

VETERINARY CLINICS

Veterinary IT Readiness Checklist

Keep the PIMS fast, the lab connected, and every location running the same way.

Veterinary practices are not covered by HIPAA, but they carry client payment data, controlled-substance logs, and a schedule that cannot stop. Groups adding locations feel IT pain first. Here is what a stable, growth-ready clinic has in place.

How to use it: tick what you have in place today. Anything left unticked is a conversation worth having.

01 Core clinic systems

- ☐ **PIMS hosted on reliable hardware or a supported cloud platform**
Cornerstone, AVImark, ezyVet, and Impromed all need care and feeding.
- ☐ **Lab analyzers and digital radiology integrated and documented**
Know which device talks to what, and who to call when it stops.
- ☐ **Separate guest Wi-Fi for clients, isolated from clinic systems**
One flat network is how one infected phone becomes everyone's problem.
- ☐ **Business phones with call queues and appointment texting**
Clients call before they book online.
- ☐ **Battery backup on servers, network gear, and lab equipment**
Short power blips cause more outages than big storms.

02 Security and payments

- ☐ **Unique logins for every doctor, tech, and front-desk team member**
Controlled-substance logs depend on knowing who did what.
- ☐ **Multi-factor authentication on email and remote access**
Insurers ask about it on every application.
- ☐ **Endpoint protection monitored 24/7 on every workstation**
Including exam-room and treatment-area PCs.
- ☐ **PCI-compliant card terminals on their own network segment**
Card data should never share a network with guest Wi-Fi.
- ☐ **Security awareness training for front desk and managers**
Phishing targets the people who pay invoices.

03 Multi-location and growth

- ☐ **A standard build for every new location: network, phones, PCs, PIMS**
New clinics open on a playbook, not a scramble.
- ☐ **Central device management and patching across all sites**
One view of every computer, every location.
- ☐ **Daily backups of PIMS and imaging, one copy off-site, restores tested**
Medical records and imaging are irreplaceable.
- ☐ **Asset inventory with warranty and replacement dates**
Budget for refreshes instead of reacting to failures.
- ☐ **Quarterly IT roadmap tied to your acquisition or expansion plans**
IT should be ready before the new sign goes up.

Red flags we see most

- Each location was set up by a different vendor.
- The PIMS slows to a crawl every afternoon.
- Lab results stop flowing after updates.
- You learn about outages from clients.

Where to start

If you are adding locations, standardize first. A repeatable build cuts new-clinic IT setup from weeks to days.

Want a second set of eyes?

Book a free 30-minute technical assessment. A senior engineer walks through this checklist with you and tells you what to fix first. No sales script, no obligation.

Book a technical assessment

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