
HOTEL MODULE

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OVERVIEW

The Hotel Module functions as a booking system. It can be used for:

- Cattery cages.
- Dog runs.
- Equine horse stalls.
- Equipment. E.G. Keeping track of items loaned out to clients.

The user is able to create “room” types with individual billing attributes that integrates back with the VETLINKPRO billing system. Bookings can be made to actual times of check-in and check-out so that incoming patients can be accommodated at different times of the day. Patients can be moved from room to room and multiple patients can be “linked”. The final billing automatically calculates the number of days with half day resolutions.

The Hotel module is an extra module that can be purchased with VetlinkPRO. All VetlinkPRO versions are setup with two cages to trial. To purchase more cages please email sales@vetlinkpro.com.

CONFIGURING THE HOTEL MODULE

Initial Setup

1. Go to the **‘Options’** menu and select **‘Setup’**.
2. Log in with your Staff ID and password.
3. Click on the **‘Diary’** button and select the **‘3: Hotel Options’** tab.
4. Select the options that apply to your clinic.

Opens at	Specifies what time the hotel opens.
Closes at	Specifies what time the hotel closes.
Normal Check In at	When Use Checkout enabled the Normal Check In time will be used as the default start time for all new reservations.
Normal Checkout at	When Use Checkout enabled and the reservation spans multiple days the Normal Checkout time will be used as the default end time for all new reservations. Single day stays will use the Close time.
Charge Half Day for Same day Pick ups	If ticked, clients will only be charged half price when they drop the patient off after the open time and pick up before the close time.
Bill Per Day	When enabled reservations will be billed out as number of days stayed as opposed to nights.
Use Checkout	When making reservations times in the normal check in/out fields will be used for start and end times.
Use Hotel System	Specifies whether the hotel system is currently in use.

	<u>This must be ticked to use the Hotel Module.</u>
Display Other Branch Rooms	For multi-branch clinics, if this option is ticked the rooms / cages / stalls of other branches will be shown.
Bill all Linked Bookings	Any bill generated for one of the bookings will bill for all linked bookings.
Minimal Entry for New Clients	When you click new from the client search window after starting a new booking, a window with only the basic information will be shown.
Default No. of Rooms to View	When opening the Hotel diary how many rooms would you like to show down the page when you first open the module.

- While still in **'Setup'**, click on the **'Misc'** button and then on the **'3: At Startup'** tab.
- Make sure 'Hotel' is ticked in the **'Show Buttons in Toolbar'** panel.

Diary / Hotel Setup

1 : Diary Options 2 : More Options **3 : Hotel Options** 4 : Telemed Options

Multi Branch (Master)

- ☒ Can book rooms for all branches from main branch.
- ☒ Can book rooms for other branches from any branch.

Hotel (Branch)

- ☒ Use Hotel System
- ☒ Display Other Branch Rooms
- ☒ Bill all Linked Bookings
- ☒ Minimal Entry for new Clients

Hotel (Branch)

Opens at: 7:00 am

Closes at: 6:00 pm

Normal Check In at: 11:00 am

Normal Checkout at: 10:00 am

☐ Charge Half Day for same day Pick ups

☐ Bill Per Day

☒ Use Checkout

Hotel View (Branch)

Default No Of Rooms to View: 6

Setting up a Room Rate

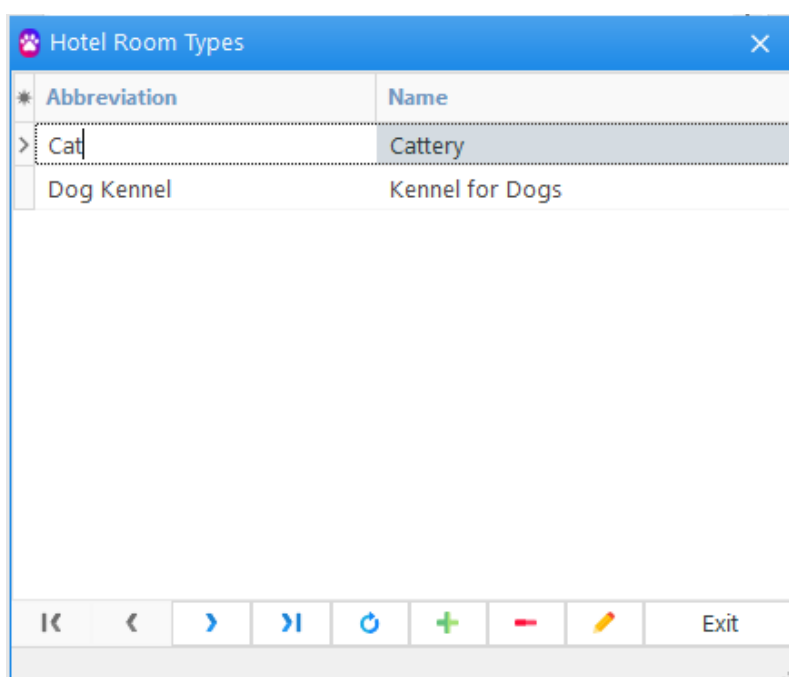
Each room can be linked to a **'Room Rate'** that automatically charges this rate based on the number of nights the patient is staying. For example, if a patient stays 6 nights the room rate will be charged 6 times.

1. Click on the **'Product'** button from the main toolbar.
2. Click on **'New'** to add a new Product.
3. Choose the Product Profile **'Service'**.
4. Enter a name for the new room rate product that refers to the type of patient and how the fee will be calculated e.g. **'Cat Stay Per Night'**.
5. Change the action field to **'Room-Rate'**.
6. Enter the per-night charge into the **'Pack Sell Price'** field.
7. Enter any other product information that you require.
8. Save and click **'Exit'**.

Setting up a Hotel Room Type

The Hotel Room Type is the types of rooms that your hotel has. For example, cat cages, dog runs or horse stalls. The Hotel Room types must be created before creating your individual rooms.

1. Go to the '**Options**' menu and select '**Picklists Setup**'.
2. Choose '**Diary**' and then '**Hotel Types**'.
3. Click on the '+' button to add a new record.
4. Enter an abbreviation and name for the room type e.g. '**Cat**' and '**Cat Room**'.
5. Save and Exit.



Setting Up Communal Room

Some Boarding or Hotel set ups do not have patients assigned to their own individual rooms. The Hotel module in VetlinkPRO can easily handle these situations by setting up new room types, as explained earlier in this chapter.

- You would first need to set up a new room type as a communal room. E.g. '**Communal Cat Room**'.
- You can now create the rooms, e.g. '**Patient 1, Patient 2**', which can be used to allocate patients to this room type; limit the rooms created to the number patients that can be accommodated in that communal room type.
- If you have more than one communal room just create more communal room types with rooms inside them as above.
- To quickly view how many patients are booked in a communal room just click on the '**Select Room Type**' button to narrow the view to just that communal room.

Setting up a Hotel Room

A Hotel Room is the cage, run or stall where the patient is boarding. For example if you have 20 cages for cats then 20 rooms will need to be created.

1. Go to the **'Options'** menu and select **'Picklists Setup'**.
2. Choose **'Diary'** and then 'Hotel Room'.
3. Click on the **'+'** button to add a new record.
4. Enter an abbreviation and name for the room e.g. **'C1'** and **'Cat Cage 1'**.
5. Select the 'Type' of room e.g. **'Cat Cage'**.
6. Click on the ellipsis button next to any of the sizes and select the fee for this room e.g. **'Cat Stay per Night Small'**.



TIP: The same patient type can be charged different rates based on the size set in each patient record. E.g. A large cat may be charged the **'Cat Stay per Night Large'** fee while a small cat may be charged the **'Cat Stay per Night Small'** fee.

7. Click **'Accept'**.

Add Room

Abbr

C3

Name

Cat 3

Type

Cattery

Status

Active

Note

Product to link with Bill for each Patient

Size

Small

Room Rate 1 (1/10964)

...

Medium

Room Rate 1 (1/10964)

...

Large

Room Rate 1 (1/10964)

...

Xtra Large

Room Rate 1 (1/10964)

...

Accept

Cancel

Hotel Form Set Up

Editing Hotel Forms

Hotel forms can be printed from the Hotel diary by right clicking on the appointment, choosing **'Print'**.

1. Go to the **'Options'** menu and select **'Picklist Setup'**.
2. Choose **'Diary'** and then **'Hotel Forms'**.
3. Click on the Hotel Form that you wish to change (A4 and A5).
4. From here you can choose
 - a. Paper size to use.
 - b. Enable / Disable Preview.
 - c. Edit template.

The screenshot shows the 'Hotel Forms Setup' window. At the top, there's a 'Branch' dropdown set to 'Takapuna'. Below it is a table with columns: Num, Name, Status, Use, A4, A5, Device. The table lists several forms, with '1/12 Admission Form' highlighted. An 'Admission Form' sub-dialog is open, showing fields for Name (Admission Form), Belongs to (Client), and Status (Active). It has a 'Print' checkbox checked, and 'Use' and 'Preview' checkboxes. There are also buttons for 'Edit A4 Form', 'Edit A5 Form', and 'Edit Tablet Form'. At the bottom are 'Accept' and 'Cancel' buttons.

VIEWING THE HOTEL DIARY

Hotel Booking

Today < > Today Takapuna Room Types *ALL* ▾

Days

May 2023 19 Fri 20 Sat 21 Sun 22 Mon 23 Tue 24 Wed 25 Thu 26 Fri 27 Sat 28 Sun 29 Mon 30 Tue 31 Wed Jun 2023 1 Thu

Rooms (*ALL*)

CAT 1	Fatty (2/6342) Adams John (1/12590) 23/05/2023 11:00:00 am to 29/05/2023 10:00:00 am 06 8785422 (H);06 0210666200 (M)	
CAT 2	Mate (1/41316) Paaymans Michael (1/13561) 26/05/2023 11:00:00 am to 2/06/2023 10:00:00 am 06 8785422 (H);06 0210666200 (M)	
C3	Pearl (1/9447) Gabrielle Bridget (1/7039) 22/05/2023 11:00:00 am to 23/05/2023 10:00:00 am	Falcon (1/56013) B Ruth (2/45112) 24/05/2023 11:00:00 am to 1/06/2023 10:00:00 am 06 8785422 (H);06 (W);0210666200 (M)
DOG 1		
DOG2		

- Room + Room - days + days

Locked	Due	Confirmed	Arrived	In Progress	Ready	Departed
--------	-----	-----------	---------	-------------	-------	----------

Room 1/3 Booking Start days 0 Arrived On
 DOG 1 B Ruth Falcon Finish Departed On
 Dog 1

The **Hotel Diary** shows the appointments graphically just like a regular diary. The rooms are listed down the side of the page and the days across the top. When you select an appointment, e.g. single left click on an appointment, the bottom of the screen will display the appointment details.

Select Room Type	Allows you to specify the type of room you wish to look at i.e. you may just want to view Cat Rooms or Dog Rooms.
Today	Changes the diary view so you are viewing from today's date forward.
Select Date	Allows you to pick the date you wish to view from a calendar.
Ruler	Enables and disables a line going up and down the diary view so that you can match up bookings with their dates, like a ruler on a real schedule.
- Room	Zooms out vertically so you can see more rooms.
+ Room	Zooms in vertically so you can see less rooms but in greater detail.
- Days	Zooms out horizontally so you can see more days.
+ Days	Zooms in horizontally so you can see less days but in greater detail.
Orient	Changes the Hotel view. Instead of the rooms being listed down the page and days across the top of the page. The view will change so rooms are listed across the top of the page and days are listed down the side of the page
Search	Performs an appointment search in the hotel module for a particular client and patient combination.

APPOINTMENTS

Booking a Patient to Stay

1. Open the **'Hotel'** module.
2. Navigate to the date you wish to make a booking.
3. Double-click on the date and room combination you wish to create an appointment for.
4. Search and select the client and patient combination you wish to make the booking for.
5. The appointment details screen will open.
6. Enter the appointment details for this booking and click **'Finish'** to save and exit.

Booking Details

Client: Blogg Linda & Joe

Subject: Fluffy

Staff: [Dropdown]

Start: 25/05/2023 11:00 am

End: 26/05/2023 10:00 am

Add Days: 1 Bill for 1 nights. Change days at billing if required.

Room: Dog 1 **DOG 1**

Rate: Room Rate 1 \$10.00

Details: [Yellow Box]

Ask Client if the following are still correct

Phone Nos: 06 8587847

Address: P O Box 166 Waipukurau

Change

90 Days: \$0.00

60 Days: \$0.00

30 Days: \$0.00

Current: \$0.00

Total: \$0.00

When	Dura...	Finish	Stf	Subject
25/05/2023 11:00 am	1	26/05/2023 10:00 am	?	Fluffy

Cancel Repeat Finish

Client	This is the owner of the patient. You can change the client by clicking on the client search button or view the client record by clicking on the ellipsis button.
Subject	This is the patient that is being booked into the hotel. You can change the patient by clicking on the patient search button or view the patient record by clicking on the ellipsis button.
Staff	The staff member making the booking.
Start	The day and time the patient is being admitted.
End	The day and time the patient is being pick up.
Add Days	The number of days the patient is staying. This is linked to the start and end dates.
Room	The room, cage, run or stall the patient is being booked into.
Rate	The nightly rate at which the patient will be charged. The rate can automatically be linked to the room in setup.
Details	Any extra information you wish to display for this patient.
Client Address Details	A quick view of the client details. If you wish to change these details click on the ' Change ' button.
Account Balances	The client account balances broken into current, 30, 60 and 90 day balances.
Cancel	Cancels the booking if you no longer wish to continue.
Repeat	Creates a linked appointment. e.g. A client may bring in two patients, if the appointments are linked together only one bill will be created at the end of their stays.
Finish	Once the appointment details have been entered click ' Finish ' to save and exit the appointment.

HOW TO CHANGE APPOINTMENT DETAILS

Appointments can only be changed if they are still in the Due state, white colour. If an appointment is confirmed or arrived you will need to unconfirm or unarrive the appointment before proceeding with the changes. Using the “drag and drop” facility it is easy to make changes to appointments.

Change Details

To change any appointment details double click on a Due appointment to open up the appointment details form. You can change any details relating to the appointment from here.

Change Assigned Room

The appointment can also be moved between rooms. To do this click on the appointment and drag it to another room while holding down the mouse button.

Change Appointment Time / Date

To change the time of the appointment click and drag the appointment to a new time / date while still holding down the mouse button.

Changing Appointment Duration

Changing the appointment duration can be done by moving the cursor over the end of the appointment. The cursor will change to a double headed arrow. You can now make the appointment duration longer or shorter while still holding down the left mouse button.

Locking Out a Room

Rooms sometimes need to be blocked out from making appointments in them. For example the room may require maintenance or need to be cleaned. To block out a period where appointments cannot be made you need to insert a lock. To insert a lock right click on the time that you want to start the lock and select **‘Lock’** from the drop-down menu. Enter the rooms, dates, duration and reason for the lock and click **‘Accept’**.