

Less Bark, More Byte

How AI is transforming the clinic — one role, one workflow at a time

A guide for introducing AI into your clinic, so you have more time for care.

Taking the lead with AI

As a Clinic Leader, you're the heart of the practice. You oversee the rhythm of the day, the structure of your team, and the experience of your clients, often without fanfare and always under pressure.

In 2026, AI is no longer new. It's already shaping how clinics run, from the way appointments are booked to how clinical notes are captured, images reviewed, and client messages sent. AI is moving fast - so fast that it's not always clear what the latest innovation means for the work you do every day. We've pulled together the essential insights and updates you need, all in one easy-to-use resource.

We're here to translate AI trends into practical relevance, so you can:

- ✓ Understand what's happening across the industry
- ✓ Anticipate how it may affect your clinic, team, and systems
- ✓ Get a lens into the benefits and risks of each trend
- ✓ Lead conversations with clarity, confidence, and care

**You don't need to master the algorithms.
But you do need to know how algorithms can influence
your people, processes, and patient care.**



Trend 1: AI notes & discharge summaries

Saving time, standardising care, and helping your team focus on what matters.

What's happening in the industry?

Speech-to-text tools now capture consultation notes and auto-draft discharge instructions for vet approval, cutting 10–15 minutes per consultation and improving accuracy across teams.

What used to take 10–15 minutes after every consultation, now happens in seconds.

Why it matters:

Clinic Leaders can reduce after-hours charting, standardize documentation, and speed up discharges, easing pressure on vets and receptionists while creating consistent, audit-ready notes.

Clinic Leaders insight:

This trend protects staff wellbeing and consistency. If discharge notes or incomplete records cause bottlenecks, this is a sign AI could make a meaningful difference.

Who else it affects:

- **Vets:** Say goodbye to confusing notes and hello to more focused consults.
- **Receptionists:** No more chasing missing discharge instructions.
- **Nurses:** Follow-up care is clearer and faster to deliver.
- **Clients:** Leave the clinic feeling informed and reassured.

Concerns to consider:

“AI scribes can reduce admin time, but they’re not perfect. Errors in transcription or context can creep in — especially with medical nuance. Vets still need to review and validate every entry.”

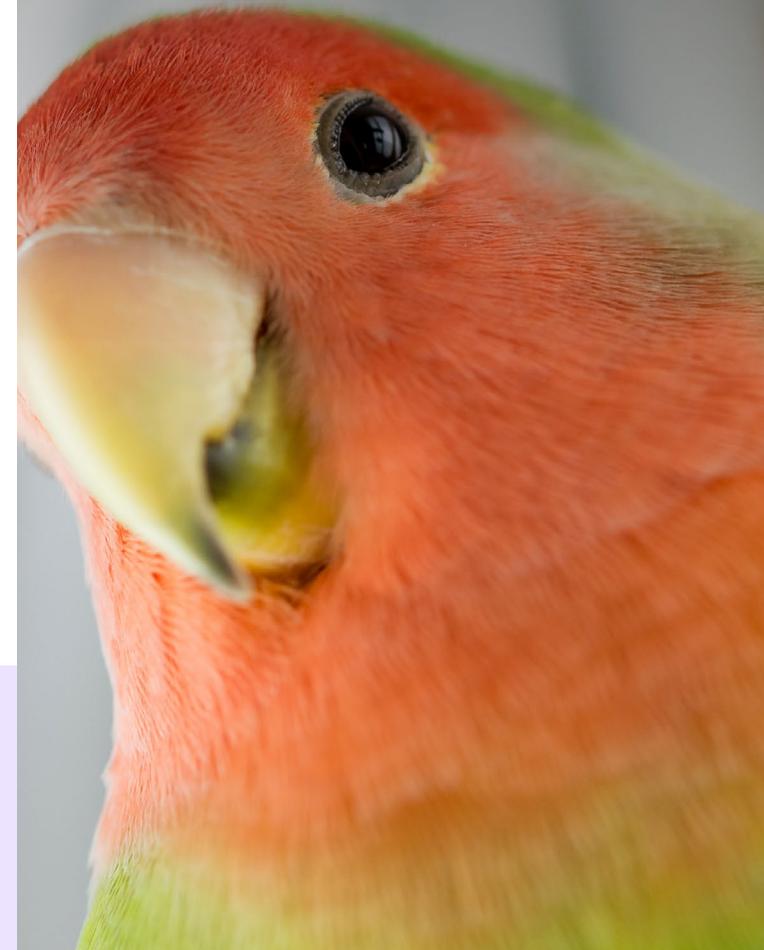
— BVA Clinical AI Use Summary, 2024

Explore Provet's native AI notes:
fewer SOAPs, more smiles.

Take a byte out of admin <<



Use AI scribes as a drafting tool, not a record-keeper. Human sign-off ensures safety and quality.



Trend 2: Imaging assist & structured reports

Speeding up triage without replacing clinical judgment.

What's happening in the industry?

AI scans radiographs to flag potential abnormalities, such as masses, fractures, or lung field changes, and suggests structured reports. It supports, not replaces, clinical diagnosis, which is especially valuable in busy or multi-vet clinics.

Why it matters:

You can benefit from faster triage, fewer diagnostic delays, and more consistent reports across clinicians. Quicker decisions mean fewer callbacks and smoother case flow.

Clinic Leaders insight:

AI imaging improves clarity under pressure. When results flow faster, your entire workflow from consult to communication becomes calmer and more cohesive.

Who else it affects:

- **Vets:** Faster decision-making, with less typing and cognitive load.
- **Nurses:** Quicker turnaround for preparing treatments or referrals.
- **Receptionists:** Fewer client callbacks asking, "What's next?"
- **Clients:** More trust in the process when results and plans are clearly explained.

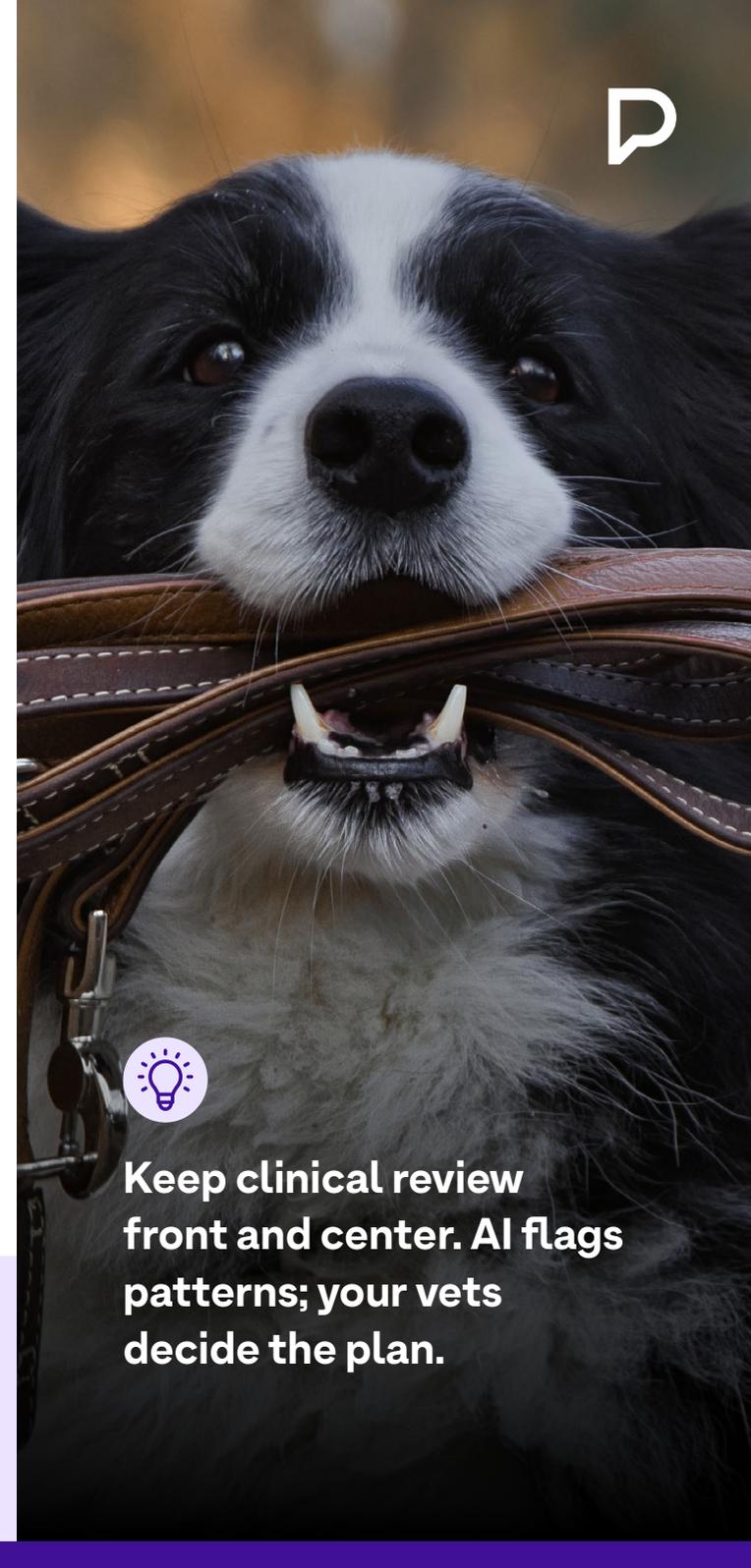
Concerns to consider:

"Although promising, AI diagnostics remain in early stages and need constant human oversight. There's potential — but it's far from flawless."

— Vet Times, July 2025

Discover how Provet helps vets streamline reports and focus on quality patient care.

Scan, spot, send <<



Keep clinical review front and center. AI flags patterns; your vets decide the plan.

Trend 3: Smart client comms & booking

Reducing phone overload, missed appointments, and message fatigue.

What's happening in the industry?

AI now handles reminders, rebookings, and post-visit follow-ups automatically. Smart messaging reduces no-shows and improves client retention, especially during staff shortages.

Why it matters:

You may not be answering every phone call, but you're managing the pressure that comes from overwhelmed reception teams, frustrated clients, and inconsistent messaging.

Clinic Leaders insight:

AI in comms isn't about automation for its own sake; it's about reducing noise so your team can be more present and professional. When comms are clearer, front-desk stress decreases, and both staff and clients feel more supported.

Who else this affects in your practice:

- **Vets/Nurses:** Consistent aftercare advice and smoother handovers.
- **Receptionists:** Fewer repetitive calls and manual messages.
- **Clients:** Better communication, fewer missed steps.
- **Clinic Leaders:** Less reactive fire-fighting when communication breaks down.

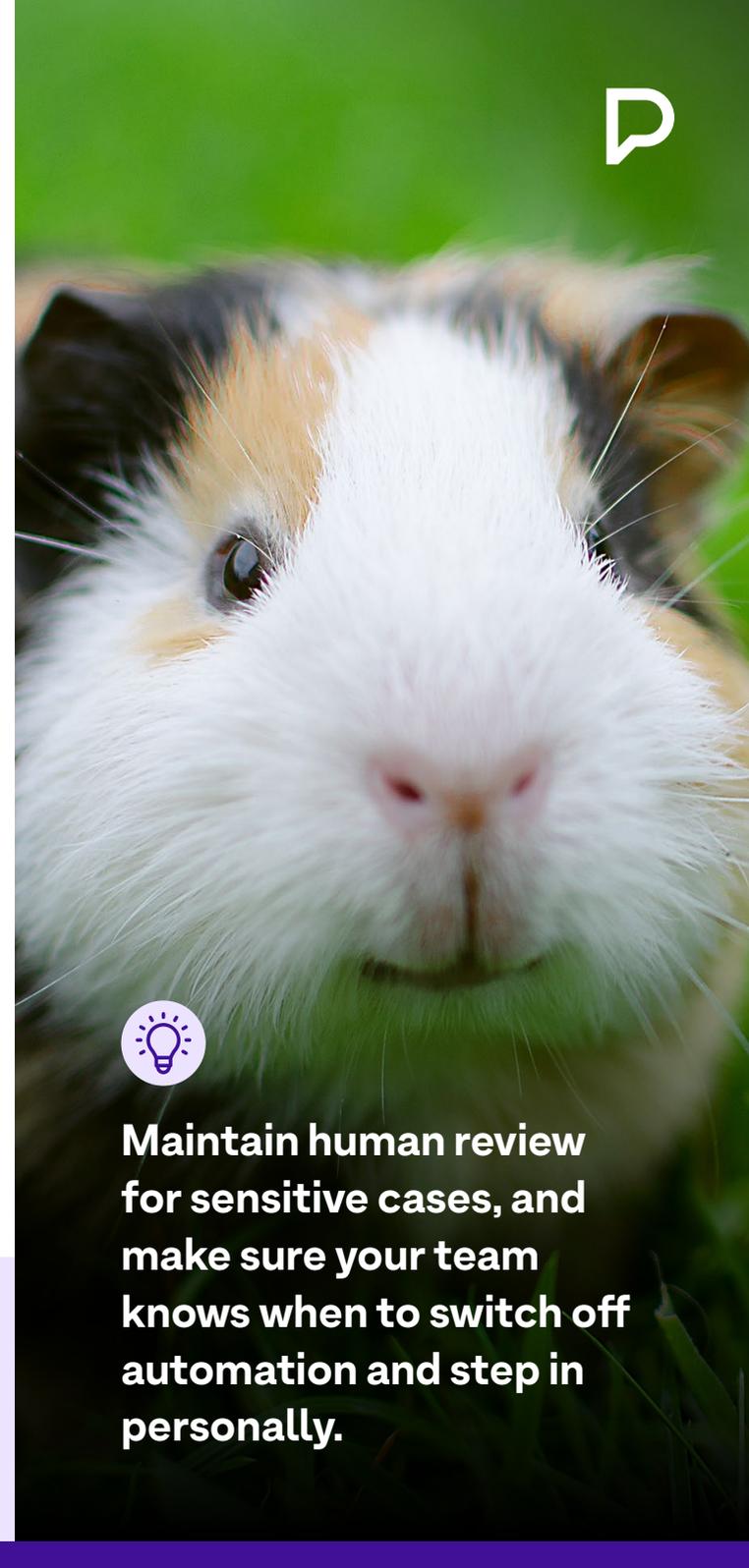
Concerns to consider:

"AI systems can send follow-ups at the wrong time — even post-euthanasia or during complications. These moments need a human touch."

— Veterinary Business Journal, Feb 2025

Book a demo and see how Provet's platform promotes consistency and less chaos.

Less barking, more booking <<



Maintain human review for sensitive cases, and make sure your team knows when to switch off automation and step in personally.

Trend 4: Wearables & at-home monitoring

From smart collars to chronic care — bringing proactive data into your clinic.

What's happening in the industry?

Smart collars and tracking devices now monitor pets' movement, sleep, and recovery patterns, feeding real-time data into the PIMS or wellness plans. Clinics can spot issues earlier and personalise follow-ups, from arthritis to obesity.

Why it matters:

This trend isn't about gadgets. It's about keeping clients engaged, tracking progress between visits, and expanding your clinic's value beyond the consult room.

Clinic Leaders insight:

Wearables strengthen client loyalty and give your team proactive talking points, turning data into daily connection.

Who else this affects in your practice:

- **Vets:** Better context during consults, with long-term data and patterns.
- **Nurses:** More informed follow-ups and care check-ins.
- **Receptionists:** Fewer “false alarm” visits, clearer triage.
- **Clients:** Feel more connected and supported, even between appointments.

Concerns to consider:

“Wearable data can mislead clients if taken at face value. It's guidance, not diagnosis.”

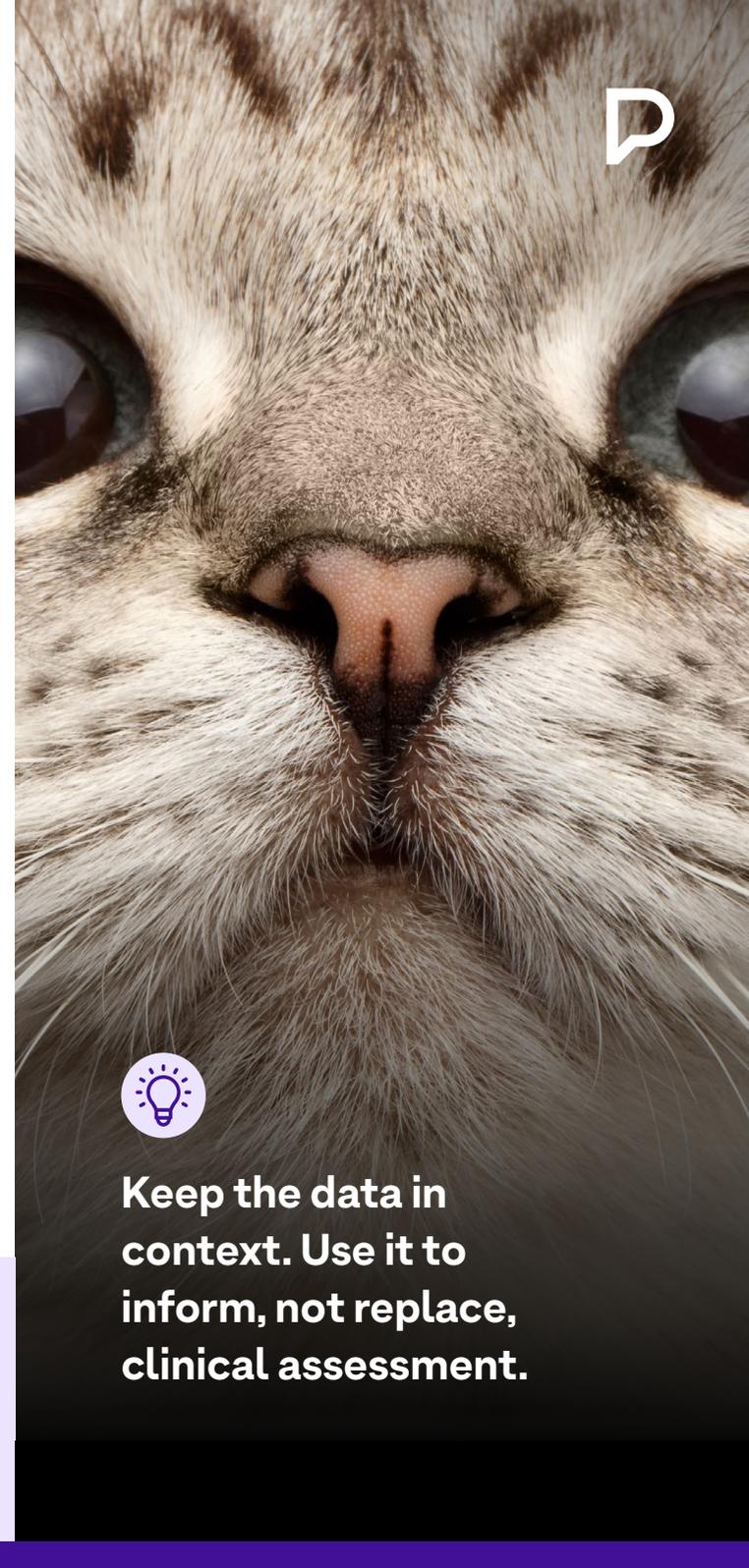
— The Vet Record, April 2025

Discover how Provet helps you bring proactive care and efficiency every step of the way. Empower your staff with Provet's native AI features.

Home is where health is <<



Keep the data in context. Use it to inform, not replace, clinical assessment.



Trend 5: Predictive scheduling & inventory planning

Smarter rotas, smoother days, and shelves that restock themselves.

What's happening in the industry?

AI uses appointment, treatment, and stock data to forecast peaks, predict demand, and recommend rota or ordering adjustments. No spreadsheets, no guesswork.

Why it matters:

For Clinic Leaders, predictive tools reduce stress, control costs, and help you plan staffing and stock before crunch points hit, especially in multi-site setups.

Clinic Leaders insight:

Predictive insights don't just save time, they protect your people. Fewer firefights, more foresight. In being proactive, the whole clinic feels calmer and more in control.

Who else this affects in your practice:

- **Vets/Nurses:** Calmer workflows, fewer gaps or overtime surges.
- **Receptionists:** Better prepared for high-volume days, fewer double bookings.
- **Admin:** Easier reordering, fewer out-of-stock moments.
- **Clients:** Shorter waits, more reliable service.

Concerns to consider:

"AI forecasts are only as strong as the data behind them. Human judgement still matters."

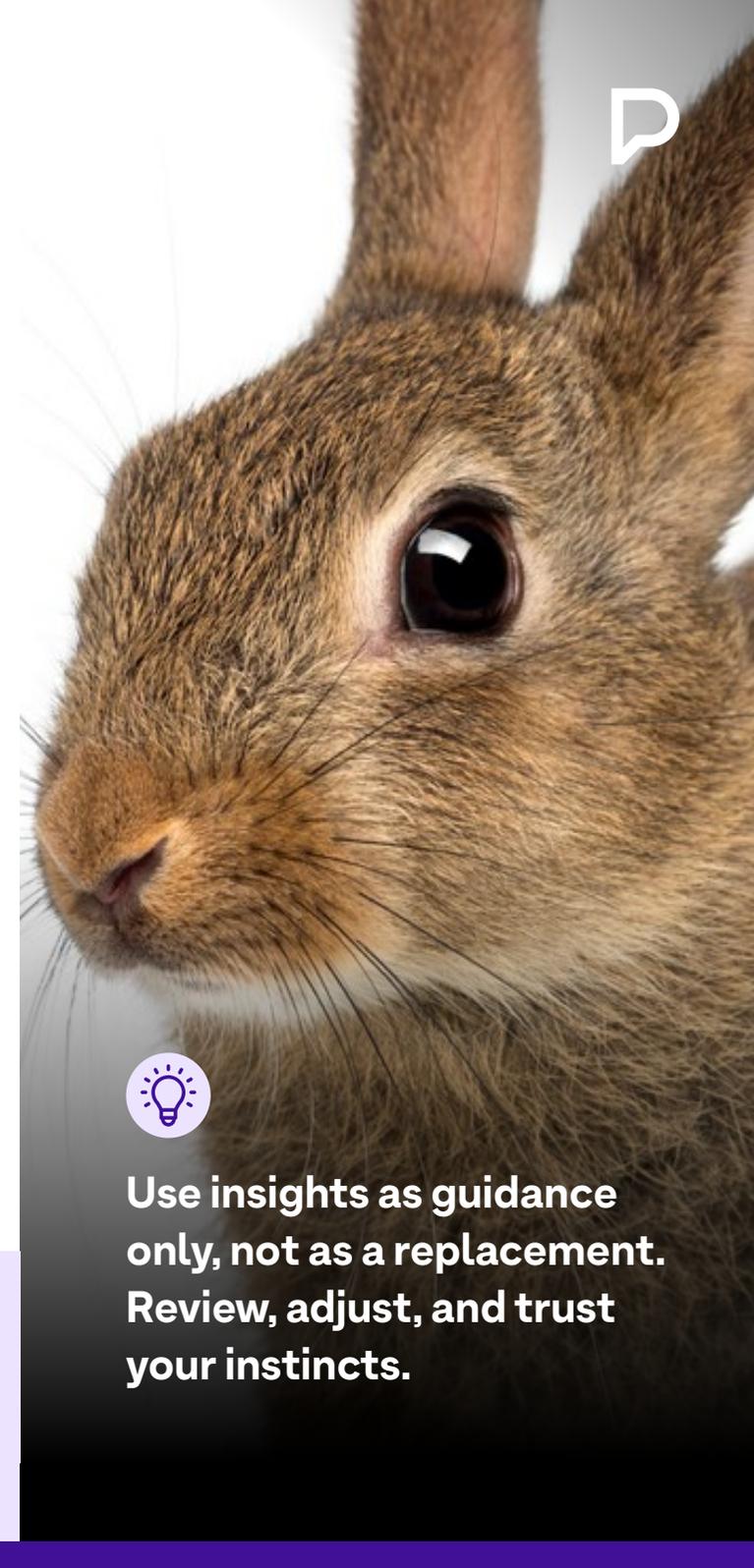
— Practice Management Quarterly, March 2025

We'll show you how inventory (and sanity) stays fully stocked. Take a look at Provet's stock management features and preview exciting AI developments ahead.

No more "we're out of that" moments



Use insights as guidance only, not as a replacement. Review, adjust, and trust your instincts.



Trend 6: Billing & insurance accuracy planning

Smarter coding, cleaner claims, and fewer delays at the desk.

What's happening in the industry?

AI now assists with coding, spotting missed items and flagging incomplete insurance details, helping clinics bill accurately and avoid revenue leaks.

Why it matters:

For Clinic Leaders, this closes the gap between care delivered and revenue captured, streamlining claims and improving financial confidence across the team.

Clinic Leaders insight:

This is about bridging the gap between clinical care and revenue without burdening your team. When billing and claims flow more smoothly, the entire client experience improves, reducing financial stress for staff and pet owners alike.

Who else this affects in your practice:

- **Vets:** No more trying to recall every detail post-consult.
- **Nurses:** Accurate itemization of treatments and stock.
- **Receptionists:** Fewer back-and-forth calls with clients or insurers.
- **Clients:** Clearer invoices and faster insurance outcomes.

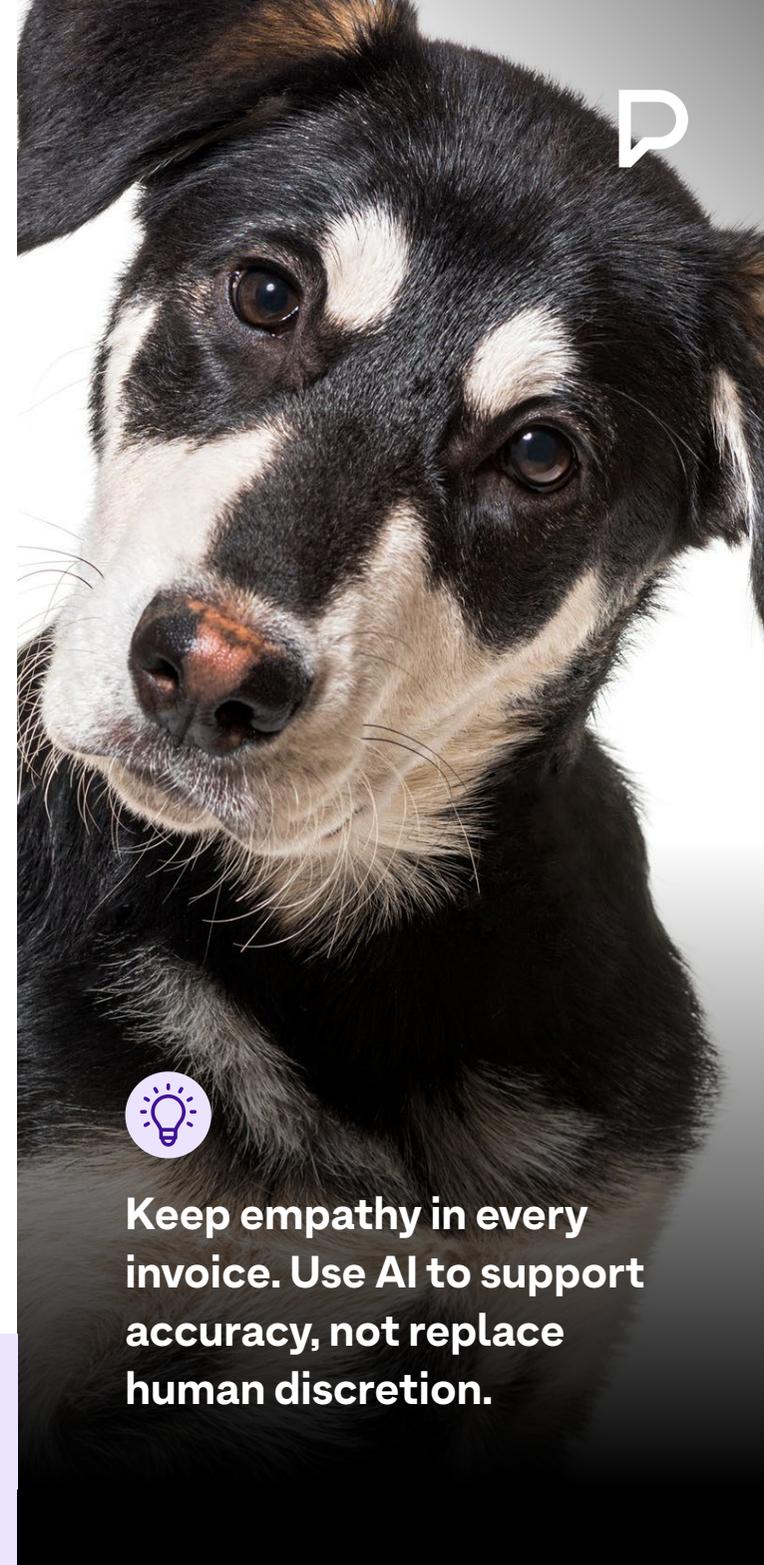
Concerns to consider:

"Billing AI might suggest codes based on procedure names, but it won't know if a service was discounted, donated, or adjusted for compassionate reasons. Practices need the flexibility to override with care."

— InsideVet Tech Briefing, "The Human Side of Clinic Finances", May 2025

Provet's smart suggestions keep things clean, clear, and claim-ready. Take a bite into our demo here and check out future developments.

Take charge of your finances <<



Keep empathy in every invoice. Use AI to support accuracy, not replace human discretion.



A word to the wise: Data risks & security concerns

As AI becomes a bigger part of veterinary practice, the data these systems use and create is both a powerful asset and a serious responsibility.

A 2025 [AVMA survey](#) of 4,000 professionals found:

- 70% worry about AI reliability and accuracy
- 54% about data security and privacy
- 43% about lack of training and knowledge

It's clear: trust in AI starts with how we manage data.



Key risks to watch:

- ✓ **Unexpected data use:** Some vendors may use your clinic data to train their AI models without explicit consent. Always check terms and ask how your data is stored, shared, and anonymised.
- ✓ **Access vulnerabilities:** Staff using personal or unsecured devices can expose sensitive data. Use secure logins, encryption, and device controls.
- ✓ **Cloud & ransomware threats:** Real-time AI services rely on cloud storage that can be targeted. Confirm providers run continuous patching and backup routines.
- ✓ **Loss of client trust:** A single breach can cause lasting reputational damage. Be transparent and have a clear response.
- ✓ **Compliance pitfalls:** GDPR and data-protection rules require informed consent, minimal data collection, and fast breach reporting. Even outside the EU, expect similar standards.

Provet's approach to protection

At Provet, data safety is built in — not bolted on.

- **Global best practice:** GDPR-aligned in every market
- **Certified security:** ISO 27001:2002 information-security accreditation
- **Integrated AI tools:** Fewer third-party handovers, lower exposure
- **Active monitoring:** Regular patching, audits, and least-privilege access
- **Team training:** Secure login, phishing, and device-safety education

Our goal is simple: to make sure the technology that supports your clinic never compromises your trust.



The Provet difference: From complexity to simplicity

If you're looking to explore AI on your own terms, with no pressure and full transparency, we're here.

Our native AI features, backed by market expertise since 2001, blend innovation and proven trust. Simply put, we're here to make things for veterinary professionals.

Tell us what matters most to you, and we'll show you a smart, simple way to support your team with less admin and more peace of mind.

[Get a free demo today](#) <<

"The AI-powered era is here. With Provet, you move from a system of record to a system of action, one that works beside you, not behind you.

It captures data, summarizes histories, lines up charges, and drafts your notes. The goal isn't to replace your clinical judgment; it's to clear the admin burden so you can focus on what matters most: care.

You're not just choosing software for today. You're choosing a partner for the next ten years."

Charles MacBain
Chief Executive Officer
Nordhealth



40+
countries



3,000+
clinics



55,000+
Veterinary professionals



20 million+
pets

 provet