



Glenway Animal Hospital
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Online Pharmacy Protocol

Why this protocol is important: To help process client online pharmacy orders in a timely manner.

Steps to performing the protocol:

1. You need to go to the My Vet Direct website.
www.myvetdirect.com/admin/catalog
2. Log into the account using the login name and password then hit enter you made need to put it in twice.
3. Go to orders pending then go into each individual account and print the page with the client order. Do this for each transaction.
4. Now go to the fuse account by going to www.fuse.net and log into the account using the password and user name.
5. Go into each email the correlates to the order number. Record or print the middle credit card numbers from that invoice so you can process the order. Don't delete the email until you have run the order through the credit card machine.
6. Now pull the charts for all of the orders.
7. Check to be sure it is okay to fill the clients order request (make sure they are up to date on vaccines, exam and bloodwork). After you have check record the order in the account for each patient. You will need to record on the chart: Rx: Product name, milligram, dose and frequency then you will write OPP after the order so we know it was via the online pharmacy. Make sure to write your initials on the chart.
8. Next you will need invoice each item in Intravet you will use the code: OPP the hit enter. It will ask you if you want to add tax, click yes unless you are ending shipping charges. Next overwrite the description area with the product you are dispensing. You will need to enter the quantity and price. Make sure to invoice for any shipping charges, such as food orders and any order under \$39.

9. You will need to enter the payment as well after you put in the charges. See payment protocol. Make sure to save the invoice permanently but don't print.
10. Now you'll need to run the charges thru the credit card terminal following the credit card protocol. Record clients name and OPP on each credit card receipt.
11. Once you are finished you can go back to the My Vet Direct website and record the prescription information in the correct area and input the doctors name we usually use Cron.
12. Now click update.
13. Next go to the slot and change the order status from pending to approved and also click the box next to notify client and then hit continue. Make sure the order was updated. (You should see a green bar at the top that says order has been successfully updated.)
14. Before closing out of the My Vet Direct account, click the clients tab and go to clients waiting for approval and go in and approve the clients who are waiting to shop on the website.
15. After you have finished, delete the emails from the fuse account and check emails that have been sent to see if we need to respond to client questions or concerns.
16. You should make sure to shred all of the information with the client order information on it.

Name of person to report to regarding this protocol:

Michele Mescher, or Brian Cron

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