

Frequently Asked Questions



# AVImark Training



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### What training options are available?

We offer our AVImark customers several training options:

- **AVImark Online Academy**
- **Virtual training**
  - Tiered learning
  - Inventory management
  - New practice manager training
  - New front desk staff training
  - Maintenance plan
- **On-site training**



**Increase efficiency**



**Save time**



**Reduce costs**

### How do the different training options relate to Covetrus software?

Different training options are designed to help you get the most from your practice management software, enabling you to increase efficiency, save time and reduce costs.

### What is the difference between virtual training and the AVImark online academy?

The AVImark Online Academy is on-demand, self-paced, digital training. Virtual training is also done remotely, but sessions are scheduled with a live trainer and tailored to your specific needs.



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### What will be the return on my training investment?

Most practices underutilize their practice software, typically taking advantage of only 20% of the available capabilities. Learning how to get more from your software could save your practice thousands each year.

For example, automating medical note entry saves 7 minutes per appointment. At the average 3-doctor practice, each doctor sees 24 appointments each day. That's  $24 \times 3 = 72$  appointments daily  $\times 5$  days per week = 360 appointments per week.



Industry standard average hourly salaries are as follows:

- \$14.66/hr (technicians)
- \$39.56/hr (veterinarians)

**“All staff should be trained in best practices, allowing them to perform software functions efficiently and accurately.”**

Saving 7 minutes per appointment  $\times 24$  appointments per day = 168 minutes per day, or 2.8 hours. Paying staff for these 2.8 hours when they could be doing other tasks saves your practice a significant amount:



	Technicians	Veterinarians
Savings per day	\$41.05	\$110.77
Savings per week	\$205.24	\$553.84
Savings per year	\$10,672.48	\$28,799.68

Annually, your practice could save just under \$50,000 by automating medical notes. Utilizing more of your software not only creates a better a more productive environment, but saves your practice thousands in staff inefficiencies and time that can then be used in other areas of the practice.

### What do you recommend as the ideal training option for practices?

Training is a multifaceted process from setup to implementation and maintenance, so we recommend blended learning. This type of learning combines on-demand training with on-site instruction. All staff should be trained in best practices, allowing them to perform software functions efficiently and accurately.

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### **What is the best training option if I want to go paperless?**

The first step in going paperless is to determine your needs. Unfortunately, going paperless does not happen overnight; it is a journey that often involves several steps, and we are here to help you every step of the way. This starts by having a conversation with a training expert to assess where your practice is along the paperless journey. Our expert can then build the plan that will best fit your needs. A combination of virtual and on-site training usually works well to get all staff up to speed in implementing new processes like going paperless.

### **How can I get the most from our software?**

Getting the most out of your software starts with a customized workflow analysis and consultation. From here, a training roadmap and timeline will be built specifically for your practice, and a designated AVImark training consultant will be assigned to you. Training will be virtual over a set time frame. Your trainer will work closely with your office administrators to provide software training and coaching for all staff based on specific job duties.

### **What is the best option for training a new staff member?**

The AVImark Online Academy is typically the best option for new staff needing to learn the basic functionality of the program. This on-demand learning system combines video with hands-on simulators and testing.

### **What would you suggest for ongoing training needs?**

We recommend a training maintenance plan for continued training needs. This will allow you to schedule virtual training sessions and communicate via email as needed with a trainer for a period of one year. This can be used for training new staff members, implementing new features such as whiteboard, instituting inventory controls or just addressing general questions.

### **Do you have an inventory management program?**

Yes, we have a training package that will help you evaluate your current inventory setup and processes with your software. We'll train your staff on inventory best practices, including calculating markups, streamlining ordering and receiving processes, as well as completing financial inventory reporting.