



# A 10-minute self-assessment for veterinary practices

Identify where IT risks may be quietly affecting patient care, staff workflow, and clinic operations – before they turn into disruption.

*Prepared for veterinary practice owners and managers*



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# Modern veterinary clinics are digitally dependent environments.

Appointments, clinical notes, imaging, lab results, billing, and payments all rely on IT systems working reliably throughout the day. When even one part of that setup struggles, the impact can be immediate — and often stressful.

This **Clinic IT Risk Check** is designed to help you reflect on how your systems are actually performing in day-to-day clinic life.

- It is not technical
- It is not a test
- There are no right or wrong answers

If something feels unclear or uncertain, that insight alone is valuable. Most clinics complete this in around 10 minutes.

# How to Use This Risk Check

For each statement below, tick the option that best reflects your current experience.

If you answer “Not sure”, treat that as a useful signal – uncertainty often points to hidden risk.

## Section 1: Practice Management & Daily Operations

1. Our Practice Management System (PMS) remains responsive during busy periods

☐ Yes      ☐ No      ☐ Not sure

2. PMS slowdowns or outages are rare

☐ Yes      ☐ No      ☐ Not sure

3. Staff know what to do if the PMS becomes unavailable mid-consultation

☐ Yes      ☐ No      ☐ Not sure

4. PMS integrates reliably with imaging, lab, and payment systems

☐ Yes      ☐ No      ☐ Not sure

## Section 2: Network & WiFi Stability

1. WiFi is reliable in all consultation, imaging, and treatment areas

☐ Yes      ☐ No      ☐ Not sure

2. Network issues rarely interrupt imaging or card payments

☐ Yes      ☐ No      ☐ Not sure

3. Connectivity problems are resolved quickly when they occur

☐ Yes      ☐ No      ☐ Not sure

4. Network equipment is business-grade and centrally managed

☐ Yes      ☐ No      ☐ Not sure

### Section 3. Cybersecurity & Data Protection

1. All clinic devices are centrally protected and monitored

☐ Yes ☐ No ☐ Not sure

2. Operating systems and software are kept up to date

☐ Yes ☐ No ☐ Not sure

3. Staff understand how to spot phishing or suspicious emails

☐ Yes ☐ No ☐ Not sure

4. Client and medical data is properly secured and protected

☐ Yes ☐ No ☐ Not sure

### Section 4: Backup & Disaster Recovery

1. Backups are stored securely offsite

☐ Yes ☐ No ☐ Not sure

2. Backups include PMS data, imaging, and financial systems

☐ Yes ☐ No ☐ Not sure

3. Data restores have been tested successfully

☐ Yes ☐ No ☐ Not sure

4. There is a clear recovery plan if systems fail

☐ Yes ☐ No ☐ Not sure

## Section 5: Medical Equipment & System Integration

1. Imaging and lab systems integrate reliably with the PMS

☐ Yes ☐ No ☐ Not sure

2. Software updates do not regularly disrupt equipment workflows

☐ Yes ☐ No ☐ Not sure

3. There is clear accountability when integration issues occur

☐ Yes ☐ No ☐ Not sure

4. Manual workarounds are rare and temporary

☐ Yes ☐ No ☐ Not sure

## Section 6: IT Support & Operational Resilience

1. IT support understands clinical environments

☐ Yes ☐ No ☐ Not sure

2. Issues are resolved without relying on internal "tech-savvy" staff

☐ Yes ☐ No ☐ Not sure

3. Reliable IT support is available out of hours

☐ Yes ☐ No ☐ Not sure

4. If systems failed today, patient care would remain protected

☐ Yes ☐ No ☐ Not sure



# Understanding Your Answers

If you ticked **“No”** or **“Not sure”** several times, you are not alone — most clinics do. What matters is not perfection, but **awareness**.

Small weaknesses in IT systems often go unnoticed until:

- clinics are busy
- staff are under pressure
- systems fail at the worst possible time

Identifying these areas early gives you the opportunity to prioritise improvements before they affect patient care, staff wellbeing, or revenue.

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## Optional Next Step

If you'd like a second opinion on what you've identified — or simply want to sanity-check your thinking — Sean is always happy to help.

There's no obligation and no sales script.  
Just a practical conversation with someone who works with veterinary clinics every day.

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