

## APVC Session Notes

### Session Descriptions

#### **Past, Present, & Future of Veterinary Medicine (8:30am – 9:45am)**

It seems like every day there is another headline about an explosive, new technology. Are you having trouble keeping up? Or navigating fact from fiction? Or understanding what, if any, the impact will be on the veterinary profession? In this thought provoking session, Dr. Little will unpack the relationship between technology and veterinary profession. We will look at where we are today and how these capabilities are already being integrated into practices and where we are headed tomorrow. We will also examine specific veterinary examples such as dictation, client communication, practice management, and telemedicine solutions and how they can benefit your practice.

#### **Using ChatGPT to build your practice playbook - Part 1 (10:15am -12:00pm)**

In this two part session, you'll learn how to harness the power of AI tools, including ChatGPT, to create a game-changing playbook for your veterinary practice. Gone are the days of relying on outdated protocols and processes. By leveraging the capabilities of ChatGPT, you can effortlessly turn complex concepts into practical, actionable steps for your entire team. Experience the benefits of enhanced consistency, a single source of truth, and the true empowerment that comes from leveraging AI tools in veterinary practice management. Whether you are familiar with these tools or not, you will be able to make real progress within these two sessions.

In part 1, we will focus on introducing you to the core concepts and approaches to making the most of ChatGPT and applying it towards creating, formatting, editing, and translating everything from client handouts to team protocols.

#### **Using ChatGPT to build your practice playbook - Part 2 (1:30pm – 2:45pm)**

You are now armed with the basics, now let's go further. In part 2 of this session, we will focus on advanced use cases and showing the true power of these tools for more complex tasks. Examples include how to leverage ChatGPT as a thought partner for navigating complex client or hospital scenarios or issues and how to strengthen your existing protocols and processes by identifying gaps. We will also walkthrough ways to incorporate these tools (and the work you create) into your existing team workflows. Finally, we will walkthrough additional tools that can take your learning further and allow you to integrate AI within your practice workflows.

#### **Selecting the Right Tool & Keys to Technology Implementation (3:15pm – 5:00pm)**

There are over 100 veterinary-specific software tools available to practices. How do you know the right one for you? Are you paralyzed into making a decision because you are overwhelmed with choices? Or maybe you have had a negative experience in the past you are looking to avoid. In this closing session, we will walkthrough a framework for you and your team to evaluate new technologies in a repeatable way that helps you find clarity in

the chaos. We will also then walkthrough best practices to ensure that your implementation goes as smoothly as possible.

### **Session Preparation**

- **Bring Your Device** - The workshop sessions will require participants to have access to an internet connected device. You will get more out of the session (and find it easier) if you have a laptop available but a tablet/phone will also suffice.
- **Create a ChatGPT account** - ChatGPT is accessible via OpenAI's website. You can log in or create an account by visiting <https://chat.openai.com/auth/login>. There are also native mobile apps available on iOS (Apple) and Android. While there is a paid version (which I highly recommend getting as it will provide better results and allow access to additional features), the free version will be sufficient for this workshop. There is also a free mobile app to download.