

DeZavala-Shavano Veterinary Clinic

Doctor Invoicing Codes and Guidelines

A. Premise of Doctor Coding

Doctor invoice coding is to provide each doctor with a productivity bonus for production performed above their regular compensation. This includes diagnostic, treatment and surgical services for patients treated.

It is important to properly code each line on an invoice in order to credit each doctor for the work they do. Equally important is to make sure items that are not performed by a doctor or not eligible for doctor credit are also properly coded so the clinic has enough funds to pay for other clinic expenses such as general overhead, new equipment, and staff benefits.

Keep in mind that an invoice will attribute all items to the first doctor code entered on the invoice; therefore, be sure to change any line items if the doctor code needs to be changed for a particular item. If you are adding items to a temporarily saved invoice, be sure to change the doctor code accordingly. Please remember if a product is returned and a similar product purchased (i.e. exchanging preventatives) that the new product is to be invoiced under the original doctor code.

As a reminder, please invoice items under the specific pet in the client's account. Do not use the general "Sales" account. This account is reserved to invoice over-the-counter items when no client account needs to be created (i.e. Hills Fe Kitten dry 4#). Also, be sure to write invoice items on the patient's record. The doctors use the patient record to see what the pet has previously received and when.

B. Summary of Doctor Codes

Listed below are the different doctor codes available to use in IntraVet during invoicing and example items when to use each code.

BG=Boarding

- This code is to be used for boarding charges, boarder baths, and clinic items (kennel food, cat litter, incidental cans of food, etc.) used for boarders when a pet boards at the clinic.

GM=Grooming

- This code is to be used for grooming services such as baths, nail trims, express anal glands, clean ears, body shaves and clips when performed without doctor assistance.

VN=Veterinary Nurse

- This code is to be used for services performed by a Veterinary Nurse without the assistance of a doctor such as Proheart6 injections and Bordatella. It is acceptable to use this code for grooming services when done by a Veterinary Nurse.

CL=Clinic

- This code is to be used for over-the-counter items such as maintenance food and treats, non-prescription shampoos and rinses, pet pillers, collars and leashes, nail trimmers, reissued rabies tags,

cardboard pet carriers, pet hair pick-up rollers/refills, dental products, etc.

MW=Dr. Melanie Wilcox-Faulkner

- This code is to be used for services performed by Dr. Wilcox.

DH=Dr. David Harrison

- This code is to be used for services performed by Dr. Harrison.

WR=Dr. Melanie Wilcox-Faulkner-Refill

- This code is to be used for refills on prescription items in which Dr. Wilcox gives approval.

HR=Dr. David Harrison-Refill

- This code is to be used for refills on prescription items in which Dr. Harrison gives approval.

C. Doctor Invoicing Code Categories

The following categories help provide the framework for the proper doctor codes to use for the different items you will encounter when invoicing products and services.

FYI: Where mentioned, an exam is presumed to be a charged exam.

1. Office Visit Services

Doctor credit is given for services such as office visits which include an exam or procedure done directly by the doctor and medications/products dispensed as part of the same exam or procedure (see below for specifics).

Examples include wellness and illness exams, vaccinations and other injections, diagnostic testing, preventive and corrective anesthetic procedures and similar when done directly by the doctor or delegated by the doctor as part of a procedure the doctor is performing (i.e. bloodwork done by a Veterinary Nurse for a spay).

For clarification, if a doctor is to examine a patient and a Veterinary Nurse goes into the room ahead of time to trim the pet's nails or perform other preliminary services to assist the doctor, the doctor is to receive credit for these services. However, if a Veterinary Nurse performs services without the doctor seeing the patient such as a nail trim, ProHeart6, etc. then such services are to be invoiced under VN.

Doctor credit is also given for services performed which are a continuation of an examined condition such as bloodwork performed a week later to help further diagnose a condition or switching/adding medications if the original one is not working well (proper return procedures should be followed for any returned medication). Continuation of service does not include a client declining a maintenance service such as Bordatella, then later returning for it.

To maximize doctor time for other appointments or procedures, a Veterinary Nurse may perform booster vaccinations on puppies and kittens when the owner has no other health issues to discuss that require doctor attention. In these cases, the doctor who is supervising the Veterinary Nurse receives doctor credit for the booster vaccination visit even though the doctor does not directly see the pet. The supervising

doctor is expected to be available on premises to address any situations that may arise with the pet's booster vaccination visit. This exception to the general rule for doctor credit on office visits is to encourage the doctors to utilize their time in an efficient and productive manner. Also, the client benefits from this arrangement in that they are not charged a vaccination exam for their puppy or kitten's boosters. A doctor, though, must perform a charged vaccination exam at the puppy/kitten's initial visit and with the Rabies vaccine. For booster only puppy/kitten vaccination visits, the Veterinary Nurse is expected to perform a brief health exam on the pet and report any problems immediately to the supervising doctor. A code 38 ("Exam, Brief, Veterinary Nurse") with doctor code VN is to be entered on the pet's invoice to indicate the booster vaccination visit was done by a Veterinary Nurse.

Injections administered directly to a pet are considered as part of the doctor's productivity when the pet is seen by the doctor. Injections dispensed as refills to be administered by the owner are to be invoiced under a doctor refill code after the initial dispensing or injection. Insulin injections administered when a pet is hospitalized for a diabetic illness or ketoacidosis would be invoiced under the appropriate doctor code. Insulin injections given at other times such as a diabetic pet boarding or hospitalized for a non-diabetic condition do not receive doctor credit as the insulin is usually provided by the owner and we are simply maintaining the pet's therapy. Injection medications used as part of a pet's compounded medication are given doctor credit for the initial dispensing, then doctor refill thereafter.

For pet cremations, the doctor receives credit for the euthanasia, but not the cremation since cremations are an outside service provided by the Clinic.

2. Refills for Prescriptions, Preventatives and OTC items

Refills for ongoing conditions (maintenance medications)

- Refills of medications dispensed for ongoing conditions such as seizures or thyroid problems are to be invoiced under the doctor refill code unless lab work testing is performed to monitor the specific maintenance medication for the pet. The doctor who performed the lab work testing is to receive credit for the first maintenance refill dispensed within a reasonable time period after the testing. Refills on prescription foods and insulin do not receive doctor credit after the initial dispensing. For insulin refills, the frequency of glucose testing (usually by different doctors) make this impractical to appropriately attribute doctor production.

Refills for reoccurring or new conditions

- Medications dispensed for reoccurring conditions such as chronic ear infections or same medication dispensed for a new condition (i.e. antibiotic dispensed for wound but later also dispensed after a surgical procedure) are considered doctor refills if dispensed without an exam or are not part of a procedure. For a doctor to receive credit, an exam or procedure must be performed pertaining to the condition for which the medication is dispensed.

Refills for heartworm and flea/tick prevention

- Refills on packaged heartworm prevention are to be invoiced under doctor or doctor refill code since they are a prescription. See next paragraph to determine whether to use doctor or doctor refill code for refills on packaged heartworm prevention.

- Refills on heartworm prevention receive doctor credit when dispensed with a heartworm check, a vaccination/geriatric physical exam, or initially dispensed with written documentation of a current heartworm check for the pet presented (does not include refills for other pets not present unless they also meet the refill criteria). Otherwise, the heartworm prevention is considered a refill and needs to be invoiced under a doctor refill code.
- Refills on flea/tick prevention receive doctor credit if dispensed for the first time (by a doctor) or at the same time as a vaccination/geriatric physical exam for the pet presented (does not include refills for other pets not present unless they also meet the refill criteria).

Refills for similar medications

- Refills of same medicine but different name such as generics of same product are still considered a refill. Example: need to refill L-Thyroxine, but dispense Soloxine--same medicine, but generic; therefore, doctor refill code. This includes quantity doses such as in the past bought 3-pk of Frontline and now buying 6-pk Frontline--refill. Also, if a client switches from Frontline to Advantix (or from Revolution to Heartgard), this would be considered a refill as the products generally treat for the same thing.

Refills shared with other pets

- Refill items bought under one pet but sharing with another pet are still considered refills.

3. Over-the-Counter (OTC) Items

Maintenance food and treats, non-prescription shampoos and rinses, pet pillers, collars and leashes, nail trimmers, reissued rabies tags, and similar items are to be invoiced under doctor code CL. Prescription food and prescription treats are to be invoiced under doctor when initially dispensed, then doctor refill for subsequent purchases. Dental products (i.e. CET products) and nutraceuticals (i.e. Pet Tabs) receive doctor credit when dispensed as part of an exam and/or procedure where the product is recommended by the doctor for a specific condition. Subsequent OTC purchases of dental products and nutraceuticals are to be invoiced under CL.

4. Free Items & Coupons

Approved free items (except vaccines, preventatives, and procedures provided to employees' pets) are to be invoiced under doctor code CL. Coupons such as manufacturer dollar off coupons or referral coupons issued by the Clinic are also to be invoiced under CL.

5. Multi-Pet and Special Month Discounts

Multi-pet discounts are given to encourage clients to bring in more pets at one time. Because bringing in more pets frees up doctor time for more appointments, the doctor is to share in this discount; thus, multi-pet discounts are to be invoiced under the corresponding doctor.

For discounts given during certain months of the year such as Dental month, Spay/Neuter month, and Geriatric month, the discount is to be invoiced under the corresponding doctor. Please do not use the

Discount button on the invoice screen to add the discount as this will not appropriately attribute the discount to the doctor.

6. Special Purchases

At times staff members may place a personal order for items from our vendors for products not carried by the Clinic. In such cases, these items are typically charged at cost (i.e. no employee discount) and invoiced under CL or doctor refill.

7. Grooming/Boarding/Other Services

Grooming services (baths, nail trims, express anal glands, clean ears, body shaves, mitaban dips, etc.) are to be invoiced under GM or VN (if done by a Veterinary Nurse).

Exceptions in which a doctor would receive credit for grooming services:

- Doctor performs the grooming service directly.
- The grooming service is part of an office visit (i.e. nail trim or express anal glands done along with other doctor services)
- Doctor sedates the pet for grooming services--doctor receives credit for anesthesia only, not the grooming service unless performs the grooming service directly.
- Mitaban dips receive doctor credit for the first dip because the product is a prescription and requires bathing to administer it. Subsequent Mitaban dips are doctor refills for the Mitaban and GM or VN for the bath to administer the dip.

Boarding services--boarding, boarder baths, clinic items used as part of boarding (kennel food, cat litter, incidental cans of food, etc.) are to be invoiced under BG.

ProHeart6 injections, Bordatella and similar services performed by a Veterinary Nurse without the assistance of a doctor are to be invoiced under VN.

8. Special Circumstances

When a client adopts a pet from the Clinic, the adoption fee is to be invoiced under CL and vaccinations, spay or neuter (if done at no charge as part of the adoption fee) are to be invoiced under the corresponding doctor refill code.

In closing, there may be times a particular situation does not fall into the above categories. Special circumstances will be reviewed on a case-by-case basis to determine doctor credit eligibility.