KwikVet House Call Tutorial

A quick guide to serving House call requests via KwikVet
STEP 1 - Activating house calls

- The app starts at the DASHBOARD screen
- You will return to this screen after you complete services and to access your profile and updates
- Go to the bottom and switch on "Receive house calls"
- Beware that the app will periodically place you online, but you can switch yourself off whenever you prefer not to receive house call offers
- In any case, you are never obligated to accept any call
STEP 2 - Accepting calls

- When a house call is requested near you, you’ll receive a clickable notification.
- This will open a HOUSE CALL REQUEST screen, showing the client’s data, your approximate distance to the client and the compensation for the call (any production earned will be additional to this fee).
- With this information, you can choose to accept or reject any call, but speed is important because the call will become unavailable if someone takes it before you.
STEP 3 - Assembling team

- An ASSEMBLING TEAM screen will show the client & pet’s info, the presenting complaint (if available) and your name (confirming you successfully got assigned the call)
- **Please be patient**, because it may take up to 30 minutes to locate a teammate (beware that at some times no teammate may be available, in which case the call will cancel itself)
- **Don’t start going until the team is confirmed**: you will know it is when the “On my way” and “Arrived” buttons change color
- Press on these buttons when you start going to the address shown and when you arrive to the client’s door, respectively
Upon your arrival to the client’s home (indicated by your having pressed the “Arrived” button), a PATIENT INTAKE screen will appear.

This editable screen is to be filled out jointly by the client (while they wait), and by the KwikVet team during the call.

Usually, the Technician (under the Vet’s direction) will be in charge of ensuring the data is completed and press “Next”.

**STEP 4 - Patient intake**

- **Signalment**
  - Name: Beethoven
  - Species: Canine
  - Breed: Labrador
  - Color: Black
  - Gender: Male
  - Microchip#: 123456789
  - Date of birth: 10/07/2019

- **Clinical Information**
  - DA2PP
  - Rabies
  - Bordetella
  - Others

- **Nutrition and Deworming**
  - Weight (lbs): 0
  - Diet: 0
  - Fleas/Ticks Medication: None
  - Heartworm Medication: None

- **Allergic Reactions**
  - Any previous allergic reaction?

Next
Next, a SIGNS AND SYMPTOMS screen will become available for the KwikVet team to complete, based on the client’s description.

Beware that many of the signs and symptoms could be non visible during the call, even after clinical examination. Hence, the importance of the owner’s input at this point of the process.

Press “Next” as you have gone through the list

Remember you can always consult KwikVet Partner Support by pressing on the headset icon on top
STEP 6 - SOAP: Subjective

- At this point, the SOAP section will appear, starting by the SUBJECTIVE screen
- Enter text as needed, and press “Next” at the bottom
- You can always edit and navigate between SOAP screens by selecting the corresponding initials in the navigation bar at the bottom of the screen
- You can also access the patient’s past medical history by pressing on “Records” at the top
- Your SOAP will also be saved into Records and the whole history will be available to clients as a PDF
In the OBJECTIVE screen, scroll down through the checklist of Organs and Systems from top to bottom.

If any abnormality is noticed, slide the corresponding switch to the right and a clickable list will open so you can record it.

These lists contain the most common abnormalities, but if the situation is not covered, you can add it as text at the end.

Click Next in the bottom bar to continue.
Based on the abnormalities you checked in the Objective section, an ASSESSMENT screen will show you a customized list of relevant Differential Diagnosis (DDx).

- Scroll down and click on the ones you consider as the most likely Diagnosis (for your convenience you can swipe down on the screen to reorder these Diagnosis on top).
- When finished, press Next in the bottom bar.
At the PLAN screen, follow the sequence of the buttons at the bottom of the screen (you can return to each button as many times as needed)

First, press “Dispense” to offer immediate services and solutions from the KwikVet bag

Second, press “Rx (Pharmacy)” to prescribe anything else the patient may need

Third, press “Plan Write up” to access the PLAN WRITE UP screen to enter your notes

When done, double-check to ensure all added items are listed and press “End consultation”
If the “Dispense” button was pressed, a BAG DISPENSING screen will list the solutions available using the KwikVet bag: Vets can recommend items to clients by pressing on them.

The list is scrollable and searchable with the magnifier icon on top; and some bag items can also be selected via barcode.

Please familiarize yourself beforehand with the bag’s contents (shown in the app’s Useful information tab) because you will likely find them useful (based on data, the bag provides solutions to +90% of the most common issues).
STEP 11 - Electronic Rx

- The Rx button opens an ELECTRONIC RX Screen with a much longer list of items from KwikVet’s online pharmacy
- Use the search button at the top to look for anything you need
- Click on items to select them and this will open a PRESCRIPTION/LABEL screen for the Vet to fill and sign
- When you are done, sign it on the Signature box and hit Confirm
Once an item from the bag or a pre-sold item from the pharmacy is selected, this item and its price will appear in the client’s app to request their consent.

While waiting for consent you will see a CLIENT CONSENT screen and can answer client’s question.

When the client approves or rejects your proposed item, you will be returned to the PLAN screen.

In the meantime, you can also press “Add more items” to propose more items of the same kind (more from the bag or more from Rx).
STEP 13 - Your compensation

- After you press “End consultation” in the PLAN screen, you will be sent to YOUR COMPENSATION screen.
- Your total compensation will be broken down between the House Call Fee and any gross production earned.
- Use this screen to double-check that all items used from the bag and prescriptions presold are included (if not, send a message to Partner Support after the call).
- Press “Confirm” to accept and credit your account.
If the patient requires follow-up services available through KwikVet, you can recommend them to the client in a SCHEDULE FOLLOW-UP screen.
You will be credited production on services recommended by you, that the client decides to buy.
Initial services include telehealth and follow-up house-calls (in both cases the attending Vet will be given priority to continue serving patients).
Future services, e.g., mobile imaging, laser, etc., will appear in the dropdown menu as they become available.
A final FEEDBACK screen will ask you to rate two aspects: the **Client/Pet** and the **KwikVet System**

You will need to assign a star rating to both and in addition you can enter descriptive text (optional)

Use the **Client/Pet** section to point to any issue, e.g., fractious animal or aggressive client

Use the **KwikVet System** section to assess the app and the performance of your assigned teammate

Press “End” to go back to the DASHBOARD Screen