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Peachtree Hills Animal Hospital, Atlanta, Georgia

Cloud solutions bring flexibility and simplicity

Overview

True to its tagline, Peachtree Hills Animal Hospital in Atlanta, Georgia provides "personalized care for your four-legged family member." What makes Peachtree Hills so unique, however, is the practice's steadfast focus on providing personalized care for both the animal and the owner. Beyond diagnosis and treatment of patients, the staff makes sure to explain disease states, preventive measures and potential outcomes to clients so they always have a full understanding of what's going on with their pet.

Peachtree Hills' owner, Duffy Jones, DVM, explains the practice's philosophy. "We strive to provide extraordinary care for our pets, and that care starts with the pet owner," he says. "The better their experience, the better the experience will be for their pets."

Having flexibility and mobility is integral to the success of this practice.

The right software and training solutions

Peachtree Hills Animal Hospital has been using eVetPractice since December 2017. The practice had been using another software since it opened 13 years ago, but that software wasn't serving the practice's needs adequately. As a practice that is continually pushing the envelope with technology, Peachtree Hills wanted to employ a software platform that was going to grow with the practice and adapt to its ever-changing needs.

One of the practice's major concerns with switching software platforms was converting 13 years' worth of data. It turns out there was no need to worry at all. "We would describe what we needed and the eVetPractice team would deliver it," Dr. Jones says. "The system is very flexible. Their customer service is excellent. We are really happy."

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What are the benefits?

eVetPractice offers Peachtree Hills the flexibility and simplicity it needs to thrive. From building efficiencies through quick reporting and workflows to automating every area of the business, this mobile-based system helps the practice have access to patients information at all times. The system also helps the practice avoid missed charges, which helps their bottom line.

Megan Van Rheenen, a pet owner and client of Peachtree Hills says, "They have a 'high-tech' feel with efficient processes and excellent customer service while still managing to keep that personal touch. They spend a lot of time explaining things and making me feel comfortable with treatment for my dog, Jitterbug."

Quick reporting and workflows

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—Megan Van Rheenen

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What's next?

Peachtree Hills intends to continue pushing the envelope in terms of technology and is looking for ways to integrate its 2-way texting tool back into patient charts. "We're looking to have all of our communications sync up in our software both internally and externally," says Dr. Jones. "Automation is key for success."

For more information, talk to an expert:
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