

WHO'S WHO IN PRACTICE SOFTWARE

Editor's note: The information on these pages was provided by the companies and has not been independently verified.

2i Nova

U.S. practices using the software: 1,000

Cost: \$350 setup, \$135/month

Local servers or Cloud: Local servers: 2i Nova Platinum; cloud: 2i Nova Prime

Migration fee and time: \$500; 25–30 business days

Notable features:

- ▶ Updates included
- ▶ Budgeting, inventory, boarding, grooming modules included
- ▶ Appointment book
- ▶ Customizable templates
- ▶ Client dashboard for patients
- ▶ Payment processor integration
- ▶ Clinic-centric calendar, task list and inbox
- ▶ Full-featured time clock
- ▶ Client communication and marketing services through 2i Nova VetScene

Integration examples: Abaxis, Antech, Heska, Idexx

Use on tablets, smartphones or other mobile devices:

2i Nova Platinum on Surface Pro tablets; 2i Nova Prime on all tablets and mobile devices

Website: 2iNova.com

Animal Intelligence

U.S. practices using the software: > 2,500

Cost: Varies based on modules and number of users

Local servers or Cloud: Cloud

Migration fee and time: Fee depends on database size; 0.5 to 2 days

Notable features:

- ▶ Medical records don't lock out multiple users in same record at same time
- ▶ Users can create detailed records to generate invoices, estimates, client communications, referral letters, pharmacy labels and more without opening other windows
- ▶ Credit card processing integration
- ▶ QuickBooks integration
- ▶ Internal messaging system
- ▶ Wellness plans
- ▶ Refill tracking

Integration examples: Abaxis, Antech, Cuattro, Cubex, ePetHealth, Gravity Payments, Heska, Idexx, Zoom

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: animalintelligence.com

AVImark (Covetrus)

U.S. practices using the software: > 10,000

Cost: Varies based on training, configurations and integrations

Local servers or Cloud: Local

Migration fee and time: Varies

Notable features:

- ▶ Client Information Display (CID) organizes patient and client information on one screen, with any action related to patient care or billing completed in a few clicks
- ▶ Information search function segments data to better understand practice information and target market details.
- ▶ Note glossary, pick lists and work lists help ensure consistent medical record quality, charge capture and post-care follow-up

Integration examples: Covetrus' Rapport client communications, Global Prescription Management, and Intelligent Inventory as well as credit card processing

Use on tablets, smartphones or other mobile devices:

Windows-based to work with Surface tablets

Website: bit.ly/3jQGGpw

Cornerstone (Idexx)

U.S. practices using the software:

> 125,000 veterinary professionals

Cost: Starts at \$399/month

Local servers or Cloud: Local servers but remote access available; Cornerstone Cloud coming soon

Migration fee and time: \$1,500; time varies

Notable features:

- ▶ Customizable exam templates
- ▶ Electronic whiteboard
- ▶ Email, text, mail reminders with Pet Health Network Pro
- ▶ Customizable scheduler
- ▶ Invoice generating and integrated credit card processing
- ▶ Petly wellness plans
- ▶ Daily planner dashboard

Integration examples: Many services, including Idexx Reference Laboratories and in-house analyzers powered by VetConnect PLUS, rVetLink, VetConnect PLUS, Practice Solutions, Idexx Web PACS, Pet Health Network Pro

Use on tablets, smartphones or other mobile devices:

Secure remote access for server-based Cornerstone users; Cornerstone Cloud for anywhere access

Website: idexx.com/cornerstone

► Business

Digitail

U.S. practices using the software: Nearly 400

Cost:

- ▶ Small practice: \$99/month per DVM
- ▶ Mobile: \$119 per DVM
- ▶ Large practice: \$199/month per DVM

Local servers or Cloud: Cloud

Migration fee and time: Usually free; less than 24 hours

Notable features:

- ▶ Built-in online booking system
- ▶ Automated client reminders
- ▶ Client pet portal, with digital health card, chat and telehealth capabilities
- ▶ Ability to create templates, dropdown menus and shortcuts
- ▶ Email, text and app client communication
- ▶ Built-in video calling

Integration examples: Abaxis, Antech, Idexx, VetCove, VetPay, Stripe, Talkatoo, Zoetis Reference Laboratories

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: digitail.io

EasyDVM

U.S. practices using the software: Undisclosed

Cost: \$159/month per location

Local servers or Cloud: Cloud

Migration fee and time: Varies

Notable features: Easy-to-learn and intuitive

Integration examples: Gravity Payments

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: easydvm.com

eVetPractice (Covetrus)

U.S. practices using the software: > 2,200

Cost:

- ▶ Startups and small practices: \$250/month
- ▶ Standard: \$375/month
- ▶ Large practices and corporate chains: \$525/month per location
- ▶ Rebates possible with other Covetrus services

Local servers or Cloud: Cloud

Migration fee and time: \$1,800 to \$2,400 (or no cost with three-year contract); 6 to 8 weeks

Notable features:

- ▶ Built-in image annotations and voice dictation capabilities
- ▶ Advanced finance reports
- ▶ Payment processor integration, including CareCredit
- ▶ Internal communication with shared message board
- ▶ Built-in client reminders, client retention reports and clientportal with online payment options
- ▶ Wellness plans

Integration examples: More than 65 apps and services

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: bit.ly/3AwPeYx

ezyVet (Idexx)

Practices using the software: > 2,000 in 18 countries

Cost: Starts at \$150/month

Local servers or Cloud: Cloud

Migration fee and time: Included in onboarding; time varies

Notable features:

- ▶ Customizable templates
- ▶ Two-way SMS, email and postcard client communication
- ▶ Voice recognition for hands-free input
- ▶ Inventory management
- ▶ Boarding
- ▶ Client portal
- ▶ Wellness plans
- ▶ Telemedicine
- ▶ Online payments

Integration examples: Partners for in-software inventory stocking, lab and radiograph orders, credit-card payments and pet insurance

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: ezyvet.com

Hippo Manager

U.S. practices using the software: 800

Cost: \$119/month per DVM in annual or multiyear contracts

Local servers or Cloud: Cloud

Migration fee and time: \$1,750; time varies

Notable features:

- ▶ Smartphone-friendly visual interface
- ▶ Each user can customize how software is displayed
- ▶ Interactive whiteboard linked to schedule to display up-to-date patient info, with invoices, etc., just a click away
- ▶ DICOM Viewer supports drag-and-drop imports of audio, video, image and documents, with unlimited online storage

Integration examples: More than 20 partners with client communications, labs, online pharmacy, payment processing, scheduling, telehealth and more

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: hippomanager.com

ImproMed (Covetrus)

U.S. practices using the software: > 3,000

Cost: Varies based on training, configurations and integrations

Local servers or Cloud: Local

Migration fee and time: Varies

Notable features:

- ▶ Digital management of patient cases through “Episodes of Care” helps track open cases and view invoices, estimates, treatments and medical record information from one spot
- ▶ Reporting module contains more than 250 business and practice reports

Integration examples: Covetrus’ Rapport client communications, Global Prescription Management, and Intelligent Inventory as well as credit card processing

Use on tablets, smartphones or other mobile devices:

Windows-based to work with Surface tablets

Website: bit.ly/36l6p1r

Instinct

U.S. practices using the software: > 200

Cost: One-time setup fee and monthly subscription based on practice size

Local servers or Cloud: Cloud

Migration fee and time: Included in setup fee; time varies

Notable features:

- ▶ Integrated smart medical calculators
- ▶ Plumb’s Veterinary Drugs integration
- ▶ Student/draft mode for universities and teaching hospitals
- ▶ Invoice automation
- ▶ Missed charge capture
- ▶ Customizable status boards
- ▶ Remote access
- ▶ Customizable templates and workflows

Integration examples: Various lab, radiology, payment processing and medical workflow tools

Use on tablets, smartphones or other mobile devices:

Variety of tablets and mobile devices with screens of at least 12 inches

Website: instinct.vet

IntraVet (Patterson)

U.S. practices using the software: 1,200

Cost: Starts at \$3,250

Local servers or Cloud: Local

Migration fee and time: Roughly \$3,000; two to three weeks

Notable features:

- ▶ Control Center dashboard with patient information for an appointment that day
- ▶ Detailed reporting
- ▶ Time clock system

Integration examples: Abaxis, Antech, CareCredit, Patterson’s ePet, Heska, Idexx, Scilvet

Use on tablets, smartphones or other mobile devices:

Windows-based to work with Surface tablets

Website: bit.ly/3hMy4xl

► Business

NaVetor (Patterson)

U.S. practices using the software: > 70

Cost: \$129/month for one to two users; up to \$499/month for 31 or more

Local servers or Cloud: Cloud

Migration fee and time: Cost varies; roughly six weeks

Notable features:

- ▶ Allows staff members to perform most tasks from check-in to checkout on smartphones or tablets, including updating medical records, prescribing medication, generating invoices and accepting payment
- ▶ Reminder system automatically triggers based on patient breed, age and health detail, not just previous appointment
- ▶ Treatment sheets provide checklists of tasks associated with a specific treatment plan, with checked items automatically added to SOAP-based records and invoices

Integration examples: Antech, Home Again, Idexx, Patterson's ePet and eShelf, Petlink, Talkatoo, Zoetis

Use on tablets, smartphones or other mobile devices:

iOS Apple devices; Android devices to come

Website: navetor.com

Neo (Idexx)

U.S. practices using the software:

> 16,000 veterinary professionals

Cost: Starts at \$199/month

Local servers or Cloud: Cloud

Migration fee and time: \$2,000 setup and \$499 migration; 14 days

Notable features:

- ▶ Integration with SmartFlow Patient Workflow Software
- ▶ Fully electronic medical record system
- ▶ Customizable templates for visits, charges, reminders and invoices
- ▶ Credit card payments with one click from invoice
- ▶ Practice dashboard has real-time key performance indicators and data visualizations

Integration examples: Many services, including key integration partners Antech, Vetstoria and Vetcove as well as Idexx Reference Laboratories and in-house analyzers powered by VetConnect Plus, rVetLink, SmartFlow, VetConnect Plus, Idexx Web PACS, Pet Health Network Pro

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: idexx.com/neo

Onward Vet

U.S. practices using the software: > 800

Cost: \$300/month for one DVM; \$100 for each additional DVM

Local servers or Cloud: Cloud

Migration fee and time: Fee varies; three to four weeks

Notable features:

- ▶ Paperless system with single patient landing pages with all SOAP notes, lab results, estimates, reminders, etc.
- ▶ Built-in treatment flowsheets
- ▶ Electronic whiteboard
- ▶ Financial and production-based reporting
- ▶ Message board and task lists for team members
- ▶ Client portal
- ▶ Two-way client text messaging

Integration examples: Abaxis, Antech, Idexx, Vetcove, Zoetis

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: onwardvet.com

OpenVPMS

U.S. practices using the software:

VitalPet and 15–20 other practices

Cost: Free to nonprofits; private practices pay \$344/year per DVM

Local servers or Cloud: Both

Migration fee and time: Typically \$2,500 Australian (\$1,900 American); roughly 24 hours

Notable features: Open-source software is highly customizable and enables third-party extensions via plugins

Integration examples: Idexx, Zoetis and various other wholesalers and lab and imaging systems

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: openvpms.org

Panacea

U.S. practices using the software: 8

Cost: \$199/month per practice

Local servers or Cloud: Cloud

Migration fee and time: \$999; one to three months

Notable features: Simplicity, ease of use and visual appeal

Integration examples: None at this time in North America

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: panaceahq.com

Provet Cloud

U.S. practices using the software: > 700

Cost: Varies

Local servers or Cloud: Cloud

Migration fee and time: Varies; usually one to three days

Notable features:

- ▶ Modular software allows customization, application and tool building, and integration with other applications
- ▶ Efficient workflows for internal and external communication

Integration examples: AllyDVM, Antech, Gravity Payments, Heska, Idexx, MWI, VetCove, MWI

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: provet.cloud

Rhapsody

U.S. practices using the software: Undisclosed

Cost: Varies

Local servers or Cloud: Cloud

Migration fee and time: One-time fee; 24 hours to three days

Notable features:

- ▶ Analytics dashboard provides one command center to manage data (from marketing to PIMS)
- ▶ Rhapsody Pay payment processing
- ▶ Cardless checkout with PCI-certified credit card number storage
- ▶ SOAP-based medical records
- ▶ Wellness plans
- ▶ Online appointment scheduling

Integration examples: Various services

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: rhapsody.vet

Shepherd App

U.S. practices using the software: Undisclosed

Cost: \$299/month for one DVM; two or three, \$499; four or more, \$749

Local servers or Cloud: Cloud

Migration fee and time: Free with one-year agreement; roughly six weeks

Notable features:

- ▶ Allows clinics to easily create personalized automation for discharge instructions, medical record notes and tasks
- ▶ Invoices built as treatments are administered
- ▶ Financing reporting
- ▶ Dosage calculator

Integration examples: Antech, Dragon Dictation, Idexx, Talkatoo, Zoetis

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: shepherd.vet

SpecVet

U.S. practices using the software: 25

Cost: Varies

Local servers or Cloud: Both

Migration fee and time: Typically \$2,000-\$3,000; time varies depending on software and how data is organized

Notable features:

- ▶ Flexible medical records and templates
- ▶ Ease of referring DVM and client communication
- ▶ Business intelligence
- ▶ Semi-automated fee capturing, with efficient clinics only needing to do roughly one-third of billing manually
- ▶ Inventory purchasing module available

Integration examples: Antech, Cubex, Idexx, rVet Link, SmartFlow, Zoetis

Use on tablets, smartphones or other mobile devices:

Under development

Website: specvet.com

► Business

VetBadger

U.S. practices using the software: < 1,000

Cost: Starts at \$99/month

Local servers or Cloud: Cloud

Migration fee and time: \$3,000 for server-based systems; one to five weeks depending on availability of VetBadger's migration technology partner

Notable features:

- ▶ Fully integrated bidirectional communication, with email, text message, video and voice calling all connected to the medical record
- ▶ Integrated role-based task management for personal to-do list and clinic-wide responsibilities
- ▶ Configurable medical records, with charting automatically connected to invoicing to prevent missed charges

Integration examples: Antech, Google Calendar, Gravity Payments, Heska, Idexx, QuickBooks, Zoetis

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: vetbadger.com

Vetport

U.S. practices using the software: > 4,300

Cost: Starts at \$119/month for one DVM; \$199/month for two; more for each additional doctor

Local servers or Cloud: Cloud

Migration fee and time: \$2,000–\$8,000; two to three weeks, including a client review process of data

Notable features:

- ▶ SOAP-based EMRs (Subjective, Objective, Assessment and Plan)
- ▶ Two-way client communication (email, chat, fax, text message and postcards)
- ▶ CEO Dashboard, with reports on accounting, financials, communication, marketing and inventory
- ▶ Online appointment booking
- ▶ Centralized inventory management
- ▶ Boarding module
- ▶ Patient portal

Integration examples: Abaxis, Antech, Avid, Covetrus, Cubex, Fujifilm, Gravity Payments, Heska, HomeAgain, Idexx, PetLink, QuickBooks

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: vetport.com

Vetspire

U.S. practices using the software: 240

Cost: Varies based on number of DVMs and locations

Local servers or Cloud: Cloud

Migration fee and time: No extra charge; roughly six weeks

Notable features:

- ▶ Email and text client communication
- ▶ Online appointment booking
- ▶ Financial and operational analytics and reporting
- ▶ Medical records and note-taking

Integration examples: Abaxis, Antech, CareCredit, Cubex, Idexx, ScratchPay, Square, Stripe, Trupanion, VetCove, VetHub

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: vetspire.com

Vetter Software

U.S. practices using the software: 1,300

Cost: \$99/month for one log-in account; up to \$399/month for 15

Local servers or Cloud: Cloud

Migration fee and time: \$2,500–\$5,000; roughly eight weeks

Notable features:

- ▶ Online appointment booking
- ▶ Integrated boarding calendar, with automated email and text reminders
- ▶ Email and text client communications
- ▶ Integrated treatment board
- ▶ Built-in dosage calculator

Integration examples: Antech, Demandforce, HomeAgain, Idexx, MWI, Patterson, PetDesk, PetLink/Datamars, QuickBooks, Trupanion, VetCove, VitusVet and Zoetis

Use on tablets, smartphones or other mobile devices:

Wide variety of tablets and mobile devices

Website: vettersoftware.com
