

Client communication and follow-ups

Automates post-appointment follow-up communications with pet owners based on visit type and treatment, improving client satisfaction and ensuring proper care compliance through targeted messaging and reminders.

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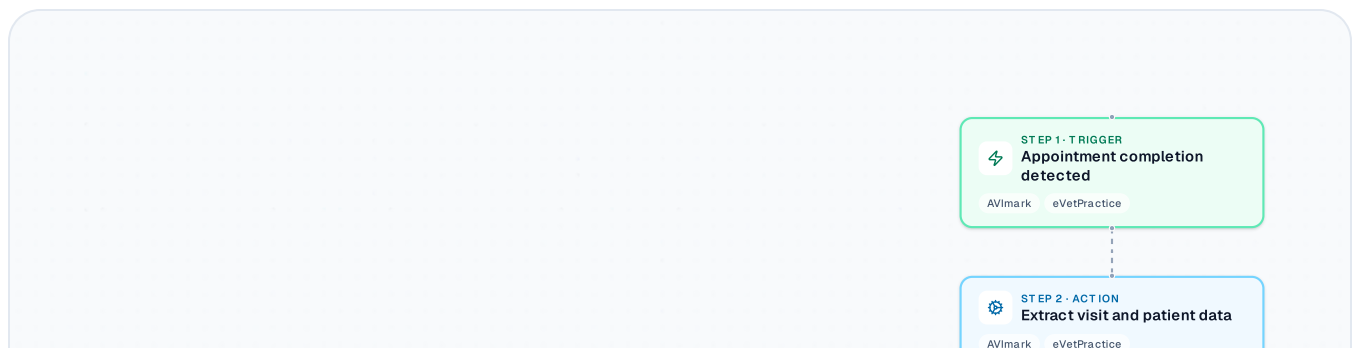


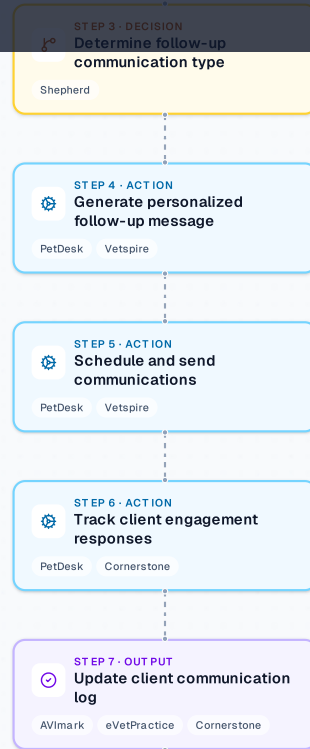
WORKFLOW TRIGGER

Pet appointment is marked as completed in the clinic management system

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Appointment completion detected

The workflow activates when a veterinary appointment status changes to 'completed' in the practice management system. Patient and visit details are captured for processing.

AVImark

eVetPractice

2

 ACTION

Extract visit and patient data

Retrieves comprehensive visit information including diagnosis, treatments performed, medications prescribed, and client contact preferences from the patient record.

AVImark

eVetPractice

3

 DECISION

Determine follow-up communication type

Analyzes the visit type and treatments to decide whether to send medication reminders, post-surgical care instructions, wellness check scheduling, or general care follow-up messages.

Shepherd

4

 ACTION

Generate personalized follow-up message

Creates customized communication content based on the pet's specific treatment, including care instructions, medication schedules, and next appointment recommendations.

5

ACTION

Schedule and send communications

Delivers immediate post-visit thank you message and schedules future reminders for medication administration, follow-up appointments, or care milestones based on treatment protocols.

PetDesk

Vetspire

6

ACTION

Track client engagement responses

Monitors client replies, appointment bookings, and medication compliance confirmations to measure communication effectiveness and identify clients needing additional outreach.

PetDesk

Cornerstone

7

OUT PUT

Update client communication log

Records all sent messages, client responses, and engagement metrics in the patient record for future reference and care continuity.

AVImark

eVetPractice

Cornerstone



Outputs

- Automated follow-up messages sent to clients
- Scheduled medication and care reminders
- Updated patient communication history
- Client engagement tracking report



Key Metrics

- Client response rate to follow-up communications
- Medication compliance confirmation rate
- Follow-up appointment booking rate



Tools & Integrations

- AVImark
- eVetPractice
- Shepherd
- PetDesk
- Vetspire
- Cornerstone

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