Veterinary Computer Software: Avimark Versus Cornerstone

There are many options to choose from when it comes to veterinary software programs. Each program has its pros and cons. They also provide different services that may appeal to certain clinics. There are many benefits to using a software program in a veterinary setting. These include record keeping of inventory, recording and accessing patient medical files, scheduling appointments, billing clients, and much more. The software programs, AVImark and Cornerstone, are discussed in further detail in this paper.

AVImark is under the company Henery Schein Veterinary Solutions. Within Henry Schein Veterinary Solutions includes other software programs such as ImproMed. Early in 2019, Henery Schein Veterinary Health and Vets First Choice merged to be rebranded into a new company called Covetrus. (Today's veterinary business). Whereas Cornerstone is created by Idexx. Idexx provides products for small animal diagnostic, reference laboratories, and practice management. Their work goes beyond health care for animals. There is work in human health and water microbiology. (Idexx wenbsite)

The features are similar between Avimark and Cornerstone. On the other hand, there are a few different features and functions that set them aside from each other. Both programs provide an electronic health record. The clinic can go paperless if it chooses to do so. Both programs have basic features such as inventory, scheduling, and invoicing. Whiteboard is another feature provided by Avimark and Cornerstone. Whiteboard allows you to track a patient’s activity. These include surgery charges, prescription refills, and labs. (avimark). Lastly, Avimark and Cornerstone can integrate lab work and allow attachments of files such as lab work and radiographs. Differences include sidekick and compliance assessments. Sidekick is provided by AVImark. It allows mobile clinics to have access to Avimark and medical records on the go. It is beneficial because it eliminates the need to bring along paperwork and folders that could easily be lost. Cornerstone has a compliance assessment tool. This feature sends alerts to the staff when a patient is qualified for a specific service. This tool also tracks patient compliance rates. AVImark and Cornerstone work fairly similarly. The differences in features may appeal to certain consumers depending on what type of clinic they are running.

With using an electronic program, technical difficulties are sure to arise. Both programs provide accessible technical support for its customers. AVImark has their phone number, email, and fax number listed on their website to get into contact with the company. Their website also has a quick support option. It connects you with a support technician. Cornerstone also has a contact customer support page on their website. It lists multiple numbers from each branch of Idexx. There is a software and services section that lists the number for customer support of Cornerstone. Both programs ensure the customer has access to their technical support by providing their contact information on the website. It is important that the program run smoothly because it can disrupt the day-to-day duties.

A fear of using an electronic record versus a paper record is losing the medical history of a patient to a malfunction or system breakdown. Avimark and Cornerstone both provide some sort of data backup to prevent this from happening. Avimark’s backup system is called a data vault.

It is software that can be uploaded. The files are transferred to a vault that is offsite (avimark). Cornerstone's data backup is also software. It provides automated daily backup, security alerts, and fast recovery. (concluding sentence)

Laboratory results and radiographs are an important aspects of a medical record. Avimark and Cornerstone provide features of lab integration to bring test results straight to the medical file. Laboratory companies that AVImark integrates with are Abaxis, Antech, Forcyte, Hemagen, Hemavet, Heska, IDEXX, and Scil. AVImark interprets test results and uploads them into the medical record. Cornerstone work in a similar matter as AVImark. Cornerstone also integrates with IDEXX diagnostics, Marshfield, Heska, and Abaxis [conclusing sentence].

AVImark and Cornerstone are both great candidates for the choice of veterinary software to use in a practice. Both provide basic features of electronic records, scheduling appointments, billing, and inventory. Both programs have the ability to integrate labs in the medical record from outside sources. Cornerstone may have the advantage of integrating labs since Idexx provides many diagnostic machines for customers. Using Idexx's machinery and computer software may make the transfer process easier. On the other hand, AVImark has the ability to integrate with Idexx. Both programs also provide accessible tech support. This is important since many clinics are choosing to go paperless. AVImark and Cornerstone are both great software to be used in any veterinary practice.