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# Time-saving Efficiencies in **Practice.**

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EFFICIENCY SERIES



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## CONTENTS

# What's inside?

Welcome to our **Efficiency Series**. Each section is written for a specific role in a veterinary practice, exploring where time is lost and what technology can do about it. No jargon, no sell. Just honest, useful insight you can act on today.

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## SECTION 1

### RECEPTION

# The frontline of practice.

From calls to checkout, reception sets the tone for every client experience. Removing friction here creates a flow that ripples through the entire practice.

RECEPTION • THE PROBLEM

# The frontline of practice.

Where does your reception team lose most of their day? Across practices, the same four pinch-points show up again and again.

## 01 CALLS

### Call handling overload

Every day starts with a flood of calls - appointment requests, prescription queries, repeat questions about opening hours. Each one is important, but together they consume hours that could be spent with the clients and animals in front of you.

## 02 FOCUS

### Interruptions & multitasking

Being pulled between a client at the desk, a ringing phone, an urgent message from the clinical team, and a stack of admin tasks makes it almost impossible to give any one thing the attention it deserves.

## 03 INBOX

### Responding to digital comms

Emails, SMS messages, WhatsApp queries, and social-media comments arrive across multiple channels. Keeping on top of them, without duplicating conversations or missing anything urgent, is a constant juggle.

## 04 CHECKOUT

### Paymet processing delays

Manually processing card transactions, chasing outstanding invoices, and guiding clients through unfamiliar payment options all slow down checkout, creating queues and frustration at the end of every appointment.

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These aren't just inconveniences - they add up to **hours lost** every week. The good news: **most of them have solutions.**

SOLUTION 01 • DIGITAL RECEPTIONISTS

# Always on, never overwhelmed.

What if your phones were answered every time - even at 8am before the team arrives, or at 7pm when the practice is closed? AI-powered digital receptionists handle inbound calls, messages and appointment bookings around the clock, so your team can focus on the clients standing in front of them.

## 01 COVERAGE

### Fewer missed calls

Every inbound call is answered and logged, appointments are booked, queries are captured - and nothing falls through the cracks, even at your busiest times.

## 02 AUTOMATION

### Less repetitive admin

Routine queries - directions, opening hours, prescription refill requests - are handled automatically, freeing your team for the conversations that genuinely need a human touch.

## 03 EXPERIENCE

### Better client experience

Clients get fast, consistent responses at any time of day. No more waiting on hold, no more voicemails that don't get returned. Just a smooth, professional experience from first contact.

## THINK ABOUT IT

### How many calls are you missing each week?

Each missed call is a client who may book elsewhere next time. Reception teams using digital receptionists can reclaim several hours a week - time that goes straight back into practice care.

SOLUTION 02 • INTEGRATED PAYMENTS

# Integration isn't about cost. It's about clarity & control.

When your payment system talks directly to your practice management software, checkout becomes fast, accurate and effortless. No re-keying. No mismatches at end of day. No chasing clients for payments that were entered incorrectly.

**01 PMS**

### Automatic posting into PMS

Payments post directly to the patient record - no re-keying, no errors, no end of day reconciliation headaches.

**02 INVOICING**

### Transparent digital invoices

Clients receive clear, itemised invoices digitally - reducing disputes and building trust in your pricing.

**03 RECONCILIATION**

### Instant reconciliation

End of day balancing is done automatically. Your team leaves on time instead of hunting for a missing transaction.

**04 FLEXIBILITY**

### New payment models

Take deposits at booking, send payment links, offer payment plans - all without extra admin burden.

**05 SPEED**

### Faster checkouts

Integrated terminals cut the time per transaction significantly - less waiting, smoother goodbyes, happier clients.

**THINK ABOUT IT**

How long does your end-of-day reconciliation take? Integration could give that time back, **every single day** - saving reception time, reducing errors, and creating a checkout experience clients enjoy.

## SOLUTION 03 • UNIFIED CLIENT COMMUNICATIONS

# One inbox. Zero dropped balls.

Today's pet owners reach out via email, SMS, WhatsApp, Facebook and your website contact form - often all at once. Managing these across separate apps means messages can get missed, duplicated or answered inconsistently. A unified communications platform brings every channel into a single, manageable inbox.

## 01 VISIBILITY

### No more missed messages

Every channel feeds into one place. Your team sees the full conversation history regardless of which platform the client used, so nothing gets overlooked.

## 02 SPEED

### Consistent, faster responses

Templates and automated replies handle the routine stuff - appointment reminders, prescription-ready notifications, post-visit follow-ups - without anyone typing the same message for the hundredth time.

## 03 WELLBEING

### Reduced stress for the team

When your comms are organised and manageable, the mental load of "what have I missed?" disappears. Your team can be present with the client in front of them, knowing the inbox is under control.

## THINK ABOUT IT

### How many tabs does your team have open right now?

Consolidation is clarity, for your team and your clients. Reception teams often describe managing multiple communication channels as one of the most draining parts of the role. It doesn't have to be this way.

PUTTING IT INTO PRACTICE

# Small changes, big difference.

You don't need to overhaul everything at once. The most effective practices start with one area, see the results, and build from there. Here's a simple framework to get started.

## 01

### Identify your biggest pain point

Is it call volume? Payment chaos? Inbox overload? Start where the friction is greatest - that's where you'll see the fastest return.

## 02

### Bring the team along

Technology only works when people use it. Involve your reception team in the choice, their buy-in is the most important factor in success.

## 03

### Pilot, measure, expand

Run one tool for 4-6 weeks. Track the impact - time saved, calls answered, errors reduced. Then make the case for the next step.

## 04

### Talk to your IT partner

A good IT team will map the right tools to your specific practice, not a one-size-fits-all stack. Ask what integrates with your PMS.

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Want more ideas  
for **reception**?

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## SECTION 2

### VET NURSES

# The engine behind practice flow.

Every delay, duplicate tasks, or missing update pulls nurses away from patient care. Small operational fixes create more time where it matters most.

VET NURSE • THE PROBLEM

# The hidden time costs.

Where do your nurses lose most of their day? The clinical work is what they trained for - but in most practices, five recurring drains pull their attention elsewhere.

<p><b>01 PAPERWORK</b></p> <p><b>Paperwork &amp; consent forms</b></p> <p>Collecting, printing and scanning physical consent forms and anaesthesia sheets eats into preparation time - and creates filing headaches that can last all day.</p>	<p><b>02 POST-OP</b></p> <p><b>Post-op &amp; check-in calls</b></p> <p>Following up with owners after surgery is essential - but calling each one individually, repeating the same discharge advice and chasing those who don't answer takes a significant slice of every day.</p>	<p><b>03 PAPERWORK</b></p> <p><b>Triage &amp; phone advice</b></p> <p>Fielding calls about whether a symptom warrants a visit, what to do after a procedure or whether a medication is safe - all while in-person patients are waiting for your attention.</p>
<p><b>04 THEATRE</b></p> <p><b>Manual scheduling &amp; prep</b></p> <p>Checking which patients need pre-op bloods, preparing anaesthetic protocols by hand and coordinating the day's theatre list without automated prompts or integrated records.</p>	<p><b>05 EDUCATION</b></p> <p><b>Repeating client education</b></p> <p>Explaining post-op care, dental hygiene, medication schedules and preventive health verbally - every time, to every client - when much of it could be delivered digitally before or after the visit.</p>	<p><b>THE SHAPE OF IT</b></p> <p><b>Every one of these is time taken away from the clinical work you trained for. Technology can give much of it back.</b></p>

SOLUTION 01 • DIGITAL FORMS & CONSENT

# Lose the paper. Keep the control.

Electronic consent forms, anaesthesia sheets and dental charts sent directly to the client's phone before their appointment, meaning forms are completed before they walk through the door. No printing, no scanning, no chasing signatures.

## 01 BEFORE ARRIVAL

### Forms completed before arrival

Clients fill in consent and history forms at home, at their own pace - reducing time at the desk and freeing nurses to focus on the clinical prep rather than paperwork collection.

## 02 QUALITY

### Accurate, legible complete

Mandatory fields mean forms can't be submitted incomplete. No more deciphering handwriting or chasing missing signatures on the morning of a procedure.

## 03 VISIBILITY

### Instant access across the team

Digital forms feed directly into the patient record - visible to Vets, Nurses and Reception simultaneously. No more hunting for a form that was filed in the wrong place.

## THINK ABOUT IT

### How long does it take to process consent forms for your morning ops list?

Digital forms can make that time almost zero - and the data is already in the record. Practices using digital consent report Nurses spending significantly less time on pre-procedure admin, leaving more capacity for care, monitoring and patient prep.

## SOLUTION 02 • AUTOMATED CLIENT COMMUNICATIONS

# Send it once. Reach every client.

Post-op calls, discharge instructions, vaccine reminders and follow-up messages don't all need to be manual phone calls. Automated client-communication tools handle the routine touchpoints - freeing your team for the conversations that need in-person attention.

**01 FOLLOW-UP****Post-op follow-up messages**

Automated texts or emails at the right interval after surgery - checking on the patient, sharing care reminders and flagging when to call back, so every owner gets a touchpoint without 20 individual calls.

**02 DISCHARGE****Digital discharge instructions**

Clear, branded discharge documents sent to the owner's phone at the point of checkout. No more handwritten sheets that get lost, and no more repeated calls asking "what did you say about the medication?"

**03 REMINDERS****Appointment & vaccination reminders**

Automated reminders reduce no-shows and keep preventive health on track - without anyone manually working through the call list. The right message goes to the right client at the right time.

**THINK  
ABOUT IT****How many post-op calls does your team make each day?**

Automation can handle the routine ones - so nurses can focus on the urgent. These tools don't replace nurse-client relationships; they protect them, by saving their time for the moments that matter most.

SOLUTION 03 • SMARTER RECORDS & TRIAGE SUPPORT

# Clinical time, for clinical work.

When records are digital, integrated and easy to navigate, nurses spend less time searching for information and more time acting on it. Your nurses didn't train for years to spend their shifts hunting through paperwork. The right tools give them that time back.

**A INTEGRATED DIGITAL RECORDS**

**One record. One team.**

Anaesthetic records, dental charts, lab results and previous consult notes all in one place - no digging through paper files before a procedure.

**A. 01 HISTORY**

**Full history at a glance**

Every relevant chart and result on a single screen - ready before you walk into theatre.

**A. 02 ONE SOURCE**

**Reduced duplication**

Information entered once flows across the whole team- no re-entering the same data or reconciling paper and digital records.

**A. 03 HANDOVER**

**Better continuity**

Any nurse picking up a patient's case can see exactly what's happened and what's planned - reducing errors and improving handover quality.

**B TRIAGE & PHONE ADVICE**

**Confident calls, every time.**

Structured triage prompts and client-facing self-assessment tools take the pressure off on-the-spot judgement calls.

**B. 01 PROMPTS**

**Structured triage prompts**

Every relevant chart and result on a single screen - ready before you walk into theatre.

**B. 02 RECORD**

**Recorded advice trails**

When phone advice is logged digitally, there's a clear record of what was said - protecting the nurse, the client and the practice.

**B. 03 SELF-SERVE**

**Client-facing symptom checkers**

Online tools that help owners self-assess before calling mean fewer non-urgent calls reaching the desk - and better-prepared conversations when they do.

THINK  
ABOUT IT

**What percentage of your nurses' day is truly clinical?**

For many practices, it's lower than it should be - and that's fixable. Your nurses are doing their best with what they have. Imagine what becomes possible when the tools finally match their skill.

PUTTING IT INTO PRACTICE

# More nursing. Less admin.

The goal isn't to replace the Nurse - it's to give them back the time and head space to do what they do best. Here's how to start making that happen.

## 01

### Start with forms

Digital consent and anaesthesia sheets have an immediate, visible impact on pre-procedure prep time - and they're one of the easiest wins.

## 02

### Audit your post-op call volume

Count how many follow-up calls your Nurses make in a week. That number is your baseline - and it's often higher than anyone expects.

## 03

### Map the triage call patterns

What questions come up again and again? Those are the ones ripe for structured tools, client-facing resources or automated responses.

## 04

### Involve the nursing team

The best outcomes happen when nurses are part of the solution - not just handed new software. Their insight into what slows them down is invaluable.

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Could your **Vet Nurses** benefit  
from some of these ideas?

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VET

# More **clinical** **focus.** Less operational drag.

Every interruption inside a consult breaks momentum. Clear systems, connected records and less admin create more time for what matters most - your patients.

VET • THE PROBLEM

# The consult-time crunch.

Where do your vets lose most of their day? Across the practices we work with, the same five pinch-points show up again and again - most of them happening outside the consult room itself.

<p><b>01 NOTES</b></p> <p><b>Consult notes</b></p> <p>Writing up detailed clinical notes after every appointment - often after hours - means vets routinely finish long after the practice closes. Documentation that should take minutes can stretch into the evening.</p>	<p><b>02 RX</b></p> <p><b>Prescriptions &amp; treatment plans</b></p> <p>Manually searching for correct dosages, inputting medications and navigating prescription authorisation processes adds friction to every clinical decision - slowing down the consult and the checkout.</p>	<p><b>03 DIAGNOSTICS</b></p> <p><b>Diagnostic advice</b></p> <p>Requesting labs, chasing results, interpreting reports and communicating findings to clients and nurses - each step handled individually rather than flowing automatically through connected systems.</p>
<p><b>04 AFTER HOURS</b></p> <p><b>Client comms after hours</b></p> <p>Following up on test results, responding to owner queries and managing complex case communications often spills outside working hours - contributing to burnout and unsustainable workloads.</p>	<p><b>05 ROUTINE</b></p> <p><b>Repeat &amp; routine consults</b></p> <p>Vaccination appointments, weight checks and medication reviews occupy consult slots that could be freed up - or made more efficient - with better use of tools and digital workflows.</p>	<p><b>THE SHAPE OF IT</b></p> <p>The irony is clear: vets spend years training to diagnose and treat - then spend a significant portion of every day doing <b>neither</b>. That has to change.</p>

SOLUTION 01 • AI COPILOTS FOR VETS

# Your consult, Automatically documented.

AI co-pilots listens during consultations, transcribe the conversation in real time and generate a structured clinical note - ready for your review before the client has even left the room. No more late-night typing. No more choosing between thorough notes and finishing on time.

### 01 TRANSCRIPTION

#### Notes written during the consult

Clients fill in consent and history forms at home, at their own pace - reducing time at the desk and freeing nurses to focus on the clinical prep rather than paperwork collection.

### 02 PRESCRIBING

#### Prescriptions & treatment plans

Suggested medications, dosages and treatment protocols are pulled through based on the consultation content - for the vet to confirm, not to generate from scratch every time.

### 03 FOLLOW-UP

#### Automated client summaries

A client-friendly summary of the consultation - what was found, what was prescribed and what to watch for - sent automatically after every appointment, reducing follow-up calls and improving compliance.

### THINK ABOUT IT

#### How many minutes do you spend writing notes after each consult?

Multiply that by your daily consult list - that's the time an AI co-pilot gives back. Vets typically save several minutes per consultation; across a full list, that adds up to hours every single week, time that goes back to patients or back to you.

SOLUTION 02 • CLINICAL DECISION SUPPORT

# Better decisions. Faster confidence.

Clinical decision support tools don't replace veterinary expertise - they augment it. By surfacing relevant differentials, drug interactions, dosage guidance and evidence-based protocols at the point of care, they help vets work with greater speed and confidence, particularly under pressure.

**01 DOSING**

**Drug dosage & interaction checking**

Instant access to species-specific dosing, contraindications and interaction flags - reducing time spent cross-referencing formularies and giving confidence in multi-drug protocols.

**02 DIFFERENTIALS**

**Differential diagnosis support**

Input the signalment and key clinical signs and get a ranked list of differentials to consider - useful for complex presentations, unusual species, or when a second opinion isn't immediately available.

**03 PROTOCOLS**

**Protocol & guideline access**

Evidence-based treatment guidelines surfaced in the moment of need - not buried in a textbook or a PDF somewhere on the shared drive. Consistent care, delivered efficiently.

**THINK ABOUT IT**

How often do you **pause** a consult to check a dosage or lookup a protocol?

Every pause is time, and a tool that anticipates those moments changes the pace of the day. The goal is confidence, not replacement: decision support helps vets work at the top of their licence, moving faster without cutting corners.

## SOLUTION 03 • CONNECTED CLINICAL WORKFLOWS

# Less chasing. More completing.

A vet's day is full of handoffs - to the lab, to the nurse, to the client, to the pharmacy. When those handoffs happen through disconnected systems, things can get repeated, lost or delayed. Connected workflows mean the right information reaches the right person, automatically.

**A LAB & DIAGNOSTICS****Diagnostic flow into the record**

Lab results, imaging reports and in-house analyser data flow directly into the patient record - no manual entry, no waiting for someone to forward an email.

**A. 01 AUTO-FILING****Results in the record automatically**

Reports land against the right patient, in the right tab, the moment they're issued - ready for review.

**A. 02 TRENDS****Trend tracking over time**

Connected records mean you can see how values have changed across visits - supporting earlier detection of chronic disease progression.

**A. 03 CLIENT COMMS****Automatic client notification**

When results are ready and reviewed, the client gets a message automatically - reducing the queue of "have my results come back?" calls.

**B PRESCRIPTION & PHARMACY****From consult to dispense, in one flow**

Treatment plans created during the consultation feed directly into the dispensing workflow - no re-entry, no transcription errors, no delay.

**B. 01 FROM THE CONSULT****Prescriptions from the consult**

What you decide in the room becomes the dispense ticket without any retying at the pharmacy bench.

**B. 02 REPEATS****Repeat prescription management**

Automated reminders for repeats, with appropriate clinical checks built in - reduce the admin burden while keeping patients safe.

**B. 03 CONTROLLED DRUGS****Controlled drug record-keeping**

Automatic logging of controlled substance usage keeps the practice compliant without creating additional paperwork for the prescribing vet.

**THINK  
ABOUT IT****How many times a day do you chase a result, re-enter data, or repeat information?**

Each one is a small interruption. Together, they reshape your entire working day. Connected systems mean vets spend less time being a messenger between parts of the practice - and more time being a clinician.

PUTTING IT INTO PRACTICE

# Less admin, More medicine.

No one goes into veterinary medicine to write notes. These tools exist to help you spend more time doing the work that actually requires your expertise. Here's a practical starting point.

## 01 Track where your time actually goes

For one week, note how long you spend on post-consult admin each day. Most vets are surprised - and that number becomes your case for change.

## 02 Try an AI copilot for a fortnight

Count how many follow-up calls your nurses make in a week. That number is your baseline, and it's often higher than anyone expects.

## 03 Ask your team what slows them down

The inefficiencies vets feel often have knock-on effects for nurses and reception too. A whole-practice view leads to better solutions.

## 04 Talk to a technology partner

The right IT team will look at your PMS, your workflows and your team - and recommend tools that actually fit, not just the most popular ones.

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their work home?

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## SECTION 4

### PRACTICE MANAGER

# Visibility creates control

Operational clarity comes from connected systems, measurable workflows, and fewer manual workarounds. That's where better decisions, and better results begin.

PRACTICE MANAGER • THE PROBLEM

# The admin overload.

Where do practice managers lose most of their day? Across the practices we work with, the same operational tides keep pulling managers out of strategic work.

<p><b>01 INBOX</b></p> <p><b>Inbox overload</b></p> <p>Hundreds of emails a week - supplier queries, staff requests, client complaints, RCVS correspondence, software updates - all landing in the same place, demanding triage before anything else gets done.</p>	<p><b>02 ROTAS</b></p> <p><b>Scheduling &amp; rota management</b></p> <p>Juggling vet and nurse rotas, managing holiday requests, covering unexpected absences and coordinating locums - all while keeping the consult list running and the theatre staffed.</p>	<p><b>03 COMPLIANCE</b></p> <p><b>Compliance &amp; governance</b></p> <p>Tracking CPD records, managing RCVS requirements, maintaining health and safety documentation and preparing for inspections - all on top of the day-to-day operational role.</p>
<p><b>04 SOPS</b></p> <p><b>SOP creation &amp; maintenance</b></p> <p>Keeping standard operating procedures current, accessible and consistently followed across a team that may span multiple sites - without a reliable system for version control or sign-off.</p>	<p><b>05 REPORTING</b></p> <p><b>Reporting &amp; rbusiness intelligence</b></p> <p>Pulling financial reports, tracking KPIs, monitoring team performance and presenting data to directors or owners - often by manually exporting and formatting data from multiple disconnected systems.</p>	<p><b>THE SHAPE OF IT</b></p> <p>Practice managers don't lack capability - they lack <b>capacity</b>. The right tools don't just save time, they create the space to actually lead.</p>

SOLUTION 01 • AI-ASSISTED EMAIL & COMMUNICATIONS

# Inbox under control.

AI-powered email tools don't just filter spam - they learn to categorise, prioritise and even draft responses to routine messages. For a practice manager facing hundreds of emails a week, that's the difference between a manageable inbox and a source of constant overwhelm.

**01 TRIAGE**

**Smart triage & prioritisation**

AI categorises incoming messages by urgency and type - so urgent clinical matters surface immediately, routine supplier queries queue for later, and nothing important gets buried.

**02 DRAFTING**

**Drafted responses to routine queries**

For frequently received messages (holiday approval requests, invoice acknowledgements, standard client responses) AI drafts a reply for you to review and send in seconds rather than minutes.

**03 INTERNAL**

**Internal communication tools**

Team messaging platforms with integrated task assignment mean less internal emails, clearer accountability and a searchable record of who said what - reducing the "I never got that message" problem.

**How much of your day starts with emails before anything strategic gets done?**

**THINK ABOUT IT**

AI-assisted communication tools can flip that order. Practice managers using them reclaim a significant portion of their morning, moving from reactive inbox management to proactive leadership work.

SOLUTION 02 • ROTA, HR & COMPLIANCE MANAGEMENT

# Your team, organised.

# Your compliance, covered.

Scheduling a team of vets, nurses and reception staff across variable consult volumes, holiday periods and unexpected absences is a time-consuming aspects of practice management. Digital rota and HR tools bring structure, visibility and calm to what can otherwise be daily chaos.

**01 ROTAS**

**Digital rota management**

Drag-and-drop scheduling with built-in rules around contracted hours, rest breaks and skill requirements means rotas that actually work - and that the team can view and manage requests through their own portal.

**02 HR & CPD**

**HR & CPD tracking**

A central system for contracts, CPD records, annual leave, performance reviews and RCVS registration renewals - so nothing expires quietly in the background and every record is audit-ready.

**03 SOPS**

**Digital SOPs & policy management**

Version-controlled standard operating procedures, stored centrally and accessible to the whole team - with sign-off tracking so you know who's read what, and when. No more printed folders going out of date overnight.

**THINK ABOUT IT**

**How long does it take you to build next month's rota?**

Digital scheduling tools can cut that to a fraction. When your team-management and compliance tools are digital and connected, you move from firefighting to forward planning: the job you actually want to do.

SOLUTION 03 • REPORTING & BUSINESS INTELLIGENCE

# Know your numbers. Lead with confidence.

Practice managers are increasingly expected to present business-performance data alongside operational updates. But if producing that data means hours of spreadsheet work every month, the insight arrives too late to act on it. Integrated reporting tools change that entirely.

**A LIVE PRACTICE DASHBOARDS**

### Decisions in real time

Live KPIs surfaced automatically from your PMS - no one running a report, no waiting until month-end.

**B CONNECTED FINANCIAL TOOLS**

### Month-end without the marathon

When PMS and accounting platforms talk to each other, reconciliation becomes a verification exercise rather than a data-entry marathon.

**A. 01 KPIS**

#### Real-time KPIs at a glance

Revenue per vet, average transaction value, appointment utilisation, no-show rates - surfaced automatically without anyone running a report.

**B. 01 LEDGER**

#### PMS to accounts integration

Month-end reconciliation becomes a verification exercise - not a data-entry marathon - when transactions flow straight through.

**A. 02 TRENDS**

#### Trend identification

Spot patterns early - a dip in a service, a vet whose consult numbers are falling, a month where compliance dropped. Early visibility means early action.

**B. 02 PAYROLL**

#### Payroll data accuracy

Rota data that flows automatically into payroll calculations reduces errors and saves the manual reconciliation that eats into month-end.

**A. 03 REPORTS**

#### Board-ready reports in minutes

Pre-formatted reports that pull live data mean the monthly director update takes minutes to prepare, not an afternoon.

**B. 03 SUPPLIERS**

#### Supplier & invoice management

Digital purchase-order workflows, automated invoice matching and supplier-portal access reduce procurement admin considerably.

**THINK ABOUT IT**

### How long did your last monthly report take to pull together?

Connected reporting tools can make that same report available in real time - always. When data is available in real time, decisions get made faster, problems get caught earlier, and the practice runs more predictably.

PUTTING IT INTO PRACTICE

# Less firefighting, More leading.

The most effective practice managers we speak to have one thing in common: they've deliberately rebuilt their week around strategic work, by letting technology handle the operational noise. Here's how to start.

## 01 **Audit your week honestly**

Block out one week's calendar retrospectively and categorise each hour: strategic, operational, or reactive. Most PMs are shocked by how little strategic time they actually have.

## 02 **Identify the biggest time sinks**

Email, rotas and reporting are usually the top three. Each has a tool category that addresses it directly - start with whichever costs you most.

## 03 **Map your current tech stack**

What systems are you running? What are they connected to? A good MSP will audit your stack and find the integration gaps that are costing you time.

## 04 **Build the business case**

Time saved is money saved, and burnout prevented. Document the hours spent on manual processes now, so you can demonstrate ROI when presenting to owners or directors.

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