CASE STUDY: ANN ARBOR ANIMAL HOSPITAL

AAAH Challenges

⭐ AAAH saw a dramatic increase in patient flow from the impact of the coronavirus pandemic on local veterinary staffing.

⭐ Safe social distancing protocols made it impossible for patients to wait inside the hospital. Patients were waiting up to several hours in their cars.

⭐ AAAH needed to easily organize patient appointments and prioritize as necessary, while more effectively communicating wait times.

Qtrac Solution

⭐ AAAH chose Qtrac® Digital Waiting Line for incoming appointments.

⭐ Patients can wait for their appointment wherever they are most comfortable, including at home.

⭐ With no hardware or software requirements, the Qtrac system was easy to install and use.

"Lavi Industries asked the right questions to focus us even when we didn't know what we wanted or needed. They continue to be extremely accommodating, always willing to troubleshoot and help us figure out how we could solve hurdles..."
Katherine Griebe, Ann Arbor Animal Hospital

Check out how customers are "checking-in"

It's never been easier for customers to connect and engage.

Scan the QR code to experience Qtrac for yourself.

Implements Qtrac® Digital Waiting Line

Ann Arbor Animal Hospital (AAAH) is a locally owned, full service veterinary clinic in Ann Arbor, Michigan. The clinic provides routine primary veterinary care by walk-in seven days a week and emergency and critical care 24 hours a day for all veterinary emergencies.

As a walk-in practice, wait times have always been a reality for the clinic. While offering customers the convenience of same-day services, that convenience can be offset by the inconvenience of spending a lot of time waiting. Add to this, the ongoing restrictions due to the COVID-19 pandemic, and the clinic was experiencing even longer wait times than usual, with an average of 50-70 appointments daily. The longer wait times were noticeably affecting customer satisfaction and the clinic realized it needed to take action.

The Solution: Queuing Expertise + Qtrac Functionality

AAAH decided on a virtual queuing solution that would provide both efficient appointment management and effective patient communication. They chose Lavi Industries because of the deep expertise of the Lavi team and the features of Lavi's Qtrac technology.

Lavi: The Experts in Queue Management

A recognized leader in the field of queue management, Lavi brings a wealth of experience and knowledge. Because of this, Lavi stood apart from other providers of digital queuing technology. Listening to the operational and patient service needs of AAAH, Lavi asked the right questions and guided the Ann Arbor team through the process of configuring the system.

"The service we have received from Lavi Industries has been consistently prompt, professional, and courteous and the product itself is very well polished."
Katherine Griebe, Ann Arbor Animal Hospital

"AAAH is implementing creative and safe protocols during this COVID year. Thanks to the AAAH staff and management for their... efficiency in making my visit today among my best experiences navigating COVID."
Eric Geiser, via Google review

"I recently brought my dog in for care and the queue worked great...keep up the good work!"
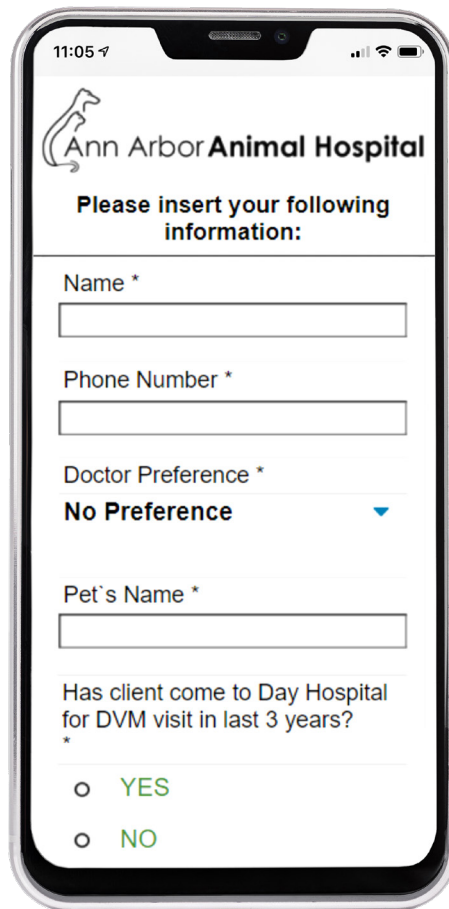*Amy Bidwell, via Facebook comment*

Qtrac Digital Waiting Line:
Simple, Customizable, and Powerful

The Qtrac system from Lavi checked all of the boxes on the functional requirements AAAH identified. When patients need to schedule a routine or emergency appointment, they call the appointment center and provide information on the nature of the appointment. They are then added to the virtual queue. A confirmation text is sent to the patient, indicating their current place in line, along with a link to a website where they can track the number of patients ahead of them. This allows patients to wait for their appointment wherever they feel the most comfortable, including from home.

When the patient is seventh in line for their appointment, they receive a text notification, as well as another text notification when they are fourth in line – letting them know it is time to drive to the hospital and begin check-in.

On the administration side, Ann Arbor employees are able to see their incoming caseload on the Qtrac dashboard, along with information regarding the severity of the patient. Employees are able to prioritize emergency visits, and patient appointment information can be filtered and analyzed for efficiency. With no hardware or software to install, employees are able to access their virtual queue from several locations in the hospital, making it easier to manage patient flow. Easy customization allows the technology to grow with the hospital as needed.

Ann Arbor Animal Hospital

Please insert your following information:

Name *

Phone Number *

Doctor Preference *
No Preference

Pet`s Name *

Has client come to Day Hospital for DVM visit in last 3 years? *

○ YES

○ NO

"AAAH is implementing creative and safe protocols during this COVID year. Thanks to the AAAH staff and management for their... efficiency in making my visit today among my best experiences navigating COVID."
Eric Geiser, via Google review

Qtrac®
by **Lavi Industries**

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