

Curbside Queuing & Digital Intake

for vet clinics & animal hospitals

Take a new approach to helping your staff and clients manage vet visits. By using ER Express tools to digitize the waiting room, you'll be able to offer clients and their pets a safer, more efficient experience, while clearing up your phone lines and increasing your staff's productivity.

Big wins for people and pets



Create a contactless experience

Keep everyone safe by moving the check in and intake process to clients' phones so they can wait from home or their car instead.



Reduce phone calls & save time

Instead of being tied up on the phone or dealing with paperwork, free up your staff to focus on your clients and their pets.



Optimize throughput

Increase efficiency via our queuing algorithm that automatically assigns pet treatment times based on real-time throughput.

How it works

1



Sign in from a mobile device

Upon arrival, clients text a shortcode to receive a link to our sign-in form. Once signed in, they are assigned an estimated treatment time.

2



Complete mobile intake forms

Once signed in, clients receive a text link to your digitized intake forms. On submission, the forms are automatically sent to staff.

3



Wait from home or the parking lot

Clients wait from wherever you prefer them to wait to minimize contact. Keep them updated via auto texts and optional two-way texts.

Useful features



Customizable

Add custom screening questions, custom alerts and text messages, and digitize any intake form you have.



Auto text updates

Keep clients in the loop throughout their visit without tying up the phone lines with custom automated text updates



Pet pics & area of concern

Receive pet pictures for identification and even digitize the area of concern or injury forms you may have.

Custom feedback survey • Custom visit types • Reschedule, delay & cancel options
Acuity safeguard • Real-time reporting • One-way & two-way texting

Staff access



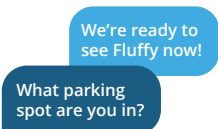
Virtual waitlist

Communicate with, view, & control the flow of your clients in one place.



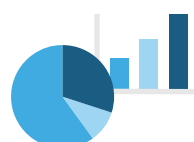
Pet intake forms

Download submitted PDF files of the digital forms clients complete on their phone.



Client notifications

Send automated texts to clients based on workflow triggers and communicate directly with them via two-way texting.



Reporting / analytics

Access real-time, custom reports showcasing patient volume, visit types, feedback, ratings & more.