



McMASTER & HEAP
VETERINARY PRACTICE

EXCITING NEW TECHNOLOGY AT MCMASTER & HEAP VETS

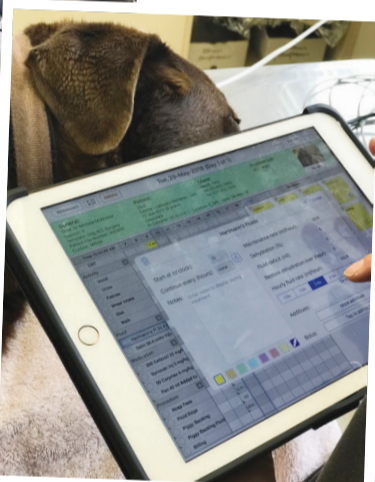
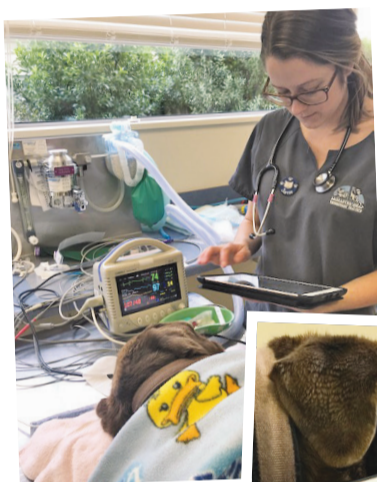
Veterinary science is an ever changing, progressive and exciting field to try to keep abreast of. Over the past year Steve and I have invested in an Ultrasound machine that is of human quality and we also have digital radiography, which is amazing. Now I can zoom in on joints and bones to look for a lesion. We are also moving very shortly to a new in house laboratory system which will allow us to perform many more blood tests in clinic.

prescription foods, arthritic medications etc. Once we get going with the system we will have ipads out at reception for you to electronically consent to a procedure and update your details for us. Our database will be more accurate and it will speed up the process.

Once you have consented to a procedure, your pets details and what its in for gets transferred digitally to the treatment area and goes up live on one of our TV monitors. As certain tasks are completed like blood tests, radiographs, sedations given, then the TV monitor ticks these tasks off. Its been quite hard resisting a paper chart but we have less clutter and mess and more accurate means of recording every little detail now.

I'm really proud of how our 20+ staff have embraced this challenge and tried hard to learn all the features these new systems

have to offer. Last Tuesday I had two knee surgeries in dogs to do and Jaimee my nurse managed the ipad monitoring and charting so well. Everything entered on the Smartflow monitoring system sinks immediately to



Recently we made the huge leap to change our veterinary software system and integrate a digital system for patient monitoring, both our intensive care, hospital and surgical patients, therefore getting rid of pen and paper completely. Our old system had served us well for 15 years but it was high time to go "cloud based". Last week we went "Live" with EzyVet software and actually its not as difficult as I thought it would be. I've learnt you just need an open mind as any old dog can learn new tricks. Its actually been quite fun.



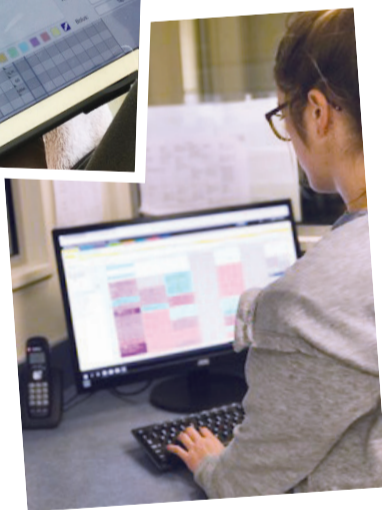
There are loads of benefits with EzyVet, one of them being better faster communication with you, our client. We now can easily text or email (your preference) your surgical and consultation appointment times. We will progress into sending you reminders, if you want, for the products you regularly purchase from us like flea and worm treatments, vaccinations,

the EzyVet software system, therefore freeing up our time considerably.

Our field is so challenging and exciting and there is always something new to consider having to improve the level of service we can offer. Steve and I have got big plans in the next 12 months to build onto our existing Vet Practice, therefore offering more services to our clients and providing more space to our ever growing database of clients and their pets. We will keep you updated when building starts but we are hoping by the end of this year.

I'd say "WATCH this SPACE....."

Dr Michele McMaster



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