

Case Study

How Bond Vet Used GlobalVetLink to Streamline Their Pet Travel Program and Improve Compliance Documentation



ABOUT BOND VET

Bond Vet is a veterinary hospital with multiple locations in Boston, Chicago, Maryland, New Jersey, New York, Virginia, and Washington, DC. The hospital aims to improve the pet and person bond through veterinary medicine. They serve clients who require primary care, urgent care, walk-ins, specialty care, and surgery.


QUICK FACTS

Location: **Eastern US, Chicago**

Number of Veterinarians: **33**

GlobalVetLink Certificates Used: **CVIs**

Health Certificates Issued Per Year: **400+**

 *"In early 2021, it was becoming apparent that we were actively losing clients and money by pushing them to other places to get travel documents when we could have easily been doing them. However, our doctors did not want to because it was so complicated."*

Shannon O'Daniel
Bond Vet

THE CHALLENGE

Before using GlobalVetLink, Bond Vet primarily used the APHIS 7001 form for pet travel compliance documentation. The hospital wasn't aware of the state regulations regarding pet travel documents and offered only a few certificate appointments. As a result, they were losing clients who needed travel documents, and their doctors were unwilling to perform them due to the complexity of the regulations.

With increased requests for pet travel appointments, Bond Vet created a Travel Team to facilitate these complex appointments. Shannon Hagan, the full-time Nurse on the Travel Team, handles all travel inquiries Bond Vet receives. She responds to clients' existing and new travel inquiries and completes all the documents before the pet arrives for an appointment. She schedules the clients and provides cost estimates. Shannon O'Daniel, the Virtual Operations Senior Associate, supports the Travel Team, manages the remote care team with Bond Vet, implements new hire training and onboarding, and schedules staff for the communications center.

The hospital faced challenges regarding compliance documentation (CVIs/Health Certificates, International Health Certificates) as they wanted to ensure that their clients had accurate documents that would be accepted at their destination. Previously, lack of knowledge from the teams was a significant concern, with different Bond Vet locations having different levels of understanding of travel regulations. The doctors also wanted to refrain from performing the appointments for pet travel compliance documentation because of the complexity associated with documentation regulations and health requirements, which meant they needed a new solution that would be easy for the doctors to use.

THE SOLUTION

When looking for a new solution, Bond Vet had several items on their "wishlist." They needed a system that could handle inquiries, determine which documents were required, and make completing those documents simple. They wanted a solution that was easy to use for their doctors, staff, and clients. GlobalVetLink was recommended by a doctor who used it previously, so it was the only option Bond Vet considered. The implementation process of GlobalVetLink was smooth, and the GlobalVetLink support team was accommodating throughout the process.

Since implementing GlobalVetLink, the staff has liked that doctors can complete last-minute travel appointments. The platform is straightforward to use, and it's easy for doctors to log in and complete the required documents without the need for support from the Travel Team. The certificates can also be easily emailed to clients so clients don't have to wait for the hard copy.

In summary, Bond Vet faced significant challenges with compliance documentation, but GlobalVetLink has helped them streamline their travel program and improve their documentation accuracy. The doctors like the platform because it's easy to use, and the entire team speaks highly of the GlobalVetLink support team.



"I don't need to use support often because the system runs pretty flawlessly. But when I do need support, I love that the chat feature is built in!"

Shannon Hagan
Bond Vet

THE RESULTS



Reduced Time
Spent On Certificates



\$100k+ Revenue
Added To Clinic



Happy, Returning
Pet Owners



Hours Saved
By Clinic Staff



"The time it takes us to put these documents together is cut in half. Our doctor's time is very valuable. They have sick pets in the clinic, and the fact that they don't have to do much with these documents is invaluable. They can just log in, click a button, do their exam, and be on their way. Time is the biggest savings we've found with the platform!"

Shannon O'Daniel
Bond Vet

