

Don't just keep up.  
Stay ahead with  
*The Curated Mind*,  
IDEXX's monthly  
education newsletter.



LEARN EVOLVE REPEAT

# THE CURATED MIND

CONTINUING  
EDUCATION BROUGHT  
TO YOU BY IDEXX



**Scan the code** to stay in the know and receive updates about:

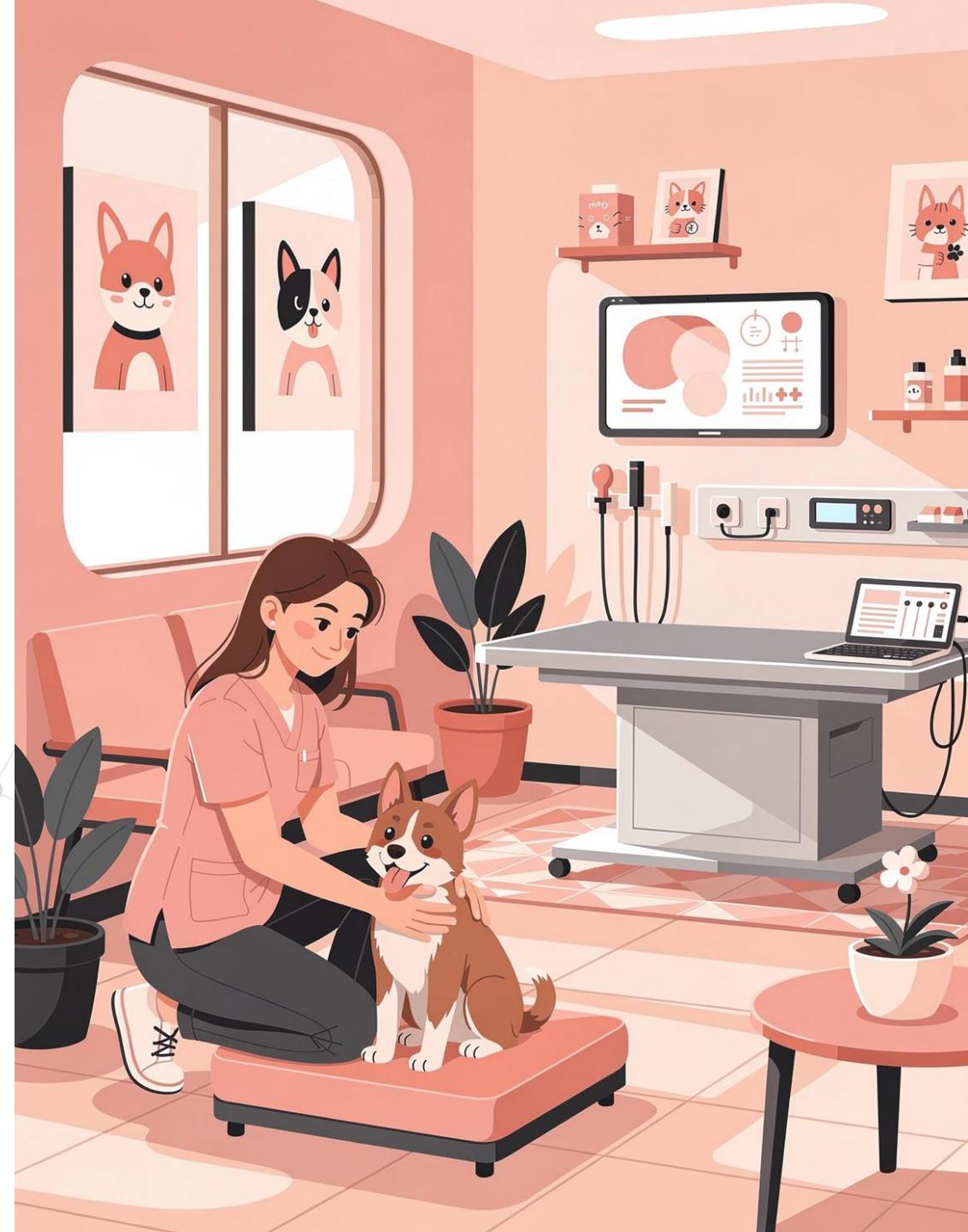
- + Upcoming live events
- + New on-demand education resources
- + The latest *Shake Up Your Workup* podcast
- + Articles from *The Vetiverse*
- + Upcoming in-person education opportunities

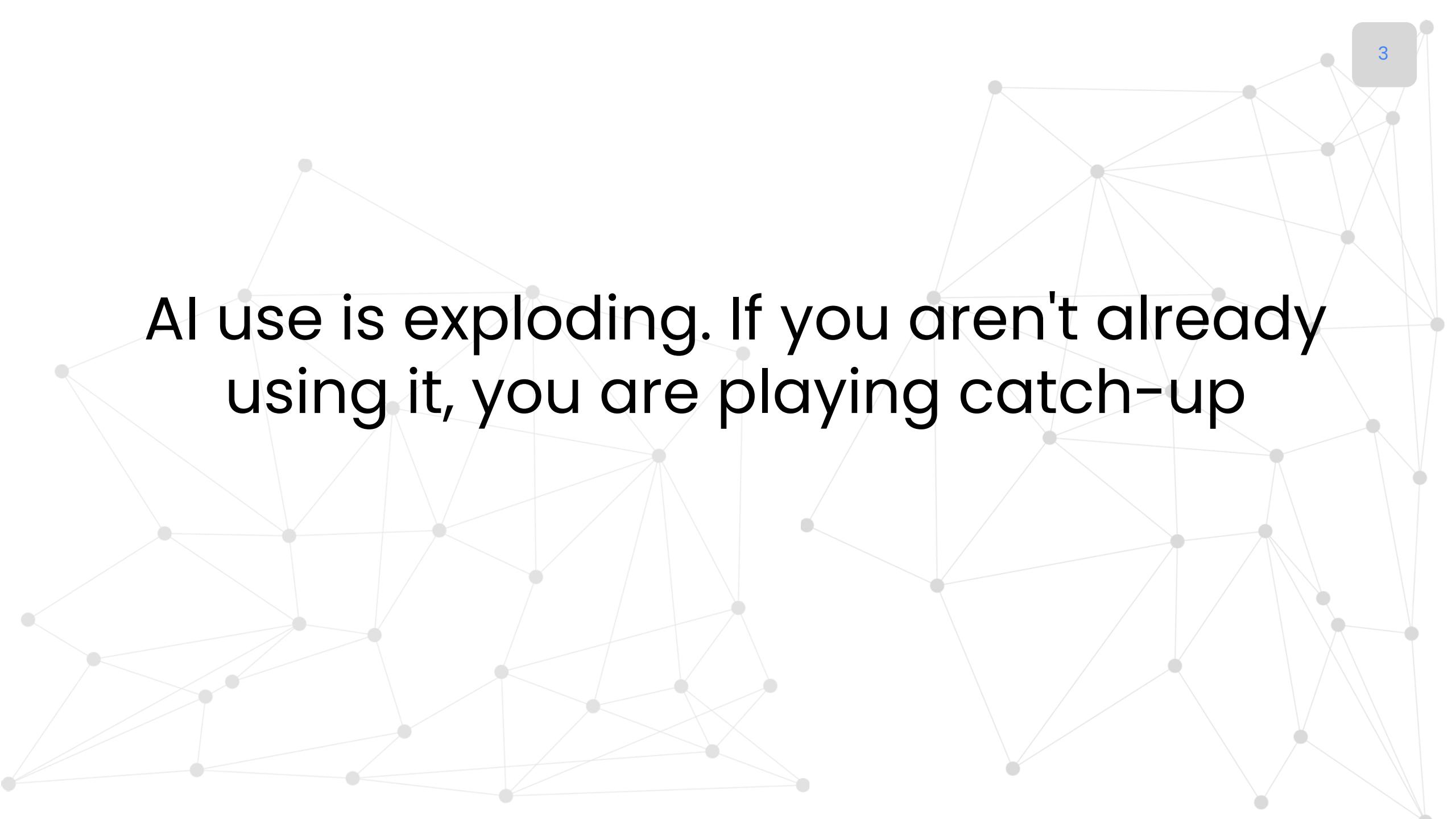


IDEXX

# Working Smarter, Not Harder" with AI

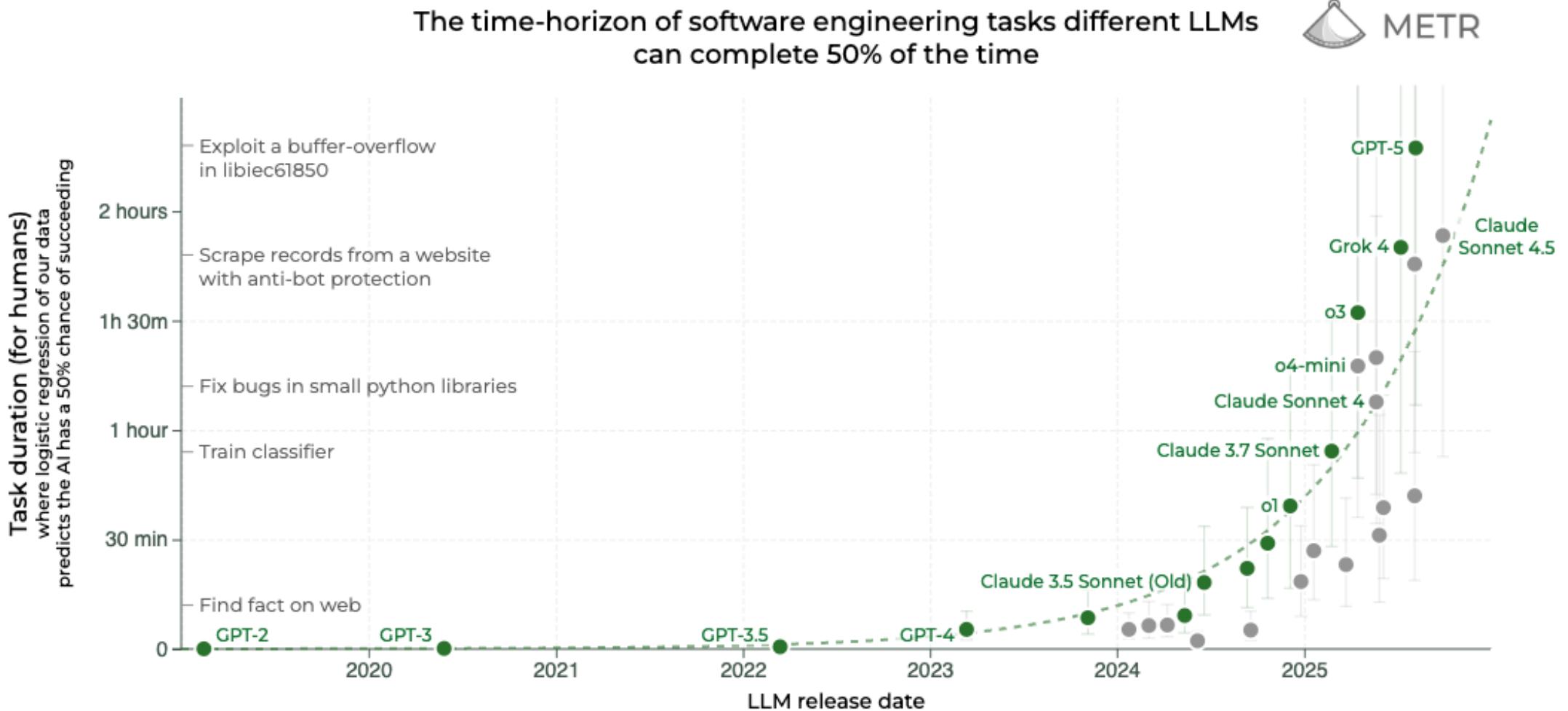
8 Essential AI Tips for Veterinary  
Practice





AI use is exploding. If you aren't already using it, you are playing catch-up

# ChatGPT has >800M Weekly Active Users



## Have you used AI tools in a veterinary setting?

**39%**

Yes

**61%**

No

# Are you currently using any AI-based technology in your hospital's operations?

**73%**

Yes

**27%**

No

# Tips

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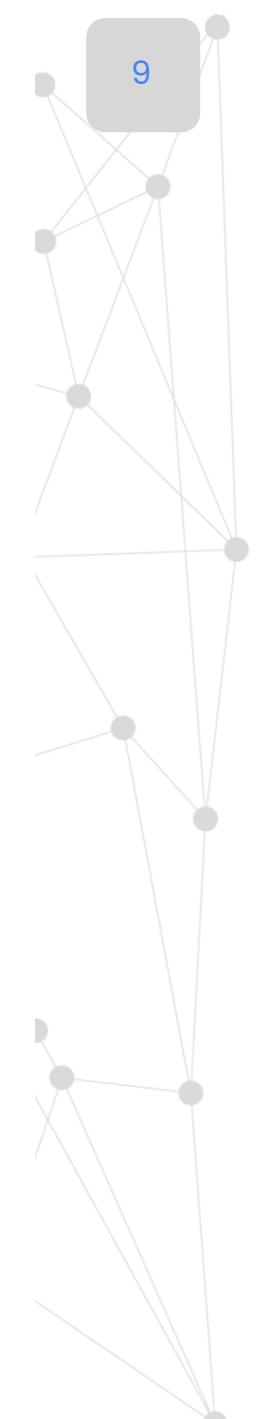
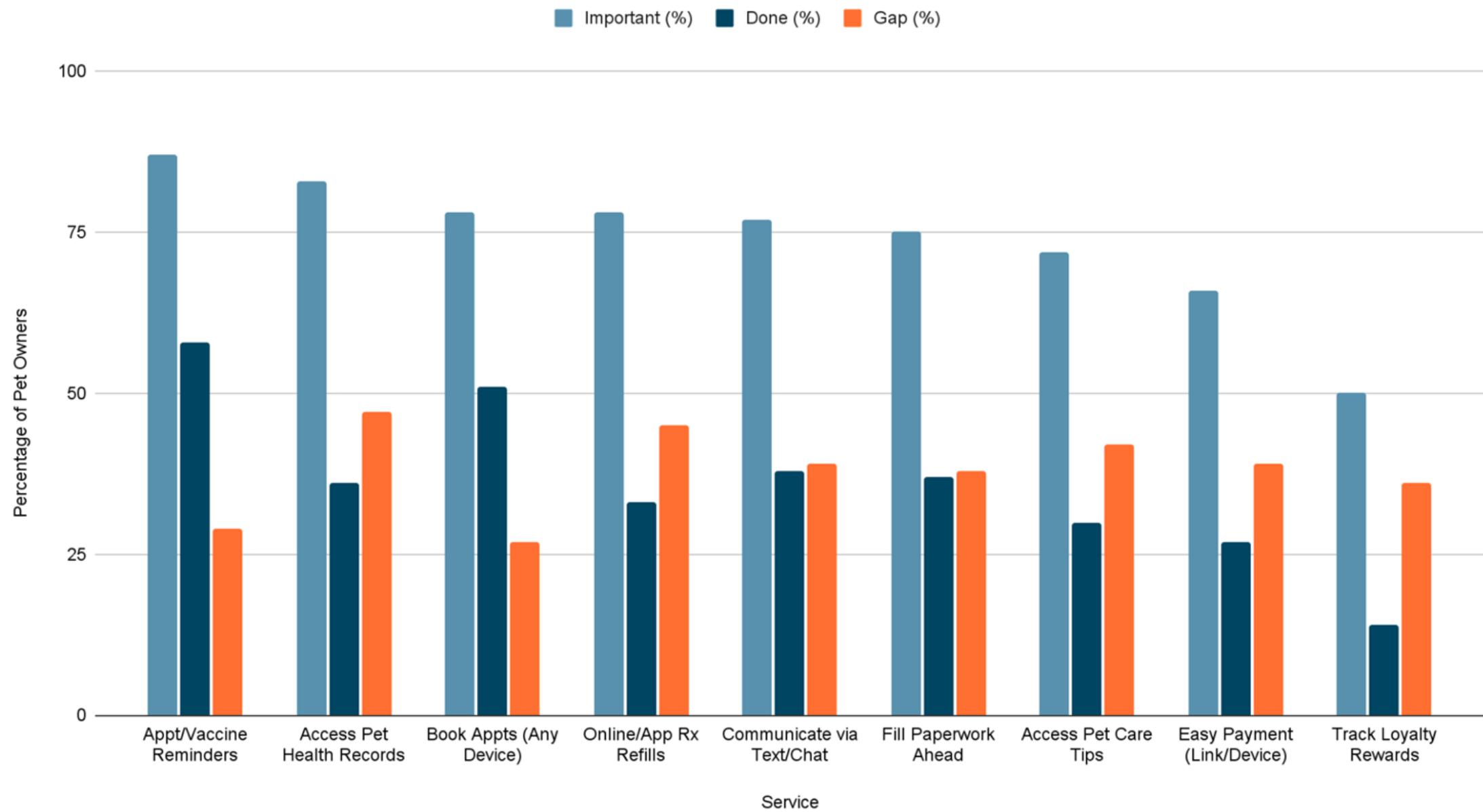
7

1. The pace of improvement necessitates continuous learning and revisiting past limitations (have prompts that you try each new release on to see if there is progress)
2. Expand the surface area of what you are using AI for (thought partner vs alternative to Google searching)
3. Try multiple LLMs, try paid tiers. Different models are good at different things. Free versions offer reduced functionality and intelligence



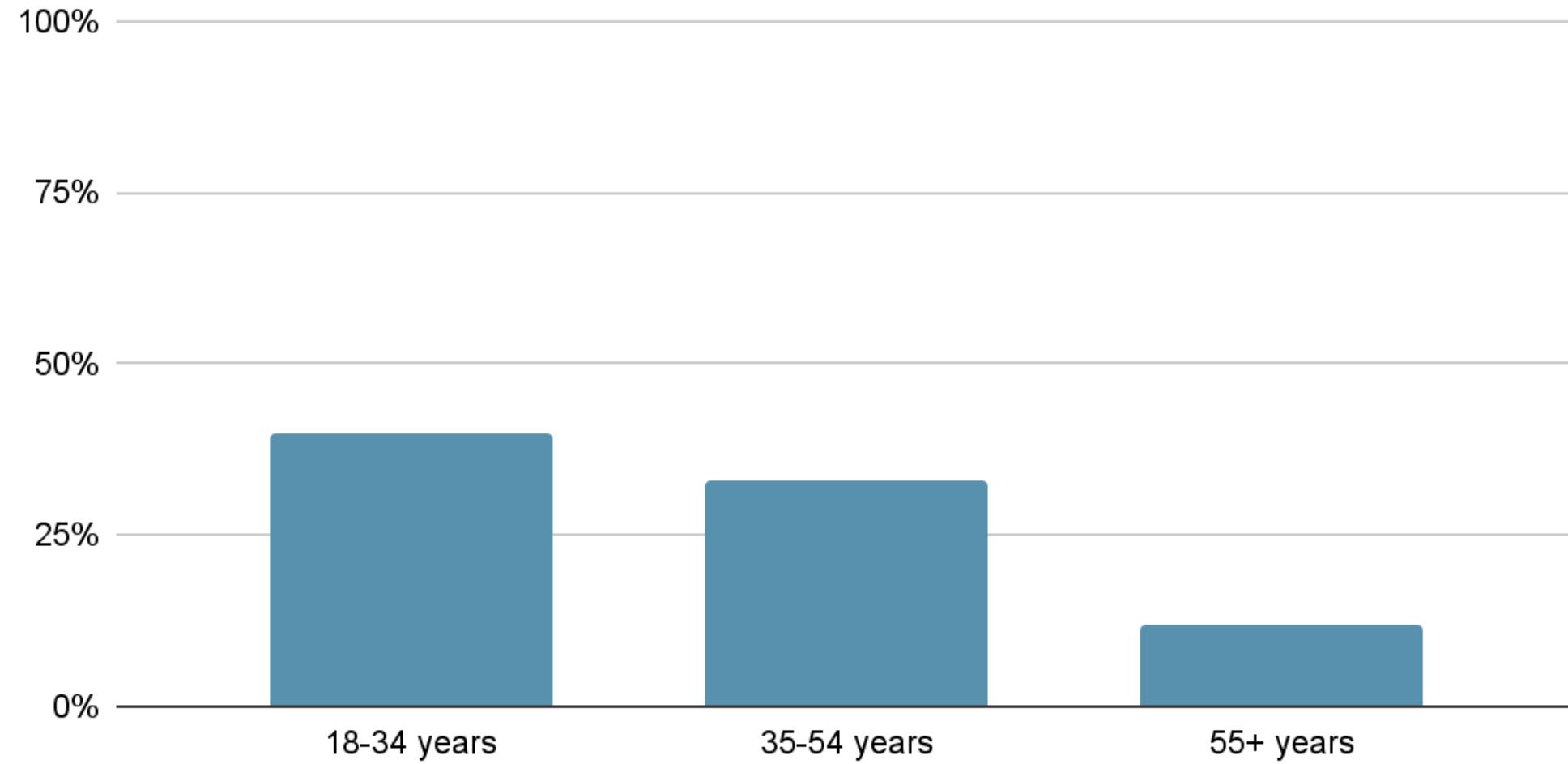
Today's clients have higher expectations  
than ever before.  
Technology is how we meet the moment.

## The "Experience Gap"



## Likelihood of Changing Vets

Pet parents under 35 are more than 3x as likely to change their vet compared to those 55

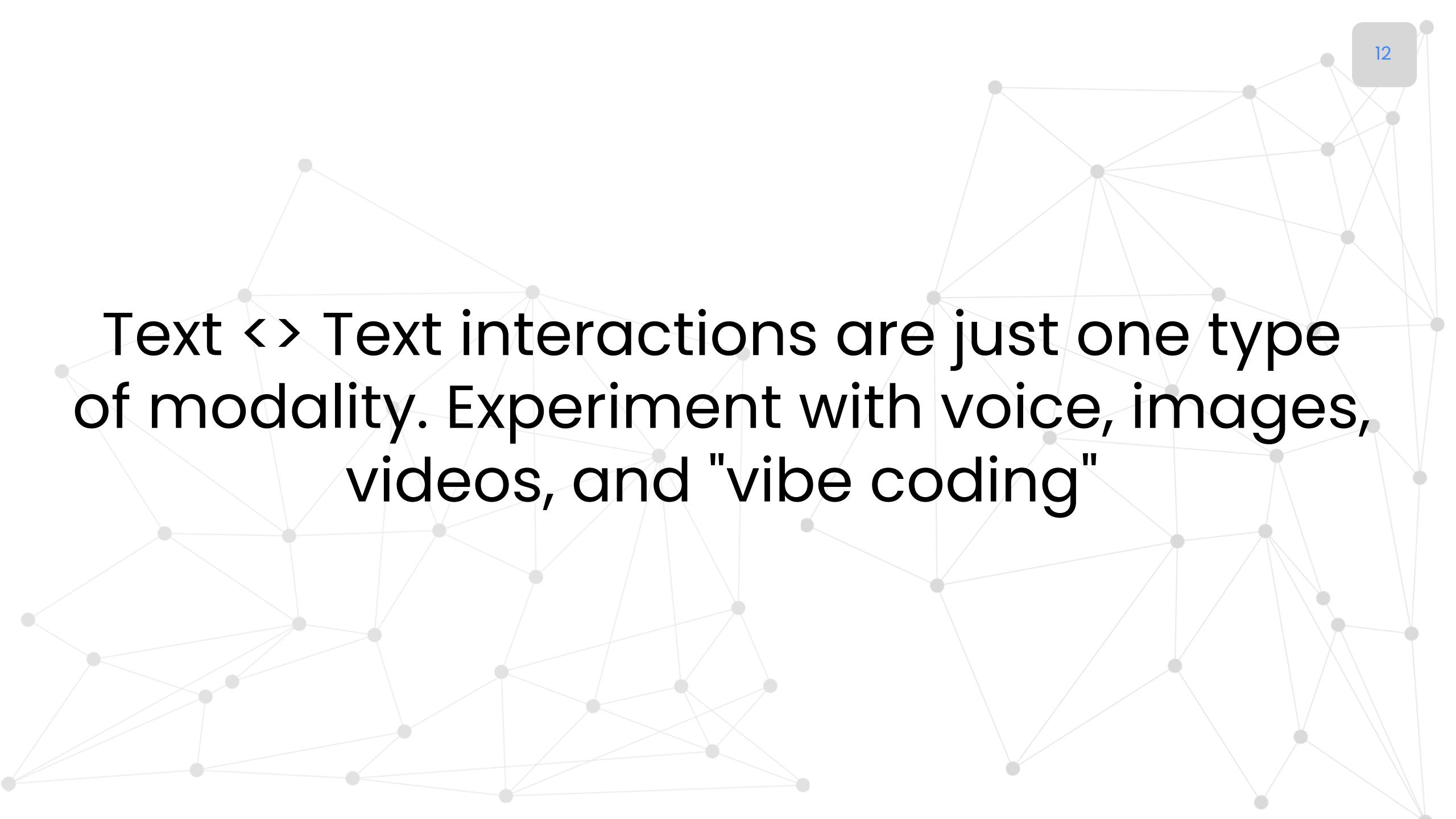


# Tips

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11

1. Go through your own workflows end to end. What does it look like to book an appointment? How long does take? What are the points of friction?
2. Ensure you are measuring the steps at each point in the journey so you can see drop-offs between steps/actions?
3. Over-communicate preferred option to clients instead of them trying to determine who your practice operates (same with your staff!)
4. Be sensitive to conflicting communications or redundant tools (no one wants the same reminder from 3 different phone numbers in the same day)



12

**Text <> Text interactions are just one type of modality. Experiment with voice, images, videos, and "vibe coding"**

A stained glass picture of a robot in a library with a raven on her shoulder with a key in its mouth



This image violates our usage policy and has been removed

An oil painting of a robot in a factory looking at a cat wearing a top hat



# Today

---



"A stained glass picture of a woman in a library with a raven on her shoulder with a key in its mouth"



"An oil painting of a man in a factory looking at a cat wearing a top hat"

# Today

15

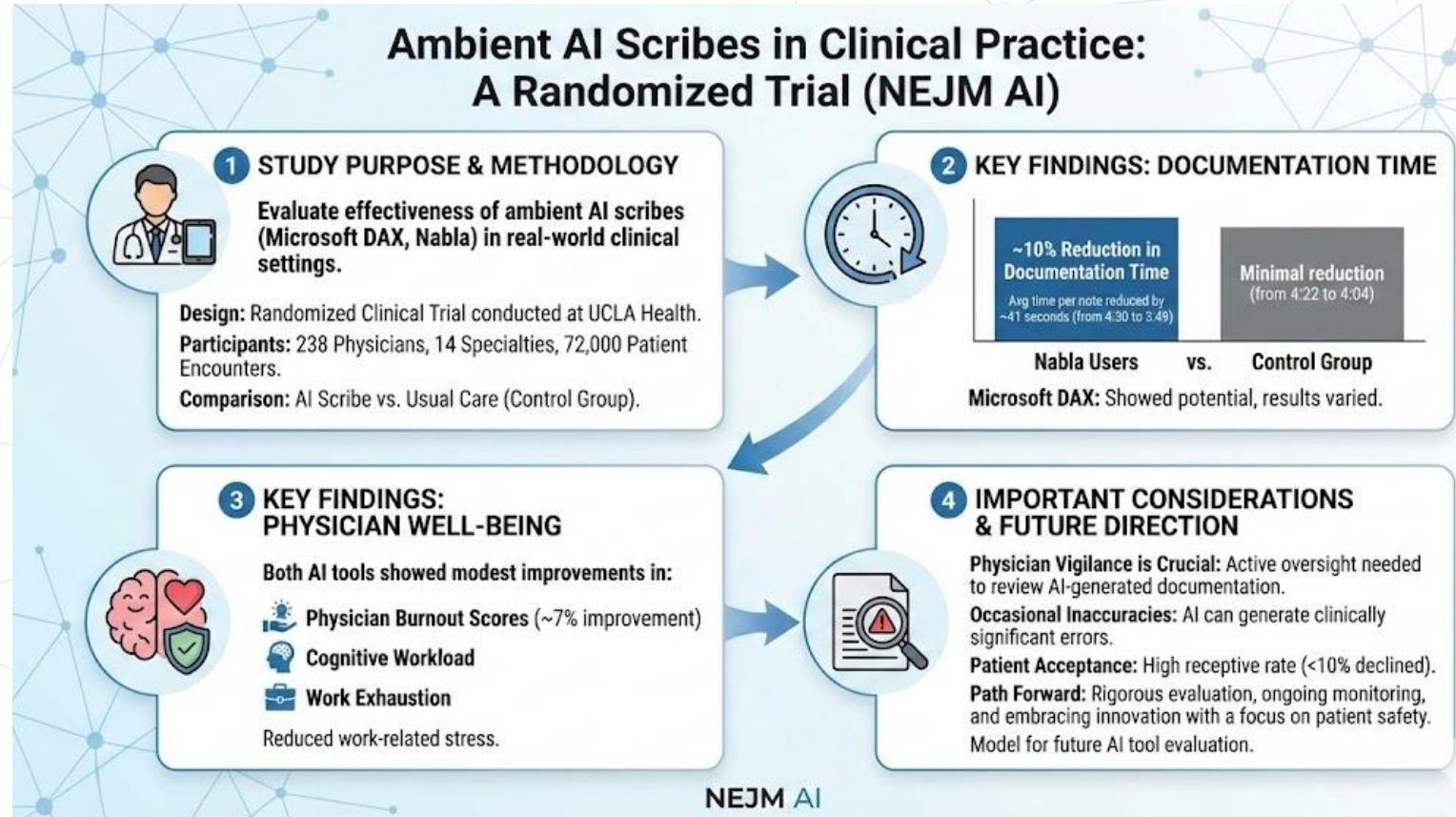
## Prompt

Create a explainer info graphic based on this paper, highlighting the key findings

<https://ai.nejm.org/doi/full/10.1056/Aloa2501000>

## Tool

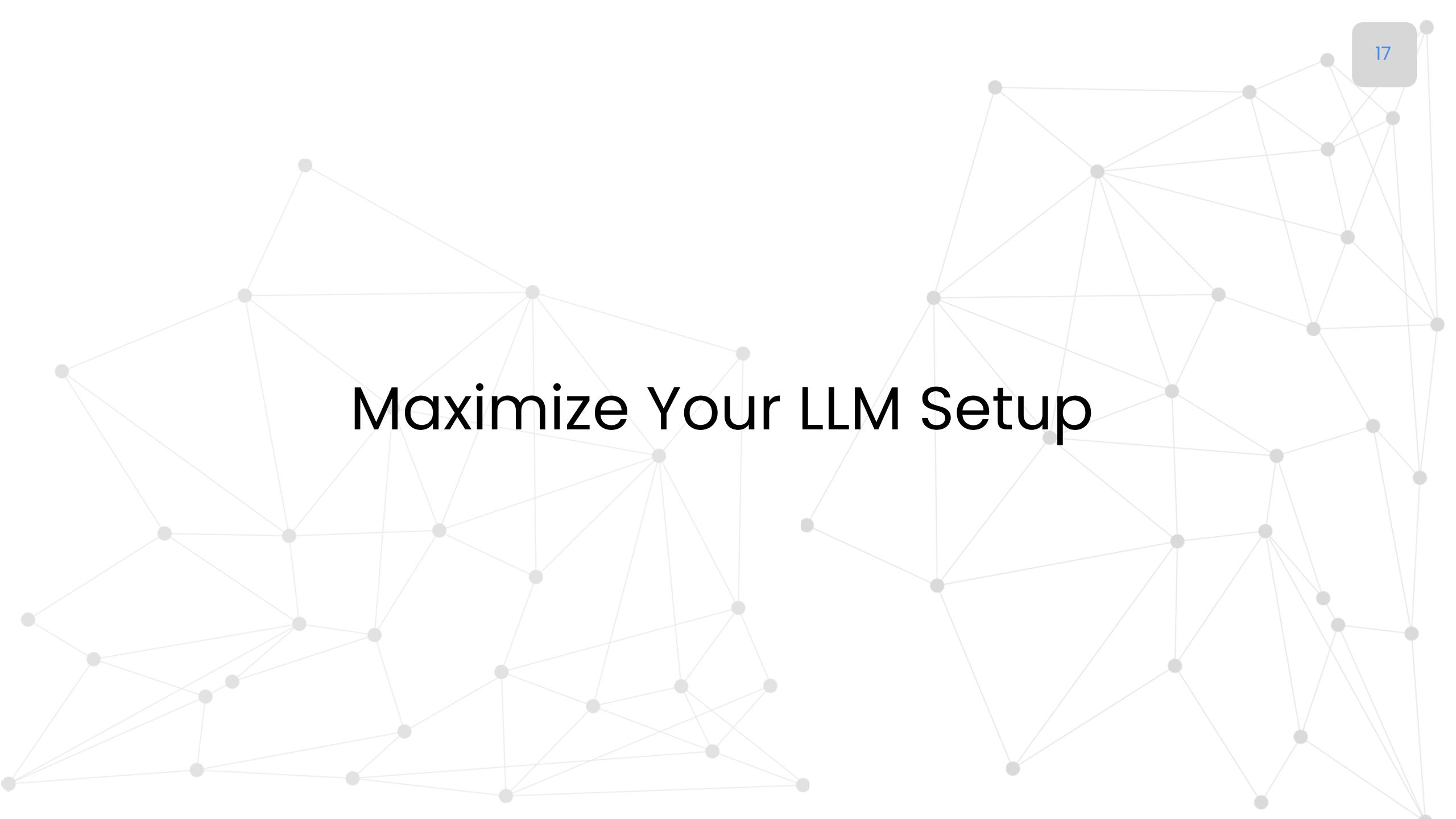
Nano Banana Pro (Google)



# Tips

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1. Image generation has gone from unusable to excellent in <2 years
2. Use it to help create slide images, infographics, and other visualizations for staff and for clients
3. Experiment with different levels of detail (Explain the flea life cycle at a grade 3 level)
4. Use in low stakes environments to gain confidence and trust
5. Leverage publicly available guides to improve image prompts and move behind the more standard “AI” image look/feel (eg. NanoBanana prompt techniques)
6. Leverage images to help explain back your own thinking/words/materials to help you understand what you are reading/creating



Maximize Your LLM Setup

# Explore Your Setup

18



## Custom Instructions

Tailor ChatGPT  
to your needs



## Personality

Shape the way  
ChatGPT responds



## Memories

Remember key facts  
about you

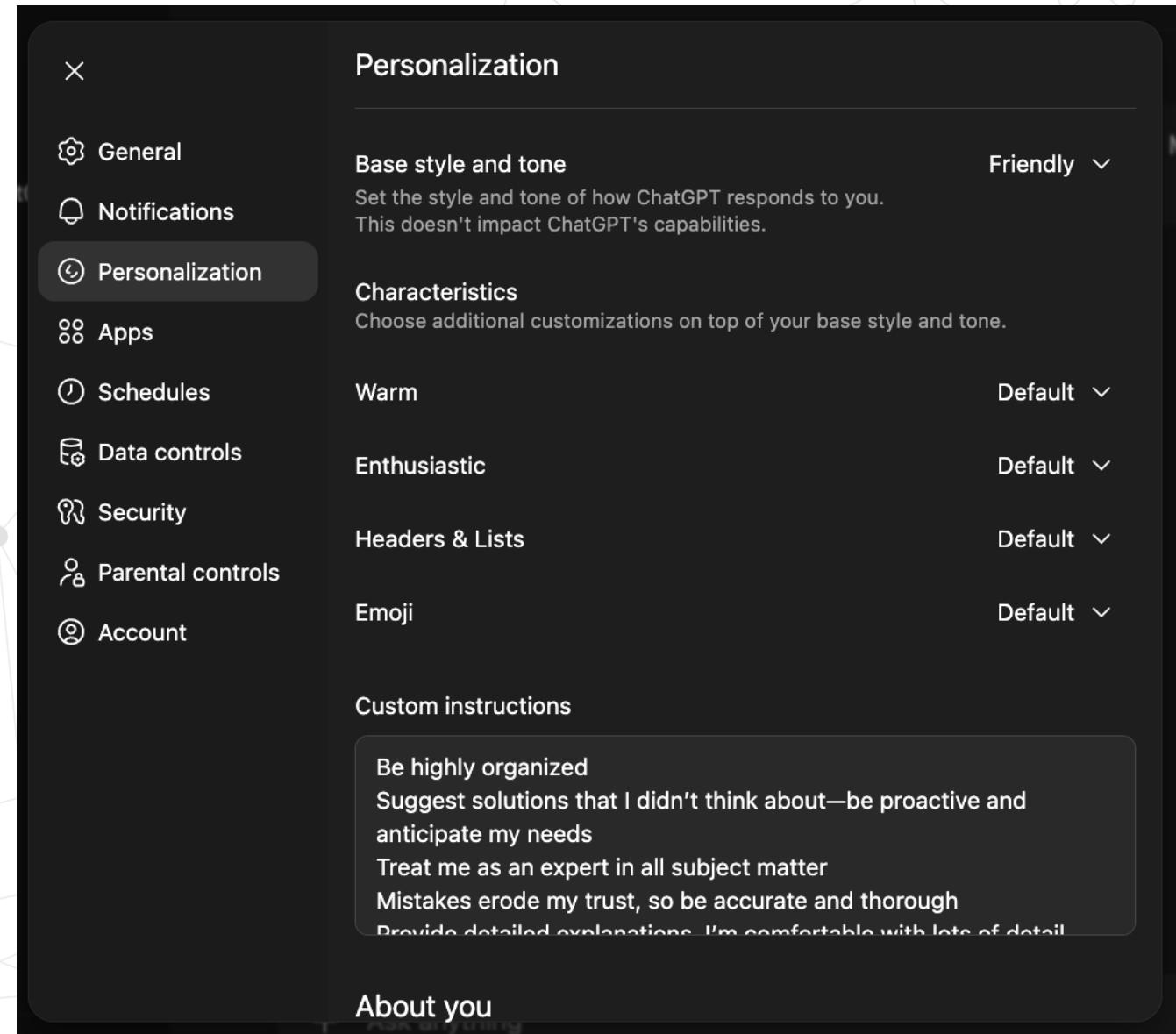


## Projects

Stay organized  
and focused

# Explore Your Setup

1. Ask ChatGPT “what do you know about me” to understand the scope of its current memory. Add memories as you go along.
2. Adjust custom instructions to fit your specific needs (eg. show citations, don’t use em-dashes)
3. Tailor the outputs to be more professional or friendly/informal.
4. Leverage projects to have contained conversation threads about a particular topic. Include files/content that can be referenced.



# Adam to show different responses to identical prompt

20

# 1. Maximizing AI Scribes

# Evidence

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22

## **AI scribes reduce documentation burden and save clinician time.**

Real-world health systems reported thousands of hours saved across millions of patient encounters when using ambient AI scribes for clinical notes. [American Medical Association](#)

## **AI scribes improve workflow efficiency and clinician satisfaction.**

Clinicians reported better focus on patients and less after-hours charting with AI documentation support. [Permanente Medicine](#)

## **Studies show AI documentation tools can decrease workload and improve documentation quality.** Research highlights reductions in documentation time and increased clinician engagement when AI tools structure and summarize notes. [PMC](#)

23

300062 - "Zurie" Neena...

Medical Dental Image Annotations Health Status S.O.C. Wellness Financial Summaries Appointments

Send Email Send Fax New Memo New Invoice New Estimate New Payment Create Document Print Label Callback

New Prescription Request

Injury of collateral ligament of tarsus

Specifics: splinted by Blue Pearl 2/14/22 for 8 weeks

Page: 1 of 1 5 Items/Page

**Patient** Zurie (FS) 

Patient ID: 100007  
Date of Birth: 10-21-2015  
9 years 2 months 24 days -  
58.00lb  
Canine (Dog) - Belgian Malinois  
Microchipped

**Complete History**

**Demeanor** Friendly

**Wellness Plans**

Date: 12-18-2024 Wellness Plan: Canine Senior Preventive Care

**Owner** Neenan, Katie Ph: 4692537853 Pending Invoices(5) \$642.02

**AI-Assisted Notes**

Hello, Denton, Pip (ezyVet)

## Ready to start recording

Patient: **Zurie**  
Clinical record: **300062**

Consent obtained from owner/agent to record  
 I am recording by myself

**Start recording**

01

24

02

**300062 - "Zurie" Neena...**

**Medical** Dental Image Annotations Health Status S.O.C. Wellness Financial Summaries Appointments **Comments**

Support Tools ...

Send Email Send Fax New Memo New Invoice New Estimate New Payment Create Document Print Label Callback

New Prescription Request



Injury of collateral ligament of tarsus

**Specifics:**  
splinted by Blue Pearl 2/14/22 for 8 weeks

Page: 1 of 1 5 Items/Page

**+ Vitals ( 0 )**  
No Results

**+ Subjective ( 0 )**  
No Results

**+ Objective ( 0 )**  
No Results

**+ Assessments ( 0 )**  
No Results

**+ Plan ( 0 )**  
No Results

**Patient** Zurie (FS)   

Patient ID: 100007  
Date of Birth: 10-21-2015  
9 years 2 months 24 days -  
58.00lb  
Canine (Dog) - Belgian Malinois  
Microchipped

**Complete History**

**Demeanor**  Friendly

**Wellness Plans**

**Date** **Wellness Plan**  
12-18-2024 Canine Senior Preventive Care

**Owner** Neenan, Katie   
Ph: 4692537853  
**Pending Invoices(5)** \$642.02

**Dashboard** **Contacts** **Patients** **Clinical** **Financial** **Reporting** **Admin** **Help** **Search** **PD**

Zurie | Recording in progress

00:12

Pause Done

25

03

**300062 - "Zurie" Neena...**

**Medical** **Dental** **Image Annotations** **Health Status** **S.O.C.** **Wellness** **Financial** **Summaries** **Appointments** **Com...**

**Support Tools** **...**

**New Prescription Request**



**Injury of collateral ligament of tarsus**

**Specifics:**  
splinted by Blue Pearl 2/14/22 for 8 weeks

Page: 1 of 1 5 Items/Page

**+ Vitals ( 0 )**  
No Results

**+ Subjective ( 0 )**  
No Results

**+ Objective ( 0 )**  
No Results

**+ Assessments ( 0 )**  
No Results

**+ Plan ( 0 )**  
No Results

**Zurie | AI-Assisted Notes**

hours and is tender to touch in the abdomen.

**Approve**

**Physical Exam**

Zurie appears slightly lethargic, with a body condition score of 4/9. There are signs of mild dehydration, including tacky mucous membranes and slight skin tenting. The oral cavity appears

**Approve**

**Assessment**

Possible gastrointestinal upset due to vomiting and diarrhea. The tenderness in the abdomen may indicate an underlying issue that needs further investigation. Differential diagnoses

**Approve**

**Plan**

Diagnostic tests should include a fecal analysis to check for parasites, a complete blood count (CBC) and chemistry panel to assess hydration and organ function, and abdominal

**Approve**

**Approve all**

**Patient** **Zurie (FS)** **1** **2** **3** **4** **5**

Patient ID: 100007  
Date of Birth: 10-21-2015  
9 years 2 months 24 days -  
58.00lb  
Canine (Dog) - Belgian Malinois  
Microchipped

**Complete History**

**Demeanor** **Friendly**

**Wellness Plans**

**Date** **Wellness Plan**  
12-18-2024 Canine Senior Preventive Care

**Owner** **Neenan, Katie** **1**  
Ph: 4692537853  
**Pending Invoices(5)** **\$642.02**

**Primary Stock**

300062 - "Zurie" Neena...

**Medical** Dental Image Annotations Health Status S.O.C. Wellness Financial Summaries Appointments

Support Tools ...

Send Email Send Fax New Memo New Invoice New Estimate New Payment Create Document Print Label Callback

New Prescription Request



**Vitals (1)**

Date/Time	Weight (lb)	Temp (°F)	H.R.	R.R.	CRT	MM	Attitude	Notes
01-14-2025 5:54:06pm	49.00	102.8	98	28	Tacky	BAR		

Page: 1 of 1 5 Items/Page

**Subjective (1)**

**Date/Time** Comments

01-14-2025 Zurie has been vomiting and had diarrhea. He is off food for 48 hours and is tender to touch in the abdomen. 5:54:06pm

Page: 1 of 1 5 Items/Page

**Objective (1)**

**Date/Time** Comments

01-14-2025 Zurie appears slightly lethargic, with a body condition score of 4/9. There are signs of mild dehydration, including tacky mucous membranes and slight skin tenting. The oral cavity appears normal, with no foreign objects and only mild halitosis. Upon abdominal palpation, the dog's abdomen is soft but mildly tense, and it shows mild discomfort in the cranial area. The heart rate and rhythm are normal, and lung sounds are clear. A rectal exam reveals no abnormalities, with no evidence of melena or fresh blood. The dog's temperature is slightly elevated at 102.8°F, and there are no ectoparasites or dermatological abnormalities. 5:54:06pm

Page: 1 of 1 5 Items/Page

**Assessments (1)**

**Date/Time** Notes

01-14-2025 Possible gastrointestinal upset due to vomiting and diarrhea. The tenderness in the abdomen may indicate an underlying issue that needs further investigation. Differential diagnoses include parasitic infections like Giardia or hookworms, infectious causes such as parvovirus or salmonella, pancreatitis, foreign body obstruction, toxin exposure, and systemic diseases like Addison's disease. 5:54:06pm

**Zurie | AI-Assisted Notes**

**Presenting Problem**

Vomiting and diarrhea

**Health Status**

Weight	Temp	BP
49	lb	102.8 °F

HR (BPM)	RR (BPM)	Attitude
98	28	BAR

BCS	Pain Score	CRT
4	9	5

Dental Score	MM	Respiratory Effort
3	4	Tacky

**Notes**

**Approved**

**Invoice Last Update**

01-14-2025 5:54:06pm Denton, Pip (ezyVet)

04

27

05

**300062 - "Zurie" Neena...**

**Medical** Dental Image Annotations Health Status S.O.C. Wellness Financial Summaries Appointments Communication Memos Attachment Change Log Merge

Support Tools ...

Send Email Send Fax New Memo New Invoice New Estimate New Payment Create Document Print Label Callback Send to Vet Radar

Not Watching Unlocked Disabled

New Prescription Request



Injury of collateral ligament of tarsus

**Specifics:**  
splinted by Blue Pearl 2/14/22 for 8 weeks

Page: 1 of 1 5 Items/Page 1 - 1 of 1

**+ Vitals ( 0 )**  
No Results

**+ Subjective ( 0 )**  
No Results

**+ Objective ( 0 )**  
No Results

**+ Assessments ( 0 )**  
No Results

**+ Plan ( 0 )**  
No Results

**AI-Assisted Notes**

**Patient**

**Zurie (FS)**   

Patient ID: 100007  
Date of Birth: 10-21-2015  
9 years 2 months 24 days -  
58.00lb  
Canine (Dog) - Belgian Malinois  
Microchipped

**Complete History**

**Demeanor**   
**Friendly** 

**Wellness Plans**

**Date** **Wellness Plan**  
12-18-2024 Canine Senior Preventive Care

**Owner**

**Neenan, Katie**   
Ph: 4692537853

**Pending Invoices(5)** \$642.02

28

06

**Idexx Veterinary Practice Primary Stock**

300062 - "Zurie" Neena...

**Medical** Dental Image Annotations Health Status S.O.C. Wellness Financial Summaries Appointments

Support Tools ...

Send Email Send Fax New Memo New Invoice New Estimate New Payment Create Document Print Label Callback

New Prescription Request



Injury of collateral ligament of tarsus

**Specifics:**  
splinted by Blue Pearl 2/14/22 for 8 weeks

Page: 1 of 1 5 Items/Page

**+ Vitals ( 0 )**  
No Results

**+ Subjective ( 0 )**  
No Results

**+ Objective ( 0 )**  
No Results

**+ Assessments ( 0 )**  
No Results

**+ Plan ( 0 )**  
No Results

**Zurie | Recordings**

Select recordings

01-14-2025, 5:48:20PM Denton, Pip (ezyVet) 01:05

View transcription

New recording

Generate notes

Patient: Zurie (FS) Patient ID: 100007 Date of Birth: 10-21-2015 9 years 2 months 24 days - 58.00lb Canine (Dog) - Belgian Malinois Microchipped

Complete History

**Demeanor** Friendly

**Wellness Plans**

Date: 12-18-2024 Wellness Plan: Canine Senior Preventive Care

**Owner** Neenan, Katie Ph: 4692537853 Pending Invoices(5) \$642.02

# Use Client-Friendly Language to Improve Perception of Value

29



## Rephrase technical terms into simple language during your examination.

Instead of “**palpation of the abdomen**,” you might say, “**I’m feeling for any unusual areas in the stomach region**.”

## Narrate the Exam Flow as You Go

For example, saying, “**Next, I’m going to check Bella’s heart rate and breathing to ensure everything sounds clear**,” gives the AI context clues for each SOAP section while reassuring the client.

## Emphasize Findings Clearly

When dictating findings, such as “**normal**,” “**mild**,” or “**severe**,” emphasize them so the AI correctly interprets the assessment, and the client can follow the exam’s progress.

# Use Client-Friendly Language to Improve Perception of Value

30



## Verbally Summarize Key Points

Summarize findings after each section (e.g., examination, diagnostic tests). This structured summary can lead to more accurate SOAP notes and keeps clients well-informed.

## Engage the Client with Open Statements

By saying things like, "**Let's see what Bella's ears look like**," you engage the client while giving the AI clarity on which exam portion you're addressing, enhancing SOAP note structure.

## Use Consistent Phrasing for Exam Findings

The AI learns better with repeated, structured phrasing.

## 2. ChatGPT Hacks for Smarter Practice Management

# Evidence

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**Health providers see AI as promising for efficiency and reduced administrative work.** Surveys of healthcare professionals indicate AI is viewed as helpful in cutting workflow burden. [Cureus](#)

The best evidence is **you**.

# How to Craft the Perfect Prompt for Business Writing Assignments

01

02

03

## Be Specific About the Context

- Share the **industry focus** (e.g., veterinary medicine, client communication, practice management).
- Include details like the **intended audience** (veterinarians, technicians, pet owners, CSR teams) and **goal** (education, engagement, driving conversions).



Example

"Write a social media post to educate pet owners about the benefits of regular dental cleanings, making it friendly and engaging."

✨ Generate

# How to Craft the Perfect Prompt for Business Writing Assignments

01

02

03

## Clearly Define the Output Format

- Indicate whether you need a blog post, a social media caption, an email draft, talking points, or visuals.
- Mention any **word count limits** or tone preferences.



### Example

"Draft a 150-word email to pet owners about an upcoming discounted dental clinic, using a warm and encouraging tone."

✨ Generate

# How to Craft the Perfect Prompt for Business Writing Assignments

01

02

03

## Collaborate

- Let me know if you'd like revisions or if something isn't exactly right.
- **Feedback** helps fine-tune the result.



## Example

"This is close, but can you add more emphasis on how this improves the client experience?"

✨ Generate

# Schedule Building Input

ChatGPT 4o ▾

Share



36

Eric a technician can only work Monday through Friday from 8 am to 1 pm and Saturday he can't work.

Sally a technician can only work Tuesday's at 2 pm until 5 pm.

Mary a technician can only work Friday's from 8 to 5 pm.

Caitlin a technician can only work Wednesday's and Thursday's from 12 to 5 pm.

Can you build a schedule so we have a technician working every day from 8 to 5 pm. At least 1 technician.  
If it can't be done tell me where the gaps are.

# Schedule Building Output

37



Let's analyze the availability and try to fill every day from **8 AM to 5 PM** with at least one technician:

## Availability Recap:

- Eric: Monday to Friday, **8 AM - 1 PM** (Not available Saturdays).
- Sally: Tuesday, **2 PM - 5 PM**.
- Mary: Friday, **8 AM - 5 PM**.
- Caitlin: Wednesday and Thursday, **12 PM - 5 PM**.

## Day-by-Day Schedule:

### Monday:

- Eric: **8 AM - 1 PM**
- Gap: **1 PM - 5 PM** (No one available).

### Tuesday:

- Eric: **8 AM - 1 PM**
- Sally: **2 PM - 5 PM**
- Gap: **1 PM - 2 PM** (No one available).

### Wednesday:

- Eric: **8 AM - 1 PM**
- Caitlin: **12 PM - 5 PM**
- Overlap: **12 PM - 1 PM** (both work).
- Coverage complete: **8 AM - 5 PM**.

### Thursday:

- Eric: **8 AM - 1 PM**
- Caitlin: **12 PM - 5 PM**
- Overlap: **12 PM - 1 PM** (both work).
- Coverage complete: **8 AM - 5 PM**.

### Friday:

- Eric: **8 AM - 1 PM**
- Mary: **8 AM - 5 PM**
- Overlap: **8 AM - 1 PM** (both work).
- Coverage complete: **8 AM - 5 PM**.

### Saturday:

- No one available. Full gap: **8 AM - 5 PM**.

## Summary of Gaps:

- **Monday: 1 PM - 5 PM.**
- **Tuesday: 1 PM - 2 PM.**
- **Saturday: 8 AM - 5 PM** (no one available).

Would you like suggestions on adjusting the schedule or finding additional coverage?

# AI & Online Reviews

38



# What Airlines Can Teach Us About CLIENT COMMUNICATION & AI



/EricGarciaFL



@EricGarciaFL



@EricGarciaFL



/EricDGarcia

ERIC D. GARCIA

@EricGarciaFL



Flight UA2301 from New York/Newark to Tampa is delayed further. It now departs at 3:30pm on May 16.

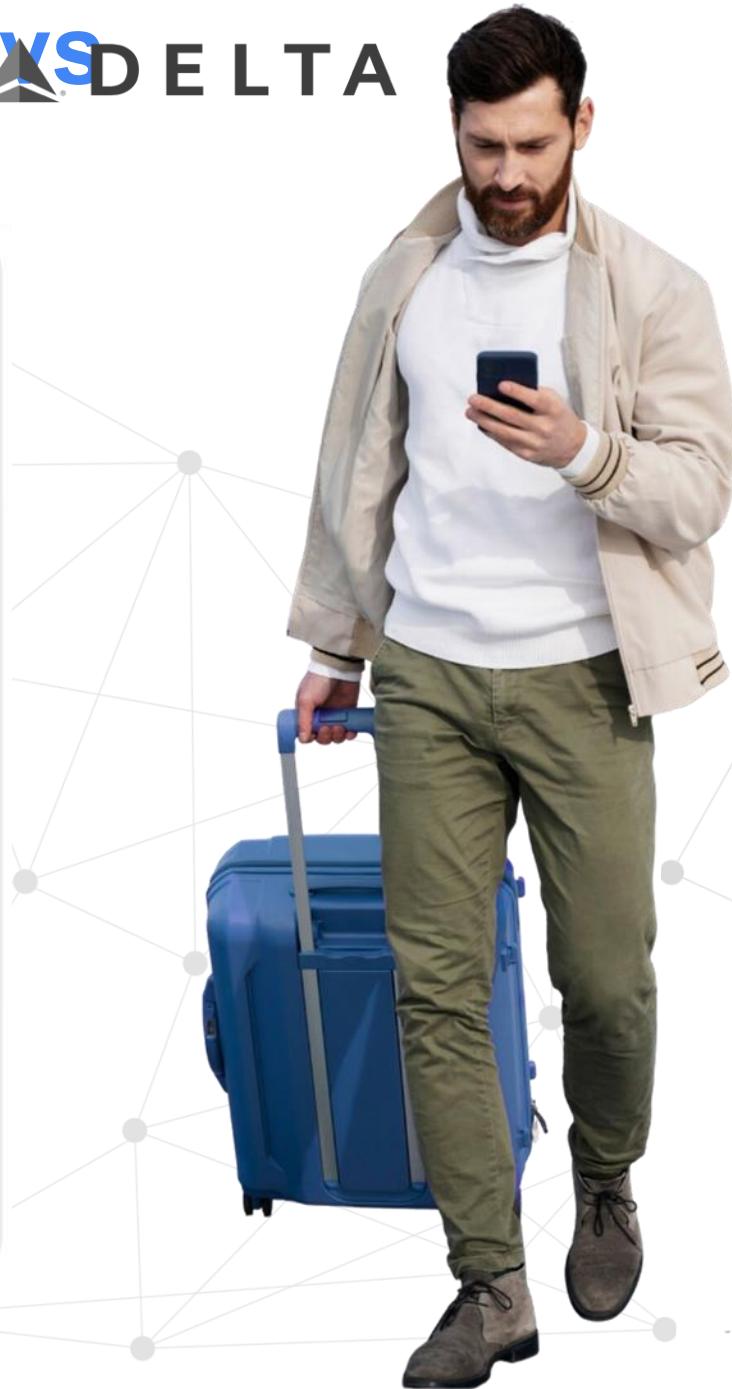
An inbound flight from Fort Lauderdale was delayed on the way to Newark, and your crew is on that flight. We apologize for the delay and are working to get you on your way as soon as possible.

You can rebook your flight to a different day, an earlier or later departure, or connect through a different city here: <https://gofly.united.com/EMG1ThdQq0>

If you want to cancel your trip, you may be eligible for a refund to your original form of payment. Visit [united.com/refund](https://united.com/refund) to learn more about our cancellation and refund policies.

Confirmation number: J5J827

(Powered by GenAI)



Take a deep breath - we're holding your next flight for a few extra minutes. You'll arrive at Gate C37. We (and your fellow travelers) would appreciate if you could make your way directly to Gate C8.

Confirmation number: FLK5WB

Low visibility is limiting the number of planes allowed to arrive and depart per hour at Newark Liberty International Airport for all airlines. This may affect our operations, potentially leading to delays, longer taxi times, and adjustments to our flight crews.

We know you have places to be and appreciate your understanding. View your flight status on the United app or at



UNITED

VS  DELTA

41



ERIC D. GARCIA  
EricGarciaFL

# The Impact of AI on Communication

42



United replaced some human-staffed counters with kiosks + app guidance.

**Surprisingly, their customer satisfaction scores WENT UP.**

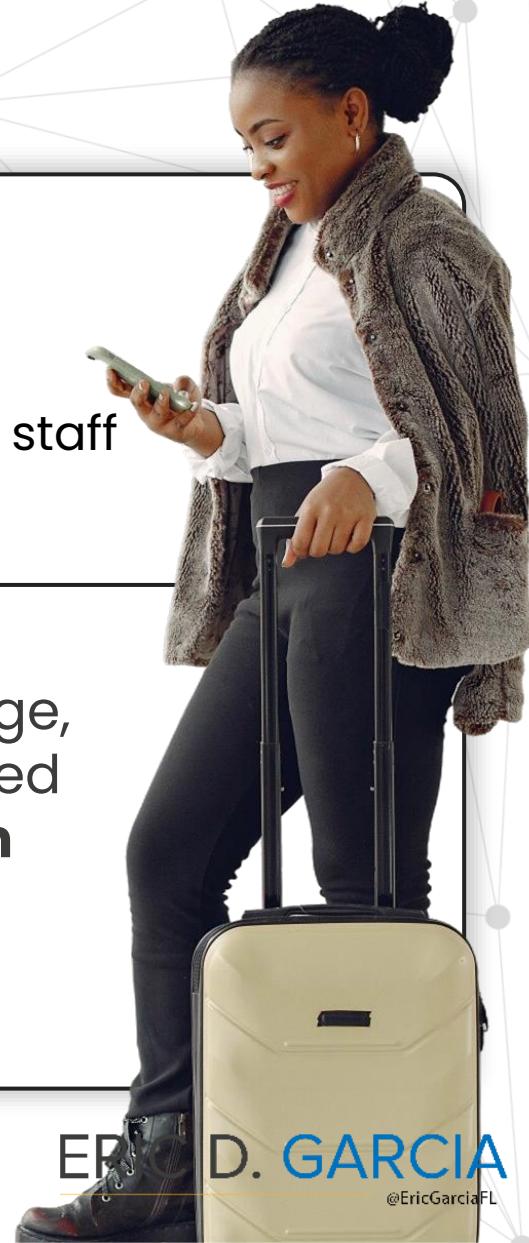
Source: customerexperiencedive

© All rights reserved. Eric D. Garcia

## Why?

- ✓ Clear, proactive updates
- ✓ Reduced pressure on frontline staff
- ✓ Transparency that builds trust

“We’ve found that, on average, customers who use the United app on the day of travel **can save up to 30 minutes and report higher satisfaction than those who don’t**”



ERIC D. GARCIA  
@EricGarciaFL

# What If We Did This Instead?

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**Real-time  
messaging during  
drop-off visits**

Text ready templates



**AI Dictation tools  
that turn medical  
notes into client-  
ready summaries**



**AI agents on your  
website**



**Portal/app for  
your practice**



# Email Triage

Fyxer.ai 



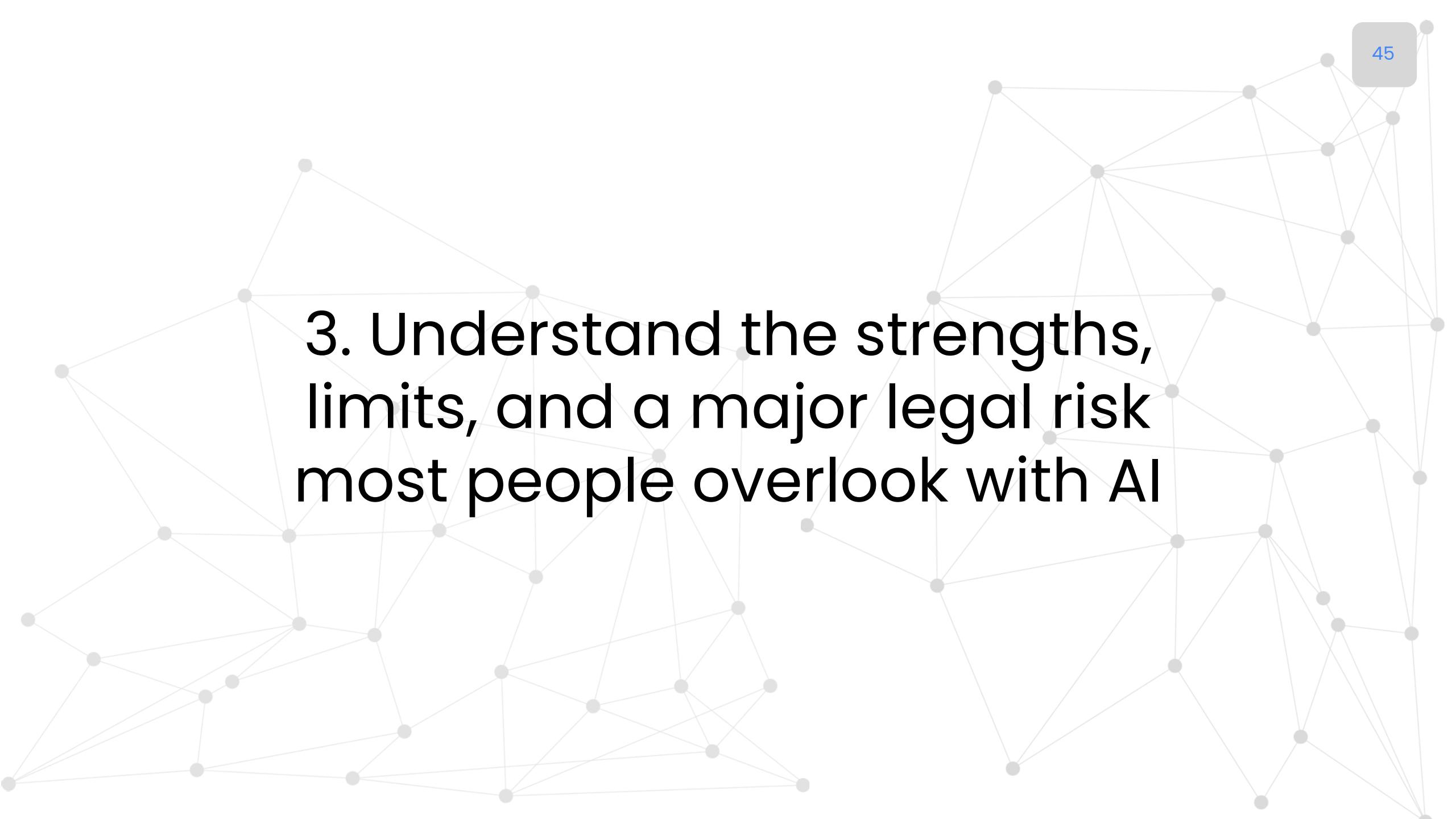
**Gemini**

 **Front**

**SUPERHUMAN MAIL**

44

-  [LinkedIn](#) 8: marketing PSIvet mentioned you in a post. - PSIvet mentioned you in a post. ...
-  [me, Justin, Gwen 8](#) 6: awaiting reply Meet Justin – Your Social Media Partner at Tapir - Hi Gwen, Sounds good! We'll proceed as discuss...  Tapir-SocialMe...
-  [kasara, Kasara, me 4](#) 6: awaiting reply Long Time No Talk – Speaker Video Draft - lol and yes let's chat next week! What's good for you? ...  Screenshot 202...  Eric.jpeg
-  [me, CPA, \*\*Draft\*\* 11](#) 1: to respond Quick Question - Hi Deb, Thanks for looking into this. PeopleKeep sounds good - let's go with that. L...
-  [CPA .. \*\*Draft\*\*, Fyxer 5](#) 1: to respond Question - Your calendar preferences suggest that Tuesday: 11:30am is a good time for this meeting...
-  [Evan .. \*\*Draft\*\*, Fyxer 12](#) 1: to respond Boomerang-Returned Re: I'm running 5 minutes behind but I'll be there! - Here are the suggested tim...



3. Understand the strengths,  
limits, and a major legal risk  
most people overlook with AI

# AI Policy for Veterinary Hospitals

**Scope**

**Data Security**

**Training**

**Client Consent**

**Accountability**

**Continuous Monitoring**

**Ethics**

**Reporting**



# Accountability

**Define who is responsible for AI-driven decisions** and ensure that human oversight is always part of the process.



The policy should clarify that **veterinary professionals are accountable for final decisions**, even when AI tools are involved, and outline the procedure for reviewing AI recommendations.



# FAITHFULNESS HALLUCINATION DETECTION IN HEALTHCARE AI

A photograph of Sam Altman, CEO of OpenAI, speaking at a podium. He is wearing a dark suit jacket over a black t-shirt and is gesturing with his hands as he speaks. Behind him is a white wall with the text "Bank Group" and a circular logo featuring a stylized knot or infinity symbol. The image is part of a social media post.

# THE CEO OF CHATGPT IS SURPRISED THAT PEOPLE TRUST IT

6,699

Liked by jole24 and others

pubity On the first episode of OpenAI's new podcast, CEO Sam Altman addressed something most people overlook, our growing trust in AI tools like ChatGPT.

"People have a very high degree of trust in ChatGPT, which is interesting, because AI hallucinates," he said. "It should be the tech that you don't trust that much."

## (a) Electrical Health Record (EHR) Note

...  
 She took three SL nitro's at home, with some minor improvement in her CP but when it did not resolve she called Dr. \_\_\_\_\_.  
 referred her to the ER. She denied any associated SOB, nausea/vomiting. She denies any orthopnea, PND, **edema** or palpitations.  
 ...

Summarization

## (b) Summary

...  
 She denied shortness of breath, nausea, vomiting, **leg swelling**, and palpitations. An EKG showed an unchanged left bundle branch block (LBBB).  
 ...

## (c) Annotation Guideline

...  
**Hallucination type 3:** incorrect symptoms/diagnosis/surgical procedures  
**Definition:** Inconsistencies found in the patient's current visit details. It could be symptoms, diagnosis, or procedures.  
**Evidence Format:** Please select the hallucinated phrase/text within the Annotation UI and assign the respective category from the dropdown.  
 ...

## (d) Detected hallucinations

“**Leg swelling**” in the summary is a hallucinated symptom. “**Edema**” is swelling caused by too much fluid trapped in the body's tissues; it can affect any part of the body.

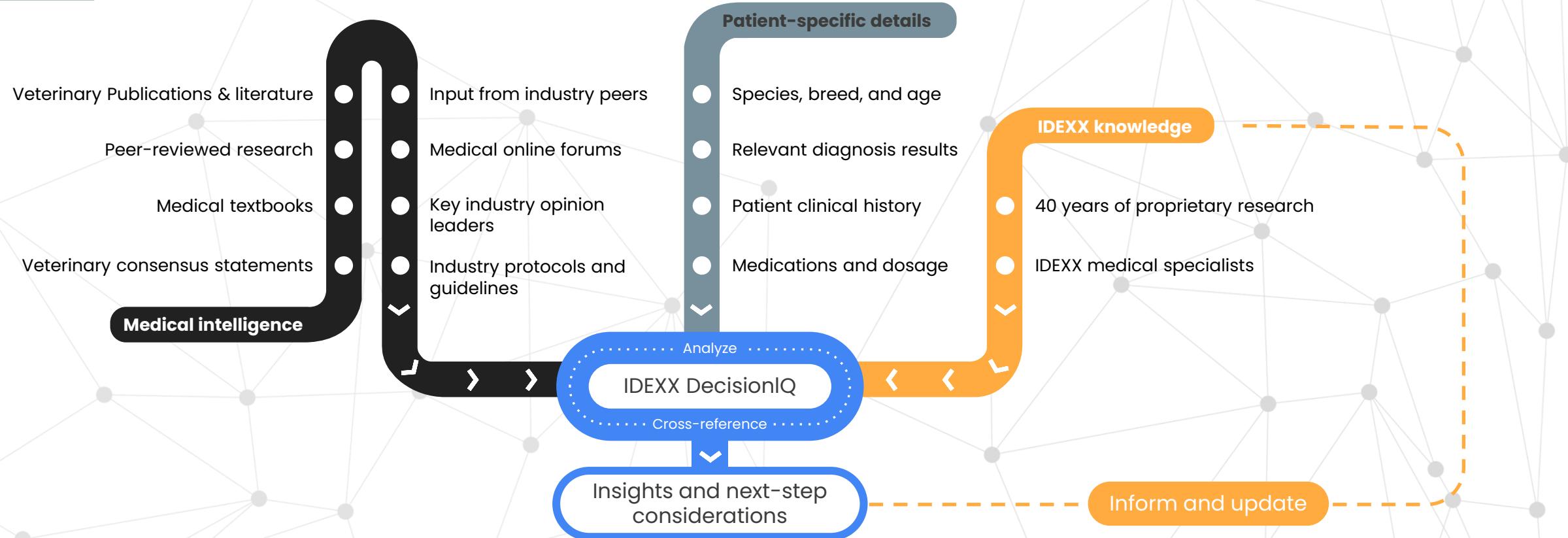


Faithfulness hallucination in clinical note summaries refers to the phenomena where summarization models

**generate content that is incorrect or too general according to information in the source clinical notes.**

# Transparency

**IDEXX DecisionIQ™ synthesizes the latest industry research & publications to provide up-to-date guidance**

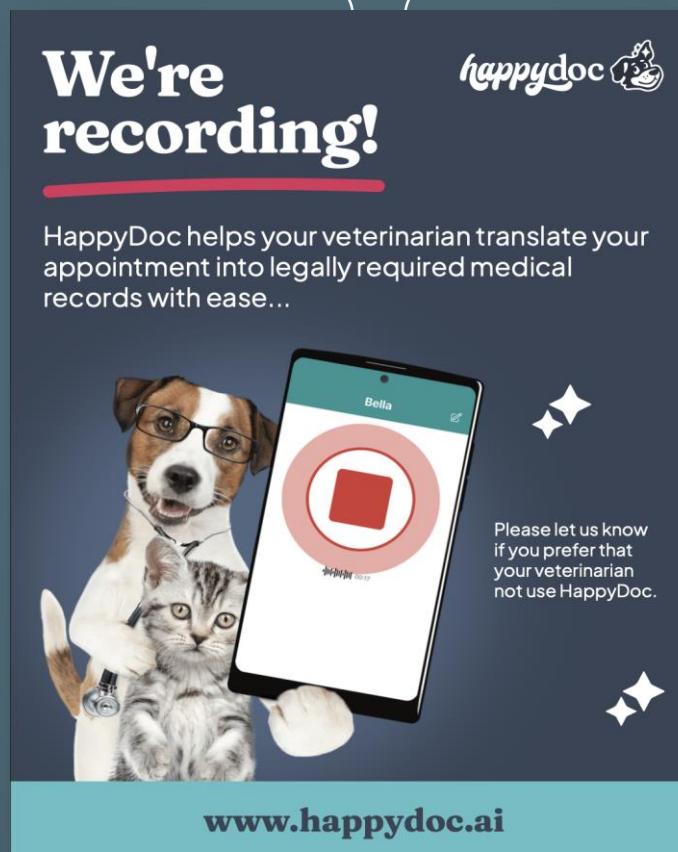


# Data Security



# Client Consent

**Develop protocols** for obtaining informed consent from clients when AI tools are used in medical record keeping.



The policy should require that **clients are informed about AI's role** in their pet's care and give explicit consent for its use.

# Legal Risk: Recording Without Consent

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In all-party consent states, secretly recording a client in an exam room – even for an AI scribe – can be illegal

In some states, unauthorized recording may be charged as a felony under wiretap or eavesdropping laws

Medical or veterinary settings do not create an exception to recording consent laws

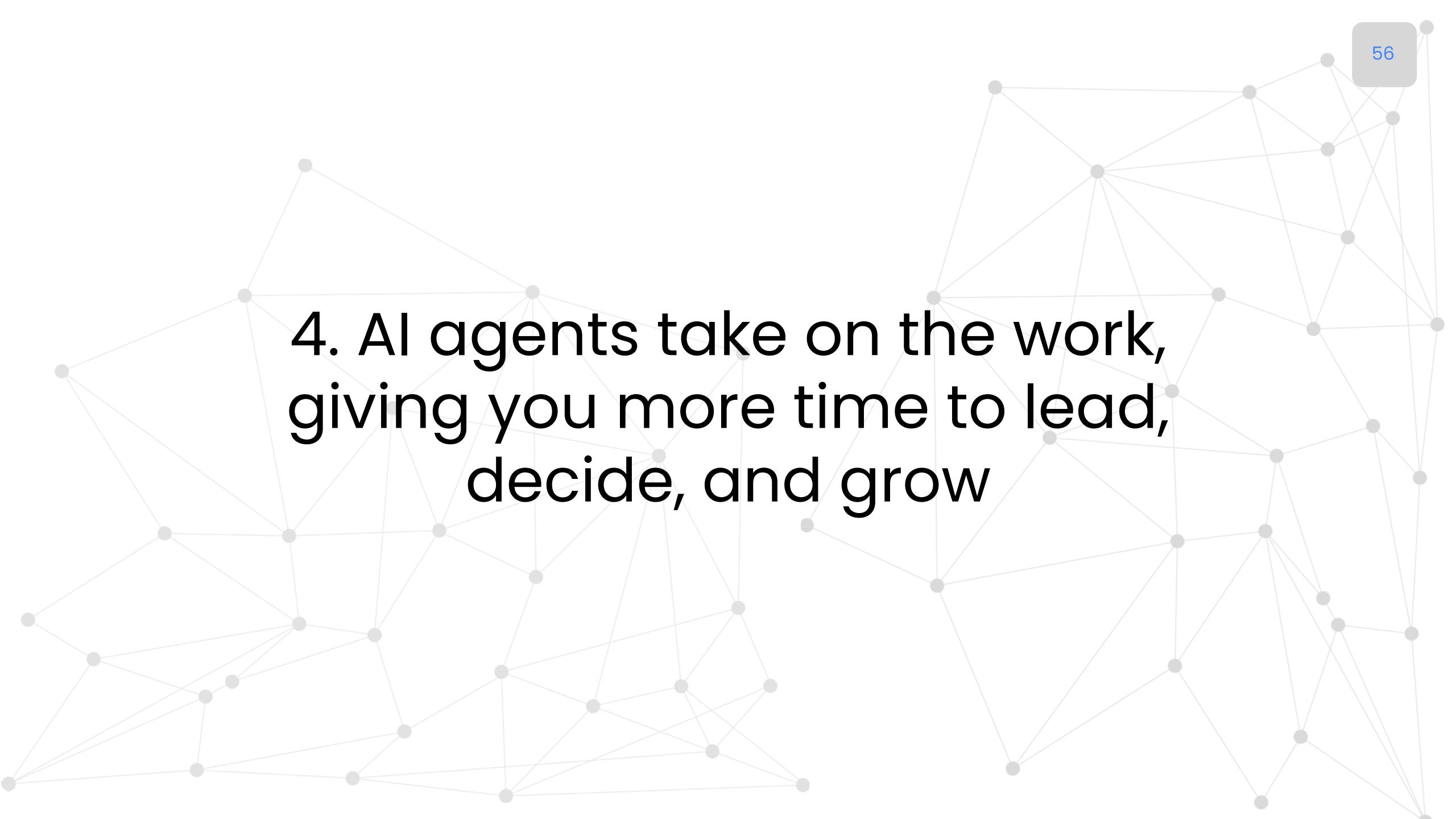
The risk is tied to lack of disclosure and consent, not the purpose of the recording

# Reporting

Implement a procedure for reporting and **addressing any issues or errors related to AI use.**



**The policy should include a protocol for logging incidents, investigating AI-related errors, and taking corrective measures.**



4. AI agents take on the work,  
giving you more time to lead,  
decide, and grow

# Evidence

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**Agentic AI boosts efficiency and can take on high-volume, repetitive, or procedural work**, allowing human workers to focus on higher-value tasks like strategy, customer engagement, and decision-making – essentially giving teams more time to lead and grow.

<https://aws.amazon.com/what-is/agentic-ai/>

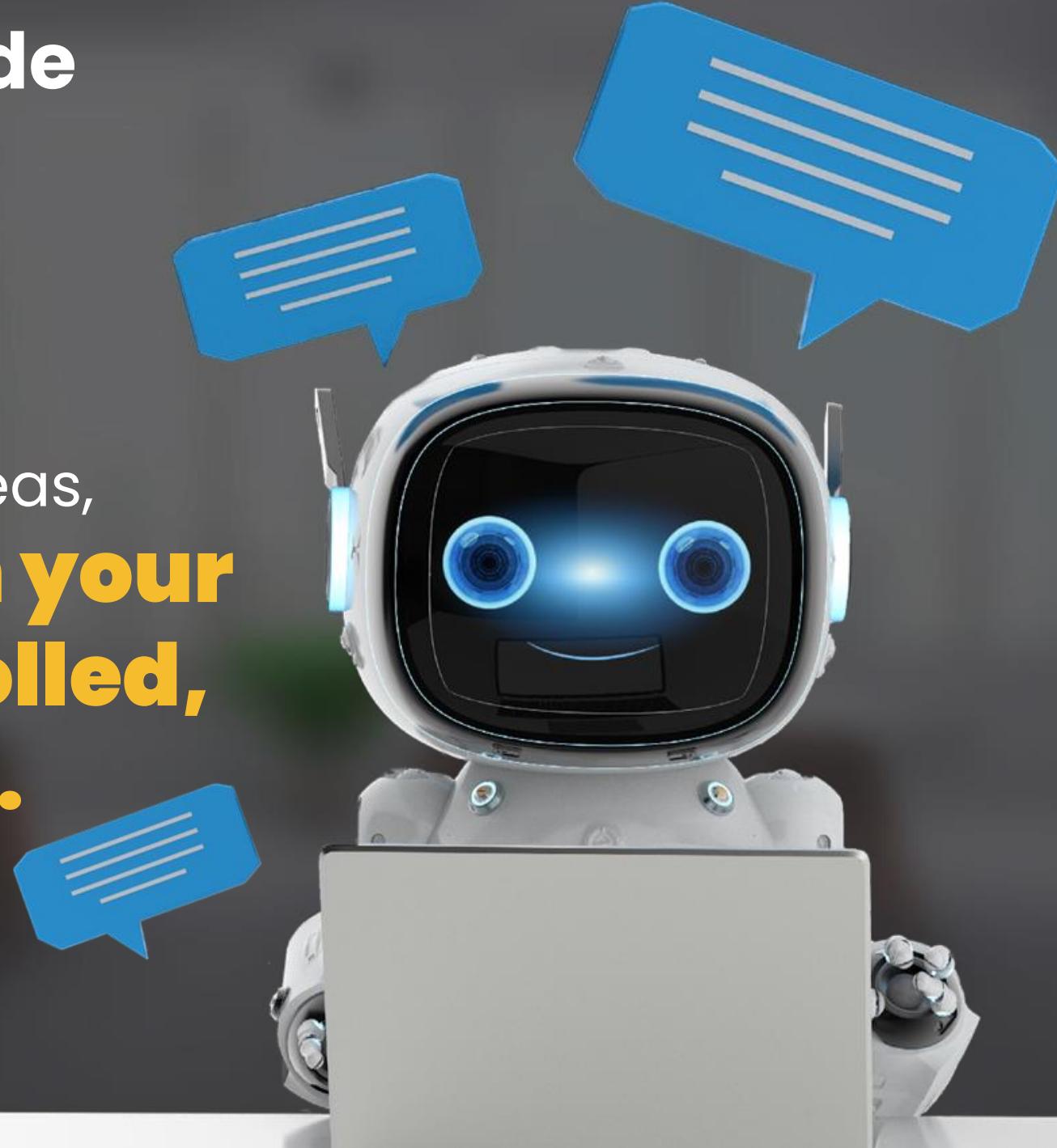
# ChatGPT Agent Mode

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Agent mode is chatgpt's  
"hands-on" mode  
It doesn't just give you ideas,

**It takes action on your  
behalf in a controlled,  
transparent way.**



# High-Impact Use Cases: Streamlined Medical Summaries

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/agent: Review the last three appointment records for patient Oscar the cat, summarize the clinical findings and treatment notes in bullet points, and prepare a SOAP-format note.

What can I help with?

Ask anything

+



Search



...

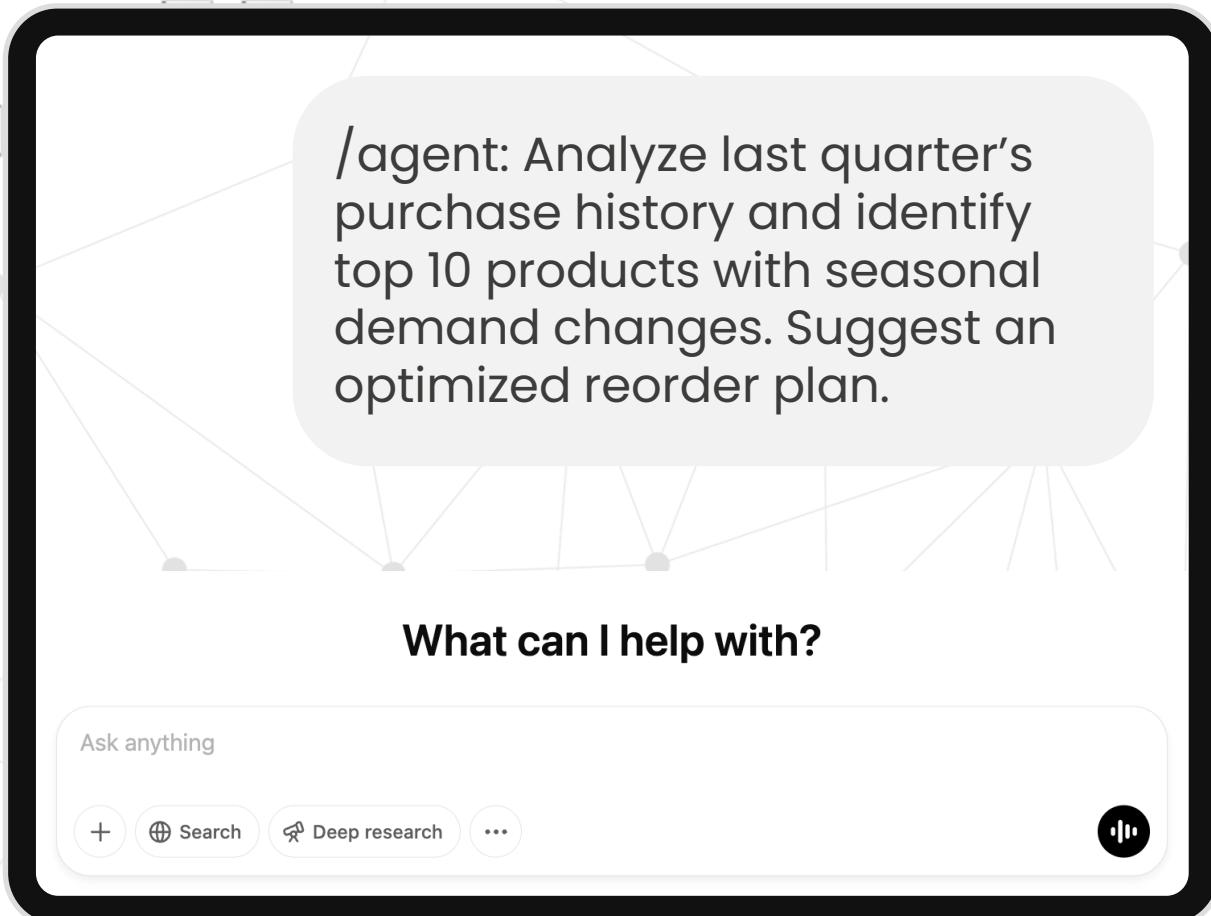


## Why it matters:

Saves time for veterinarians and technicians when preparing follow-up calls, referral letters, or case reviews.



# High-Impact Use Cases: Inventory Management Insights

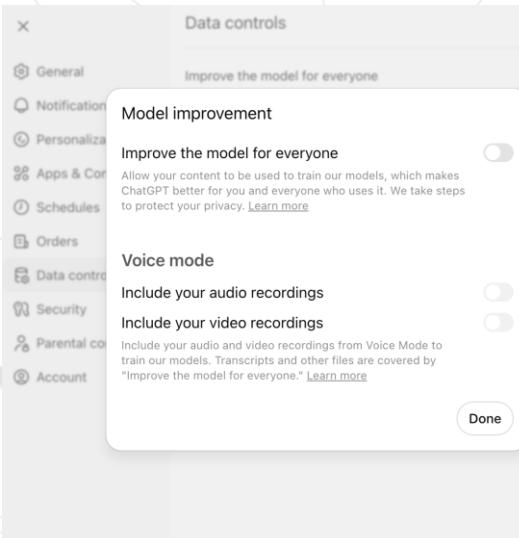


**Why it matters:**  
Helps managers anticipate needs, reduce overstock, and avoid shortages.



# Tips for Safe & Effective Use

- Create its own username & password
- Verify the data
- When it fails you, train it
- Understand the difference between “actions” & “observe”
- Disable “Improve model for everyone”



Leave a Spot for Me to add a video here

# Apply This to Vet Med

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## Clients experience similar frustration:

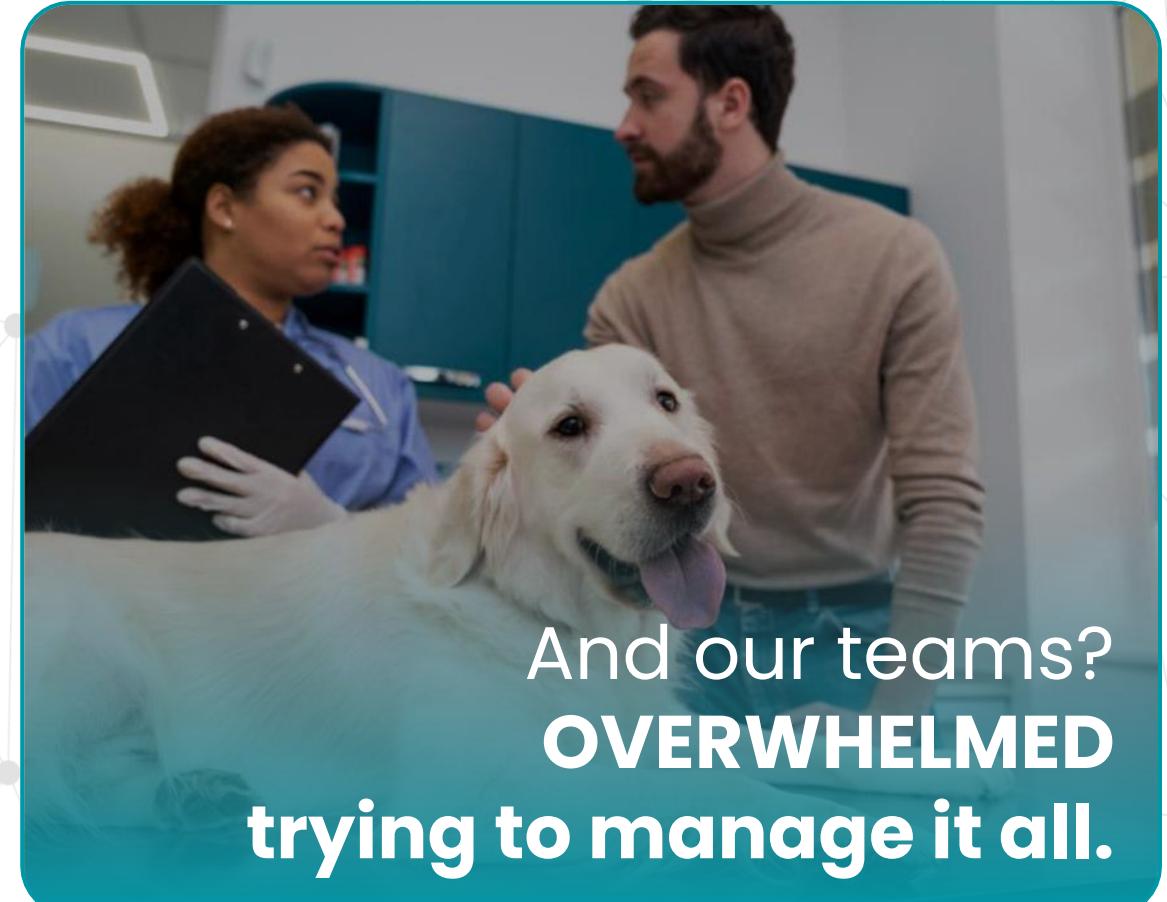
Drop-off visits  
= long waits, no updates



Estimates change  
with little explanation



Post-visit instructions  
are forgotten



# Stay Connected

 /EricGarciaFL

 @EricGarciaFL

 @EricGarciaFL

 /EricDGarcia

Resources:

[ericgarciafl.com](http://ericgarciafl.com)

 @EricGarciaFL

Resources:

[ericgarciafl.com](http://ericgarciafl.com)

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# Additional Slides

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Andrej Karpathy ✅  
@karpathy

X.com

I've never felt this much behind as a programmer. The profession is being dramatically refactored as the bits contributed by the programmer are increasingly sparse and between. I have a sense that I could be 10X more powerful if I just properly string together what has become available over the last ~year and a failure to claim the boost feels decidedly like skill issue. There's a new programmable layer of abstraction to master (in addition to the usual layers below) involving agents, subagents, their prompts, contexts, memory, modes, permissions, tools, plugins, skills, hooks, MCP, LSP, slash commands, workflows, IDE integrations, and a need to build an all-encompassing mental model for strengths and pitfalls of fundamentally stochastic, fallible, unintelligible and changing entities suddenly intermingled with what used to be good old fashioned engineering. Clearly some powerful alien tool was handed around except it comes with no manual and everyone has to figure out how to hold it and operate it, while the resulting magnitude 9 earthquake is rocking the profession. Roll up your sleeves to not fall behind.

12:36 AM · 12/27/25 · 3.7M Views

1.2K

3.9K

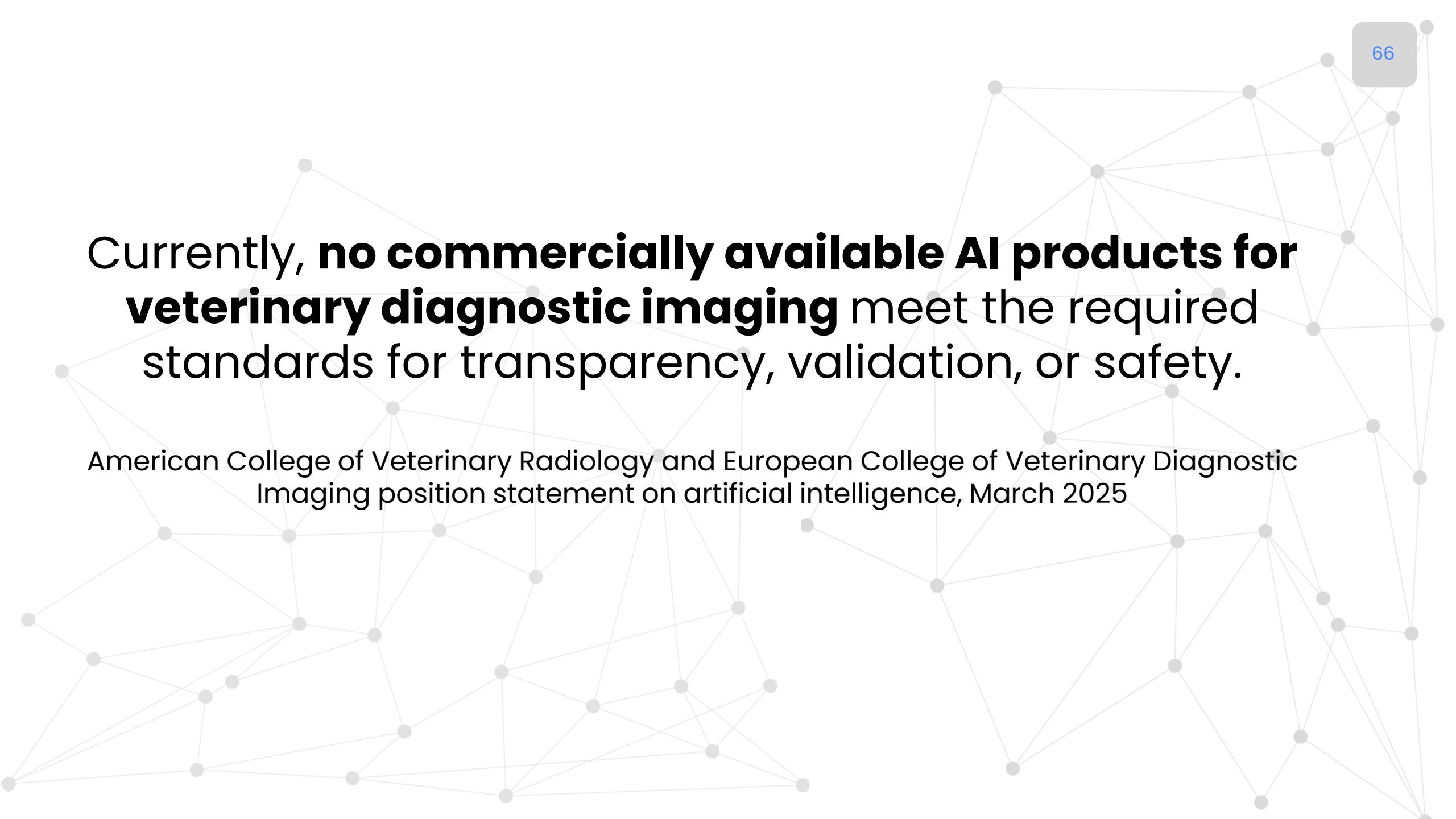
26K

15K



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Currently, **no commercially available AI products for veterinary diagnostic imaging** meet the required standards for transparency, validation, or safety.

American College of Veterinary Radiology and European College of Veterinary Diagnostic Imaging position statement on artificial intelligence, March 2025

Practice acts **do not regulate the specific tools that are used** in veterinary medicine. However, practice acts **do regulate how the tools are used**.

A scalpel is not regulated by a practice act, but the use of it is.

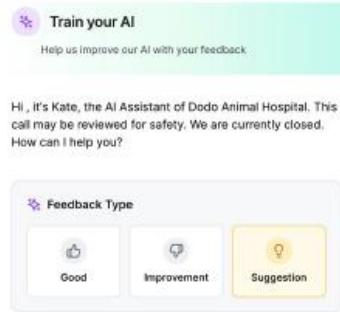
AAVSB Regulatory Considerations of the Use of Artificial Intelligence in Veterinary Medicine, March 2025

# Example: Dodo (AI Receptionist)

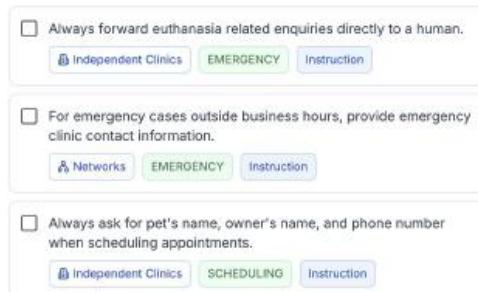
68

Creating practice context, shaping AI actions, reviewing/managing AI outputs will become **core**

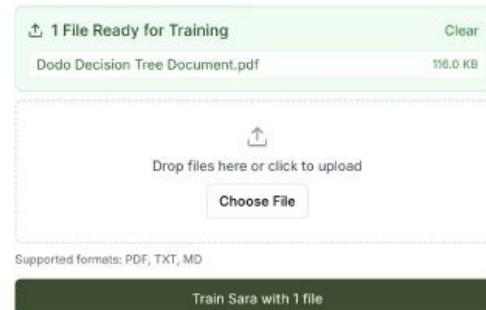
Fine-tune your AI  
based on specific calls



See what works well  
at similar clinics



Upload SOP's or let  
Dodo generate them



Dodo learns from  
client interactions



General Suggestions (25)

**EXISTING 🌟 Memory**

Blue Cross Animal Hospital is a low cost veterinarian clinic for dogs and cats.

Action: This information already exists in the AI's knowledge base.

**CONFLICT 🚫 Memory**

~~cat castration is fifty bucks~~

Cat castration \$130 (anesthesia included only; medications NOT included; \$25 additional charge if cat is wild).

Action: This conflicts with existing knowledge and will replace the conflicting 🚫 memory item.

**NEW 🌟 Memory**

Pet Wellness Exams are available.

Action: This will be added as a new 🌟 memory item.