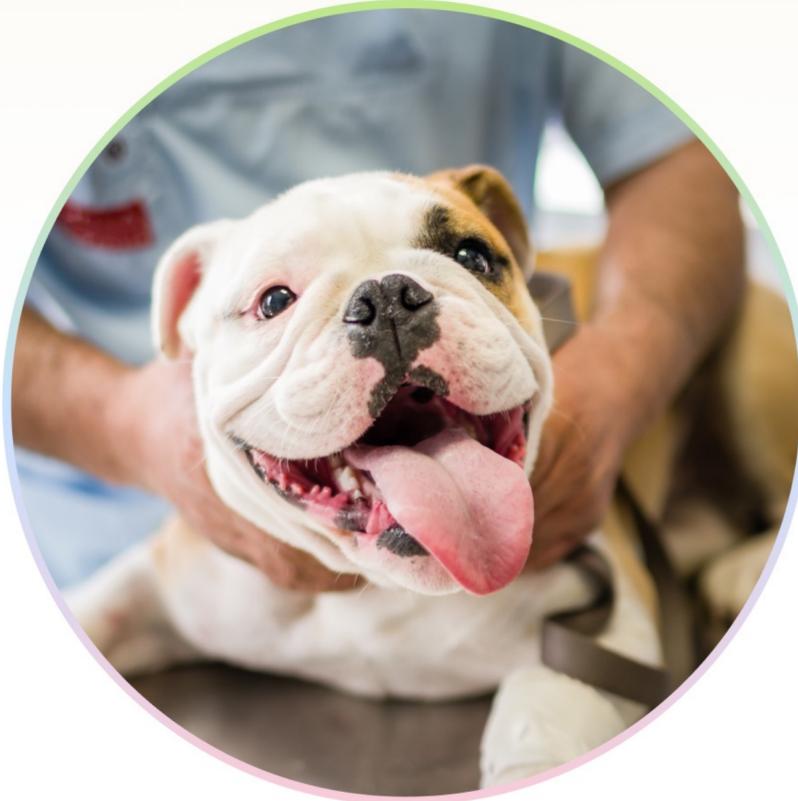


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Unlocking AI[✦] In Vet Care

KEY TAKEAWAYS & INSIGHTS



This download explores critical questions surrounding **AI's effectiveness, its evolution, and associated risks** for your clinic to know.

Gain professional insights into how AI is transforming veterinary medicine, quick definitions for key AI terms, the current trends, as well as practical applications within your clinic.

Understanding AI: Key Terminology

- **Artificial Intelligence (AI)** – The simulation of human intelligence by machines. Not to be confused with other abbreviations of AI in the veterinary field.
- **Large Language Model (LLM)** – The vast amounts of text that AI is trained on to generate human-like responses.
- **Prompt** – A user input used to guide AI responses. Effective prompts give context on who is asking, the goal of the question, the specific task, and context.
- **Reinforcement Learning** – A training method where AI improves through feedback loops.
- **Hallucination** – AI-generated outputs that seem plausible but are incorrect or misleading.



Practical Applications in Veterinary Clinics

- Streamlining clinic workflows.
- Automating administrative tasks.
- Enhancing client communication.
- Documenting in-depth notes.

“AI isn’t about replacing veterinarians – it’s about augmenting their capabilities to provide better care.”

Jennifer Quammen

DVM, Chief Veterinary Officer at Otto

Key Considerations for Implementation

- **Change Management:** Training staff and integrating AI smoothly into workflows.
- **Future-Proofing:** Ensuring AI systems remain adaptable to evolving veterinary needs.

“Successful AI adoption hinges on both technical integration and human acceptance.”

Andy Michaelis

CTO at Otto



Where Have AI Implementations Been Effective?

- Automated appointment scheduling and rescheduling. Clinics can now rely on AI-driven systems to manage these tasks, **streamlining workflow and reducing administrative burdens.**
- Audible AI-driven conversations with pet parents to **help rebook and manage appointments**, similar to how a human customer success representative would interact with clients.



How Is AI Evolving?

AI is advancing rapidly, with significant improvements in its capabilities. These advancements are making AI more reliable and effective in veterinary applications.

The technology is changing very quickly, **requiring clinics to stay informed and adaptable** to ensure they can leverage the latest developments for improved patient care and operational efficiency.

What are the Concerns and Risks Associated with AI?

Like any new technology, AI can be scary and concerning, especially given its rapid growth.

AI hallucinations remain a concern, though improvements are being made to mitigate these issues, because they cause potentially misleading or incorrect outputs.

Privacy concerns mean **you need to think carefully about data handling and security measures.**

Finally, change management challenges are expected, as clinic staff may struggle with the transition to AI-driven workflows, **emphasizing the importance of training and support.**

Benefits of AI for Veterinary Clinics

- **Efficiency & Automation:** Reducing time spent on administrative tasks.
- **Improved Patient Outcomes:** AI-driven diagnostics and treatment recommendations.
- **Better Client Experience:** More responsive and personalized interactions.

“Embracing AI in veterinary care is not a question of ‘if’ but ‘how’ – and clinics that adopt it strategically will see the greatest benefits.”

Andy Michaelis
CTO at Otto

Next Steps

- Assess AI readiness for your clinic and **develop an implementation roadmap.**
- **Book a demo with Otto** to explore AI-powered veterinary solutions for your clinic.

For further details, visit [Otto's website](#) or contact our expert team.

