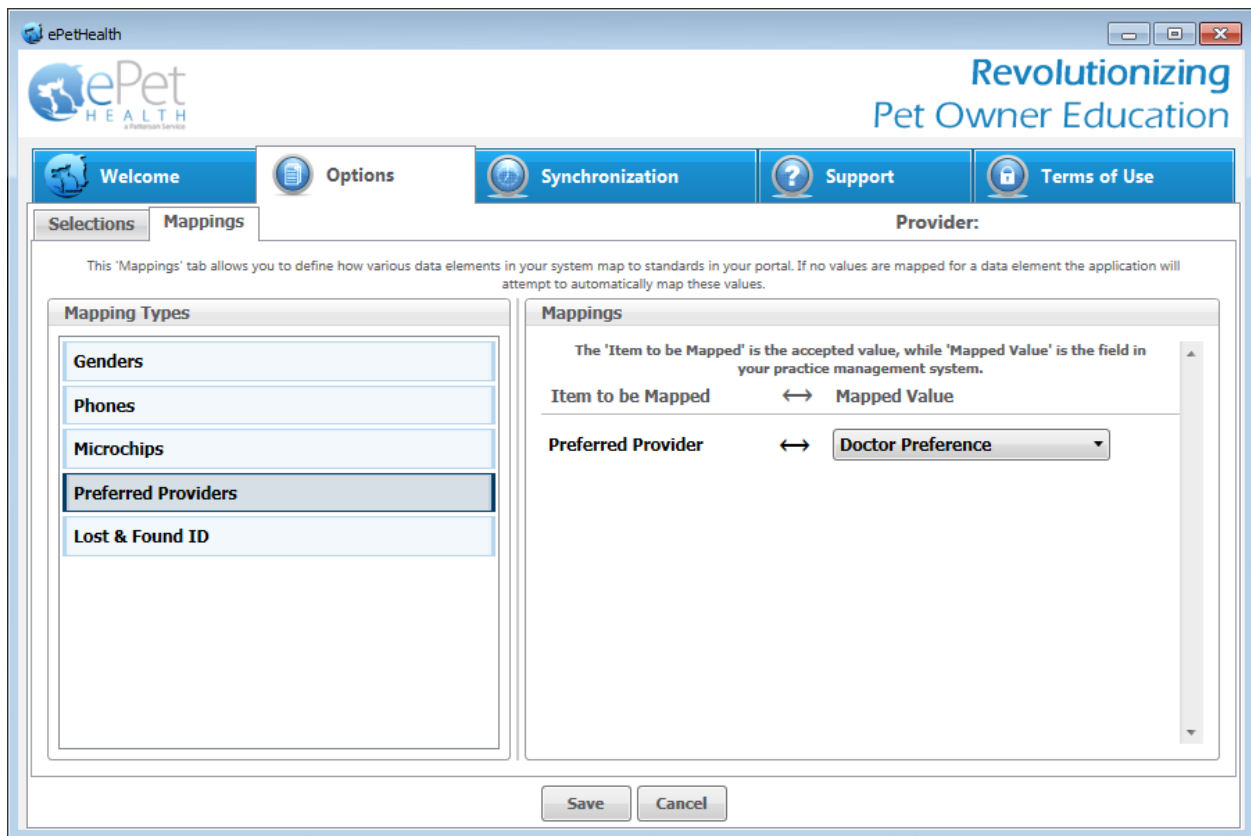
The screenshot shows the ePetHealth application window with the 'Mappings' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. The 'Mappings' tab is active, showing a 'Provider:' dropdown. Below the tab, a message states: 'This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.'

The 'Mappings' section is divided into two panes. The left pane, titled 'Mapping Types', lists several categories: 'Genders', 'Phones', 'Microchips' (which is selected and highlighted), 'Preferred Providers', and 'Lost & Found ID'. The right pane, titled 'Mappings', contains a header explaining: 'The 'Item to be Mapped' is the accepted value, while 'Mapped Value' is the field in your practice management system.'

Below this header is a table with two columns: 'Item to be Mapped' and 'Mapped Value'. A single row is visible, showing 'Microchip' in the first column and 'Microchip Number' in the second column. The 'Microchip Number' is displayed in a dropdown menu. At the bottom of the window are 'Save' and 'Cancel' buttons.

■ Preferred Provider:

- The 'Item to be Mapped' is the accepted value.
- The 'Mapped Value' is the value in the Practice Management System.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- This mapping allows the dashboard to pull the correct Practice Management field for the Preferred Provider of the client in the ePetHealth Client Portal.
- For example, the practice would need to designate that the Preferred Provider (Item to be Mapped) that will display in the Client Portal is the same as Doctor Preference (Mapped Value) in their Practice Management System.



The screenshot shows the ePetHealth application window with the 'Mappings' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. The 'Mappings' tab is active, and the 'Provider:' dropdown is set to 'Preferred Providers'. A descriptive text states: 'This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.'

On the left, under 'Mapping Types', a list includes 'Genders', 'Phones', 'Microchips', 'Preferred Providers' (which is selected), and 'Lost & Found ID'. On the right, under 'Mappings', a table defines the mapping:

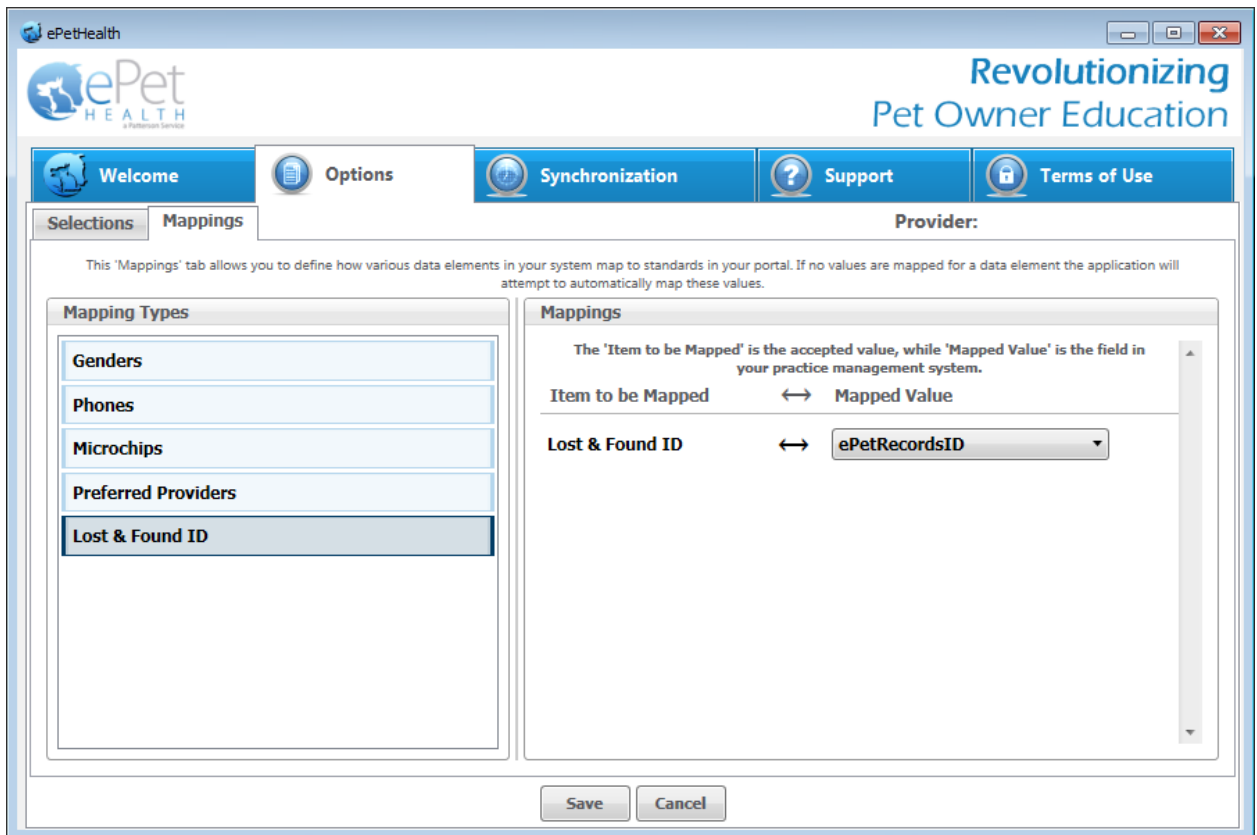
Item to be Mapped	↔	Mapped Value
Preferred Provider	↔	Doctor Preference

At the bottom of the window are 'Save' and 'Cancel' buttons.



▪ Lost & Found IDs:

- The 'Item to be Mapped' is the accepted value.
- The 'Mapped Value' is the value in the Practice Management System.
- Mapped Values can be left blank if the corresponding Item to be Mapped is not to be shown in the Client Portal.
- This mapping allows the dashboard to pull the correct Practice Management System field for the Lost & Found ID field in the ePetHealth Client Portal. This field is designed to work with ePetHealth's Lost & Found ID tags, which are searchable through our website: <http://www.epethealth.com>



The screenshot shows the ePetHealth application window with the 'Mappings' tab selected. The window title is 'ePetHealth'. The top navigation bar includes 'Welcome', 'Options', 'Synchronization', 'Support', and 'Terms of Use'. The 'Mappings' tab is active, and the 'Provider:' field is empty. A descriptive text states: 'This 'Mappings' tab allows you to define how various data elements in your system map to standards in your portal. If no values are mapped for a data element the application will attempt to automatically map these values.'

On the left, under 'Mapping Types', a list includes 'Genders', 'Phones', 'Microchips', 'Preferred Providers', and 'Lost & Found ID'. The 'Lost & Found ID' item is selected and highlighted.

On the right, the 'Mappings' section contains the following text: 'The 'Item to be Mapped' is the accepted value, while 'Mapped Value' is the field in your practice management system.'

Below this text is a table with two columns: 'Item to be Mapped' and 'Mapped Value'. The first row shows 'Lost & Found ID' in the first column and a dropdown menu with 'ePetRecordsID' selected in the second column. Double-headed arrows are positioned between the two columns.

At the bottom of the window are 'Save' and 'Cancel' buttons.

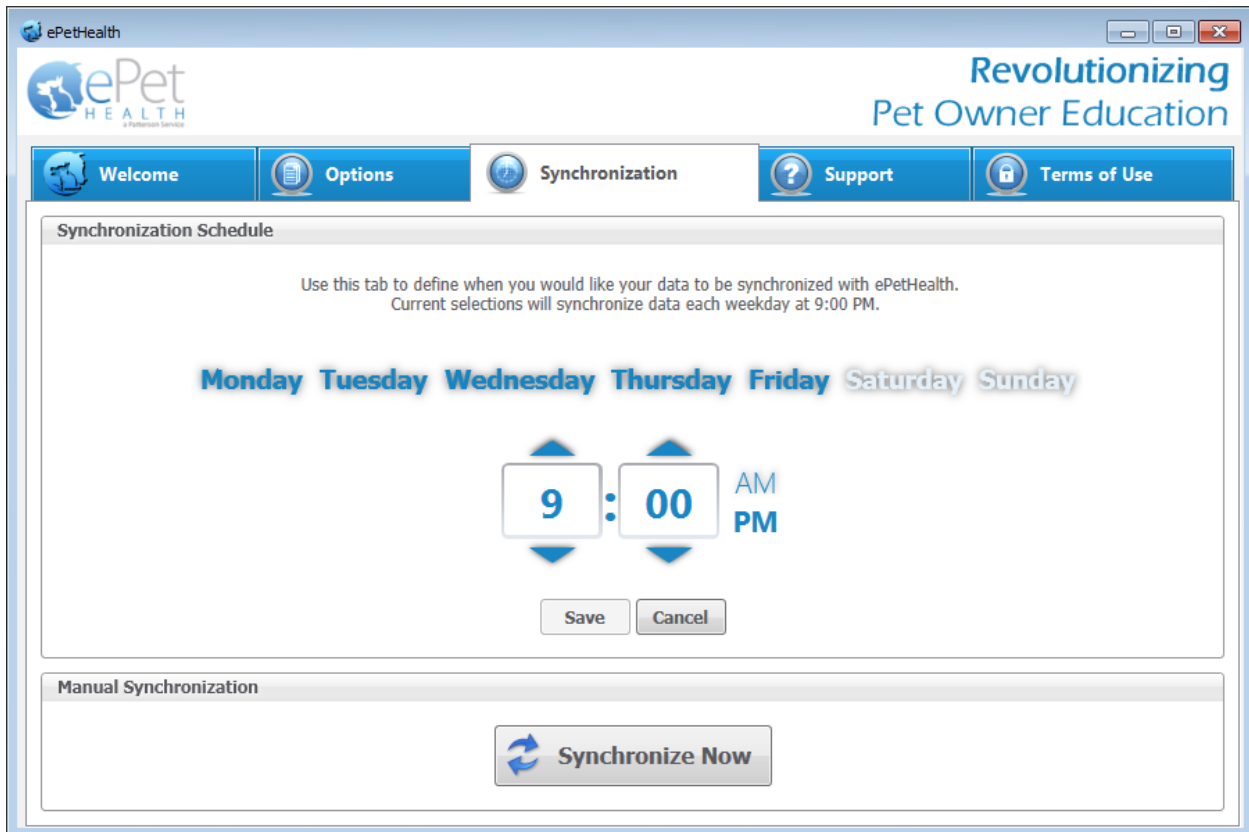
## Synchronization

Synchronizations will pull data from the past six months, one year, two years or three years, depending on what option is selected in the Extraction Time Frame menu under the Options tab.

**NOTICE:** The Server must remain **turned ON** during the selected days/time to allow your practice's data to upload to ePetHealth. If the dashboard is installed on a workstation, both the workstation and the server computer must remain on.

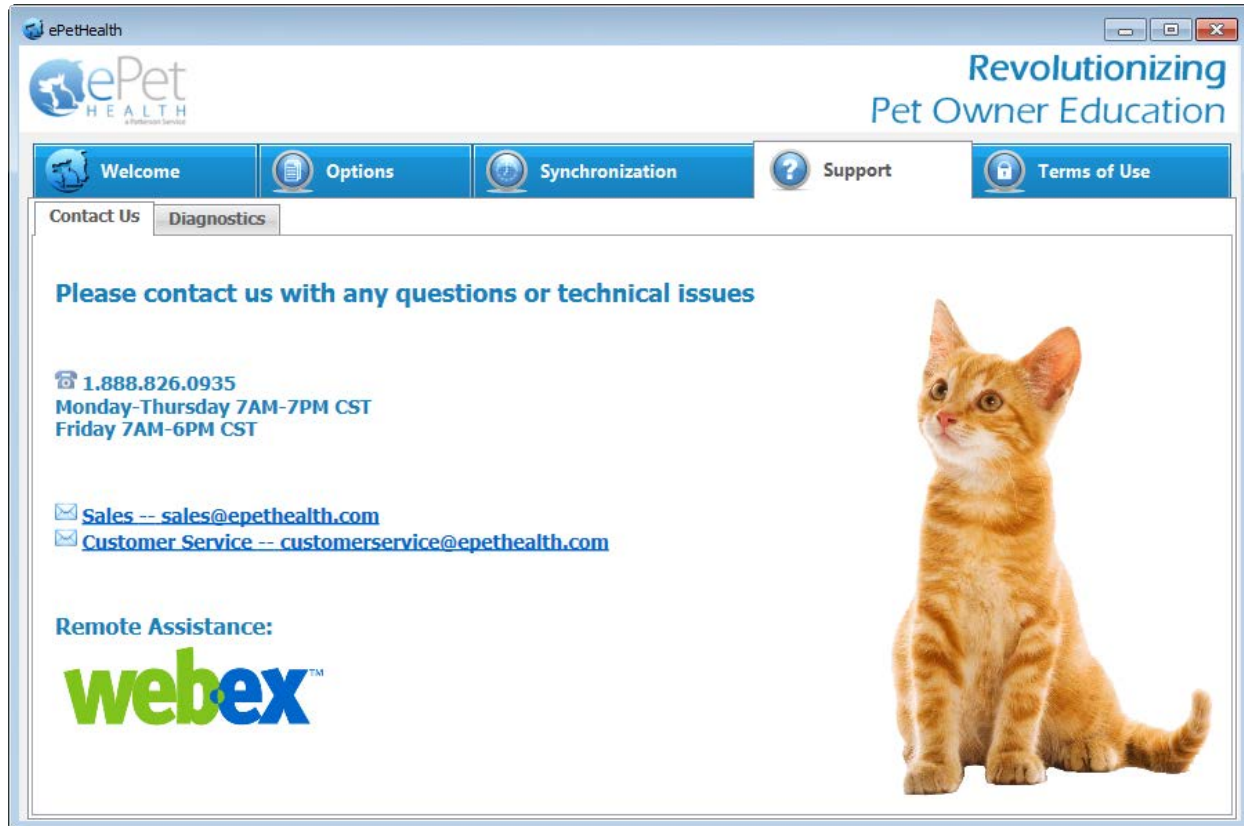
ePetHealth recommends that the synchronization schedule be set to sync immediately after the practice closes each day, on days that the practice is open.

It is also possible to run a manual synchronization from this screen.



The screenshot shows the ePetHealth application window. The title bar reads "ePetHealth". The top navigation bar includes "Welcome", "Options", "Synchronization" (which is the active tab), "Support", and "Terms of Use". The "Synchronization" tab contains a "Synchronization Schedule" section with the instruction: "Use this tab to define when you would like your data to be synchronized with ePetHealth. Current selections will synchronize data each weekday at 9:00 PM." Below this, the days of the week are listed: "Monday Tuesday Wednesday Thursday Friday Saturday Sunday". The days Monday through Friday are highlighted in blue. In the center, there is a digital clock display showing "9 : 00" with "AM" and "PM" options. Below the clock are "Save" and "Cancel" buttons. At the bottom of the window, there is a "Manual Synchronization" section with a "Synchronize Now" button.

## Support | Contact Us



## Support | Diagnostics

### Service status:

- Displays the state of the service that calls the extraction
- Statuses include: Starting, Running, Paused, Stopping, Stopped, Error, Not Installed

### Extraction status:

- Displays the current state of the extraction
- Statuses include: Extracting, Idle

### Version:

- Displays the current version number of the ePetHealth Dashboard

### Last Extraction:

- Displays the last extraction date and time.

### Last Result:

- Displays the last extraction status. Statuses include: Successful, Failed

### Application Logging:

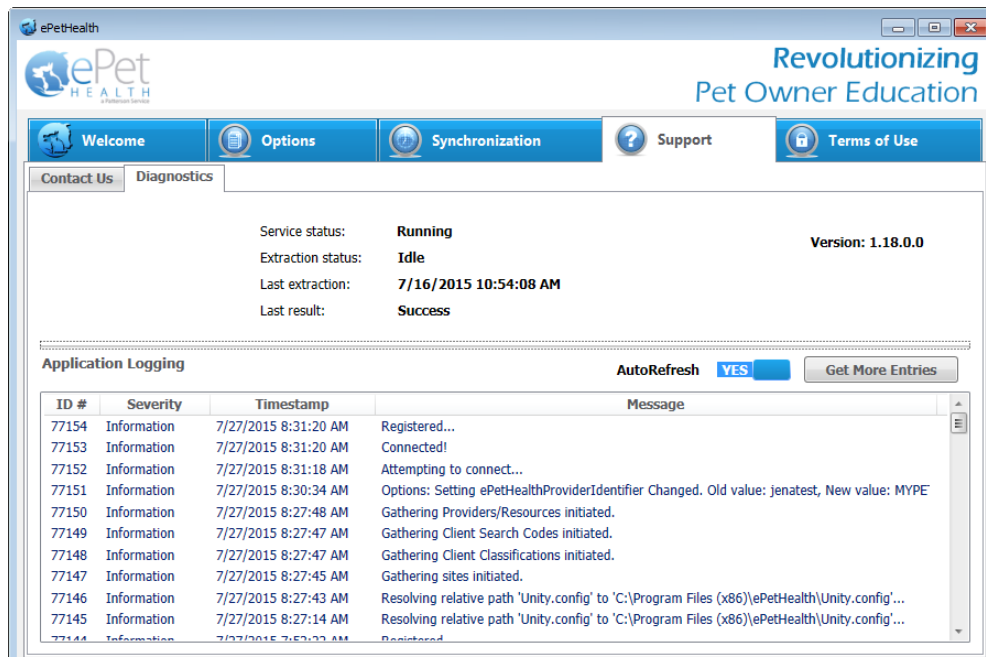
- Provides a list of the 100 most recent entries

### AutoRefresh:

- With this option set to YES, the most up-to-date series of logs will be displayed

### Get More Entries:

- Selecting *Get More Entries* will show the next 100 entries available in addition to the ones listed



The screenshot shows the ePetHealth dashboard interface. At the top, there's a navigation bar with links: Welcome, Options, Synchronization, Support, and Terms of Use. Below this, there's a 'Diagnostics' tab. The main content area displays the following information:

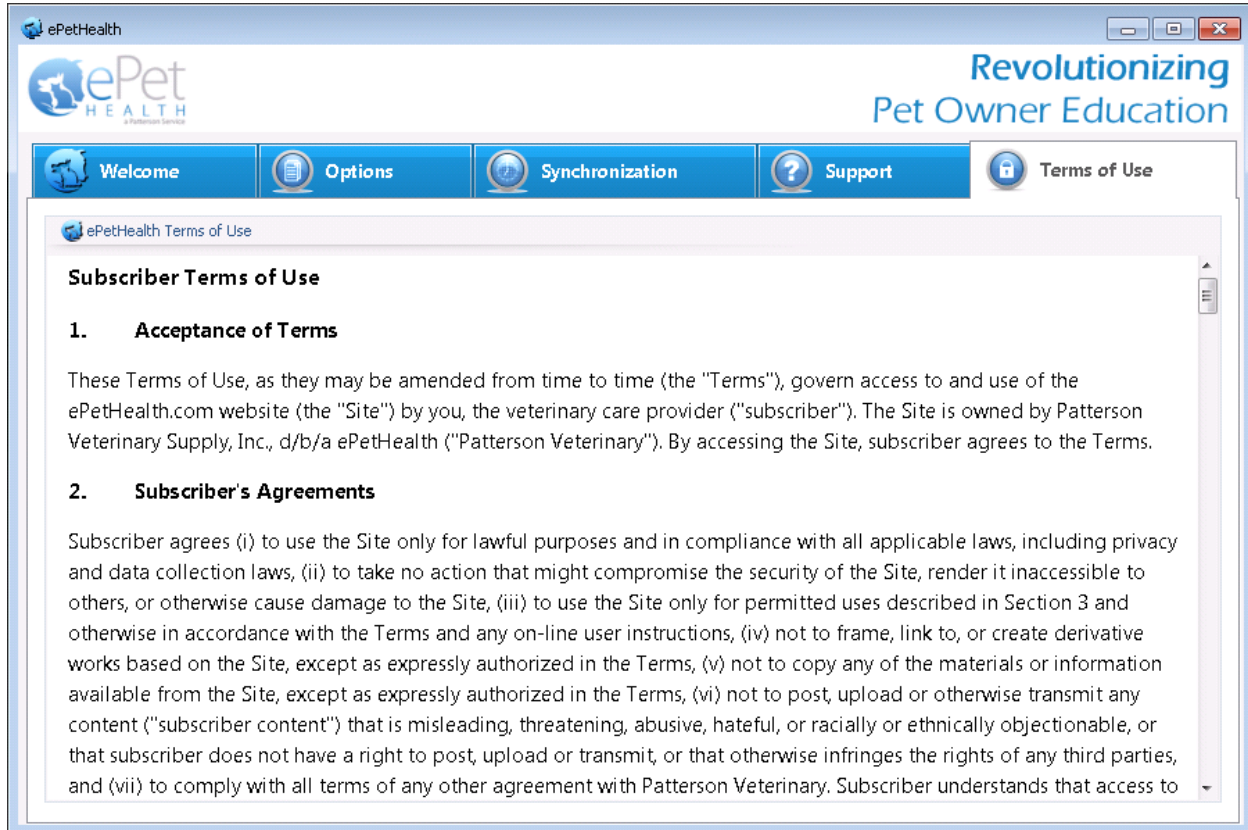
- Service status:** Running
- Extraction status:** Idle
- Last extraction:** 7/16/2015 10:54:08 AM
- Last result:** Success
- Version:** 1.18.0.0

Below this information is the 'Application Logging' section. It includes an 'AutoRefresh' button set to 'YES' and a 'Get More Entries' button. A table displays the log entries:

ID #	Severity	Timestamp	Message
77154	Information	7/27/2015 8:31:20 AM	Registered...
77153	Information	7/27/2015 8:31:20 AM	Connected!
77152	Information	7/27/2015 8:31:18 AM	Attempting to connect...
77151	Information	7/27/2015 8:30:34 AM	Options: Setting ePetHealthProviderIdentifier Changed. Old value: jenatest, New value: MYPE
77150	Information	7/27/2015 8:27:48 AM	Gathering Providers/Resources initiated.
77149	Information	7/27/2015 8:27:47 AM	Gathering Client Search Codes initiated.
77148	Information	7/27/2015 8:27:47 AM	Gathering Client Classifications initiated.
77147	Information	7/27/2015 8:27:45 AM	Gathering sites initiated.
77146	Information	7/27/2015 8:27:43 AM	Resolving relative path 'Unity.config' to 'C:\Program Files (x86)\ePetHealth\Unity.config'...
77145	Information	7/27/2015 8:27:14 AM	Resolving relative path 'Unity.config' to 'C:\Program Files (x86)\ePetHealth\Unity.config'...
77144	Information	7/27/2015 8:27:12 AM	Registered...

## Terms of Use

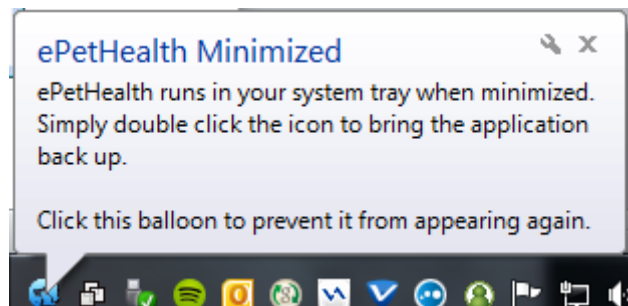
The Terms of Use tab displays the most current policies from ePetHealth.



## Program Closing/Minimizing:

The ePetHealth application, when minimized, resides in the system tray. To launch the application, double-click the icon.

**Note:** Scheduled extractions will continue to run whether the application is minimized or closed.



## DVMax Filter Data

### Client Types


The DVMax Practice Management System does not have client type classifications. Clients are marked as either Active or Inactive.


### Appointment Filtering






**Appointment on Wednesday, December 12, 2012:**

**Appointment Information:**


Client:  

Patient:  

At:   Appt Type:  


With:   for:  min Until:


Note: "Wally" Aaron (714- ) - Canine/terrier mix:

 Modified by Administrator on 12/12/2012 at 09:38:52

**Appointment on Wednesday, December 12, 2012:**

**Appointment Information:**

Client:  

Patient:  

At:  Appt Type:

With:  for:  min Until:

Note:

Modified by Administrator on 12/12/2012 at 09:38:52

Buttons: Delete, Go to, Cancel, OK & Next, OK

## Site ID Location


Select: Section | System Constants | Default Constants

**Default Constants:**

Invoice Notes | User Settings | Search Defaults | Treatment Plans | Email Reminders

Main Constants | **Default Constants** | Client & Patient Settings | Default Notes | Finance Constants | Invoice Settings

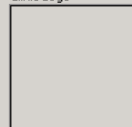
**Location Preferences:**

Default city:   
 Default state:   
 Default zip code:   
 Default doctor:   Clear Dr.

Site Code:

**Practice Preferences:**

Practice name:   
 Practice address:   
  
  
 Practice phone:   
 Country:  Language:   
 Currency Format:

Clinic Logo:  Clear

**Account Preferences:**

Bank Account #:   
 Healthy Pet Account #:   
 Company Number:

**WP Insertion Preferences:**

WP Font:   
 WP Font Size:   
☐ Bold ☐ Italic

Buttons: OK, Cancel

## DVMax Multi-Site Functionality

### How DVMax handles multi-site:

DVMax employs database replication to accomplish multi-site functionality, which means most data elements from each site are available in each database WITH THE EXCEPTION OF TRANSACTION DATA.

Each 'site' has its own server and database:

- All sites in DVMax are defined by a single code (*as opposed to a code and description*)
- Site codes are assigned only to clients and patients
- Site codes, once assigned to a client or patient, can be changed by DVMax users

### Why this is important to you:

The *Options* screen displays a complete list of all site codes assigned to patient records in the database it is attached to. ONLY the provider ID associated with that site should be configured.

A single installation of the dashboard communicates with a single DVMax database.

An instance of the dashboard must be deployed to **each** DVMax site in order to support a comprehensive extraction for all sites.