

"The best part is that I don't have to have everything done before the work day ends. I can wrap things up later from home, which is a huge quality of life enhancement!"

Dr. Candice Manganaro

Veterinarian at Park Heights Animal Care Center



Challenge

A typical veterinary appointment is 30 minutes or less; however, the veterinarians at Park Heights Animal Care Center go above and beyond the industry norm with 45-minute appointments. This type of commitment allows Park Heights Animal Care Center to provide the best care for its pets, but it also brings about a big challenge in finishing all surgeries, appointments, call backs and patient charts during business hours.

This core challenge had two factors for Dr. Candice Manganaro, one of the veterinarians at Park Heights. First, she must complete medical records within the 24-hour legal window after seeing a patient. Second, she needs to pick up her child from daycare before it closes. This resulted in a stressful situation where she simply did not have enough time at the office to provide the highest quality care and complete all obligations.



Park Heights Animal Care Center is a full-service veterinary hospital, offering everything from diagnostics and medical treatment to grooming and nutrition. meowandbowwow.com



Solution

Dr. Manganaro needed a secure solution that would allow her to work on her own time while balancing life's responsibilities. The legal requirement of completing medical records within 24 hours of seeing a patient put pressure on the veterinary hospital, so implementing a remote access solution that would let Dr. Manganaro finish patient records at home was crucial.

Park Heights Animal Care Center chose GoToMyPC because it securely enables Dr. Manganaro to provide exceptional care and wrap up medical records, call backs and email communications on her own time.

Thanks to GoToMyPC, she is now able to pick up her child from daycare, run errands, prepare dinner and put her child to bed before remoting into her work computer to finish things up. GoToMyPC lets her sign in to Avimark, the veterinary practice management software, and fulfill the 24-hour legal requirement for medical records securely and efficiently.

"It's very simple to use and implement," said Dr. Manganaro. "Once it was installed, I could log in from home and that was it. There's not much of a learning curve as long as you know how to use the Internet!"





Improved patient care



Increased efficiency



Higher employee quality of life

GoToMyPC has helped Park Heights Animal Care Center:

- Increase the number of patients seen and treated
- Improve flexibility for how veterinarians communicate with owners
- Ensure high-quality patient records
- Enhance the work-life balance of employees

By allowing Dr. Manganaro to wrap up records and communications on her own time, GoToMyPC enables Park Heights Animal Care Center to continue providing excellent service for its patients while ensuring everything is completed efficiently.

Want to learn more about GoToMyPC? Call us toll free at 1 **888 646 0016** or visit get.gotomypc.com.