

WHEN COVID-19 CHANGED EVERYTHING, ANIMAL HOSPITAL OF LAKE VILLA USED WEAVE TO MANAGE THEIR PRACTICE IN A NATIONAL CRISIS.



CHALLENGE

Lake Villa's top animal hospital needed to change way they did business overnight. To continue providing the best service possible they had to rethink everything.

Running a successful business with old technology and a growing client base is hard without the right tools, not to mention in a pandemic. After Maria Pirita heard what Weave could do for her vet hospital, she knew she had the solution.

The Animal Hospital of Lake Villa has won multiple

awards for their incredible customer service and unbeatable staff. And they are one of only 15% of hospitals that voluntarily seek the accreditation of the AAHA for excellence. So, it just made sense to partner with Weave's industry leading products to provide the most complete service to their customers.

Only 3 weeks into using Weave, everything changed. COVID-19 was closing business' doors all across the country. They had already seen huge value in the short amount of time since signing up, but they had no idea it would be the key to their success in a time of crisis.



RESULTS

30% Increase in Office Efficiency

DECREASED TIME ON PHONES, TEXTING COMMUNICATION AND TEXT-TO-PAY HAVE PUT MORE TIME IN EVERYONE'S HANDS, WHILE STILL PROVIDING AWARD WINNING CUSTOMER EXPERIENCES.

2X Touchpoints with Customers

PHONE CALLS AND POSTCARDS IN THE MAIL WERE NO LONGER THE NORM. TEXTING AND PAYMENTS OPENED UP ALL KINDS OF POSSIBILITIES.

0% Change in Cancellations During COVID-19

MAINTAINING APT FLOW DURING APT SHOULD BE HARDER! CONFIRMING APT'S WITH WEAVE HAS ALLOWED THE CLINIC TO SUSTAIN THEIR APPOINTMENT FLOW.

Saved Money From Previous Communications Stack

PHONE BILLS, IN-HOUSE CELL, MULTIPLE LINES ALL ADDED UP TO BEING MORE THAN WEAVE'S SERVICE.

“ Even with COVID-19 we’ve seen no loss of business. Our calendar is full and Weave is making that happen. ”

MARIA PIRITA + Executive Director

CURBSIDE ASSISTANCE AND MUCH MORE WITH WEAWE

When the country was faced with a pandemic, Animal Hospital of Lake Villa completely changed how they work and were able to maintain a high performing practice.

No one knew what was coming when they first implemented Weave’s communication products. They thought they were getting a solution to replace phones, create remote payments and to start texting their customers, but what they ended up with was something even more valuable in a time of crisis.

Suddenly, customers weren’t allowed through the front door to enter the practice with their animals. Non-essential employees were sent home and the office was left to figure out how to handle so much immediate change.

“ After seeing Weave in action with Covid-19, I’m looking forward to offering rotating ‘work-from-home’ days for my staff in the future - that’s completely unheard of for this industry. ”

MARIA PIRITA + Executive Director

Very quickly, Executive Director Maria Piritia knew that Weave was the key to running a successful curbside customer-facing business. With a sign on the door, clients pulling into the parking lot of the office were able to text or call to check-in without ever having to leave their car. Animals would be escorted into the building for procedures and their owners would receive text updates with pictures of their progress. After services were rendered, the dog was returned to the owner and a text would be sent out to collect payments.

“ We recovered outstanding payments the first time we used text-to-pay. It was so easy. ”

MARIA PIRITA + Executive Director

Maria had heard some poor experiences from some competing hospitals, but this was not what was happening at the Animal Hospital of Lake Villa. Reviews kept coming in and the response from customers was overwhelmingly full of gratitude that they were able to keep the office open and even make room for new patients whose regular locations had closed down.