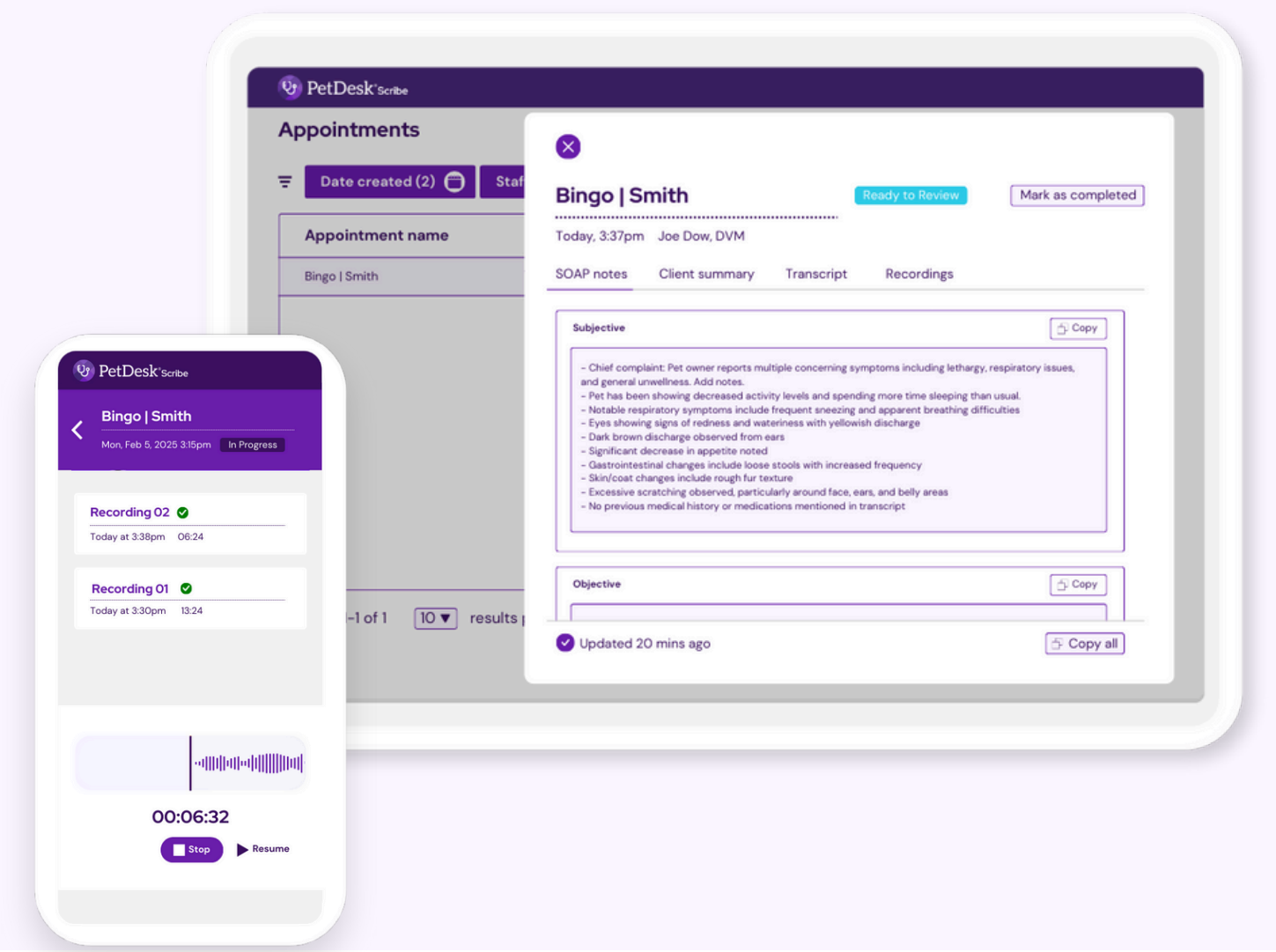


PetDesk Scribe: Best Practices Guide



What is PetDesk Scribe?

PetDesk Scribe is an AI-powered transcription solution designed to help you save time and eliminate the burden of manual note-taking. Instead of spending hours manually writing, typing, and formatting notes throughout the day or after hours, you can simply record patient appointments with a few taps on a mobile app

Key Outputs

- Fully Formatted SOAP Notes: Comprehensive, professionally structured documentation
- Client Summaries: Clear, pet parent-friendly explanations of the visit

Optimal Recording Setup

Device Placement

- Position the recording device in a central location on a hard, flat surface between:
 - Veterinarian/Clinic Staff
 - Patient
- Ensure clear audio pickup from all participants
- Avoid placing near loud equipment or high-traffic areas

Consent and Privacy Best Practices

Consent Methods



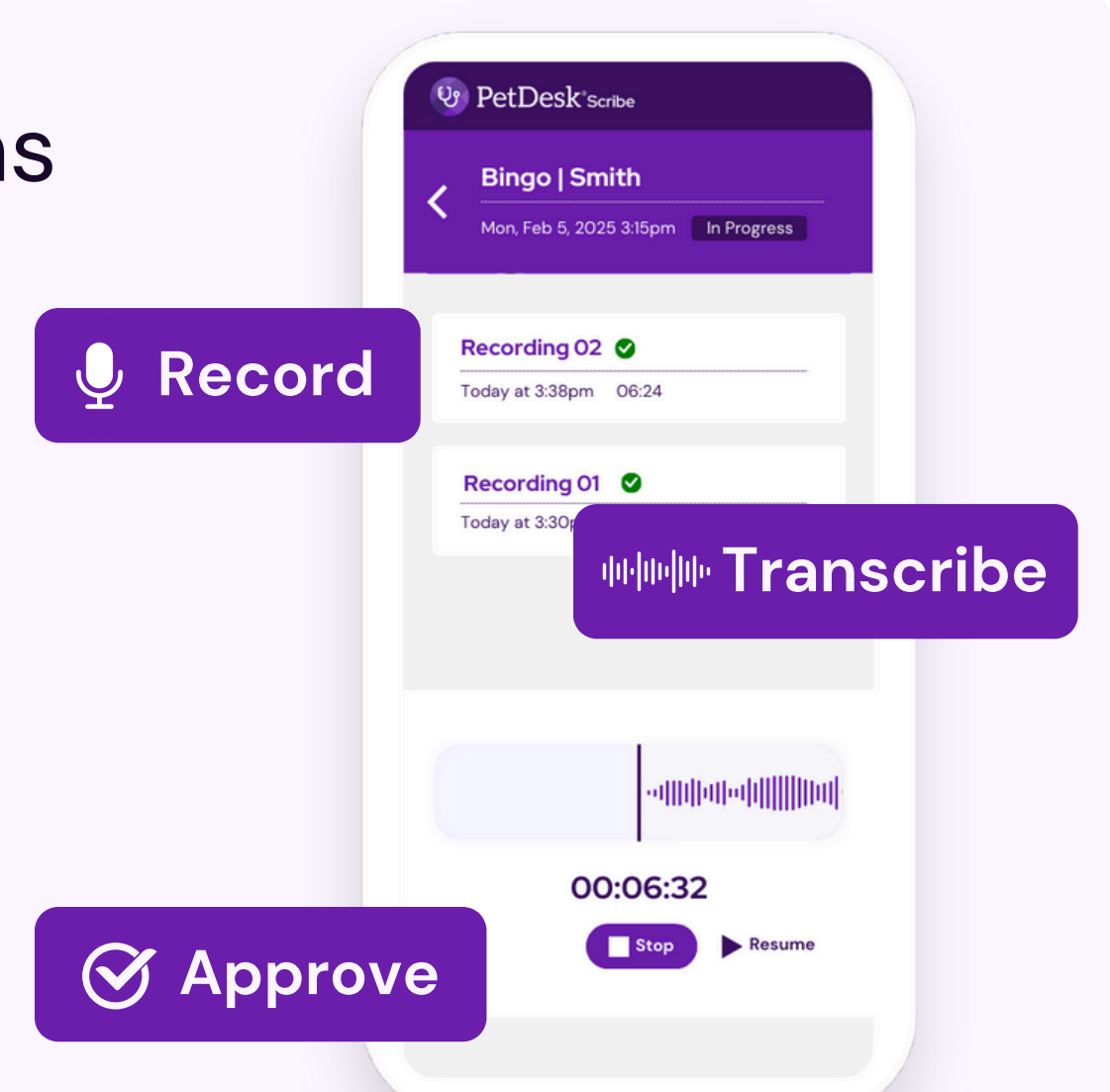
1. Visual Communication

- Display consent posters in lobby and exam rooms
- Use PetDesk-provided printable materials



2. Written Consent: Add consent language to your patient forms

"I consent to the audio recording of my pet's veterinary appointment for the purpose of accurate medical documentation. I understand that the recording will be used solely for creating medical notes and may be deleted after transcription."





3. Verbal Consent

- Ask verbally before initiating recording
- Script example: "We use an AI tool to help create accurate medical notes. Would you mind if I record our conversation today?"

Additional Recommendations for Success

Environmental Considerations

Although PetDesk Scribe is designed to dull background noises such as dogs barking and patients coming in and out of the room, try your best to:

- Minimize background noise
- Speak clearly and directly
- Pause and clarify if multiple people are speaking simultaneously

Technical Tips

- Ensure good device battery life
- Device should have good WiFi coverage when uploading recording
- Test audio quality before important appointments

Staff Training

- PetDesk Scribe is very user friendly, but it wouldn't hurt to conduct thorough training on:
 - Proper device usage
 - Consent protocols
 - Explaining the benefits to pet owners

Privacy and Compliance

- Adhere to your state's local privacy regulations
- Recordings are kept indefinitely until deleted by user

Troubleshooting

If you ever run into any issues or have additional questions, feel free to reach out to support@petdesk.com

