

# Plantation Animal Clinic rescues calls, pets, and the client experience with Weave.



## Challenge

**High call volume, limited lines, and increased communication needs during COVID meant that Plantation Animal Clinic was creating scheduling bottlenecks and missing over 20 calls a day.**

Like many veterinary offices, Plantation Animal Clinic needs to manage hundreds of varied communications each day. This only increased during COVID, when they were managing patient flow by allowing customers to drop their pets off from the parking lot. But with only a limited number of staff and phone lines, and with all communication done over the phone, they quickly reached a point where they were missing calls and creating a poor customer experience since customers could not get through to them over the phone.

With Weave, they've replaced all their quick-and-easy communications with SMS, dramatically increasing office efficiency. Even better, with the Weave mobile app, they've eliminated the need for their doctors to carry business cell phones for when they need to communicate with pet owners after hours. And by utilizing Weave's Team Chat feature, they've also increased the speed at which they can answer queries and facilitate pet check-in and check-out between front office and back office staff.

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**During COVID, people waiting in our parking lot couldn't get through to our front office staff. We'd have 5-6 people waiting and we couldn't answer to let them know we were ready. With Weave, we just start a text conversation.**

Cindy—Plantation Animal Clinic



## Results



### Reduced missed calls

Reduced missed calls from >20 per day to nearly 0



### Better customer experience

Customers don't need to wait on the line to get updates they could get via text

## \$300

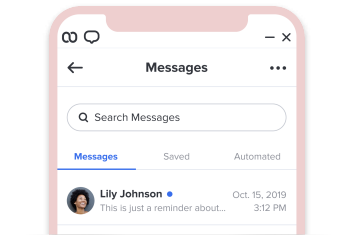
### savings per month

Eliminated doctors' need for work-specific cell phones outside of hours

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**Before Weave, we were spending \$300 per month on cell plans for phones our doctors used after hours. Now they just use the Weave mobile app to text and call patients from our office number from anywhere.**

Cindy—Office Manager, Plantation Animal Clinic



### Team Chat for better, faster staff communication

Managing pet intake and check-out is one of the most time-consuming challenges at a busy clinic. Plantation Animal Clinic uses Weave's Team Chat feature to expedite hand-off logistics and minimize confusion. Unlike other chat solutions which are minimized or closed during calls, Team Chat displays teammates' messages right where staff are already communicating with patients. And through the Weave mobile app, staff who are out of the office are able to stay in the loop even if they are working remotely.

Every doctor and technician team has their own "group" chat created with front office staff, ensuring that information is being passed from the back office to the front office, and that whoever is most available at the front can act on it.

Plantation's office manager also sets up groups between the front office and all the doctors on duty each day, so that messages from the front are getting to whoever is most available at the back. Prior to Weave, this communication mostly happened through shouting—not particularly efficient, and a risk for spooking people's pets. Plantation Animal Clinic's staff send upwards of 500 chats to each other a day: reflecting how critical inter-office communication is, and the efficiency gains that come from having staff communication in the same place as customer communication.

### Radically improved patient experience and fewer missed calls

Prior to using Weave, Plantation Animal Clinic only had four phone lines. This meant that if a doctor or technician made an outgoing call, it decreased the number of calls front office staff could send and receive.

And without another way to communicate Plantation Animal Clinic would miss over 20 calls a day, potentially missing out on new patients.

With Weave, Plantation replaced simple coordination that was previously done over the phone with SMS; a solution that is faster and simpler for both their staff and their customers. Even better, they can text their customers pictures of their pets after operations like surgeries, so customers can immediately know that their fluffy family members are getting better. And because all of this is available on the Weave mobile app, staff (and especially veterinarians) can keep communication going from their office number even when they are working remotely.

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**We really try to provide that next level of service; Weave helps us do that. For example, we can take a quick picture of a pet out of procedure and send it to their owner: "Fluffy is missing you but playing with a friend!"**