



New Computer Software:

Everything Your Vet Needs to Know About Your Pet in One Place

When you visit the Pipestone Veterinary Clinic with your pet, you may notice our veterinarians consulting the computer more frequently. Be assured that's a good thing for you and your best friend.

Cornerstone[®] veterinary practice software adds a new level of information to Clinic visits in Minnesota. At Pipestone Veterinary Clinic of Iowa, Dr. Ann Emme—who has been using the software for a couple of years—vouches for its value.

“Cornerstone is a very good veterinary program for several reasons,” she explains. “For one, it tells us what we need to know about each patient. And it gives us a heads-up so we know what the visit is about.”

That's where your front-desk contact with the Clinic figures into Cornerstone. Debbi Newton, customer service lead person at PVC of Iowa in Independence, finds the software very helpful in recording what a client tells her about a pet's condition. “I can record notes in the client's own words so the doctor will see that summary in a little box right beside the appointment.”

Debbi can make notes about people (Joe's daughter Jane will be arriving with their cat) and notes about pets (be aware that Rover has a history of biting). “All of this information helps our vets get right to the point of the office visit,” Dr. Emme adds.

Software helps answer client questions, too

“I like the way this software links to our blood-work system and supplies information we can print out for patients,” says Dr. Emme. For example, to determine whether a dog is diabetic, she'll use the Cornerstone system to link directly with the Clinic's IDEXX machine to request needed blood work. If Fido is indeed diabetic, Dr. Emme returns to Cornerstone to print care guidelines for the pet owner.

Conscientious pet parents can be sure Cornerstone is monitoring immunization schedules, also. It generates automatic reminders for rabies shots or distemper. And it ensures all bases are covered during an office visit. “As we're doing a physical exam, Cornerstone shows us a sort of checklist of things to consider,” Dr. Emme says. “Then it lets us add a report on the visit or surgery so we have documentation not just in a file drawer but in the computer, too.”

Back in the front office, Debbi appreciates the way Cornerstone software keeps important facts visible for every visit. “I can add notes and prompts about the animal that will pop up every time I schedule an appointment. I might write, ‘this is a skittish kitty that should not be scheduled next to an aggressive dog’, for instance.”

As a scheduling tool, Cornerstone sees all and knows all. Suppose Debbi has to set up what she calls “a sad appointment.” She consults her notes in the software to make sure no small children with new puppies will be in the office to witness that event.