

Storyboard 1: Front Desk Workflow Challenges

1) Veterinary Assistant begins the shift facing a crowded lobby with multiple patients to check in.



3) The assistant struggles to manage multiple system alerts and patient updates at once, making it difficult to determine task priorities.



5) With clearer task tracking and automated reminders, the assistant confidently completes required steps in the patient care process.



2) While discussing a patient's condition with the assistant, the veterinarian notices a warning notification in the clinic system.



4) A redesigned digital dashboard allows staff to quickly view patient status, tasks, and priorities in one centralized system.

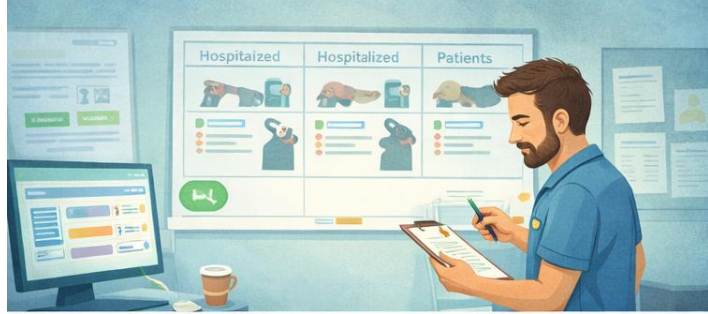


6) Improved communication and workflow visibility lead to better teamwork, smoother appointments, and more positive experiences for patients and staff.

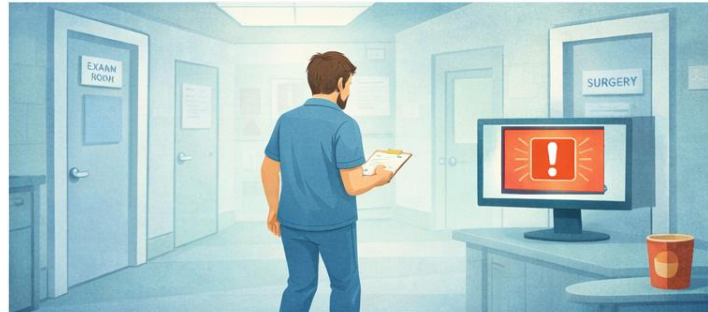


Storyboard 2: Missed Alerts and the Need for Improved Clinical Workflow Visibility

1) The veterinarian reviews hospitalized patient information using both a whiteboard and a digital system to track care tasks.



3) An urgent lab result alert remains on the computer screen as the veterinarian continues to walk away, unaware of the missed task.



5) With improved workflow visibility, the veterinary team collaborates effectively to complete patient care tasks in a timely manner.



2) While heading toward an exam room, the veterinarian overlooks an important system alert displayed at a nearby workstation.



4) A redesigned system interface presents patient data, alerts, and task priorities in a clear and organized dashboard.



6) Timely communication and coordinated care lead to improved treatment outcomes and a positive experience for both staff and pet owners.

