



2022

Veterinary Diets

Prescribing Hills To Home and Purina Pro Plan Vet Direct

Purina Pro Plan Vet Direct

Prescribing Action

1. Send home the first bag, box, case of any Purina ProPlan Veterinary Diet, OTC Diet (puppies/kittens) or supplement (Fortiflora, Calming Care) from Healing Paws Veterinary Care.
2. When sending home a new diet for the first time, please add to the medical record in eVet the treatment code **FOOD TRANSITION**, and choose the appropriate instructions for the condition.
3. It is also recommended to copy these transition instructions into the patient's medical discharge notes or exam dr recommendations.
4. Enter the treatment code **36-VetDirect Recommended Purina Pro Plan Vet Direct Product**. In the comments under this code describe the product (i.e. Canine Fortiflora, Canine UR dry)
5. If the owner already has the diet and you are only entering **36-VetDirect** be sure to "close invoice" from the client screen!
6. Go to the quick link "Generate Patient Documents" choose "Purina Vet Direct Recommendation"
7. In the yellow highlighted area (leave it highlighted please) enter the detail of the product (i.e. EN Dry Canine (no size or qty needed) or Supplement Calming Care Canine)
8. In the yellow highlighted area enter the feeding instructions - note, you do not need to put the transition instructions you can just write "after transition"
9. If client purchasing food at HPVC, print and send with their purchase as well as email the document using the **Vet Direct email template**.
If the client is making the switch from home and already has been prescribed food you still must create this prescription document and email it to the client using the **Vet Direct email template**.

Authorizing Prescription Action

1. When the owner places their order for the product, an email will come to healingpaws@carlisleveterinarian.com. When that email is received, **client care** is to **comm log** and **tasklist the DOCTOR who prescribed the food** that there is a vet direct waiting for approval.
2. **Doctor** goes to proplanvetdirect.com and chooses the clinic sign in. This must be done the same day the request is received. **User:** healingpaws@carlisleveterinarian.com **Password:** Purina123!
3. Under Pending Prescriptions, the doctor is to evaluate any prescriptions that have been made based on their recommendations and review the eVet chart to be sure those are appropriate orders. If the order needs declined, choose **declined** and have then **tasklist veterinary nurse** to have them contact the client as to why it was declined. If the order can be approved, choose **approved** and **add your signature** (doctors only).
4. The final step for approved products is to go to the patient's MR in eVet and **add the treatment code 36-vetdirectapprove** (Approved Purina Pro Plan Vet Direct Product). **Briefly describe the product in the comments** (i.e. Canine UR dry)
5. Once you have entered that treatment code (no feeding instructions needed UNLESS this is a prescription that was not sent home from the clinic) then go to **Client Page** in eVet and **close the invoice**.
6. The final step for declined products is to create a **comm log** of pharmacy communication type with a **BRIEF** description of why declined.



Hills To Home Products

Prescribing Action

10. If possible without special ordering a new product, send home the first bag, box, case of any Hill's Science Diet Product kept in stock at Healing Paws Veterinary Care.
11. When sending home a new diet for the first time, please add to the medical record in eVet the treatment code **FOOD TRANSITION**, and choose the appropriate instructions for the pet's condition.
12. It is also recommended to copy these transition instructions into the patient's medical discharge notes or exam dr recommendations.
13. Enter the treatment code **36-HillsToHome Recommended Hills To Home Product**. In the comments under this code describe the product (i.e. Large Breed Puppy, Healthy Advantage Oral Plus)
14. If the owner already has the diet and you are only entering 36-HillsToHome be sure to "close invoice" from the client screen!
15. Go to the quick link "Email Client"
16. Choose "Hills To Home Nutrition Plan" email template and send client, choosing appropriate pet.
17. Go to website <https://vet.hillstohome.com/hillsv2cstorefront/login> (should be bookmarked as Hills To Home)
Login Info:healingpaws@carlisleveterinarian.com
Hills123\$
18. Go to **Pet Parents** to see if the patient has an account. If they do not, register them as a pet parent. Select the pet and click "add new plan".
19. Note: if the owner would like you to place the order with their credit card, you can do that through this section.
20. Fill out the drop downs (see below for example). **Save Plan**

Nutrition Plan

 Hogan Dog
[Switch Pet](#)

Brand: Prescription Diet

Plan Length: 12 months

Product Lines: d/d@ Skin/Food Sensitivities

Plan Name (optional): Food Allergies

Veterinary Physician (Optional): Tracy Sands

[Add New Veterinarian](#)

Nutrition Notes for Clients (optional):
After a transition period of 4 weeks, feed a total of 2 cups (8 oz measuring cups) twice daily. Only use prescription treats with this diet.

[Save Plan](#) [Save & Shop](#)

Always choose plan length for 12 months and always name the plan even if it is Well Care