

How would you like to set up Vetstoria for your hospitals?

Prep work for our next call: preference alignment

These questions will help you think about how you want to set up Vetstoria for your hospital teams. Review this with your team, and we can collect the information during our next call.

How would you like to onboard your hospitals?

- How many practices or hospitals hope to adopt Vetstoria, and when do you plan to go live?
- Will the API process be centralized or managed at the hospital level?
- Will the hospitals have access to the backend or the settings of Vetstoria?
- How do you want to handle hospital requests for changes in settings that do not align with your strategy?

How do you want to set up online booking?

- What are the standard appointment types that you would like to offer?
- How much flexibility will hospitals have over their setup, e.g. will they be allowed to add timely restrictions or block new clients?

Who should be the champion? [Or main point of contact for each hospital]

- You can learn more about the champion's role **in this resource**, and share it with your clinics!

How do you want to communicate with and manage clients?

- Would you like to use Vetstoria's new client form?
- Are you using a 3rd party for your appointment reminders? Or are you happy to send it through Vetstoria? E.g. "24 hours before the client is due."
- Do you have a universal cancellation policy? E.g. "Please cancel or reschedule your appointment at least 24 hours before the scheduled time."
- Do you have specific or unique instructions you want to share? E.g. "Please note to book an appointment with our technician, your pet must have been seen by a doctor in the last 12 months".

What value added features would you like?

- Are you interested in our Payments feature and taking deposits when pet owners book appointments [Recommended for reducing no-shows]?
- Are you interested in our Telemedicine feature for your hospitals? If you are interested in a product demo or want to learn about best practices, please schedule a call with your customer success manager.

Ready with your information? Please schedule the preference alignment call with your implementation manager.