



# Because You Should Have Time For Lunch

## Did You Know?



25% of veterinary technicians turn over each year\*



40% of veterinarians are considering leaving their career\*

\*Source: The American Veterinary Medical Association



**Flow by Otto** is the client communication platform that improves veterinary team wellness and peace of mind

**Experience the PAW-someness**

## Used by Thousands of Veterinarians



95% Satisfaction rating



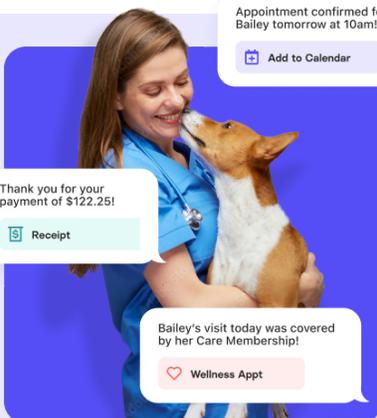
Up to 50% decrease in no-shows



Up to 40% increase in Rx sales



Over 1M automated tasks and 7M texts per year



## The Highlight Reel

- Instant appointment confirmations via text
- Two-way data transfer into the practice management system
- Service reminders with a "Book Now" button for pet parents
- Digital forms for intake, digital signature, or custom use cases
- Two-way text line for easy customer communication
- Secure payment requests can be sent and completed via text

[Learn More at otto.vet/sign-up](https://otto.vet/sign-up)



# What Today's Clinics are Facing

\*Source: The American Veterinary Medical Association



Average annual veterinary technician turnover rate



of veterinary staff surveyed said they are emotionally exhausted at work



Increase in number of appointments from 2019 to 2020



Decrease in productivity (patients per hour seen) from 2019 to 2020

## How Flow by Otto frees up to 8 hours per week for your team

### Before Appointment

- Scheduling
- Reminders & Confirmations
- Digital Forms
- Deposits
- Pre-appointment Instructions

### During Appointment

- Workflow Management
- Automated Check-in
- Text, Phone & Video Client Communication
- Team Chat

### After Appointment

- Fully Integrated Payments
- Client Satisfaction Surveys
- Follow-up Care & Telemedicine
- Self-service Client Portal
- Post-appointment Instructions

### So Many Options.

“Otto has given me and my hospital so many options. And then before you know it, we’ve got our entire hospital on board with it. And once we got that ball rolling all of a sudden our clinic is using all of Flow in ways I had never imagined.”

Summer Burke-Irmiter, Owner and Administrator  
Adobe Animal Hospital - Los Altos and Los Gatos

### User-friendly.

“We have been very happy with Otto and our clients have really embraced the technology. The platform is user-friendly and helps you keep a good detailed record of the visit.”

Duffy Jones, DVM, Practice Owner  
Peachtree Hills Animal Hospital

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