

# Rapport<sup>®</sup>

Better client communications





# Build better relationships with Rapport

Our experience with thousands of veterinary professionals proves that the most successful practices engage clients with real-time, omni-channel communications.

Rapport is the only client communication solution developed and supported by Covetrus® software, with full integration for seamless pet owner and practice experiences.



**Better workflows.** Increase staff efficiency and stay safe.



**Better connections.** Strengthen client and patient relationships.



**Better care.** Improves compliance and outcomes with online services.

## Integrated, intuitive communications



### Automated reminders

Boost compliance with multi-media reminders and campaigns, featuring 2-way texting, email, postcards, and voice messaging.



### Online scheduling

Sync with your Covetrus appointment calendar, allowing clients to conveniently book anytime.



### Mobile apps

Manage your practice on the move, and give clients the power to view patient records and schedule services.



### Telemedicine solutions

Meet your clients where they are and stay connected with easy telemedicine functionality.



### Client engagement tools

Build your brand, protect your reputation, and gain actionable insights with online reviews and surveys.

# Multi-media messaging

## Convenient, effective client communications

Rapport allows you to set up automated reminders via email, text, and phone call, depending on your clients preferences. Clients can respond to you in the way that is most convenient to them, and their responses automatically update your AVImark, eVetPractice, and ImproMed software. For even better results, combine our text, email, and voice messages with Rapport's high-quality postcard reminders for an effective multi-media approach. Automated postcards are easy to send through Rapport and, when combined with automated text and email reminders, can double compliance.



**Free up staff time** with automated appointment reminders tailored to each client's preferred method of contact. When clients respond, your AVImark, eVetPractice, or ImproMed software is updated accordingly.



**Increase compliance** and boost your client relationships with easy-to-use templates that are personalized for pet owners and their pets.



**Reduce no shows** by allowing pet owners to easily confirm their appointment time, automatically syncing the appointment into your AVImark, eVetPractice, and ImproMed appointment calendar.



**Measure results** with compliance reports and campaign analytics.

Let your  
clients choose



2-way texting



Voice messages



Email



# Online scheduling

More appointments, less phone time

Now you have the ability to schedule more appointments, even after hours. With Rapport's online scheduling, you set up and control the time slots you have available for client appointments, and clients select the appointment time that best suits their schedule.

Rapport records the appointments in your AVImark, eVetPractice, or ImproMed calendar, notifies you of activity, and automatically sends text or email confirmations to your clients.



**Appointments can be made after hours.** When your office is closed and telephone access is no longer available, appointments can still be made smoothly and efficiently.



**No waiting to book an appointment.** Clients do not need to be put on hold. Your client's selected appointment time is synced with your AVImark, eVetPractice, or ImproMed calendar in real time; Rapport then notifies you of activity and sends your client a text or email confirmation.



**Free up front desk staff.** When your staff no longer needs to spend hours on the phone scheduling and confirming appointments, they can spend more time taking care of patients.



**Clients can book any time,** even new clients by submitting the new client registration form.

## Schedule appointments anytime, from anywhere.

Rapport's mobile app brings the conveniences of Rapport right to your smartphone. Your staff spends less time responding to phone calls, voicemails, and emails from clients looking to book or change their appointments, and more time focusing on the clients in front of them.

View your appointment calendar, look up client information, schedule appointments, and even send messages to one or all of your clients. (This is particularly useful to cancel and reschedule a day's worth of appointments all at once, due to emergency closings.)

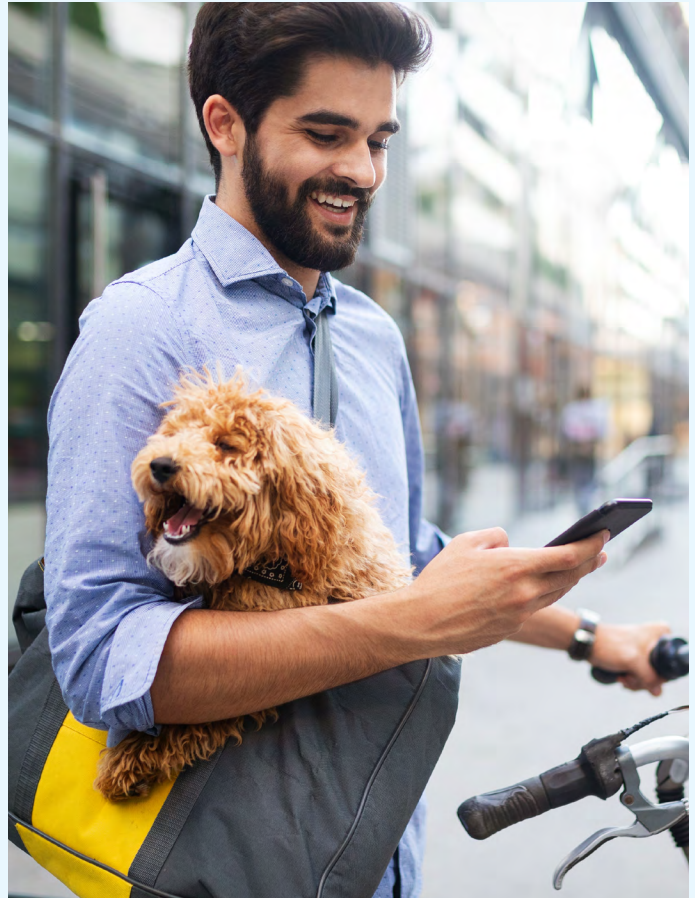




# The ultimate app for pet owners & providers

Connect anytime, anywhere

Give your practice the flexibility to manage schedules, access client and patient information, and share insights with pet owners through seamless mobile applications.



## Connect virtually with Rapport telemedicine

Rapport gives your practice the tools you need to connect, regardless of the circumstances. Powerful video conferencing and two-way texting capabilities empower efficient and thorough exams, either in person or over the phone.



### Personalized Care

for pets with more complex situations using video conferencing



### 24/7 Access

Appointment booking and video conference management



### Contact Options

Including 2-way chat and phone or video conference



### Emergency Triage

Improved and timely emergency triage capability



### After-Hours

Quicker follow-up consults and rechecks



# Stay positive

Drive business with your best reviews

While nearly 90% of potential clients will research your practice website before scheduling their first appointment, over half of them will also be looking at your clinic's online reviews and ratings. Rapport's reputation management tools allow you to send automated client satisfaction surveys, get immediate feedback, and display client testimonials on your website.

## Let your biggest fans light the way.



**Post positive reviews** on your practice website and social media channels, so new clients can see what great service and care you provide.



**Invite your clients to share positive reviews** on their social media sites, for increased exposure for your practice.



**Send automatic surveys to clients** after each appointment. You determine the frequency and control the questions.



“ When a new client visits our website, it's comforting to see five-star reviews. ”

MARY WEEKS  
CREEKSIDE PET CARE CENTER  
KELLER, TX



# Talk with an expert!

Learn how Rapport builds and bolsters the relationships that power your practice.

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