

IntraVet Practice Management Software FAQ

IntraVet is a leading practice management solution that allows veterinarians to be in charge of their critical medical, financial and back-office information. Our easy-to-use interface combined with the most powerful features in the industry provides the information veterinarians need to improve their clinical services and management efficiencies. IntraVet is backed with the most reliable and knowledgeable technical support team for your entire computer network.

Q: How many veterinary hospitals use IntraVet?

A: 2,000+ Our success is built on more than 20 years of experience in combining leading-edge technology and veterinary medicine to provide software solutions for today's veterinarian.

Q: Is IntraVet network compatible?

A: Yes – IntraVet can be used as a single or multi-user package. Windows 7, Windows 8, Windows Server 2003 -SP2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows XP, Windows Vista Business and Windows 10 are the native operating systems we support.

Q: What other networking services are supported by IntraVet?

A: IntraVet also provides networking solutions with Windows Terminal Services as well as wide area networking options utilizing VPN routers.

Q: Is IntraVet a Microsoft-Certified Partner?

A: Yes

Q: Does IntraVet provide unlimited technical support?

A: Yes – When you purchase the IntraVet software, you receive 90 days of free support. After 90 days, you have the option to purchase a monthly service club program. Support is available on an unlimited usage basis weekdays and Saturday mornings. After hours support is available 7 days a week for an additional fee. Please visit our website for more information on support hours. Our support staff is located at the state-of-the-art Patterson Technology Center in Effingham, Ill. and our toll-free support number is 877.422.8838.

Q: Does IntraVet provide hardware and networking services?

A: Yes – Over 60% of our clients use our hardware and networking services. As a single-source business partner, we provide hardware and networking as well as training on the system with our professional technicians and trainers who are Patterson employees. We do not subcontract our services to third-party individuals or business partners.

Q: Does IntraVet utilize tablet PCs and wireless networking?

A: Yes – Many IntraVet clinics use tablet PCs in their network environment utilizing wireless technology. The IntraVet Tablet PC provides access to your clinical data with a lightweight, touch-screen-based handheld computer. IntraVet can also be used on Windows 8 and Windows 10 Surface Pro tablets.

Q: How many clients and patients can IntraVet handle?

A: Unlimited

Q: Can I maintain a paperless environment with IntraVet?

A: Yes – IntraVet can be utilized as both a medical notes driven or an invoice driven system, depending upon your choice. Medical progress notes can be tracked in SOAP format as well as freehand notes. You can attach scanned documents as well as digital and radiograph images to related services. Line item treatment and inventory entries from invoices automatically update charts, and lab results from in-house equipment get transferred to patient histories.

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