



# 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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