

Veterinary Computer Software Programs

Name

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### **Veterinary Computer Software Programs**

Veterinary computer software programs are indispensable tools for managing veterinary businesses because they provide users with features and services such as inventory control, billing services, client communication, and management of appointments amongst other (Loria, 2016). Loria (2016) argues that there are several brands of veterinary computer software programs. However, this paper aims to identify only three veterinary computer software programs and expound on each of them depending on information such as the manufacturers, pros and cons, how technical support is provided to the users, contingency plans for handling system failures and recoveries, whether software updates are automatic, whether the manufacturer provides users with installation services of servers and other hardware equipment, whether the software offers office services, and lastly assess whether each software is capable of importing lab results directly from the laboratory into the medical record.

#### **Veterinary Computer Software Programs and their manufacturers**

In particular, this paper focusses on addressing three veterinary computer software programs that include Avimark, Cornerstone, and Impromed Infinity. Avimark software is manufactured and maintained by Henry Schein, Inc., a corporation ranked position 238 on the Fortune 500 listing of America's largest corporations (About us, n.d). Henry Schein, Inc. is headquartered in Melville, New York and it prides of being a solution company that provides businesses with clinical and technological solutions to improve the efficiency of medical and animal health practitioners. According to Nash (2015), Cornerstone software is manufactured and designed for veterinaries by Idexx, Inc. Idexx, Inc. is headquartered in Westbrook, Maine in the United States and committed to providing technological services such as practice management systems, small animal diagnostics, water quality testing, laboratory and consulting

services, and creating software monitoring systems for managing dairy, poultry, and livestock.

On the other hand, Impromed infinity is manufactured by Impromed, Inc., which is a corporation located in the United States that provides a technological solution for veterinary businesses including creating practice management systems (Nash, 2015).

### **Pros and Cons of Each Veterinary Computer Software Program**

#### **Pros of Avimark**

- a) Avimark is integrated with Rapport Client Communications, facilitating staff efficiency, client communication, and improving marketing (Veterinary economics, n.d).
- b) Avimark is integrated with Dragonfly PACs, making viewing, archiving and transferring images from ultrasound, X-rays, digital camera, MRI and endoscopy more efficient.
- c) Avimark software provides clients with Avimark Data Vault, which prevents veterinary businesses from losing data as a result of system failure (Veterinary economics, n.d).
- d) According to Veterinary economics (n.d), Avimark software provides users with a robust service known as wholesale supply that enables them to stock their businesses with the critical supplies that they need.

#### **Cons of Avimark**

- a) Avimark does not run on old hardware and operating systems. Indeed, Avimark needs a robust hardware to run efficiently (Veterinary economics, n.d).

#### **Pros of Cornerstone Software**

- a) Cornerstone software consists of a feature known as the pet health network that provides veterinary businesses with services such as appointment management, marketing campaigns, automated surveys and medical reminders amongst other (Veterinary economics, n.d).

- b) Additionally, the pet health network enables businesses to send newsletters and other marketing information to customers with customizable contents (Meredith, 2018).
- c) Meredith (2018) argues that online pet pages offer businesses access to pet's appointment details, prescriptions and vaccination records.
- d) Cornerstone software offers 24-hour customer support and regular software updates.

#### **Cons of Cornerstone Software**

- a) Cornerstone software cannot be integrated with QuickBooks.
- b) According to Meredith (2018), the search function is not fully optimized.
- c) Cornerstone software processes information slowly due to regular updates (Meredith, 2018).

#### **Pros of Impromed Infinity**

- a) Loria (2016) argues that Impromed Infinity software provides technological solutions across all sizes of clinics.
- b) Impromed Infinity software comprises features such as treatment plans, billing and invoice reporting, appointment management, and patient information tracking amongst other (Loria, 2016).
- c) Impromed Infinity provides businesses with inventory management services.
- d) Impromed Infinity allows users to export data to Microsoft Excel (Loria, 2016).
- e) Impromed offers office functions including creating patient reminders, generating postcards and letters, and providing marketing tools among other functions.

#### **Cons of Impromed Infinity**

- a) Impromed Infinity cannot run on the cloud because there is no cloud-based version of Impromed Infinity software (Loria, 2016).

### **Handling Technical Issues**

Henry Schein, Inc. handles technical issues regarding Avimark software through emails, live support, phone calls, and using training sessions (Veterinary economics, n.d). Idexx, Inc. handles technical issues concerning its software, Cornerstone software, using phone calls, emails, remote support and live chats (Veterinary economics, n.d). Lastly, Impromed Inc. provides technical support over the phone and using live chats (Veterinary economics, n.d).

### **Contingency Plan Used to Handle System Failure and Recovery**

Henry Schein, Inc. utilizes a contingency plan known as Avimark Data Vault that protects users' data from loss due to system failures (Loria, 2016). Avimark Data Vault is an automated backup service that ensures that data is stored remotely to protect it from loss. Fascinatingly, Avimark Data Vault is carried out in the background without requiring the intervention of the user. Essentially, Avimark Data Vault provides 256-bit encryption that guarantees the optimal security of customer information. Idexx, Inc. utilizes a contingency plan that covers services such as automated daily backups, proactive data validation, and data recovery services (Veterinary economics, n.d).

In particular, Cornerstone software has an automated daily backup feature that ensures that customer information is backed up every day. As with proactive data validation, Cornerstone specialists assists businesses in monitoring their data to ensure optimal availability and integrity. Impromed, Inc. utilizes a Disaster Recovery Plan that is an evidence-based plan for retrieving data in cases of disaster. Additionally, Impromed, Inc. utilizes the Eversafe Backup solution that helps businesses to back up their data (Loria, 2016). Furthermore, Impromed, Inc. relies on Impromed Data Security Solution (IDSS), which provides businesses with an option of

automatically transferring their critical data to secure data warehouses located at the premises of Impromed, Inc.

### **Installation Services**

Henry Schein, Inc. assists customers of Avimark software in installing servers and other hardware equipment. Just like Henry Schein, Inc., Idexx, Inc. also assists customers of Cornerstone software in installing servers at their premises. Impromed Inc. is also committed to helping customers of Impromed Infinity software to install servers and any other hardware equipment.

### **Software Updates**

As with Avimark software, software updates are not automatic (Veterinary economics, n.d). For that reason, users are required to reach out to the technical support team to learn about the procedures of updating Avimark software. Conversely, updates of Cornerstone software are automatic and the users are not required to request them. On the other hand, updates of Impromed Infinity software are not automatic, hence, users must request them from the vendor, Impromed Inc. (Veterinary economics, n.d).

### **Office Functions**

Avimark software provides office functions such as billing, accounting, reminders, inventory control, appointment management, prescriptions records, and client communication (Loria, 2016). Cornerstone software provides users with functions such as marketing cards, reminders, inventory control, client communication, new movers' cards, and accounting functions amongst other (Loria, 2016). According to Loria (2016), Impromed Infinity software also provides businesses with office functions that include billing, accounting, reminder cards,

treatment plans, inventory control, marketing tools, client communication, invoices, appointment management, and postcards amongst other.

### **Importing Lab Results**

Avimark software is able to import lab results directly from the laboratory into the medical record (Meredith, 2018). Meredith (2018) argues that the ability of Avimark software to import lab results is facilitated by the integration with partners such as Idexx, Abaxis, Hemagen, Antech, Heska, and Forcyte amongst other, enabling users to access lab results directly from the medical records. Just like Avimark software, Cornerstone is also able to import lab results. Impromed Infinity software is integrated with Idexx laboratories, enabling it to import lab results directly from the laboratory to the medical record (Meredith, 2018).

### **Conclusion**

This paper has looked into three different veterinary software programs including Avimark, Cornerstone, and Impromed Infinity software. According to the research, it is evident that these three software programs have similarities, especially in providing users with office functions such as appointment management, accounting and billing services, inventory management, and creation of reminders and postcards amongst other. In short, all the three software programs are important to veterinary businesses. Indeed, their work is to assist veterinary businesses in managing tasks effectively and accurately. Finally, the ability of each software program to recover from system failures is a milestone to veterinary businesses. In fact, users are guaranteed optimum availability of services because each vendor of the software programs has a solid contingency plan for preventing users against data loss.

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