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Enhancements

Vetsource integration

We're excited to announce a NEW Merlin integration with our trusted partner, Vetsource! This integration introduces seamless workflows to help veterinary practices efficiently manage prescriptions and recommend products directly to their clients.

Key Features

Two New Workflows built within Merlin:

Vet Recommendations:

Practices can create recommendations for pharmacy or food products available for pet parents to purchase on their dedicated Vetsource website. These recommendations can be:
- Pre-approved (eliminating the need for approval before fulfilment).
- Simple recommendations for client consideration.

Vetsource-Specific Approval List:

A dedicated approval list allows vets to approve or deny prescriptions after a pet parent makes a purchase on the practice website.

With both workflows, the patient record is automatically updated in the history to reflect the actions taken by the Merlin user.

Interested in Vetsource?

If you'd like to learn more about Vetsource and how it can benefit your practice, please contact support@mwiah.co.uk for more details

HCP Colour – hover over behaviour

Currently, when "HCP Colour" is enabled, and you hover over a Patient in the reception screen, the colour of that row goes grey, making it difficult to know which plan/tier that patient is on. We have changed this so that the colour will no longer change, instead when hovering over the patient the cursor will change from an arrow pointer to a hand pointer (to be consistent with behaviour elsewhere in Merlin).

Diary Default Day enhancement

We have enhanced the Diary Default Day behaviour so that if "Last Selected Date" is enabled this will now also work with days in the past rather then returning to the current date.

We have also:

- Removed the SmartFlow settings screen: As this is managed internally by MWI.
- Updated the Client Notes tab: The Operator field has been renamed as initials for consistency with the rest of the system.
- Refreshed the About Merlin popup: The About Merlin popup has been refreshed, the version number of merlin has also been removed from the login screen and bottom corner. It can still be found in About Merlin.
- Improved the document preview and edit window: We have changed how document information is displayed to reduce the size of the window header and give more space to the actual document
- Improved alignment of text: We have improved alignment in some areas of the application i.e. Balance/Draft labels and Client and Patient information.

We have fixed:

- Custom Surgery Headers not showing: When processing a payment using "Print Statement after Payment"
- Edit label not working: when an item has a reminder associated with it.
- Global Price Update: we have resolved an issue where updates at the main site were not fully updating branch sites configured to Track Main Site.
- Saving Estimates with HCP Discounts: we have resolved an issue where a composite with a monetary discount which was also part of a Health Plan could not be converted from an estimate to a draft treatment.
- New user creation: Report names are now shown in the report lists on Add User Wizard and the User Report Maintenance popup.
- ASN errors on receiving more than expected: we have resolved an issue where Merlin could not accept an order due to the amount being increased by calling MWI directly.
- Invoice type dropdown: the highlight now works correctly for all options.
- Daylist shading: we have updated the shading on the time column to fill the whole box.
- Standard Template – Early Settlement Discount amount is now shown in £.
- Euthanasia updates: when setting a Deceased Date in Patient Details page, some parts of the Euthanasia process were previously omitted. These have now been included so that it matches the other Euthanasia workflows in Merlin. The user is now asked if they wish to mark the patient as deceased. The user is asked if they want to delete future appointments. If the site is configured to send an internal message when a patient is euthanised, this is now sent.
- Receipt issue with HCP data: items fully covered by HCP will now show on receipts and the total sales value will cover all items.