

What you need to get started with Medicine Hub

- A vet Medicine Hub account linked to your practice account
- Details of the client's business name, email address, details of the business etc. If your client's email address is not already on Medicine Hub a new account will be created for them.

How to register

Go to Medicine Hub: and click the register button and select vet. Once you have provided your details, our support team will activate your account and link it to your vet practice. We aim to do this within 2 working days. You will be sent instructions via the email address you provide when your account is ready. If we cannot verify your vet practice, this step may take a little longer.

If other vets within your practice are already registered, you will see the same as them including any farmer accounts that have already linked to your vet practice.

How to register your clients

- Select the Third party permissions link at the top of the page. This will initially show you a list of all the permissions your practice has, including any pending permissions that are waiting to be accepted by your practice.
- If your client is not already on this list, you can use the 'Request permission to access my client's business' button:

Permission requests are sent direct to your client by email. If the email address is not already registered to a Medicine Hub user, you will be asked for user information to initiate creating an account on their behalf. A permissions email will then be sent to your client (including when they already have a Medicine Hub account) you will not be able to access the account until your client has clicked accept in the email.

If your client cannot find the email, you can resend the permissions request – the emails are sent instantly but may take a few minutes to arrive in your client's inbox.

What can you do – what should your client do

If your client gives you access to their whole account, you can do everything needed to enter the data on their behalf, including recording aggregated medicine use and submitting the data at the end of a year.

In some circumstances, you may find it more practical to divide the work between you and your client – for example if your client wants to use Medicine Hub as their Full Medicine Book, then it would make sense for them to record the individual treatments, but you could add items to their Purchased Medicines List.

In some cases, the farmer or their bulk data holder might provide all data to Medicines List – in which case you may only have the option to review the data entered.

Ways to enter data

Depending on the number of clients your practice has and the amount of individual medicine products they use, you may choose different methods. Here are the most common:

1. The most straightforward way for a user to enter data is for them to enter it directly into the website after selecting a client's farm and return period. This way always has the most up to date recognized product list and has been designed to make input as smart as possible, you can either do this all when you are preparing to make a submission or throughout the year.
2. If you want to make a head start before your client has registered for medicine hub or if you'd prefer to do the

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Call us on **02477 719 414**



preparatory work offline, you can download a blank Excel template from Medicine Hub and populate this ready to upload once all the data is in place.

3. If your practice uses VetIMPRESS, there are a couple of methods you can use to get your clients data into Medicine Hub. Please contact VetIMPRESS directly for guidance.
4. If you have multiple farms and your IT system will allow you to export a CSV in the correct format, you may be able to prepare a number of bulk files that you can send to us to load data from multiple farms in one go – please contact our helpline to see whether this could work for you.

For further support and queries please contact the Medicine Hub support team at:

Email: medicinehub@ahdb.org.uk

Phone: 02477 719414