

How a veterinary practice found the 1,550 hours a year its team was losing

The Vet Wellness Center of Green knew its team was stretched but couldn't see where the hours were going. We found them, then priced and ranked the fixes so the practice knew what to do first.

CLIENT

The Vet Wellness Center of Green

SERVICE

Operational Flow Audit

SCOPE

Four workflows

TIMELINE

February to April 2026

+1,550

Staff hours returned a year
Projected, full roadmap

+204%

First-year return
Projected, staff time at pay rates

\$39K–\$43K

Recoverable value a year
Projected staff time, by pay rate

THE PROBLEM

A third person in every exam

Two assistants in each room left no floater in the back to run for prescriptions or prep the next room.

5,000+ callbacks a year

Most ended in a voicemail or a quick update, and staff logged each one by hand in two places.

Click after click in eVet

Histories sat behind buried tabs, and updates had to be tracked on boards, sheets and in the record.

WHAT WE DID

- Interviewed every role, from doctors to reception.
- Worked inside eVet to see where the clicks added up.
- Analyzed a year of callback and prescription data.
- Tested veterinary AI tools in live demos, then priced and ranked fixes for four workflows.

THE RESULTS

- AI scribing is live. Exams run with one assistant instead of two, freeing a floater for the back.
- Now upgrading the store and phone system for online refills, call transcription and callbacks.
- Automated callbacks will handle only low-risk updates, with a fast way to reach a vet tech.

"I wasn't sure how a company without veterinary-specific business knowledge would succeed in advising us. I quickly realized my concerns were unwarranted. ... The solutions they presented were knowledgeable, practical, and tailored specifically to our clinic's needs."

Amy Moore, Practice Manager, The Vet Wellness Center of Green

Ready to find what's costing you?

Contact us now

About this work. This audit was completed in spring 2026. Hours, savings and return figures are projections built from the practice's data.