

ImproMed Training



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Frequently asked questions

What training options are available?

We offer our ImproMed customers several training options:

- Free webinars on the iCAN (ImproMed Community Access Network). This training is included with your software support fees.
- ACT (Animal Care Technologies) training includes interactive programs and videos. The cost is \$99 per month for up to 20 users.
- Onsite training is available for 2-6 days on any topic you desire. Fees start at \$3,450 with travel included.
- Virtual training can be conducted by the hour with an expert trainer over topic of choice.

How do the various training options relate to Covetrus software?

Our training options are designed to help you get the most from your practice management software while increasing efficiency, saving time and reducing costs.

Will there be a 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.



Increase efficiency



Save time



Reduce costs

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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 record 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)

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.



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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. We've typically found that on-site coupled with virtual training works best for practices.

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

The ImproMed 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.

“Our training options are designed to help you get the most from your practice management software”

I want to use more of the available features of our software. How do I get started?

First decide which areas you want to learn more about, and then reach out to our sales team for an assessment of how much on-site training time will be required.

What would you suggest for ongoing training needs?

Training should be an ongoing process, and we encourage our customers to attend the latest online seminars to learn how to grow and manage your business. Ongoing training also allows you to see the latest features and learn how to utilize your software more effectively. Free online webinars on iCAN and ACT can be helpful for lighter topics. We recommend on-site training as needed for more advanced topics.

Do you have an inventory management program?

Yes, we have a 9-part webinar series that is free to our clients on paid support. These are available in iCAN. We are also able to supplement these webinars with individual virtual training.