

# ER Express vs. ClockwiseMD

## A comparison of tools for animal hospitals

Feature	ClockwiseMD	ER Express
Sign-in workflow	<ul style="list-style-type: none"> <li>• Requires clients to choose an “appointment” time.</li> <li>• Clients show up with the misconception that they have an appointment.</li> <li>• They typically have to wait and staff must readjust the client’s expectation.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients sign in WITHOUT an appointment time - the system places them in a queue where staff can review each pet’s medical needs before giving the client an arrival time.</li> <li>• Clients arrive with mutually agreed upon expectations based on their pet’s needs as well as the other pets in the queue.</li> </ul>
Veterinary-specific features	<ul style="list-style-type: none"> <li>• Rooted in human health care visits.</li> <li>• Lacks visit information specific to veterinary emergency visits.</li> </ul>	<ul style="list-style-type: none"> <li>• ER Express provides a configuration 100% dedicated to veterinary emergency care.</li> <li>• Staff gather information essential for emergency animal care rather than the simpler forms that human urgent care clinics use.</li> <li>• For example, ER Express’ intake form allows clients to draw on a diagram of an animal to indicate the location of their pet’s injury.</li> <li>• ER Express also comes pre-configured with 30+ symptom sets to flag staff based on the chief complaint, such as “unproductive vomiting” and “chocolate” and each vet ER can personalize this list to their needs.</li> </ul>
Staff-facing ease of use	<ul style="list-style-type: none"> <li>• Staff workflow requires clicking multiple tabs to view clients waiting, pets ready for treatment and discharged pets.</li> <li>• Custom workflow unavailable.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff can see all clients/pets in a single view, organized by status (waiting, triaged, etc.)</li> <li>• Each vet ER can personalize their configuration including the number of statuses, the name of each status, etc.</li> <li>• Each vet ER can also personalize workflow triggers and text messages that get sent to clients, including turning the alerts on/off and editing the wording of text messages.</li> </ul>
Client-facing registration workflow	<ul style="list-style-type: none"> <li>• Clients can opt out of paperwork.</li> </ul>	<ul style="list-style-type: none"> <li>• The sign-in workflow automatically pushes clients to submit their intake forms ahead of time. Additionally, each vet ER can configure reminder texts and send two-way text messages to ask clients if they need help filling out their forms.</li> <li>• 85% of clients fill in their digital forms without assistance.</li> </ul>