

Illustrative example. Riverside Lane Veterinary Practice is a fictional company. This scenario shows how a typical veterinary & clinics business would set up and use Verika; it does not describe a real customer or report real results.

EXAMPLE SCENARIO · VETERINARY & CLINICS

Riverside Lane Veterinary Practice

York, UK · 2 sites · 9 vets · 14 nurses · 8 reception staff

A two-site small-animal practice gives reception and nursing teams instant answers on fees, booking rules and client instructions, from the practice's own documents, so vets aren't pulled out of consults.

BEFORE VERIKA

- Reception asked vets and the head nurse about fees, appointment lengths and pre-op instructions throughout the day.
- Locums and new receptionists took weeks to learn the practice's booking rules.
- Clients sometimes got different answers from the two sites.

WHAT THEY GAVE VERIKA

- Fee schedule and estimate guidance
- Appointment booking guide
- Pre-op and discharge client instructions
- Controlled drugs and medicines procedures
- Practice protocols
- Staff handbook

SETTING UP

Day 1

The practice manager uploads the documents. Verika answers only from them; it gives no clinical advice the practice hasn't written down.

Days 2–3

The head nurse and practice manager answer suggested questions on booking and client queries.

Day 4

Reception, nurses and vets are invited; the head nurse and practice manager are experts.

Monthly

Fee schedule updates are uploaded; answers change with it.

WHAT THE TEAM ASKS

“How long is a vaccination appointment?”

RECEPTIONIST

15 minutes; 30 for a first puppy or kitten vaccination with a health check.

Appointment Booking Guide

“Can I give a price for a spay over the phone?”

RECEPTIONIST

Yes, the fixed price from the fee schedule by weight band, and always say it's subject to the pre-op check.

Fee Schedule 2026, \$2

“What do we tell owners after a dental?”

NURSE

Soft food for 3 days, no chews for 2 weeks, and a free check at 7 days. Give them the dental discharge sheet.

Discharge Instructions: Dental

“Who can sign out controlled drugs here?”

LOCUM VET

Only a vet or the head nurse, recorded in the CD register the same day with a witness.

Controlled Drugs SOP

WHEN VERIKA DOESN'T KNOW

“Can clients pay in instalments?”

The documents didn't say, so Verika said it didn't know and logged it. The practice manager answered once (only over £500, with approval and a signed payment plan), and both sites' reception teams now give that answer.

WHAT CHANGES

- Reception answers routine queries without interrupting consults.
- Both sites quote the same fees and instructions, from the same documents.
- Locums can check 'how this practice does it' on their first day.

WHAT TO MEASURE IN YOUR OWN TRIAL

- Interruptions to vets and the head nurse for admin questions
- Gaps logged and answered
- Time for new reception staff to work unsupervised



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