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Stay ahead with
The Curated Mind,
IDEXX's monthly
education newsletter.

THE CURATED MIND

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



Working Smarter, Not Harder" with AI

8 Essential AI Tips for Veterinary
Practice

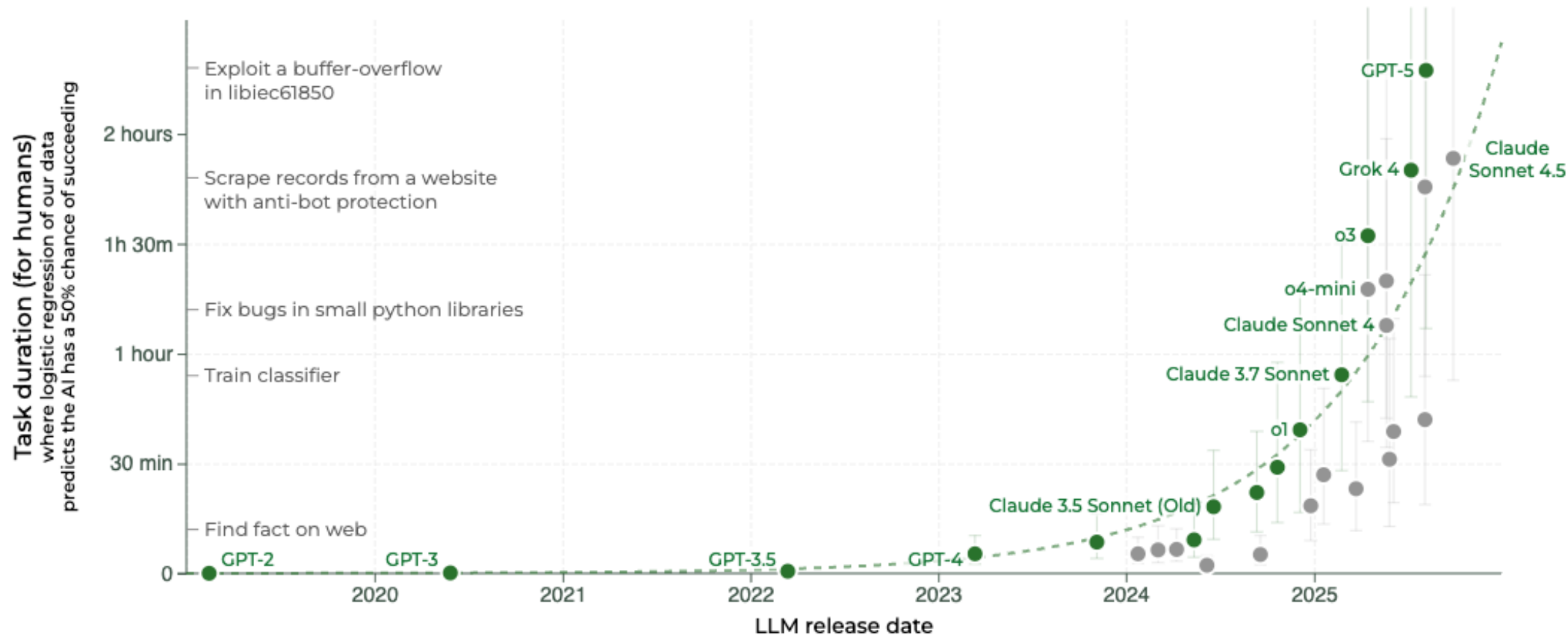


AI use is exploding. If you aren't already using it, you are playing catch-up

ChatGPT has >800M Weekly Active Users

4

The time-horizon of software engineering tasks different LLMs can complete 50% of the time



Digitail AI in Veterinary Medicine Study 2024

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%

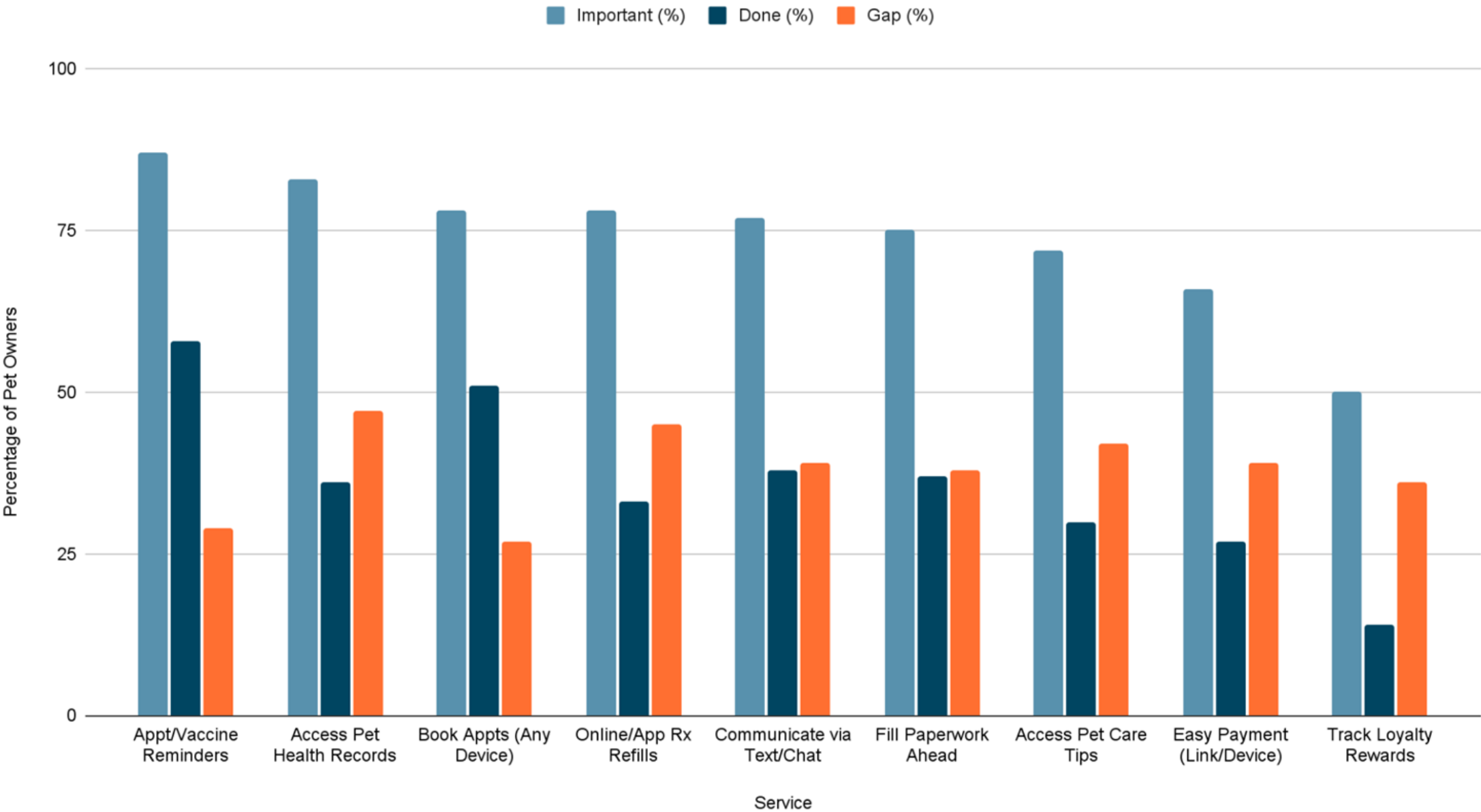
No

Tips

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

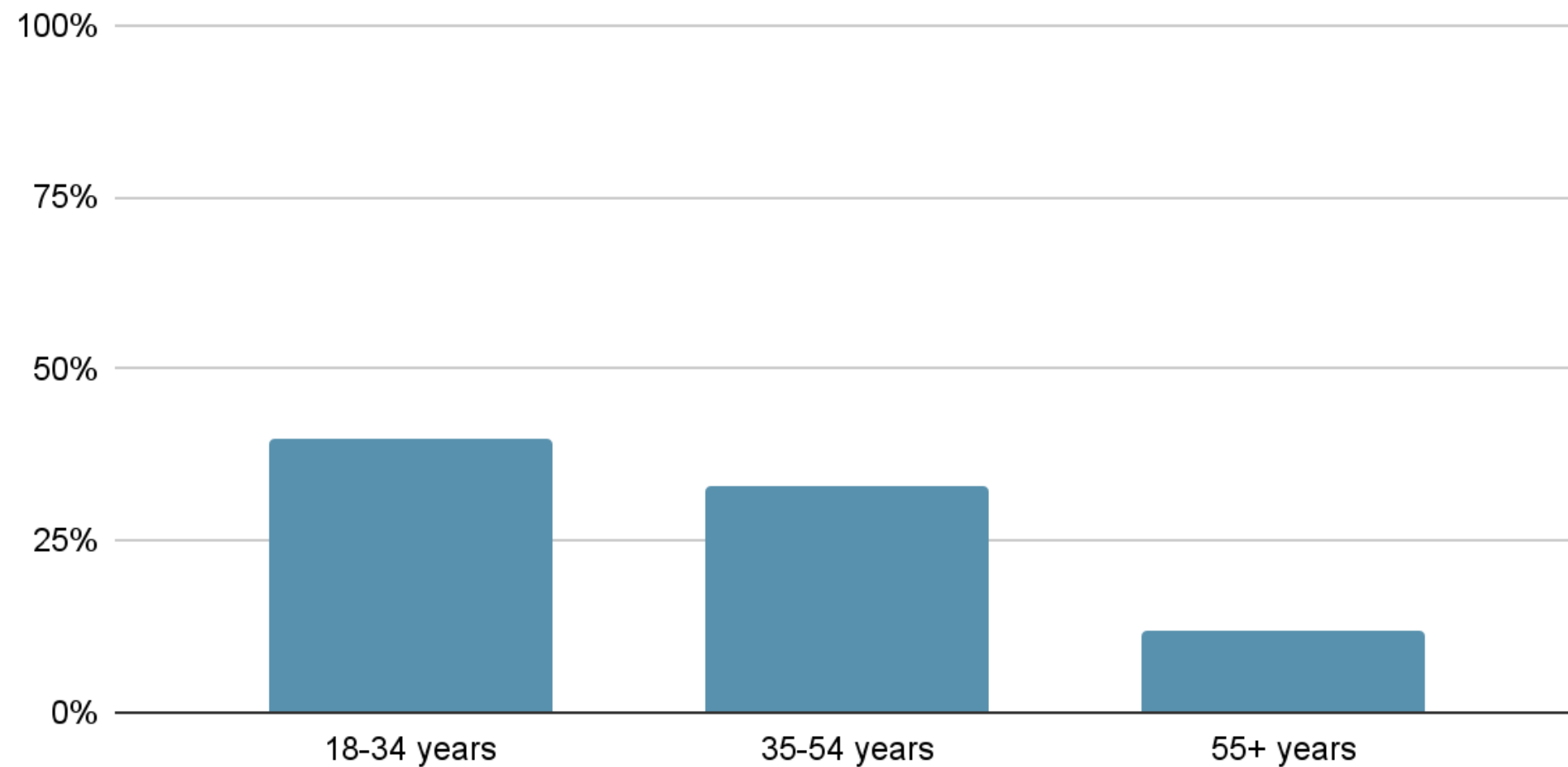
Today's clients have higher expectations
than ever before.
Technology is how we meet the moment.

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

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)

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



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

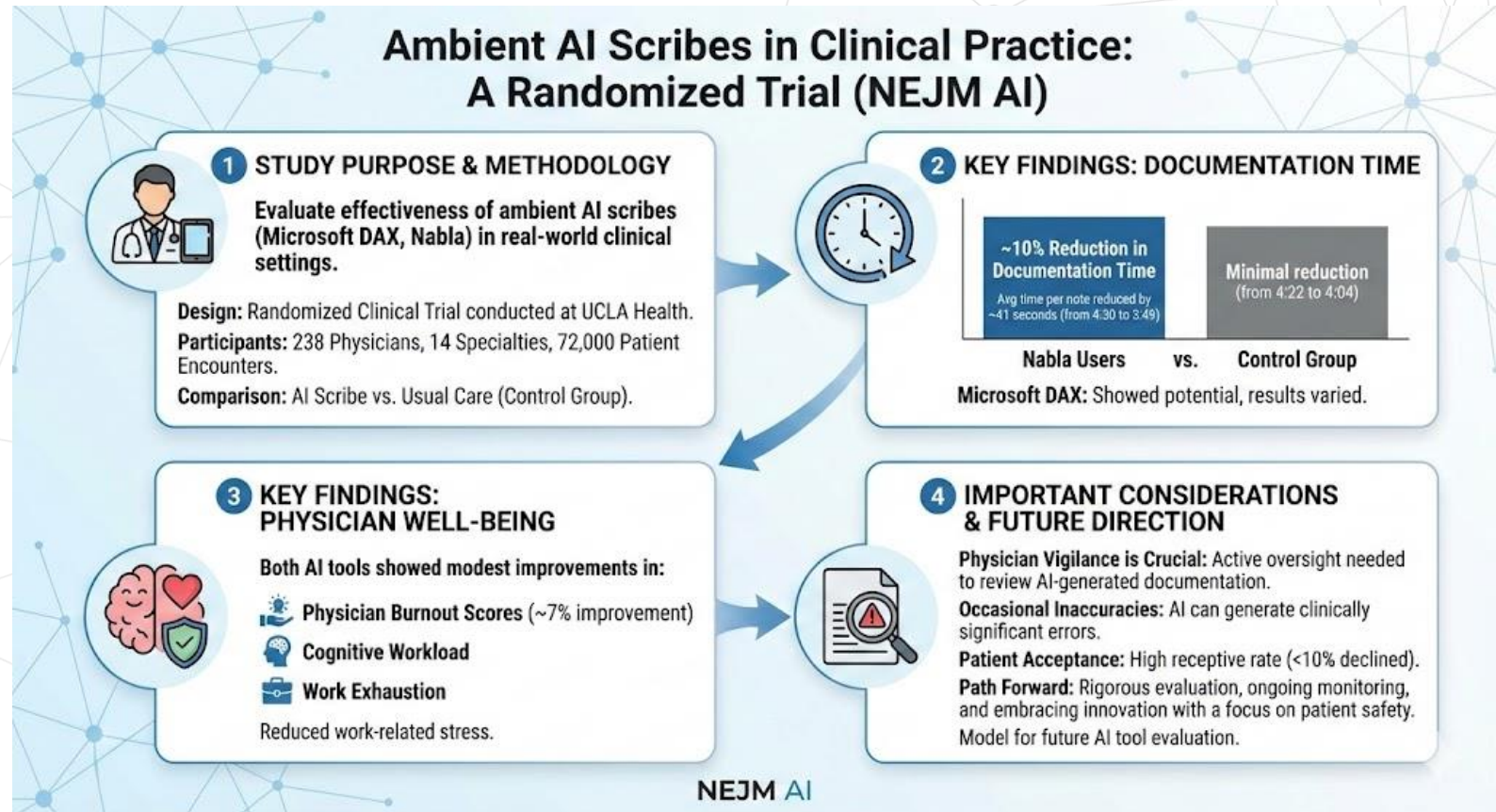
Prompt

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

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



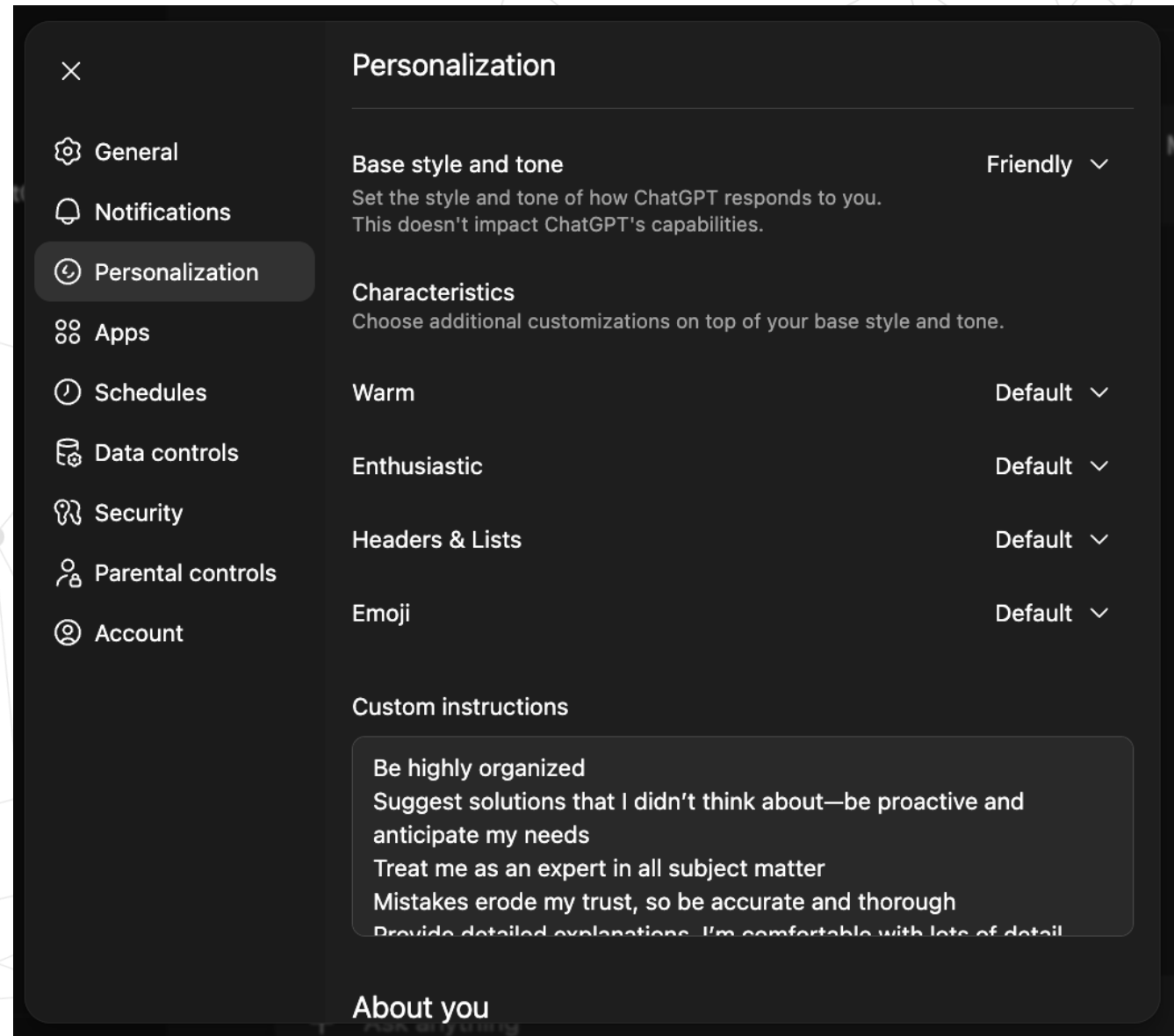
Projects

Stay organized
and focused

Explore Your Setup

19

1. Ask ChatGPT “what do you know about me” to understand the scope of it’s 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**

1. Maximizing AI Scribes

Evidence

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

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



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

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

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

23

🐾 300062 - "Zurie" Neena...

🏠 Medical 🐾 Dental 📷 Image Annotations ❤️ Health Status 🏠 S.O.C. + Wellness 📄 Financial 📄 Summaries ⌚ Appointments ✉️ Com

🔧 Support Tools | ...

✉️ Send Email 📠 Send Fax 🕒 New Memo 📄 New Invoice 📄 New Estimate 💰 New Payment 📄 Create Document 🖨️ Print Label 📞 Callback 🔄 S

👉 New Prescription Request



Patient

> **Zurie (FS)** 📷 📷
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+ Vitals (0)

No Results

+ Subjective (0)

No Results

+ Objective (0)

No Results


+ Assessments (0)


No Results

+ Plan (0)

No Results

🌟 Zurie | Recording in progress









00:12

Pause

Done

02



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

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+ 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

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

<

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

Normal

Notes

Approved

Invoice Last Update

01-14-2025 5:54:06pm

Denton, Pip (ezyVet)

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

+ Vitals (1)

+ Subjective (1)

+ Objective (1)

+ Assessments (1)

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

Disable

New Prescription Request

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

Injury of collateral ligament of tarsus

Specifics:

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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

27

05



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

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\$642.02

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

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

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

33

01

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).

02

03



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

34

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

35

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

36

ChatGPT 4o ▾

↑ Share



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.

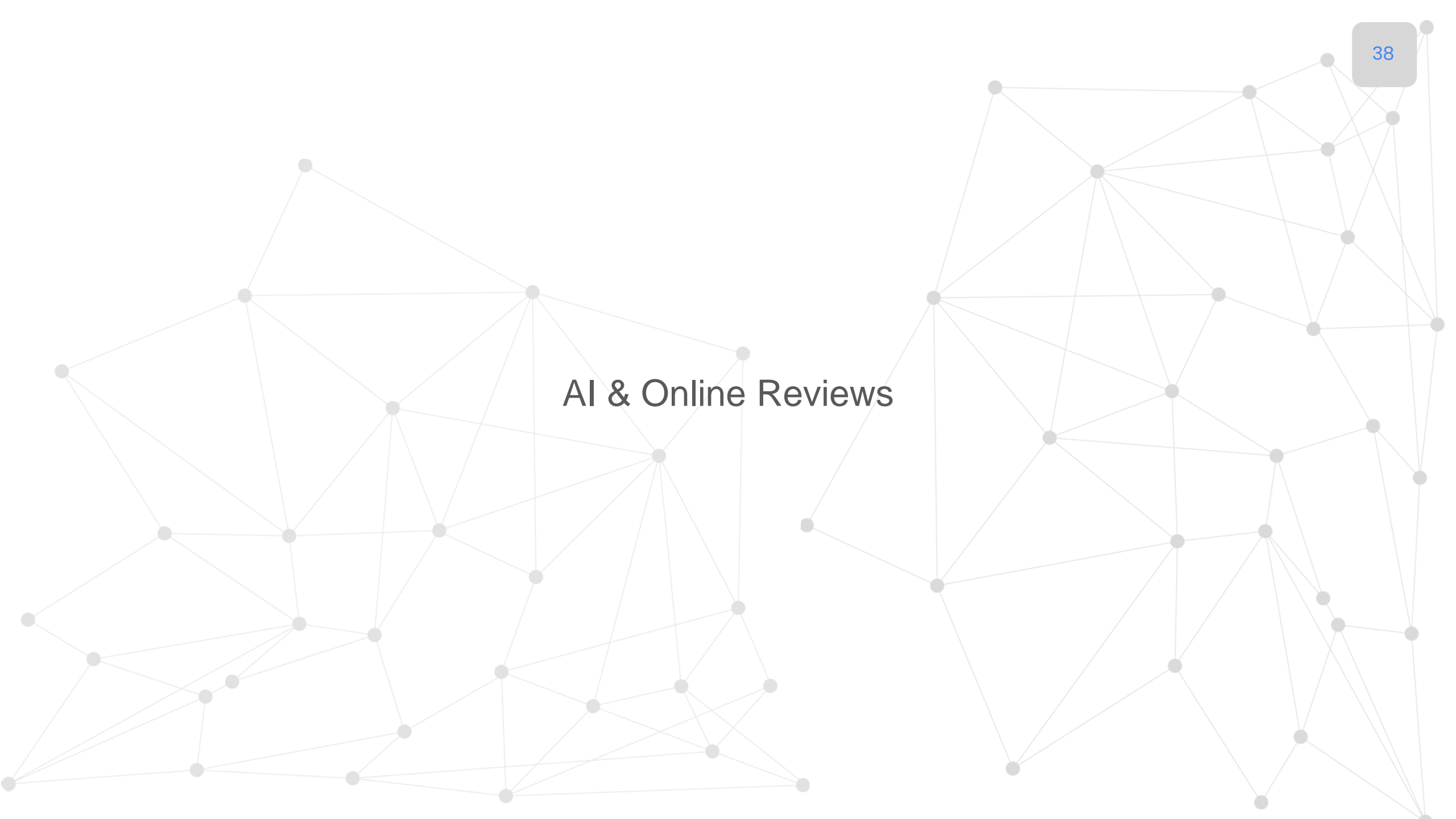
Saturday:

- **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 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

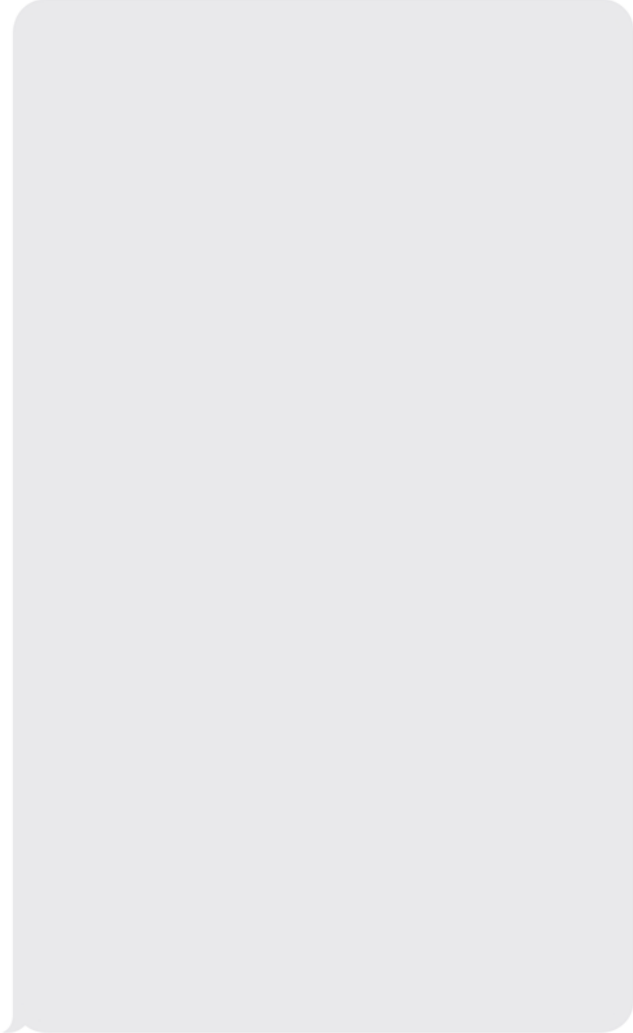
Low visibility is limiting the number of planes allowed to arrive and depart per hour at Newark Liberty International Airport for all airlines. This may affect our operations, potentially leading to delays, longer taxi times, and adjustments to our flight crews.

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



UNITED 

VS  DELTA



The Impact of AI on Communication

42

UNITED 

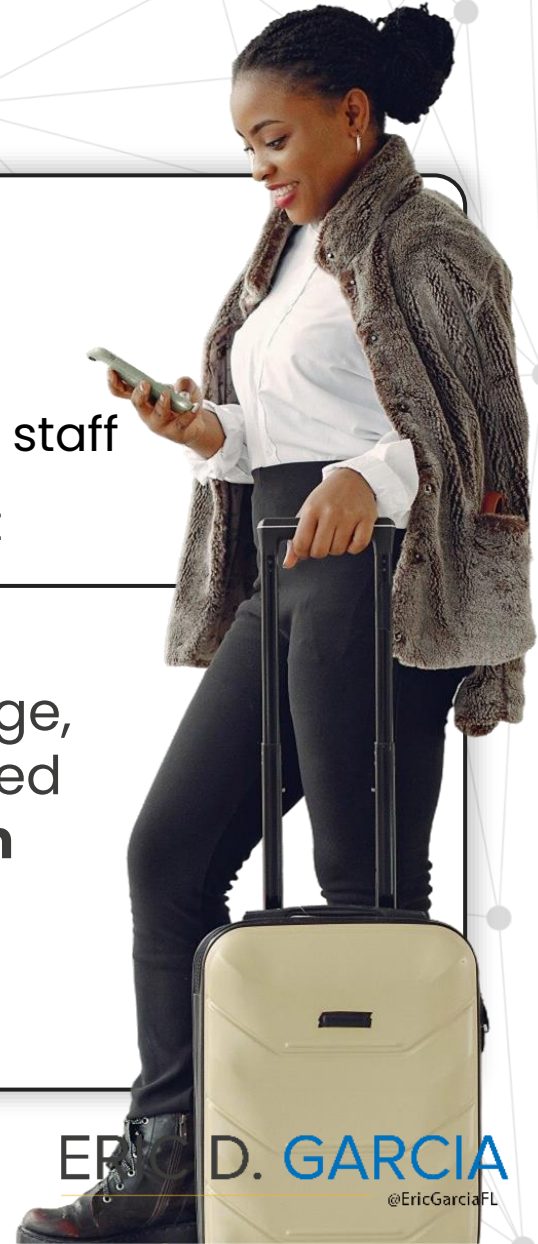
United replaced some human-staffed counters with kiosks + app guidance.

Surprisingly, their customer satisfaction scores WENT UP.

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**”



Source: [customerexperiencedive](#)

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ERIC D. GARCIA
@EricGarciaFL

What If We Did This Instead?

43



**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

Fyxr.ai



Gemini

Front

SUPERHUMAN MAIL

- ☐ ☆ 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 discus...
PDF 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, Fyxr 5 1: to respond Question - Your calendar preferences suggest that Tuesday: 11:30am is a good time for this meeting...
- ☐ ☆ Evan .. Draft, Fyxr 12 1: to respond Boomerang-Returned Re: I'm running 5 minutes behind but I'll be there! - Here are the suggested tim...

The background of the slide features a complex, abstract network of interconnected nodes and lines, resembling a neural network or a web of relationships. The nodes are small gray circles, and the lines are thin, light gray, creating a mesh-like pattern across the entire slide.

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.



The background of the slide features a person in a white lab coat and blue gloves, viewed from the side, looking at a laptop. The laptop screen displays a red DNA double helix structure. A complex network diagram, consisting of numerous grey nodes connected by thin grey lines, is overlaid on the entire image. The title text is centered in a large, bold, yellow font.

FAITHFULNESS HALLUCINATION DETECTION IN HEALTHCARE AI



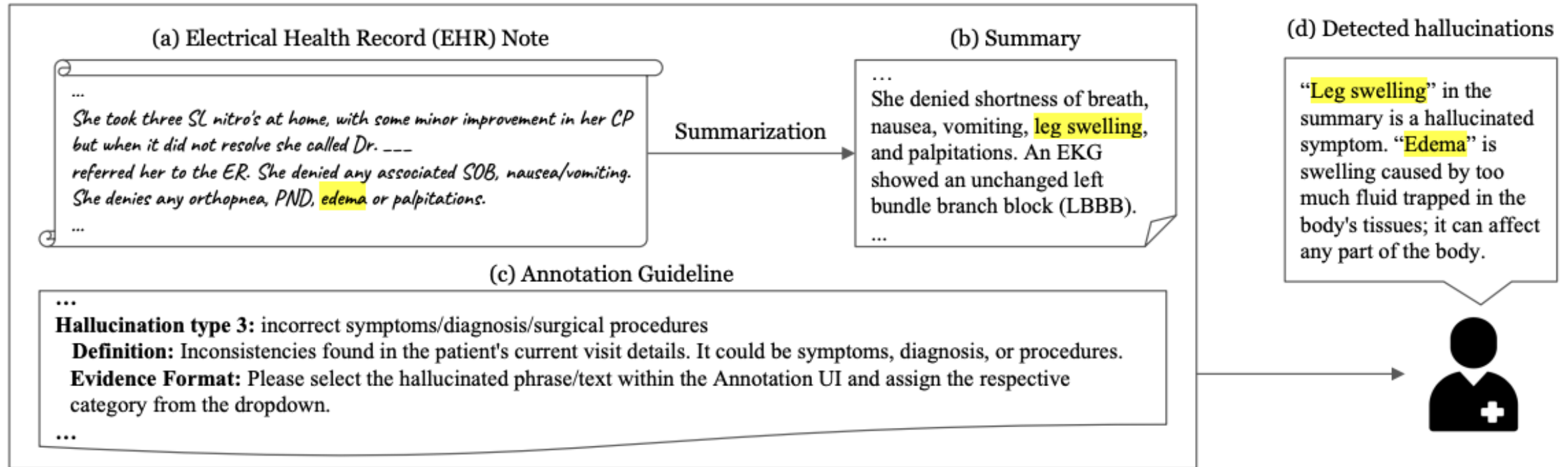
**THE CEO OF CHATGPT
IS SURPRISED THAT
PEOPLE TRUST IT**

♡ 💬 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."

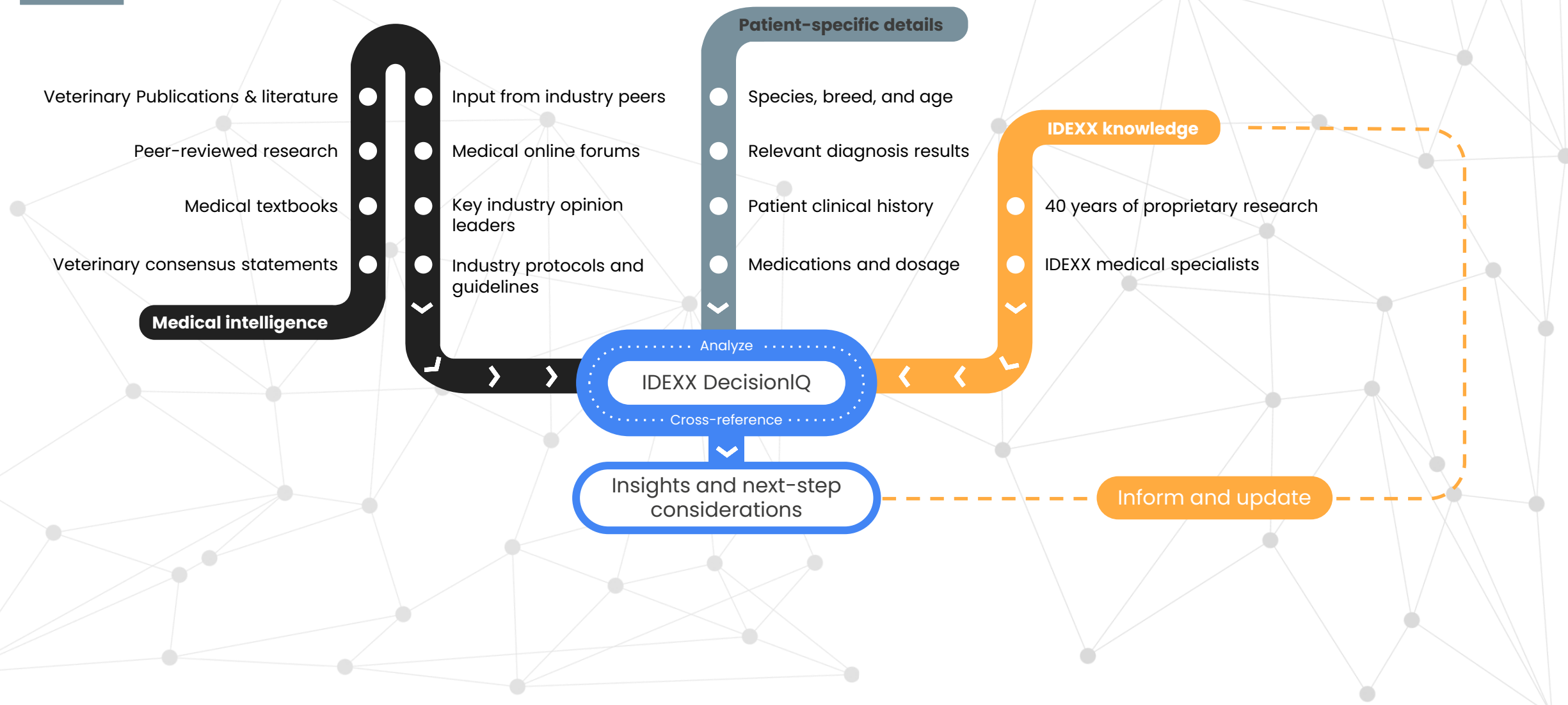


Faithfulness hallucination in clinical note summaries refers to the phenomena where summarization models

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

bbcnews

41 minutes ago

BBC NEWS

1/2



Hundreds of thousands of Grok chats exposed in Google search results

68

23

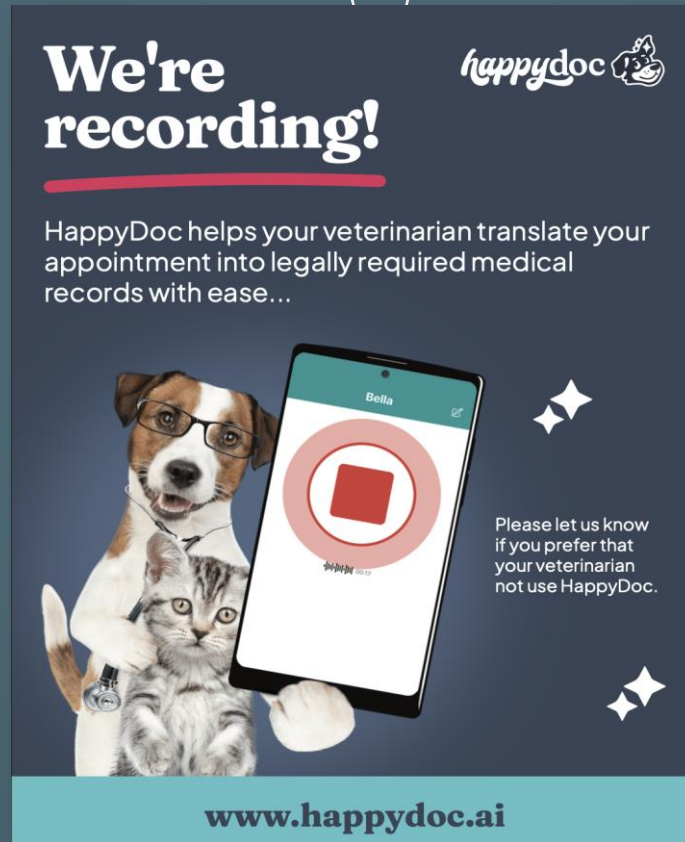
View likes

bbcnews "Once leaked online, these conversations will stay there forever."

52

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

54

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

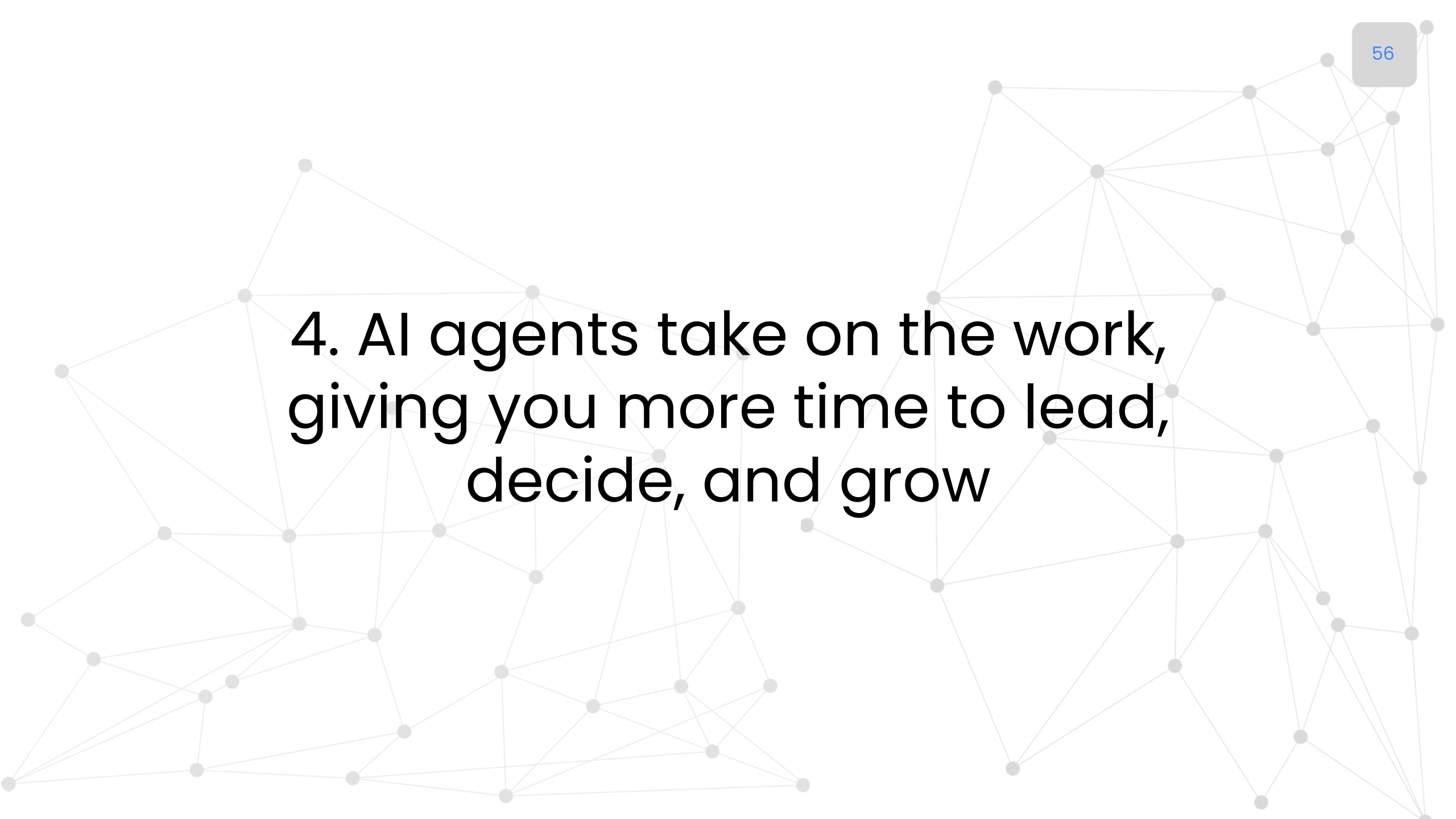
The risk is tied to lack of disclosure and consent, not the purpose of the recording

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

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

58

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

/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



Deep research



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

60

/agent: Analyze last quarter's purchase history and identify top 10 products with seasonal demand changes. Suggest an optimized reorder plan.

What can I help with?

Ask anything



Search



Deep research



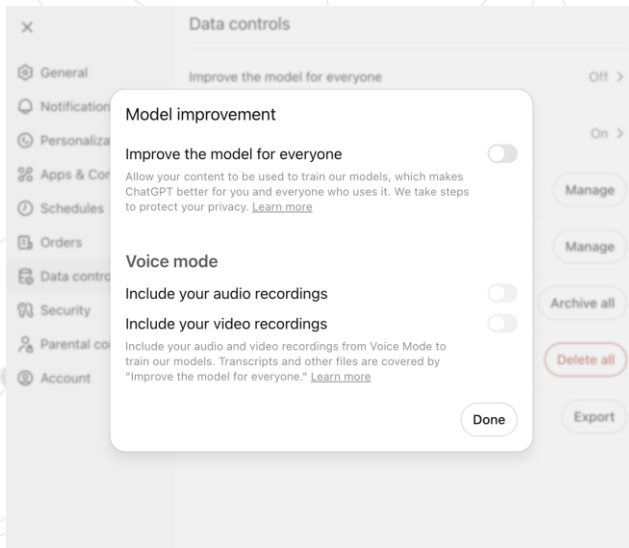
Why it matters:

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

62

Clients experience similar frustration:

Drop-off visits
= long waits, no updates



Estimates change
with little explanation



Post-visit instructions
are forgotten



And our teams?
OVERWHELMED
trying to manage it all.

Stay Connected



/EricGarciaFL



@EricGarciaFL



@EricGarciaFL



/EricDGarcia

Resources:

ericgarciafl.com

in@EricGarciaFL

Resources:

ericgarciafl.com

Additional Slides



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)

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

Fine-tune your AI
based on specific calls

Train your AI
Help us improve our AI with your feedback.

Hi, I'm Kate, the AI Assistant of Dodo Animal Hospital. This call may be reviewed for safety. We are currently closed. How can I help you?

Feedback Type

☐ Good ☐ Improvement ☐ Suggestion

See what works well
at similar clinics

☐ Always forward euthanasia related enquiries directly to a human.

☐ For emergency cases outside business hours, provide emergency clinic contact information.

☐ Always ask for pet's name, owner's name, and phone number when scheduling appointments.

Upload SOP's or let
Dodo generate them

1 File Ready for Training

Dodo Decision Tree Document.pdf 156.0 KB

Drop files here or click to upload

Supported formats: PDF, TXT, MD

Dodo learns from
client interactions

Conversation Summary

The caller requested a vet visit appointment for her 6-year-old intact male Yorkshire Terrier named Rocky. The AI successfully registered both the client and Rocky, and booked a vet visit appointment for tonight at 8:00pm. No further assistance is needed at this time.

Action Items

No action items for this thread.

Conversation Transcript

October 11, 2023

Incoming Call • 8:28 PM

Hi, I'm Sara, the AI Assistant of Dodo Animal Hospital. This call may be reviewed for safety. How can I help you?

I'd like to make an appointment for tonight.



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.