A Case Study/2024

How Scout Supercharged Kansas City Veterinary Care

Challenge

The veterinary industry, while deeply passionate about animal care, can face challenges with workflow efficiency and staff retention. Kansas City Veterinary Care (KCVC) is a forward-thinking, 8-doctor AAHA-accredited hospital that prioritizes a thriving work environment alongside exceptional patient care. Recognizing these potential hurdles, they continuously seek innovative solutions to streamline processes and enhance staff experience.

Solution

KCVC implemented Scout, a veterinary dental charting and anesthesia monitoring software that automates all drug calculations, streamlines patient monitoring, and allows users to chart full, comprehensive dental procedures.

> I love Scout. It is the **easiest to navigate and use** of any other program I have ever tried. I would **definitely recommend it** for any animal clinic.



Dr. Paul Diehl, DVM
Kansas City Veterinary Care

114.5
hours saved

458
visits

$110,114
revenue

These numbers represent potential additional visits and revenue based on the hours saved by switching from paper forms to Scout.

www.ScoutApp.vet

Results

Increased Efficiency
Scout automated repetitive tasks, saving each surgery technician a staggering 114.5 hours per year, amounting to $2,478 per year based on average hourly wages. With two technicians per surgery day, this translates to 29 additional 8-hour workdays per year that can be dedicated to other tasks.

Enhanced Patient Care
This newfound efficiency allowed KCVC to potentially schedule 458 additional appointments in 2023, meaning more pets could receive the care they need.

Boosted Revenue
The additional appointments could translate to significant revenue growth. Based on average transaction cost for 2023, KCVC could potentially see an extra $100,114 in revenue.

Improved Employee Retention
By reducing workload and streamlining processes, Scout helped create a less stressful and more productive work environment for technicians, leading to increased employee satisfaction and retention.

Beyond the Numbers

While the cost savings and revenue gains are impressive, the impact of Scout goes beyond the numbers. Improved efficiency frees up valuable time for veterinarians and staff to focus on what matters most – providing exceptional patient care. A happier and more productive team fosters a positive work environment, further enhancing the overall experience for both pets and their owners.

Conclusion

KCVC's success story demonstrates the transformative power of veterinary software like Scout. By streamlining workflows, improving efficiency, and boosting staff morale, Scout empowers veterinary hospitals to deliver superior patient care, increase revenue, and create a thriving work environment.

scout

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